

August 17, 2010

TO: ALL OFFERORS

FROM: ROXANN M. PARKER
STATE CONTRACT PROCUREMENT OFFICER II
302-857-4555

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL
CONTRACT NO.: GSS10106-PAGING_SVC, PAGING SERVICES

ADDENDUM #1

The purpose of this addendum is to answer questions that were submitted.

- 1.Q: What is the breakdown of units in service between numeric and alpha?**
A: The state currently has approximately 1100 pagers in service. Out of the 1100, our records show that around 75 are numeric and the remaining 1025 are alpha.
- 2. Q: Is there a description of a preferred interface with the State Outlook Email System or is this simply the ability to send email to a pager?**
A: This is simply the ability to send email to a pager using Simple Mail Transfer Protocol (SMTP)
- 3.Q: Is there a requirement for on-site pager repair/replacement (normal hours or after hours)?**
A: Page 30, item #2 and #3 of the RFP specifies the States requirements for repair and replacement.
- 4.Q: How would we show a bid for multiple models of Alpha pagers, each having a different cost?**
A: Any pricing you wish to submit that isn't provided for on the Appendix A spreadsheet can be provided on a separate sheet.

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5. Q: Is there an explanation of the products/services requested under Appendix A Pricing Grid, section F, lines 58 – 68?

A: All of these products/services are OPTIONAL and are not required but can be quoted. Descriptions for services are:

Message Carbon Copy – Allows designation of additional email addresses to receive a copy of pages sent to the pager.

PageSync – Allows you to receive pages on Blackberry device.

Alias – Allows you to create a custom name for your pager.

WME Group – Allows creation of groups that you can initiate a single message and have page be delivered to pre-determined group all at the same time.

Notify@Once - A web-based short message network that sends important messages to groups of all sizes to ALL their mobile devices and email simultaneously.

All other terms and conditions remain the same.