

October 27, 2011

TO: ALL OFFERORS

FROM: CARMEN HERRERA
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM 1 TO RFP- CONTRACT NO. GSS12455-TELECOMM,
TELECOMMUNICATIONS SYSTEMS & SERVICES

ADDENDUM 1 – Q&A and RFP Attachment 10

Per question #57 below:

- Attachment 10 in the RFP was inadvertently omitted.
- As a result, references to Attachment 10 on pages 2, 12, and 46 shall now read as: Attachment 11 - Office of Minority and Women Business Enterprise Certification Application.
- Attachment 10 – Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement is attached to this document.

All other terms and conditions remain the same.

If you have any questions, please contact me at carmen.herrera@state.de.us.

GSS12455-TELECOMM Questions and Answers

1. What are the differences between UNSPC 4319 and 4320?
 - a. There is no difference. Our system will only post with a one-to-one relationship. The same contract has been posted to both codes.
2. Can you send me Appendix A?
 - a. Appendix A is in the RFP document.
3. Do you have any additional information you can share with me as far as what the total infrastructure/environment looks like that is involved with this?
 - a. No design, diagrams, quantities, locations or inventories of current installations are being provided. Please review 6. Technical Specifications, it states "6.1 The proposed systems are to meet the following requirements. The requirements apply to all electronic applications. The proposal response shall be to furnish, deliver, install and maintain computer controlled digital telecommunications systems. Call processing shall be accomplished by mini- or micro-processors from instructions held in non-volatile memory. The telecommunications systems must be compatible with LUCENT #5ESS and NORTHERN TELECOM DMS-100 CENTREX service and must accommodate all signaling and features associated with the CENTREX service rendered by the local serving central office."
4. Also, do you know what level of maintenance the state will be looking for?
 - a. Section 7 on page 49 outlines the maintenance requirements. In addition, each product/service group has maintenance components with definitions of expected maintenance.
5. I am receiving a "page cannot be found" error. Can you investigate and please let us know how we may obtain the RFP information?
 - a. The Request for Proposal (RFP) for Telecommunications Systems & Services (GSS12455-TELECOMM) is posted on the Bid Solicitation Directory at <http://bids.delaware.gov>. Please visit Delaware's Procurement Portal at <http://mymarketplace.delaware.gov> to view our all-inclusive site providing information on how to do business with the State of Delaware.
6. There are two postings, are they duplicates or are they different?
 - a. Our system will only post with a one-to-one relationship. The same contract has been posted to both UNSPSC codes. Please review the Contract Specific Message on the Bid Solicitation details page at http://bids.delaware.gov/bids_detail.asp?i=807&DOT=N. It states: "This solicitation is being advertised under multiple UNSPSCs. You only need to respond to one solicitation."

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7. When will it be posted?
 - a. This was posted on October 17, 2011. The UNSPSC code was changed to 4320 & 4319. Both codes apply to the same contract.

8. Do you know when your RFP will be posted?
 - a. This was posted on October 17, 2011. The UNSPSC code was changed to 4320 & 4319. Both codes apply to the same contract.

9. Would you be able to provide the date that this RFP will be posted on the Bid Solicitation Directory?
 - a. RFP was posted on bids.delaware.gov on October 17th. The UNSPSC code was changed to 4320 & 4319. Our system will only post with a one-to-one relationship. The same contract has been posted to both codes.

10. Are you only looking for physical systems (equipment) or do you also need proposals on reservationless teleconferencing SERVICES (any time from any place from any telephone)?
 - a. Please review the Request for Proposal (RFP) for Telecommunications Systems & Services (GSS12455-TELECOMM) posted on the Bid Solicitation Directory at <http://bids.delaware.gov>. The same contract has been posted to 4320 & 4319 UNSPSC codes. Our system will only post with a one-to-one relationship. Please visit Delaware's Procurement Portal at <http://mymarketplace.delaware.gov> to view our all-inclusive site providing information on how to do business with the State of Delaware.

11. Is there an Appendix A that I'm missing? And will we get a feel for the totals of what the State of Delaware (and all associated entities) has out there???
 - a. Please review: 1) RFP document, it contains Appendix A is in the RFP and 2). previous contract posted at http://contracts.delaware.gov/contracts_detail.asp?i=80.

12. My question was in relation to the Request for Proposal put out yesterday for Telecommunications Systems and Services. As I understand it this is a re-bid of RFP 06455RH put out by the state in 2006. Do you know if the state makes public the awarded proposals from that original solicitation? Or is that something that would only be available through a FOIA request?
 - a. Please visit the State of Delaware's Procurement Portal at mymarketplace.delaware.gov. Awarded Contract Details for GSS06455 are posted at http://contracts.delaware.gov/contracts_detail.asp?i=80.

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13. Both rfp's, one for VoIP and the other for cloud services both have the same bid document on digital navigator. Is that an oversight? Is there a different bid document that we can get to review?
 - a. There is no oversight regarding this solicitation. Our system will only post with a one-to-one relationship. The same contract has been posted to both UNSPSC codes. Please review the Contract Specific Message on the Bid Solicitation details page at http://bids.delaware.gov/bids_detail.asp?i=807&DOT=N. It states: "This solicitation is being advertised under multiple UNSPSCs. You only need to respond to one solicitation."

14. Per Item III, B. on page 7 (third paragraph), "the vendor's proposal shall be written in ink or type written on the form provided", may we request a copy of the RFP in a word Document for the purposes of editing our response around the questions in the PDF form provided on the State of Delaware Bid Solicitation Directory?
 - a. The only document we recognize as official is the original PDF.

15. The link provided on the Form 470 to the RFP is not working and may have been deleted. Please see attached our general response and pricing for Hosted VoIP services and advise as how we may obtain a copy of the RFP so we can customize a response for you.
 - a. The Request for Proposal (RFP) for Telecommunications Systems & Services (GSS12455-TELECOMM) is posted on the Bid Solicitation Directory at <http://bids.delaware.gov>. The same contract has been posted to 4320 & 4319 UNSPSC codes. Our system will only post with a one-to-one relationship. Please visit Delaware's Procurement Portal at <http://mymarketplace.delaware.gov> to view our all-inclusive site providing information on how to do business with the State of Delaware.

16. What do I have to do to participate in the bid? Please let me know.
 - a. Please read the Telecommunications Systems & Services (GSS12455-TELECOMM) RFP posted at <http://bids.delaware.gov> for more information. The same contract has been posted to 4320 & 4319 UNSPSC codes. Our system will only post with a one-to-one relationship.

17. I am writing in response to the recent Form 470 you posted, particularly as it relates to VoIP Services. I would like to get a copy of the RFP. If you would be good enough to email it to me I would be grateful.
 - a. The Request for Proposal (RFP) for Telecommunications Systems & Services (GSS12455-TELECOMM) is posted on the Bid Solicitation Directory at <http://bids.delaware.gov>. The same contract has been posted to both UNSPSC codes. Our system will only post with a one-to-one relationship. Please visit Delaware's Procurement Portal at <http://mymarketplace.delaware.gov> to view our all-inclusive site providing information on how to do business with the State of Delaware.

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18. Under Appendix A, Scope of Work, Page 47, Item 2. Turnkey System: Provide, Install, Integrate and Guarantee On-Going Support of Solution. Where in the vendor response do we include the pricing component to provide a turnkey system? We do not see an area on the Proposal Reply Pricing Form to include installation and integration charges.
- a. Installation and integration charges are not requested for a fixed project for purposes of this submission. They are determined on a per-project basis.
19. On the Proposal Reply Pricing Form (Exhibit B, Tab 1), we require clarification of the maintenance component. It is requested that a % off list be presented here. Can you please expand on this? What is the reference point?
- a. The vendor has a list price for maintenance, either hourly or flat rate, so the percentage discount off that list price is required to be entered into the form.
20. Also on the Proposal Reply Pricing Form (Exhibit B, Tab 1), can you please define the column "Associated Licensing Fee, if applicable". We could not find an explanation in the Exhibit A to discuss what determines the licensing fee(s).
- a. Item 14, page 59 reads: "...Give a step-by-step detail of this process, including hardware, software, features, licensing and size progressions." Appendix B, Tab 2 definition: "Instructions: Suppliers are asked to provide the discounts off list price for the following categories and any applicable licensing fee. If a licensing fee is not applicable, please state so."
21. Does that State of Delaware have a webpage that we may go to that lists all existing vendors / manufacturers and their current pricelists?
- a. Please visit the State of Delaware's Procurement Portal at mymarketplace.delaware.gov. Awarded Contract Details for GSS06455 are posted at http://contracts.delaware.gov/contracts_detail.asp?i=80.
22. Page 7, B. Section 4 "Attachment 4 - Complete response to Appendix a Technical Requirements" - Attachment 4 was very detailed document, but the directions for response was brief. Can the Department of Technology and Information provide additional requirements or direction as to how they would like to see this information presented in the proposal response?
- a. There will be no additional requirements or direction as to how DTI would like to see this information presented in the proposal response. Appendix A is the technical description of services requested and the vendor's response is outlined on Page 47:
 - 1. General:**
 - 1.3 Statements made in response or in any appendix to this RFP about equipment or services are considered to be part of the contract. All conditions and questions stated in this RFP must be answered as precisely as possible, and in the sequence as stated. Failure to address any of the requirements or vague responses could result in disqualification of the proposal.

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1.4. This Request for Proposal will request several different levels of equipment configurations solely for evaluation purposes.

1.5. Provide a complete listing of all offered and supported telecommunications equipment, software, and ancillary products, including Internet Telephony solutions, video processors and call monitors and recording equipment.

23. Appendix B – Pricing Forms and Instructions was not included in the RFP. Is there an additional attachment/document?
- Appendix B is posted on the Bids Solicitation Details page at http://bids.delaware.gov/bids_detail.asp?i=807&DOT=N.
24. This RFP appears to be seeking a total IP and Analog Solution (without any digital) for the State of Delaware. Is this correct?
- This RFP seeks IP and Digital solutions with analog capability where required by the customer agency.
25. P. 57 14.1 states “Small” and fully digital system – Should the small systems referred to in this section be IP or digital?
- The section quoted in this question solicits responses for digital solutions. IP solutions are defined starting on Page 60 Section 17.
26. P. 66 17.10.1 - 20 Station to 2000 Station - Is this for one location or for multiple locations?
- Multiple locations with a range of 20 to 2000 stations are sought for IP solutions. This description of “Scalability” refers to growth capacity and capability.
27. 17.10.2 – 15,000 Stations – 300 Locations – Are these locations all IP locations?
- This is a rough inventory of the State’s total telecommunications inventory. These are currently a mix of IP, Digital and Analog today. This is an “order of magnitude” estimate of sites and sizes for the vendor to consider when sizing their quotes.
28. Has a Network Analysis been completed to date and if so may we have a copy of the results?
- No overall Network Analysis has been completed so there are no results.
29. Will the State of Delaware be providing POE and QOS?
- Yes.
30. Does the State of Delaware plan to have all locations networked/connected?
- Yes

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31. How are all of the locations connected today?
 - a. Nearly all locations are connected via MPLS circuits, either TLS or Frame Relay.
32. Do you plan to use IP to connect the small and the large sites in the future?
 - a. Yes.
33. Can we obtain a word copy of the pdf RFP document?
 - a. The only document we recognize as official is the original PDF.
34. Who is the incumbent vendor(s) for the State today?
 - a. Awarded Contract Details for GSS06455 are posted at http://contracts.delaware.gov/contracts_detail.asp?i=80.
35. Page 11, Section Y: "Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the proposal using Attachment 7." Do we need to provide the names of subcontractors for the RFP, or will this be required for each "task order"? Certain scopes of works may require different skills of certain subs.
 - a. Known subcontractors that are typically utilized by the prime vendor must be identified. If individual projects require the use of subcontractors not previously identified, then at the time of the project award, the new subs must be identified to the customer agency.
36. Page 26, section 25 and Page 46, attachment 10, OMWBE certification. Is there a mandatory percentage for MWBE participation? If not mandatory, is any preference given to companies that include MBE/MWBE in their responses?
 - a. This RFP does not include a mandatory percentage for MWBE participation. Vendors will be evaluated based on the evaluation criteria as stated in the RFP.
37. Page 60, section 16, IVR. Item 16.3; "state the number of ports and hours of storage." IVR are not rated on # of hours. Please clarify requirements for this item.
 - a. State the minimums for growth capacity and capability on the IVR proposed.
38. On tab 1 of Excel pricing form, line 20, there is reference to Key System and PBX. Discount for these two system types (Key vs. PBX) will be different, therefore a line would be required for Key system only, and a separate line for PBX only. This also corresponds to section 14, page 57 of RFP. Can the one pricing section be broken into two pricing sections, one for PBX, and one for Key Systems?
 - a. Different systems for PBX and Key are permitted to be proposed and different discounts can be applied in the Appendix B. Please submit alternative on a copy of TAB 1 – PRICING FORM in the same format.

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39. Section 2.3 and 7.4: Can the State provide a description of DTI's network standards and policies?

2.3. INTEGRATE – guarantee proper network operation and interoperability with existing network components or circuits. Insure compliance with existing State network standards as specified by DTI.

7.4. The Contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished by the Contractor(s), its subcontractors and its and their principals, officers, employees and agents under this Agreement. In performing the specified services, the Contractor(s) shall follow practices consistent with generally accepted professional and technical standards. The Contractor(s) shall be responsible for ensuring that all services, products and deliverables furnished pursuant to this Agreement comply with the standards and policies promulgated by the Department of Technology and Information (DTI) (which are provided upon request), and as modified from time to time by DTI during the term of this Agreement. If any service, product or deliverable furnished pursuant to this Agreement does not conform with DTI standards, the Contractor(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform with DTI standards. The Contractor(s) shall be and remain liable in accordance with the terms of this Agreement and applicable law for all damages to Delaware caused by the Contractor's failure to ensure compliance with DTI standards.

- a. DTI Standards and Policies are published on the DTI internet site at:
<http://dti.delaware.gov/information/standards-policies.shtml>

40. Section 7.5: Can the State provide a clarification on the term “emergency service” and how it is defined by each agency?

- a. CRITICAL (affects public safety/health) – Loss of this business function threatens the ability for the State to operate. Loss of business function disrupts the security and well-being of the State. Business function for the affected agency is at a standstill.

41. Section 9.5: Is this response, is the State looking for fully priced systems or discounts off of list only?

- a. Discounts off of list price.

Continued next page

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42. Section 13: Sizing information for the PBX/ACD solutions section: What are the hours of operation of your contact center?
- a. Assume 24 hours/365 days per year.
43. Section 13: Sizing information for the PBX/ACD solutions section: What is the maximum number of inbound calls received in the busiest hour (BHCC)?
- a. Unknown volumes. No assumptions will be provided for purposes of this RFP. Individual projects will define their own usage parameters.
44. Section 13: Sizing information for the PBX/ACD solutions section: What is the maximum number of local agents that will be concurrently logged into the ACD?
- a. Unknown number. No assumptions will be provided for purposes of this RFP. Individual projects will define their own agent parameters.
45. Section 13: Sizing information for the PBX/ACD solutions section: What is the maximum number of remote agents that will be concurrently logged into the ACD?
- a. Unknown number. No assumptions will be provided for purposes of this RFP. Individual projects will define their own agent parameters.
46. Section 13: Sizing information for the PBX/ACD solutions section: What is the average call handling time?
- a. Unknown volumes. No assumptions will be provided for purposes of this RFP. Individual projects will define their own usage parameters.
47. Section 13: Sizing information for the PBX/ACD solutions section: Do you currently provide and measure wrap-up time for your agents?
- a. Unknown factor. No assumptions will be provided for purposes of this RFP. Individual projects will define their own agent parameters.
48. Section 13: Sizing information for the PBX/ACD solutions section: What is the maximum number of Skill Groups?
- a. Unknown number. No assumptions will be provided for purposes of this RFP. Individual projects will define their own agent parameters.
49. Section 13: Sizing information for the PBX/ACD solutions section: What is the maximum number of skills assigned per agent?
- a. Unknown number. No assumptions will be provided for purposes of this RFP. Individual projects will define their own agent parameters.
50. Section 13: Sizing information for the PBX/ACD solutions section: Do agents log into sub skill groups?
- a. Individual projects will define their own agent parameters but assumption can be made that sub-skill groups may be utilized.

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51. Section 13: Sizing information for the PBX/ACD solutions section: Will agents require CTI screen pop/desktop integration?
- a. Individual projects will define their own agent parameters but assumption can be made that this feature may be utilized.
52. Section 13: Sizing information for the PBX/ACD solutions section: What is the maximum number of supervisors concurrently logged into the ACD?
- a. Unknown number. No assumptions will be provided for purposes of this RFP. Individual projects will define their own supervisor parameters.
53. Section 13: Sizing information for the PBX/ACD solutions section: What is the “vital” information that Supervisors would want to see real time and for reporting purposes?
- a. Unknown factor. No assumptions will be provided for purposes of this RFP. Individual projects will define their own reporting parameters.
54. Section 13: Sizing information for the PBX/ACD solutions section: Do Supervisors need silent monitoring, barge-in & intercept?
- a. Individual projects will define their own supervisor parameters but assumption can be made that this feature may be utilized.
55. Section 13: Sizing information for the PBX/ACD solutions section: On average, how much time do customers spend in the IVR navigating the self-service menus?
- a. Unknown volumes. No assumptions will be provided for purposes of this RFP. Individual projects will define their own usage parameters.
56. Section 13: Sizing information for the PBX/ACD solutions section: What is the number/percentage of those calls that zero out from the IVR?
- a. Unknown volumes. No assumptions will be provided for purposes of this RFP. Individual projects will define their own usage parameters.
57. Section III, Item B (Proposal Response) and Section IV, Item D (Requirements of the Vendor) asks that vendors return 'Attachment 10 - Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement'. This document was not provided with the RFP. May we get a copy for our review?
- a. Attachment 10 was inadvertently omitted. As a result, references on pages 2, 12, and 46 to Attachment 10 - Office of Minority and Women Business Enterprise Certification Application are amended to read as Attachment 11 - Office of Minority and Women Business Enterprise Certification Application and Attachment 10 – Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement is attached to this document.



State of Delaware
DEPARTMENT OF TECHNOLOGY AND INFORMATION

William Penn Building
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Dover, Delaware 19904

Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

I/we, as an employee(s) of _____ or officer of my firm, when performing work for the Department of Technology and Information, understand that I/we act as an extension of DTI and therefore I/we are responsible for safeguarding the States' data and computer files as indicated above. I/we will not use, disclose, or modify State data or State computer files without the written knowledge and written authorization of DTI. Furthermore, I/we understand that I/we are to take all necessary precautions to prevent unauthorized use, disclosure, or modification of State computer files, and I/we should alert my immediate supervisor of any situation which might result in, or create the appearance of, unauthorized use, disclosure or modification of State data. Penalty for unauthorized use, unauthorized modification of data files, or disclosure of any confidential information may mean the loss of my position and benefits, and prosecution under applicable State or Federal law.

This statement applies to the undersigned Contractor and to any others working under the Contractor's direction.

I, the Undersigned, hereby affirm that I have read DTI's Policy on Confidentiality (Non-Disclosure) and Integrity of Data and understood the terms of the above Confidentiality (Non-Disclosure) and Integrity of Data Agreement, and that I/we agree to abide by the terms above.

Contractor or Employee Signature _____

Date: _____

Contractor Name: _____