



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

August 1, 2019

TO: ALL OFFERORS

FROM: ROXANN M. PARKER, CPPB
STATE CONTRACT PROCUREMENT SUPERVISOR

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL: GSS19574-LONG_DIST_SVC

ADDENDUM # 1

This addendum is issued to answer questions submitted by potential offers:

Q1. *Page 12. Purchase Orders - Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS19574- LONG_DIST_SVC on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.*

Is this requirement directed to Agencies OR the vendor who provides Long Distance Services? The requirements appears to detail a requirement for Agencies. Please confirm that this does not apply to the vendor who is responding to the RFP request.

A1. This clause is directed to Agency buyers and is not a requirement of the awarded vendor(s).

Q2. Page 1, Overview: The RFP is for long distance services, but the overview references providing "a turnkey body camera solution inclusive of hardware, software, and data retention." Can the state update the overview to reference the current RFP for long distance services?

A2. The clause regarding "a turnkey body camera solution inclusive of hardware, software, and date retention" is a template error which has been corrected. This contract is specifically for Long Distance Telephone Services.

Q3. Page 24. Drug Testing Requirements: Section x of the terms and conditions references mandatory drug testing for employees who work on Large Public Works Projects. Can the state clarify whether this requirement applies to this RFP?

A3. This contract is not for a Large Public Works Project. This requirement does not apply to the Long Distance Telephone Services contract.

Q4. Page 49, Section 7: Can Delaware please provide the pricing today for all of the voice services being proposed?

A4. Current Contract Pricing:

Intrastate Long Distance	Per minute rate
Dedicated	\$0.0203
Switched	\$0.0330
IntraLATA Long Distance	
Dedicated	\$0.0203
Switched	\$0.0330
Interstate Long Distance	
Dedicated	\$0.0155
Switched	\$0.0250
International Long Distance	230 Countries
Dedicated	Range from \$0.15 – \$7.3595
Switched	Range from \$0.17 – \$7.3995
Toll Free Service	\$0.0155
Directory Assistance	\$1.1000

Q5. Section 1, Paragraph 1, Page 1, Text of passage being questioned: “The State of Delaware Department of Government Support Services seeks professional services to provide a turnkey body camera solution inclusive of hardware, software, and data retention.”
Please define whether any kind of body or other security cameras is part of this RFP for Long Distance Services?

A5. Same answer as #2 above.

Q6. Appendix B, section 5, Paragraph 2,3, 4, Page 48, Text of passage being questioned: “The State and School Districts are served by Verizon via Central Office CENTREX, and Primary Rate Interface PRI trunks for local dial tone. The local regional toll PIC is Verizon. The intrastate voice network is carried via dedicated PRI trunks from each county hub CENTREX to Verizon’s Advanced Intelligent Network (AIN) switch in Pennsylvania. The interstate toll PIC is Verizon Business/MCI and routes over their network on a dedicated basis. School Districts operate primarily in a switched environment for intra and interstate tolls carried intraLATA and interstate by Verizon Business/MCI under existing contract conditions. Some Districts do have SIP trunking for their long distance service. Direct Dialed-Dedicated calls are initiated on Centrex or PRI trunks to the Centrex hub in each county. From there, T-1 pipes are used from the 3 major Centrex hubs in Wilmington (5 pipes), Dover (5 pipes), and Georgetown (3 pipes) for dedicated access to the Verizon LD network today.”

The winning contractor may provide dedicated access lines to their LD network should these existing T-1s need to be replaced to implement the contractor's solution."

Can more detail and/or a diagram be provided on exact location/service address regarding the access lines/bandwidths for Central Offices, dedicated T1, PRI and/or SIP trunking and any other circuits carrying Local, regional and long Distance toll calls?

A6. Any State of Delaware Government or K-12 location. Site Locations may have PRI/BRI lines at any given location.

Q7. Appendix B, Section number 9, Paragraph 6, Page 49 Text of passage being questioned: "List the network connection steps to integrate your proposed service with existing flat-rate business lines, CO CENTREX lines, ISDN/PRI and BRI trunks, PBX Automatic Route Selection (ARS) systems and Advanced Intelligent Network (AIN)."

Can more detail and/or a diagram be provided regarding service address locations for the CO, PRI, BRI lines?

A7. CO Locations are not documented, and possible service locations tie to any State of Delaware or K12 customer

Q8. Exhibit A Section N/A Paragraph all, Page 56,Text of passage being questioned: "Direct Dial International & Canada 695 181 . . .Direct Dial International & Canada 6,000 500; Toll Free Interstate 583,056 227,823"

Can more detail be provided regarding the state origin for the Toll Free and termination country for the outbound International calls?

A8. All calls originate from a State of Delaware facility and should be allowed to terminate at any country of origin/destination the State may need to call.

Q9. Appendix B, section 18, paragraph 1, page 52: Text of passage being questioned: "The State uses approximately 100 ISDN / BRI lines for videoconferencing, thereby necessitating the need to transmit data for video over intraLATA, interLATA and interstate calls. Indicate your ability to provision your network to accommodate such calls."

Could you please provide service address details and/or a diagram for these BRI lines and whether they are necessary- or whether a technology like MPLS and/or SD-WAN might be alternative means by which the State could deliver a better video conferencing experience using Quality Of Service and/or Quality of Experience?

A9. There are no substitutes for the ISDN/BRI lines as the terminating systems require a specific technology.

Q10. The RFP mentions "You may bid any of the services requested as standalone offerings" However elsewhere in the RFP it state the following: "Provide an implementation plan that ensures the smooth transition from the existing long distance, toll free and calling card services to the services your company proposes"

Please confirm that the Contractor may bid any of the services requested as standalone offerings as referenced in Appendix B, Scope of Work.

A10. Contractors may bid any services requested as standalone offerings. In the event that award is made to a contractor(s) that is not the incumbent awardee, the State is asking for an implementation plan for a smooth transition from one contractor to another.

Q11. Please provide the street addresses for the three CENTREX hubs in Dover, Georgetown, and Wilmington, respectively.

A11. Carrier centrex hubs are not documented by DTI.

Deadline to submit proposals is 3:00 p.m. local time on August 13, 2019.

All other terms and conditions remain the same.

GSS19574AD#1



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