

**Q&A Set #2 to
Request for Proposals (RFP)
Telecommunications Equipment and Services (PBX III)
RFP #060B1400048
December 22, 2010**

Ladies/Gentlemen:

The Department of Information Technology received the following questions by e-mail for the above referenced RFP, and they are answered below for all Offerors:

18. Reference 3.3.1.3 Inter-Switch Trunking – Are we to assume that existing proprietary inter-switch trunking protocols no longer need to be supported (i.e. NEC's CCIS or FCCS)?

Answer: Proprietary NEC inter-switch trunking protocols may be supported between like systems where it is required at the PORFP level.

19. Reference 3.3.1.3 Inter-Switch Trunking – If NEC's CCIS and/or FCCS is required to be supported, will these protocols be included in 3.3.1.3?

Answer: Section 3.3.1.3 is referring to standards based trunking circuits and protocols. While vendor's proprietary protocols will not be listed, support for networking switches utilizing the manufacturer's proprietary protocols may be supported where appropriate or required in individual PORFPs.

20. Reference 3.3.1.3 Inter-Switch Trunking and the Pre-Bid Conference - Can you define what is meant by systems being "interoperable"? Since feature transparency would require proprietary signaling, does this refer to simple interconnections like that for analog/digital tie-lines, SIP, or ISDN-PRI Q.SIG?

Answer: Interoperability refers to features that are supported via the standards based signaling protocols.

21. Reference 3.3.1.6 Life Cycle Support – If a greater support cycle is required in the PORFP, does the OEM need to provide the "guarantee" documentation for the additional period?

Answer: The OEM must guarantee the equipment will have maintenance support for the period of time as requested in the PORFP.

22. Reference 3.3.1.6 Life Cycle Support – Is there a maximum duration associated with this requirement?

Answer: There is no maximum duration specified. The duration of support will be identified in each PORFP, or default to the 3 year minimum, as identified in section 3.3.1.6.

23. Reference 3.3.2 Functional Area 2 – Maintenance Services – Is the requirement for manufacturer certified technicians applicable to MBE companies, or just the prime contractor?

Answer: Contractor's personnel whether employed or subcontracted shall be certified telephone systems technicians specifically trained for working on the installed systems through a program of instruction approved by the manufacturer.

24. Reference 3.3.2 Functional Area 2 – Maintenance Services – Are we to understand that the PO Contractor, being responsible for loading anti-virus software, is at complete liberty to determine the software manufacturer?

Answer: The PO contractor may select an anti-virus software package that meets standards published by DoIT, (reference document below) or as established in the PORFP.

http://doit.maryland.gov/support/Documents/security_guidelines/DoITSecurityPolicy.pdf

25. Reference 3.15 Labor Categories and Qualifications - Are these requirements also applicable to MBE personnel?

Answer: Yes. Per section 3.9.1, Master Contractors shall only propose staff available at the time and duration of the PORFP performance period. In response to each PORFP, Master Contractors shall provide personnel that satisfy the personnel qualifications specified within Section 3.15 for each of the labor categories required under the specific solicitation. In the event that labor categories are not identified in a PORFP, Master Contractors shall provide the appropriate labor categories from those specified in Section 3.15.

26. Page 23: Next to last paragraph...As part of maintenance the PO Contractor shall represent the State with the telephone company to identify any problems with the telephones service. Will the state be providing LOA's for the vendor to act on the state's behalf?

Answer: The State will issue Letters of Agency (LOA's) on an as needed basis.

27. Is the State agreeable to adding a new section to Attachment A, the Master Contract, that limits the Contractor's liability to three times the value of the PORFP out of which the liability arose.

Answer: The State is still reviewing this question.

28. In section 3.15 (Labor Categories and Qualifications). – Is the Vendor required to fill all of these positions?

Answer: Any labor category a Master Contractor may anticipate utilizing to fulfill a PORFP should be included in your proposal to the RFP. Additional labor categories cannot be added by a Master Contractor after the State has awarded them a contract.

29. 3.2.2 – Do you currently have the Bronze, Silver, Gold, Platinum “level of maintenance” system in place? Does a single vendor provide all levels to every site (example- 30 minute response time (Platinum) to every site for catastrophic event)?

Answer: The current maintenance system does not utilize the Bronze, Silver Gold & Platinum levels. Per section 3.3.2, unless otherwise specified in the PORFP, the service

level for a repair under warranty that is not otherwise on a maintenance contract is Silver.

30. 3.2.2- (Software Maintenance). Can you provide a list (by location) of existing Issuing Agency software and all 3rd party software currently in use?

Answer: A comprehensive list is not available.

31. 3.4- (Security Requirements). Who is responsible for the cost of the background checks (State of Maryland or the Vendor)? Do remote technicians (someone operating in our Network Operations Center, who might dial in to fix a problem) require the same clearance?

Answer: When background checks are required in a PORFP, the Master Contractor is responsible for any costs associated with obtaining background checks or meeting security requirements. If a PORFP identifies that a background check is required, then that requirement would also apply to technicians who would access the system remotely.

32. NEC and BlackBox are currently heavily entrenched in the network. Does The State have plans to invest in any new systems (other than NEC and BlackBox) in the near future?

Answer: The State will evaluate all proposed solutions for each PORFP issued.

33. We are the OEM of peripherals. Are we required to be an authorized reseller of one of the 11 manufactures before we can submit a proposal? Yes or No.

Answer: Yes for Functional Area 1.