



Questions and Answers No. 2

Request for Proposal 060B7400062

Conferencing Services 2017

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential Offerors are final and binding to the State. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

1) Our solutions includes 50GB storage to record meetings is more needed?

RESPONSE: Additional storage may be required depending on the file size of the recorded media. If the file size is small (e. g. 50 MB for an hour recording) this would allow for 1,000 simultaneous recordings, which would be sufficient. On the other hand if the file size is large (e. g. 5 GB for an hour recording) this would only allow for 10 simultaneous recordings, which would not be sufficient.

2) For electronic submission of the RFP responses what is the States file data limit?

RESPONSE: Any single e-mail must be no more than 25 Mb in size.

3) Would the State be willing to accept mutually agreed reasonable exceptions for section 3.10??

RESPONSE: See RFP Section 1.24.

4) Is the SOC2 compliance applicable in the case of Audio and Web conferencing services??

RESPONSE: Yes, the audio and conferencing features have persistent qualities, like 'record'. Therefore, the infrastructure and supporting hardware and software must comply with applicable regulations pertinent to the functional domains (e.g. HIPAA, CJIS) and the data discussed (e.g., Public and Confidential as defined in Maryland Law). A SOC type 2 audit is generally how IT system compliance is demonstrated.

5) From Section 3.8 can the State elaborate on the SOC 2 compliance conditions as it relates to each of the required conferencing service options , Audio, Web and Webinar?



RESPONSE: The compliance pertains to all transmission or communications required to access the service, as well as any infrastructure required to store Audio, Web and Webinar information.

- 6) Will you provide a count or estimate for the number of users you have or want to support regarding web conferencing and webinars?

RESPONSE: Please refer to Section 3.3.10 Q of the RFP for potential maximums.

- 7) Will you share who the current service providers are for audio, webinar and web conferencing services?

RESPONSE: The current provider for audio and web conferencing is InterCall, there is currently no contract for webinar services.

- 8) Is it possible to add a VSB sub-contracting goal on this one?

RESPONSE: There is not a Goal for this RFP however; MBE, SBR and VSBE firms are encouraged to propose.

- 9) Maryland law requires that contractors meeting certain conditions pay a living wage to covered employees on State service contracts over \$100,000.

. Is the \$100,000 annual or over the life of the contract?

RESPONSE: See Attachment F.

Thank you,

Gayle Mealy
Procurement Officer

End of Question and Answer #2.

