



**MARYLAND**  
DEPARTMENT OF  
BUDGET & MANAGEMENT

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**QUESTIONS AND RESPONSES**  
**PROJECT NO. 050R5800226**  
**PBX, EKTS, Hybrids, VoIP and Other Peripherals**  
**Equipment, Software, Services and Maintenance**  
**July 25, 2005**

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 answers to questions by potential offerors are not binding to the State, unless the expressly amends the RFP. 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. Would you please furnish a listing of the State Telecommunication contacts referenced in the bid meeting?

**Answer: The State Telecommunications contacts will be provided to the contractor upon award.**

2. How much in revenue did the state spend on Video Conferencing last year (2004)?

**Answer: There are no records to determine the amount spent on video conferencing equipment during the last year .**

3. How much does the state intend to spend on Video Conferencing under the new contract each year or the total of five years. That would be until 2010

**Answer: The State does not have estimates for expenditures on video conferencing under the new contract.**

4. Which agencies are using video conferencing and which ones will be purchasing equipment and service?

**Answer: District Court and Public Safety and Corrections are the major users of video conferencing equipment. Other agencies may use video for meetings, etc. The State does not have a list of which agencies will purchase video conferencing equipment under a new contract.**

5. Is telemedicine or distance learning being used with the new video conferencing program?

**Answer: Telemedicine and Distance Learning may use the new contract for video conferencing equipment. The new contract is a statewide contract that may be used by all agencies, local jurisdictions and universities. There are no guarantees that any agency or organization will use the contract for video conferencing equipment.**

6. Please let me know which manufacture for video conferencing has been chosen. It was stated at the meeting this would be selected as soon as possible.

**Answer: The DBM is only aware of Polycom equipment that is being used around the State.**

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7. Does the state have bridges for video conferencing and will they be buying new ones under the contract?

**Answer: The DBM is not aware of any agencies having video conferencing bridges. Each agency determines their business requirements and needs.**

8. Can we bid on complimentary products such as software that schedules bridges and video conferencing programs?

**Answer: No, you cannot bid on complimentary products such as software that bridges and video conferencing programs under this RFP.**

9. Does a subcontractor have to have a physical presence in the State of Maryland?

**Answer: No, a subcontractor does not have to have a physical presence in the State of Maryland.**

10. What are the service requirements ND response time for video repair?

**Answer: Normally, service requirement for video is 24 hours for minor malfunction. The agency that reports the trouble ultimately determines the necessity or urgency for repair. Any service disruption for District Court may be reported as a major malfunction because prisoners and judges are waiting for the service to be repaired, and during that time Courts can't conduct normal/required business.**

11. Can an agency buy off contract to a non-chosen vendor by the state bid if price is lower or service better?

**Answer: There is no telecom procurement delegation: No agency may buy off contract**

12. The state I believe is now using ISDN and plans to use IP in the coming years. When approximately do you believe the migration to ip will be started?

**Answer: The State has no immediate or future plans to migrate to IP. The State uses IP trucking but has no immediate plans to migrate to VoIP.**

13. Should the pricing be indicated as a discount off of list from the manufacturers price list?

**Answer: Yes, the pricing should be indicated as a discount off of the manufacturer's price list.**

14. You specify that the contract will cover videoconferencing yet there were no video manufacturers listed in the section that outlines the manufacturers that must be supported. Will Polycom be added to the list?

**Answer: Yes, Polycom will be added to the list.**

15. What is the criteria that will determine if a PBX is procured/maintained off of this contract or the original PBX maintenance contract?

**Answer: The criteria that will determine if a PBX is procured/maintained off this contract or the original PBX maintenance contract are:**

- Was the PBX embedded base and installed by Verizon
- Will the new PBX be a stand alone
- Will the new PBX be networked with an embedded base PBX

16. What is the existing percentage of each of the product types listed in the RFP?

**Answer: The State does not have any percentages of existing product types because the State has not maintained a statewide inventory.**

17. Are there any lists of existing equipment at the various sites?

**Answer: No, there are no current lists of existing equipment at the various sites.**

18. Is there a location list of the various sites which will be covered by this solicitation?

**Answer: No, there is no location list of the various sites that will be covered by this solicitation.**

19. Can DBM provide a list of the MBE companies eligible for partnering with on this project?

**Answer: The State suggests that any offeror use the MDOT MBE list. Please contact Janice Montague, MBE Liaison on 410-260-7109 if you have additional questions.**

20. Worksheet F-1 Service Rates - It doesn't appear that the State of Maryland is offering a distinction in labor rates between certified technicians for traditional TDM telephony systems and certified technicians for converged networks and VoIP telephony systems. This is not realistic in the current market place; therefore, we recommend that separate categories be allowed. Will the State of Maryland modify the worksheet to include data rates for VoIP certified technicians?

**Answer: Although the State has requested pricing on VoIP, there is no immediate migration to VoIP. The State will modify Worksheet F-1 to add certified technicians for converged networks and VoIP telephony systems.**

21. Worksheet F-1 Service Rates - Can we be assured that the labor rate for the Removing and Preparing Disconnected Equipment does not include disposal costs that would be associated with batteries and/or any other hazardous waste, and that these additional costs could be billed separately?

**Answer: Yes, the vendor can be assured that the labor rate for removing and preparing disconnected equipment does include disposal costs that would be associated with batteries and/or any other hazardous waste, and that these additional costs could be billed separately.**

22. Worksheet F-1 Service Rates - Are we to understand that a single rate would apply for a lower level trainer for User Training as well as for a higher level engineer/trainer for Administration Training of PBX, voicemail, IVR, VTC equipment, IP-PBXs, etc.?

**Answer: Yes, you are to understand that a single rate applies for lower level trainer for User Training as well as for a higher level engineer/trainer for Administration training of PBX, voicemail, IVR, VTC equipment, IP-PBXs, etc.**

23. Worksheet F-2 Config. Main. - Only NEC digital terminals (D<sup>term</sup>) are listed in the spreadsheet. Will the State provide additional sets for the other manufacturers, or are we to understand that none of the other manufacturer's digital phones will be covered under maintenance?

**Answer: The State will modify the RFP to add digital stations for each manufacturer.**

**Worksheet F-3 Per. Main. And 2.21.1.4 G. 2 - Based on the pricing instructions in the Attachment, it doesn't appear that the vendor provided percentage rate applies to existing peripheral equipment? However, the requirement at 2.21.1.4 implies that coverage is going to be provided for existing peripheral equipment. Please provide a clarification.**

**Answer: Yes, the selected vendor will maintain the embedded base of the listed manufacturers equipment.**

24. Worksheet F-3 Per. Main. - If existing equipment is to be covered, can we have a list of the peripheral equipment that will require maintenance and their purchase date so that we can estimate their value. This is to ensure that our percentage provides adequate compensation based on the typical life-cycle for the existing peripheral equipment?

**Answer: The State has not maintained a statewide inventory of the embedded base and/or peripheral equipment. It is anticipated that a large percentage of the equipment is at the end of its life-cycle or very close to the end of life-cycle.**

25. Worksheet F-3 Per. Main. - If existing battery backup systems fall under the peripheral category, please provide a list of the systems - to include date of installation, dates and results of load tests, manufacturer and part number, so that we can adequately measure their life cycle expectancy and estimate anticipated replacement costs.

**Answer: The State has not maintained a statewide inventory of exiting systems and peripherals.**

26. 1.1.2 Page 1 - Is there any pricing or technical advantage for a single vendor capable of providing all manufacturers?

**Answer: It is the State's stated preference to award to one contractor.**

27. 2.1.2 Page 13 - Can you please provide additional information concerning the Management of Network Services? Considering that VoIP is usually deployed in converged networks, is this only for the voice network, or for both the voice and data network?

**Answer: If for some reason the State decided to merge to VoIP during the life of this contract, the Management of Network Services would be for the voice network.**

28. 2.1.3 Page 13 - Please explain what engineering solutions support entails. Would it include provisioning and reengineering data networks to support VoIP?

**Answer: Engineering Solutions Support entails assisting DBM and individual agencies with provisioning/engineering to connect to NetworkMaryland, fiber/cabling solutions, etc. No, this would not entail provisioning and reengineering data networks to support VoIP.**

29. 2.3.9 Page 14 - Can you please define the compatibility criteria with H.32 VoIP as it relates to data equipment?

**Answer: Section 2.3.9 is a general requirement and does not specifically imply that there is a relationship between H.32 VoIP and data equipment. The State may be misunderstanding your questions.**

30. 2.4.1 Page 14 - Can we be assured that when VoIP is requested, we will be able to install the system to the manufacturer's specifications, even if those specifications might require modification to the State of Maryland's data network?

**Answer: If and when the State decides to install VoIP at a location, you will be able to install the system to the manufacturer's specifications. At that time, if modifications to the State data network were required, a discussion with the Director of the Unit would be required. There is no planned and/or immediate requirement to merge to VoIP.**

31. 2.4.1 Page 14 - If the above is not acceptable, will the requirement be formally waived?

**Answer: Yes, the requirement would be waived if the State required a vendor to install the equipment differently than the manufacturer required.**

32. 2.4.2 Page 14 - Can we have assurances that this requirement is limited to specific items and will not involve systems (i.e. PBX, voicemail, IVR, etc.)?

**Answer: Yes, a vendor can be assured that section 2.4.2 is limited to specific items and will not involve systems (i.e. PBX, voicemail, IVR, etc.).**

33. 2.4.6 A Page 15 - VoIP systems typically do not utilize traditional TDM digital switching technology. Rather, the switching is accomplished in the data network. Can we assume that this requirement doesn't apply to VoIP systems?

**and**

34. 2.4.6 F Page 15 - Does the requirement to support rotary dialing also apply to VoIP systems?

**Answer: No, section 2.4.6 does not apply to VoIP.**

35. 2.4.6 J Page 15 - With VoIP systems, power for the telephone set is not provided by the PBX. Rather, power is provided by the edge data equipment or via local powering options. Does the 4-hour UPS requirement apply to these devices?

**Answer: No, section 2.4.6 J does not apply to VoIP.**

36. 2.5.3 A. 9. Page 18 - What formats will be required throughout the State (i.e. NENA 2.0, 2.1, 3.0, or something unique)?

**Answer: The State does not currently have an answer for this question. Very few locations have or will require Management Tools.**

37. 2.5.1 M Page 16 – a) What database types will need to be integrated to the telephony application and are they ODBC compliant? b) Are the workstation's operating systems Windows based?

**Answer: The State does not have an inventory to provide an answer to this question. The assumption is that the database types are ODBC compliant and that the workstations' operating systems are Windows based.**

38. 2.7.2 15 Page 22 - How would this be applicable to VoIP when the connections would typically be patch cords (Cat 5/5e/6)?

**Answer: Section 2.7.2.15 does not apply to VoIP.**

39. 2.10.2 Page 25 - Due to the volume of documentation, most telephone system manufacturers today do not provide hard copy documentation. Rather, only soft copies on CDs. Will this be acceptable?

**Answer: In the event that documentation is not available hard copy, soft copies on CDs are acceptable.**

40. 2.11.1.2 A Page 26 and 2.11.2 - Is the requirement to train six (6) system administrators applicable to each site?

**Answer: Section 2.11.1.2 A requires training of up to six (6) systems administrators per completed project.**

41. 2.11.1.2 D Page 26 - For VoIP solutions, can we assume that the system administrator training will only be applicable to the proposed voice equipment and that if data networking training is required, this knowledge will be obtained separately from this contract?

**Answer: Yes, you can assume that the system administrator training will only be applicable to the proposed voice equipment and that if data networking training is required this knowledge will be obtained separately from this contract. The State has no plans to merge to VoIP systems within the near future.**

42. 2.13.3 E. Page 30 - Since with VoIP the State of Maryland's LAN/WAN equipment and circuits would be the transmission media for the voice packets in lieu of copper cable in a traditional TDM environment, can we be assured that the State of Maryland's LAN/WAN devices will have an average effectiveness level of 99.99999% percent or more for the given performance period?

**Answer: In the event the State sanctions VoIP systems installations during the life of this contract, the State would assure that its LAN/WAN devices have an effectiveness level of 99.99999% or more for the given performance period.**

43. 2.13.3 E. Page 30 - If the State's LAN/WAN does not meet this requirement, will it be waived for the VoIP application?

**Answer: If the State's LAN/WAN does not meet this requirement, the State would waive the requirement.**

44. 2.13.3 G 6. Page 31 - How does the State intend to test for or verify "electrical supply and overload protection?" Are we to induce an overload condition?

**Answer: The State does not expect the vendor/contractor to induce an overload condition nor will the State test for or verify "electrical supply and overload protection" but woe to you if it is not there when needed.**

45. 2.16.1 Page 32 - Concerning maintenance coverage for battery backups. Since battery life is directly related to environmental conditions, duration of run-time, and the length of recharge, will the State of Maryland provide guarantees that the equipment will be continuously maintained within the manufacturer's environmental specifications? And, will the State of Maryland provide some information concerning the average number of power outages, average length of the power outages, and specifications regarding the required duration of recharge so that we can provide an acceptable maintenance price.

**Answer: Environmental requirements are to be provided to the individual agency before each project begins. All environmental specifications must be met by the agency before the project begins. It is then the State's responsibility to maintain conditions. On occasion, some buildings may have planned power outages for maintenance or upgrade purposes. The outage may last from a few minutes to several hours. In this case a vendor/contractor technician would be requested to bring all equipment down and bring back up after the outage. The State will pay the hourly costs for the technician's time.**

46. 2.16.1 Page 32 - Concerning maintenance coverage for new versions, updates, enhancements and modifications to the equipment and/or software. Manufacturers make firmware improvements all the time for circuit cards, phones, additional features, etc. A lot of the firmware improvements for the hardware are made to support new software features. Are we to understand that we have to provide these at no cost?

**Answer: No, the State does not expect the vendor/contractor to provide all firmware improvements at no cost.**

47. 2.16.2 B. 2) Page 32 - In order to ensure the Agency's systems will not become obsolete when new technology has been introduced in the Telecommunications industry that offers greater operating efficiency, we would need to know what new technology the State anticipates being introduced so that we can determine if the software and/or hardware is capable of supporting the new technology and to be able to provide a equitable maintenance price. Please provide additional information.

**Answer: The State has no additional information to provide at this time. The State expects the vendor/contractor to have an ongoing relationship with DBM and individual agencies. Dialog should occur with both DBM and the individual agencies to keep both apprised of upgrade requirements, emerging technologies, etc.**

48. 2.16.2 H. Page 33 - The operating systems of most of the voice servers (IP-PBX, PBX, KTS, etc.) are proprietary and have no need for virus protection. Additionally, there are no available commercial off the shelf software applications to provide virus protection for these operating systems. Please clarify how this will be applied to voice servers.

**Answer: Section 2.16.2 H does not apply to voice servers.**

49. 2.24.3 Page 43 - Will liquidated damages be applied when data network issues cause a disruption of service for VoIP/Hybrid systems?

**Answer: No, liquidated damages would not apply if the disruption of service for VoIP/Hybrid systems is caused by the data network that is provided by the State.**

50. Are Maryland's data networks currently being monitored on a real-time basis, and does the monitoring equipment have the capability for monitoring Voice Call Performance, Call Quality, etc.

**Answer: There is no information available at this time to identify whether each of Maryland's data networks (individual agencies) have the capability for monitoring Voice Call performance, Call Quality, etc.**

51. What is the estimated percentage of work – Cable/equipment/systems?

**Answer: The State does not have estimated percentages work that will entail cable/equipment/systems.**

52. Will there be a specific pricing advantage given for those that subscribe to the MBE goals?

**Answer: No, there will not be a specific pricing advantage given for those that subscribe to MBE goals.**

53. What if the companies selected to fulfill the MBE percentage are specific for cabling or other specialty items (i.e. VTC) and 35% of the work during a given month (or year) do not involve cabling or specialties?

**Answer: Please contact Janice Montague, MBE Liaison, 410-260-7109 to discuss the MBE requirements.**

54. During the interview process, what if none of the MBEs are capable of meeting our standards of quality, level of experience, and/or equipment qualifications?

**Answer: In that case, convincing documentation is required (see waiver process) Please contact Janice Montague, MBE Liaison, 410-260-7109 to discuss MBE concerns.**

55. Does networking to any of the imbedded NEC base automatically mandate the solution will go to Verizon even if it is not the best value to the State?

**Answer: Yes, if the agency requires that a new PBX be networked back to an embedded based NEC, the new order would be directed to Verizon.**

56. Are we required to limit the proposed equipment to just voice applications (PBX, IP-PBX)? Or can we include data servers, routers, switches, WiFi, and other data equipment?

**Answer: Yes, offerors are limited to the proposed equipment that can be priced on the provided pricing sheets.**

57. Amendment #1a) Since there is no imbedded base of Cisco PBXs, why have their products been included in the RFP? b) Are we required to limit the Cisco equipment to just voice applications (CallManager, CallManager Express, Unity, etc.)? Or can we include data servers, routers, switches, WiFi, and other non-voice equipment?

**Answer: It was in the State's best interest to add Cisco PBXs. Yes you are required to limit Cisco equipment to just voice applications. The State has other statewide contracts for data servers, routers, switches and other non-voice equipment in place.**

58. Amendment #1 and 2.5.1 D & J. - For a Cisco remote solution, is it accept to provided limited call processing capabilities and feature transparency in the event the host system becomes inoperable?

**Answer: The vendor/contractor is expected to make every effort to provide full service. In the event that limited call processing to a remote is the only option way to provide some service, the State would have to access on a case-by-case basis. The vendor/contractor would be required to provide reasons for limited service in writing with a timeframe for service resolution.**

61. 2.4.3 Page 15 - If there will be a requirement to maintain older, and potentially obsolete, key systems, will manufacturer reconditioned or refurbished equipment be acceptable to repair the systems?

**Answer: Yes, it is acceptable to repair and maintain older obsolete key systems with manufacturer's reconditioned or refurbished equipment. The State Contract Manager and the Agency Representative must be notified in writing. This will provide documentation for the Agency to begin planning for replacement equipment.**

62. Para. 2.19: The following milestones and deliverables are required for the Contract and all projects. Is a WBS required as part of our response to the RFP?

**Answer: Yes, a draft milestone is required as part of the response to the RFP.**

63. Para. 2.19: If yes to #1 - Since the format specified in the RFP is specific to a project and we do not have the information available for a specific project, what milestones and deliverables require responses for the RFP?

**Answer: Items one (1) and two (2) are required as part of the draft.**

64. Para. 2.22.1 D & E: Where did all of these other labor categories come from? They aren't listed with the staffing requirements (Para 2.20.2). Are they supposed to be in the staffing requirements?

**Answer: Section 2.20.2 is absolutely required staffing. Some companies may have additional managers who will be required to attend meeting.**

65. Para. 2.22.4: Aren't these requirements specific to voicemail systems rather than PBX, VoIP, etc. systems?

**Answer: Yes these requirements are specific to voicemail systems rather than PBX, VoIP, etc. systems.**

66. Para. 2.24.1, 2.24.2, & 2.24.3: Can we assume that the State will not penalize (or apply liquidated damages to) a vendor for delays associated with delays resulting from the manufacturer's technical support system(s)? It should be noted that the State has selected a few manufacturers that are historically slow in providing technical support. Due to the complexity of certain systems, technical certification alone does not guarantee complete system knowledge, and the technician may require manufacturer's support?

**Answer: The State expects the vendor/contractor to have a relationship with the manufacturer. The State expects the manufacturer to readily respond to the vendor/contractor/manufacturer's customer. The State does understand that each technician is not completely knowledgeable of every facet of a system. The vendor/contractor must build an immediate relationship with the manufacturer. The vendor/contractor should also notify the contract manager of difficulties. The State is not required to purchase each of the specified manufacturer's products.**

67. Para. 2.24.3: Since the State has identified and will potentially choose technology that is more prone to catastrophic and/or major failures (VoIP systems), can this requirement be waived?

**Answer: The State is not moving to VoIP systems. The requirement will not be waived.**

68. Para. 2.24.3: Can we assume that issues associated with systems and/or hardware/software that has not been provided by the vendor (i.e. LAN, WAN, etc.) will not be considered for this requirement, including service interruptions resulting from LAN/WAN Denial of Service attacks, Message flooding (email bombs), and etc.?

**Answer: The State is not moving to VoIP systems. If and when, the State requires installation of VoIP systems, the vendor/contractor would not be held responsible for hardware/software that was not provided by the vendor/contractor.**

69. Para. 2.11.2: Is this a requirement for the RFP response or for a project?



**Answer: Yes this requirement, Section 2.11.2 is a response for a project.**

70. Para. 2.21: It was our understanding that this contract was for new equipment and did not include any of the imbedded base. Why is a transition plan required?

**Answer: A transition may or may not be required. There is a response requirement that draft transition in and out plan be provided. An individual agency may currently have maintenance/MAC provider that is not under a State contract. With this contract, the State plans to provide a statewide contract and eliminate the DBM delegated small procurement authority for key systems.**

71. Para. 2.21: Assuming that the imbedded base is included, the requirement assumes a single Current Vendor and a single system type. Will the State provide us the site-specifics and system type so that we can develop a single vendor single system transition plan?

**Answer: The embedded base equipment was not provided by a single vendor. The draft transition plan would have to be mostly generic.**

72. Section 2.3.9: Please clarify how “compatibility “ will apply to VoIP applications? Will compatibility encompass QoS issues.

**Answer: At this time there is no intention of the State to merge to VoIP applications. If and when a VoIP system is installed QoS would not be considered a compatibility issue unless a direct link could be determined.**

73. Section 2.4.3 Are any of the existing systems subject to maintenance, and have any of them reached end-of-life where new parts might not be available.

**Answer: Yes, the existing systems are subject to maintenance and surely some have reached end-of-life where new parts might not be available.**

74. Section 2.4.3 Will the requirement for new parts be waived for any obsolete systems that might be requested for maintenance.

**Answer: Yes, the requirement for new parts will be waived for any obsolete systems that might be requested for maintenance.**

75. Section 2.4.6 J Since station side VoIP applications utilize the LAN for the switching and loss of power to the switching equipment or telephone set (Ethernet switches, routers, power adapters, etc.) would make the phones inoperable, are we required to provide 4-hour backup on all the LAN equipment and adapters associated with the solution?

**Answer: No, you would not be required to provide 4-hour backup on all the LAN equipment and adapters associated with the solution.**

76. 2.4.6 L What kind of FCC registration are you looking for? PBX, Multi-function, (hybrid) key, etc?

**Answer: If there is a FCC registration number available, it should be a part of the as-built package.**

77. Would it be a problem if some of the VoIP gear isn't registered as a PBX, Multi-Function , or Key System?

**Answer: No, it would not be a problem that some of the VoIP gear isn't registered as PBX, Multi-Function, or Key System.**

78. Section 2.4.6 E The State has requested Panasonic systems; however, only one of the available models is capable of supporting this requirement. Can we assume that this requirement will be waived for the other system types?

**Answer: Each agency's requirements may be different. The reason for multiple manufacturers is that the State would be able to draw from various types. If a Panasonic will not support the needs of an agency, the vendor/contractor should suggest another manufacturer's product.**

79. Section 2.4.6 F Is the rotary dial requirement applicable to VoIP systems?

**Answer: See Q& A # 35.**

80. Section 2.5.1 A Is it safe to assume that no penalties will be applied if a user Agency exceeds their 25% growth and the system must be replaced.

**Answer: Yes it is safe to assume that no penalties will be applied if a user agency exceeds their 25% growth and the system must be replaced.**

81. Section 2.5.1 D & E Almost all of the smaller key systems do not support these requirements. Will these requirements be waived for smaller systems?

**Answer: Yes, these requirements will be waived for the smaller systems.**

82. Section 2.5.1 Does this requirement apply to all systems over the life of the contract, or only to those under a maintenance agreement.

**Answer: The requirement applies to all systems installed over the life of the contract.**

83. Section 2.5.1 K.3 What carriers are currently in use so that we can price out the appropriate rate tables.

**Answer: Currently, the contracted local and long distance carriers are AT&T, MCI and Verizon (local) and AT&T (long distance).**

84. Section 2.5.1 K In view to providing a cost effective solution, is the State aware that for smaller locations, this requirement will double or triple the overall cost of the system since the price of a rate based call accounting system is typically more expensive than that for a small office key system?

**Answer: Yes, the State is aware of the cost factors. In a case where a small office would request call accounting that would double or triple the cost, DBM would not approve the expenditure.**

85. Section 2.5.1 M How does this requirement apply to small key systems that do not have agent (ACD) capabilities? Will it be waived?

**Answer: This requirement would not apply to small systems that do not have agent ACD capabilities. The requirement would be waived in this case.**

86. Section 2.5.1.H Does this apply to all installed PBXs for the life of the contract, or only those under a maintenance contract?

**Answer: This applies to all installed PBXs for the life of the contract.**

87. Section 2.5.1. H Will we invoice the State for labor expended for the scheduled assessment upon completion and delivery of the report?

**Answer: No, the vendor/contractor will not invoice the State for labor expended for the scheduled assessment completion and delivery of the report.**

88. Section 2.5.1 H Will any actions be required after completion of the report (i.e. meetings to discuss), and will this time be billable as well?

**Answer: There may be meetings required to discuss the report and the time is not billable.**

89. Section 2.5.1 H Will special labor rates be assigned for this activity? We wouldn't think that a technician (with associated service rate) would be applicable to this level of effort and scope of work.

**Answer: Special labor rates will not be assigned for this activity.**

90. Section 2.5.2 B.9 Can the State be a little more explicit as to what international standards apply? There are literally dozens and not all are applicable to systems purchased in North America.

**Answer: This requirement would only apply to standards applicable to systems purchased on North America.**

91. Section 2.5.3 a. It appears that the requirement is tailored to NEC AIMWorx application. Is the State aware that the various manufacturers may not support all of these functions within a single integrated applications?

- b. Is the State aware that many of these tools are not designed (or available) for the majority of the key systems provided by the various manufacturers?
- c. Can we assume that these requirements, or portions, thereof, will be waived for smaller systems that do not support the entire suite of requirements?

**Answer: The State is aware that the various manufacturers may not support the functions listed. Additionally each agency that may want to purchase a management tool may not want all the requested applications. The vendor/contractor should recommend the applications that best suits the agencies requirement.**

**Yes, the State is aware that many of these tools are not designed for the majority of the key systems. It would be very unusual for an agency with just a small key system to request to expend the funds required to purchase tool. The very large locations are more likely to request management tools i.e. Universities & DBM.**

**Yes, these requirements would be waived for smaller systems that do not support the entire suite of requirements.**

92. Section 2.6.1.2 D Several of the key and hybrid systems available from the manufacturer do not support encrypted remote access. Can we assume that the State will waive the requirements for those system types that can not comply?

**Answer: Yes, you can assume that the requirement would be waived for those systems that don't comply.**

93. Section 2.6.1.2 E Many manufacturers have ceased providing hardcopy documentation. Will soft copy be satisfactory?

**Answer: Yes, softcopy is acceptable when hardcopy is not available.**

94. Section 2.15.2 C & 2.16.1 Are we going to obtain assurances from the State and/or their user Agencies that the batteries will be maintained within the minimum operating environment recommended by the manufacturer for each location, or will the warranty requirements be waived for non-compliant environments?

**Answer: Environmental specifications should be supplied to the User agency before installation of any system or peripheral. If the agency does not maintain the environmental conditions as required for batteries, the vendor/contractor will not be held responsible. The warranty requirements will be waived for non-compliant environments.**

95. Section 2.16.2.1 This is an unreasonable requirement considering that anti-virus updates average once every 1.5 weeks.

**Answer: The State does not expect a vendor/contractor to provide anti-virus updates every 1.5 weeks. In the event that a manufacturer suggests a patch or anti-virus update, the vendor should at time of MAC work or routine maintenance update as required.**

96. Section 2.16.21 Can we assume that the State will purchase annual licenses for the anti-virus software, or should these costs be included in the monthly maintenance price of the auxiliary/peripheral.

**Answer: These costs should be included in the monthly maintenance price of the auxiliary/peripheral.**

97. Section 2.21 Does the response for this requirement need to be for all system types, since the procedures and levels of transition effort for a key system and a PBX are totally different.

**Answer: No, the response does not need to be for all system types. The proposal response requires a draft that will mostly be generic.**

98. If the State is going to Alcatel, which has no imbedded base in the State, to the mix of manufacturers, will the State also consider Mitel?

**Answer: Thanks for your suggestion but no additional manufacturers will be added.**

99. Due to the volume of documentation (thousands of pages), are we required to provide the MSRP or Transfer Price Lists for all the manufacturers in hard copy, or can we submit it electronically (CD) only?

**Answer: We expect to see the discount off the MSRP with proposal submission. During the life of the contract, electronic submissions or a web link are always preferable.**

100. To account for technology advancement and product improvements, how do we add products after award?

**Answer: The vendor/contractor would submit advancement and improvements to Contract Manager and Procurement Officer for review. The Procurement Officer would determine if a contract modification is needed.**