Amendment #2
Request for Proposals
Toll Free Services 2015
#060B6400002
November 5, 2015

Ladies/Gentlemen:

This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

1. Revise Section 3.3.4.4 is amended as follows:

3.3.4.4 It is the Contractor's responsibility to ensure that, at the end of the transition-in period, all accounts transitioned or active under the resulting Contract:

a)   Have an account name in the format of ~~SOMD~~ **MDTF** XXX "Identifier" where:
1.   ~~SOMD~~ **MDTF** is the first word of the name
2.   XXX is an agency acronym that is approved by the Contract Manager
3.   The "Identifier" is defined by the Requesting/Billed Agency, with a minimum of 125 characters
4.   The acronym ~~SOMD~~ **MDTF** may only be used for the accounts under this (and any other as deemed appropriate by the DoIT contract manager) resulting contract.

b)   Display a correct mailing address as submitted by the State
c)   Are consolidated as requested by the State at no additional charge
d)   Have web portal logins with the appropriate access permissions for both the Requesting/Billed Agency and all DoIT voice services personnel.
e)   Are included in the statewide inventory report (See Section 3.9.2).

2. Revise Section 3.7.2 is amended as follows:

3.7.2 Repairs/Trouble Tickets

The Contractor shall provide a documented procedure for standard trouble reporting and escalation of all trouble tickets to the Service Manager, to include the following minimum capabilities:

a)   A problem shall be able to be reported via ~~any of:~~ the telephone~~,~~ **or** the web~~, or email.~~

b)   Problem reporting procedures shall describe the process and information needed to complete a trouble ticket by any of the supported problem reporting mechanisms.

c)   Problem reporting procedures shall indicate the repair telephone number(s), web addresses, and/or email accounts to be used for each type of service.

d)   Telephone numbers provided to the State of Maryland shall only be answered by Contractor Personnel that service the State of Maryland accounts.

e)   Problem reporting procedures shall include procedures for how to escalate an outage for an immediate response (i.e., emergency call).

f)   The Contractor procedures shall keep the original ticket open until customer validates issue has been resolved.

g)   The current procedure shall be made available online to all Telecommunications Coordinators (TCs).

h)   All TCs shall be notified of updates to trouble reporting and trouble ticket escalation procedures.

i)   Each trouble ticket shall track data to support the following:

      i.   Time between problem reported and commencement of resolution actions
      ii.   Time between problem reported and service restoration
      iii.   Time of problem escalation
      iv.   Time between escalation and commencement of resolution actions
      v.   Time between escalation and service restoration

3. The following terms are added to Section 1.2, Abbreviations and Definitions:

Adjustments	**A billing credit or debit to correct a billing error.**
Itemized Calls	**Call detail for every call placed that identifies the date, starting time, duration and total price of each call.**

4. Section 3.13.9.1, Undercharges is amended as follows:

3.13.9.1 Undercharges

Upon approval by the Contract Manager, the Contractor may retroactively bill for ~~the lesser of either the total amount undercharged during the affected period or the total amount undercharged during the most recent three (3) months of the affected period.~~ **undercharges to the extent permitted by applicable law.**

Issued by
Dale Eutsler
Procurement Officer