

**Q&A's #2 to
Invitation for Bids (IFB)
Conferencing Services
IFB # 060B2490027
July 17, 2012**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced IFB. The statements and interpretations contained in the following responses to a question by potential Offerors are not binding on the State, unless an addendum expressly amends the IFB.

20. Please provide a few specific examples of what a CPE (Customer Provided Equipment) could entail.
Answer: CPE equipment may include: video conferencing units, video conferencing bridges and audio conferencing bridges. Some of the common manufacturers of these products are: Polycom, Tandberg, Cisco and Latitude. This listing is not to be considered a complete listing of CPE equipment.
21. Does the State of Maryland prefer a Pay Per Minute costing structure for the web-conferencing component? Some Named Host models are licensed on an annual subscription basis.
Answer: The IFB requests pricing in a per minute costing structure.
22. To confirm, your IFB states DoIT is considering a long-term migration away from video teleconferencing support to a web-conferencing based solution. If the bidders offer proposes a significant cost savings and ease of management with a high quality web-conferencing solution, could this IFB be considered a turning point in the long term planning... thus slowly reducing the need to support growth in usage of VTC units?
Answer: The State cannot answer the question because it requires speculation and forecasting unnecessary to respond to this IFB.
23. Section: 3.2.2 -Can you tell me more about the definition of a local IntraATA numbers? Is this simply a localized number for the area code of each LATA? What are the names/locations of the 4 local LATAs?
Answer: This bullet point is being removed from the audio, video and web conferencing sections. See Addendum #2
24. Section 3.2.3 -Please explain further the definition of multimedia enabled PC audio connections
Answer: A PC that has either a microphone and speakers, or a headset connection, that enables the client to access the audio portion of the web conference without having to utilize a separate telephone connection.
25. I do have one additional question. I am attempting to register for the State Dept. of Assessment and Taxation online, but cannot find the correct document which needs to be filled out. Is this something you would be able to send in an attachment or hyperlink.
Answer: Please use the hyperlink: <http://sdatcert3.resiusa.org/ucc-charter/>
26. Please define and describe the difference between Per Minute Meet Me and Per Minute Operator Assisted as these terms relate to Attachment D-2 Web Conferencing Rates.

Answer: A “meet me” or reservationless call is where all parties of the conference dial the phone number provided, and enter a code to join the conference.

An operator assisted call involves the host setting up a reservation with the conferencing company, and has an operator dial out to each of the participants, who are then added to the conference.

27. Is the State only interested in obtaining a per-minute pricing model for Web Conferencing Services? Does the State define a per minute charge for both participants and hosts/leaders? Will the State accept responses leveraging an annual unlimited use model?

Answer: The IFB requests pricing in a per minute costing structure. The State requires that the bidder provide conference leaders with different host and participant codes to reduce fraudulent usage. The State has not made any definitions regarding the per minute charge for both participants and hosts/leaders. The IFB does not request an annual unlimited use model.

28. Will the State be signing up new web conferencing leaders/hosts on an as-needed, by-agency basis? Please describe the order workflow for setting up new accounts through DoIT.

Answer: As agencies identify new requirements, leaders/hosts will be added on an as-needed basis.

The IFB requires a dedicated account person(s) to handle account support, billing and service issues. Agencies will order new accounts through the account person(s) directly.

29. Within the pricing model described, how will the State like to see billing/invoicing for per-minute web conferencing services that do not leverage an audio conferencing bridge (either VoIP or other audio method)? For example if VoIP audio is used at no additional charge, will there be a section to price out per-minute web-only connections?

Answer: The original price sheets did not provide the ability for the bidder to enter individualized pricing for the web and audio portions of the conference separately. Separate pricing is required to allow multimedia enabled PCs to have the audio connection free of charge. The price sheet for web conferencing has been modified to include separate lines for both the web and audio costs. The bidder shall enter both the web and audio costs in the price sheets. See Addendum #2 and the Conferencing IFB Pricing Sheets (Revised).

30. In the State willing to accept a monthly billing structure, instead of a PPU structure, for the web-conferencing piece?

Answer: The IFB requires pricing in a per minute costing structure. The IFB does not require or desire a monthly billing structure.