



**Amendment #6 to
Request for Proposals (RFP)
Local Telecommunications Services
RFP# 060B3490013
October 31, 2013**

Ladies/Gentlemen:

This Amendment is being issued to change, add or delete certain information contained in the above named RFP. Specific parts of the RFP have been amended and the RFP changes are detailed below. The changes are marked with text underlined if it is new and crossed through if it has been deleted. This marking will help you more easily identify what has changed.

1. Revise, Section 2.9.1 Customer Service Center Capabilities, last sentence to read:

- At least one telephone number shall be provided to allow the State to cancel a ~~service order~~ repair/trouble ticket and request ~~service order~~ repair/trouble ticket status.

2. Revise, Section 2.15.1 Invoicing sentence to read:

~~Contractors~~ Offerors shall submit invoicing procedure and samples with its proposal (See Section 3 Proposal Format and Submission Requirements).

3. Revise, Section 2.3.2, last sentence to read:

A schedule will be established by the State to implement new standards or changes to existing ones. New implementations and/or changes to maintain conformance with Contractor imposed standards shall be made at no additional cost to the State. When new standards are implemented, the schedule for this implementation will be mutually agreed upon by the State and the Contractor.

4. Revise, Section 2.2, to read:

2.2 ACCOUNT ACCESS

2.2.1 Account information shall be available to both authorized representatives of DoIT and the Requesting/Billed Agency for each account created or transitioned under the resulting Contract ("Authorized Representatives") pursuant to the requirements of this section.

~~2.2.1.1 As the issuing Agency for the Contract, DoIT shall have full access for all accounts created and/or transitioned under the resulting Contract in addition to the Requesting/Billed Agency that manages each individual account.~~

2.2.1.2 The Contractor shall provide account access to the appropriate ~~Requesting/Billed Agency personnel~~ Authorized Representatives for each account under the Contract: in accordance with this section:

- (a) Contractor provides consent for access to account information by the Authorized Representatives. Contractor agrees such information may include Customer Proprietary Network Information (“CPNI”), the disclosure of which is governed by 47 U.S.C. section 222, and applicable regulations; and

2.2.1.3 DoIT shall have the ability to access account information from any account under the resulting Contract.

2.2.2 The Contractor shall enforce appropriate account access and permissions such that only the Authorized Representatives ~~authorized personnel~~ may modify or view account-level information associated with that account.

2.2.3 Account access for the Authorized Representatives ~~DoIT and the Requesting/Billed Agency~~ shall include the ability to:

- a) Order, cancel, modify or obtain status on a service order (e.g., “change order”). See also Section 2.8.
- b) Open, cancel, modify or obtain status on a repair (e.g., “trouble ticket”). See also Section 2.9.
- c) View and update account billing information. See also Section 2.2.5.
- d) View and update an account with which a phone number is associated.

2.2.4 Information and/or access for the Authorized Representatives ~~DoIT and the Requesting/Billed Agency~~ to accounts and individual phone numbers shall be possible by any mechanism available, including, but not limited to: Telephone requests, email requests, web access (including web portals), and account reports.

2.2.5 The Contractor shall provide web-enabled billing management / account management tools.

Date Issued: October 31, 2013

Ed Bannat
Procurement Officer