



Questions and Answers No. 1

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) Please provide total numbers knowledge workers/employee count?

RESPONSE: The State does not have that information.

2) How many users will actually be hosting a meeting? A range is fine

RESPONSE: There are approximately 1000 audio and web conferencing accounts today.

3) How many meetings will be conducted at the same time?

RESPONSE: The state does not have that information; it could be one individual or up to 100% of the user accounts created.

4) What is the average meeting size? Please provide average and max number of participants?

RESPONSE: The state does not have that information. Please refer to Section 3.3.10 Q of the RFP for potential maximums

5) What is the existing email system today?

RESPONSE: There are several different platforms across the various State agencies, including, but not limited to, Google, Microsoft exchange and Microsoft 365.

6) What is the current voice platform?

RESPONSE: There are several different platforms including various models of NEC, Cisco, Avaya, ShoreTel, and some other smaller systems.



7) What is the strategy around video?

RESPONSE: Video is not required.

8) Is the State looking for integration with current video platform/end points? What is the current platform?

RESPONSE: The State is not looking for integration with current video platform/end points.

9) Are users accessing meeting from mobile devices as well? Is that a requirement?

RESPONSE: For audio conferencing, being able to access from a mobile telephone is a requirement. For web conferencing access from a mobile device is a requirement.

10) What is the desired access for audio? Toll, toll free with or without callback feature?

RESPONSE: Refer to Sections 3.3.10 N & 3.3.10 S.

11) Are all the users United States based? Are participants dialing from international locations?

RESPONSE: Refer to Section 3.3.10 B.

12) Where are users/participants joining the meeting from? Board rooms, home office, office location?

RESPONSE: Participants could join from any location where they have the proper communications network.

13) Is 1, 3 or 5 year subscription wanted?

RESPONSE: Refer to Section 1.4.

14) Are webcams and headsets needs for some users?

RESPONSE: No, the State will not be purchasing webcams and headsets pursuant to this contract. .

15) Due to the complexity and the requirements of the Statement of Work we respectfully request a four week extension of the due date to 4/13/2017. Would that be possible?

RESPONSE: See Amendment #1.



16) To the extent the State's contract does not adequately address contractual aspects of conferencing services, will the State consider utilizing vendor contracts?

RESPONSE: Refer to Section 4.2.4.

17) Throughout the solicitation, there are references to "Dedicated" resources or Dedicated Account Representative. The term "Dedicated" may be construed as indicating a resource whose only job assignment relates to the conferencing service provided to the State. If that is the interpretation of "Dedicated" intended in the RFP, the cost of providing "Dedicated" resources would substantially add to the price of the Conferencing Services. The term "Designated" or "Single Point of Contact" may be more appropriate.

Q: Could the State clarify this for respondents?

RESPONSE: The term "Dedicated Account Representative" or "Dedicated Resource" is intended to indicate that a single individual would be responsible for that portion of the State contract not an indication that the individuals only job assignment relates to the conferencing services provided to the State.

18) The term "Contractor Personnel" in Section 1.2 is defined as: Employees and agents and subcontractor employees and agents performing work at the direction of the Contractor under the terms of the Contract awarded from this RFP.

Then throughout the RFP there are references to various Contractor resources and employees. However, Section 1.23 states: Contractor Personnel will not be furnished as part of this Contract.

Q: Could the State review the term Contractor Personnel and further clarify?

RESPONSE: The term "Contractor Personnel" is used to refer to personnel who are to be supplied to the State and perform work under the Contract, e.g., a technical project manager or software architect.

Thank you,

Gayle Mealy
Procurement Officer

End of Question and Answer #1