



**Questions and Answers No. 1
RFP 060B640002
Toll Free Services 2015**

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 not binding upon the State, unless an addendum 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. Is it mandatory to attend to pre-proposal conference?

Response: Please refer to Section 1.7.1 on Page 11 of the RFP. Attendance at the pre-proposal conference is not mandatory, but all interested companies are encouraged to attend in order to facilitate better preparation of their proposal.

2. Does an offeror need to respond whether or not they will or will not attend the pre-proposal conference?

Response: Potential offerors are not required to provide notice if they do or do not intend on attending a pre-proposal conference.

3. Is it possible for a conference bridge to be set up for the pre-proposal conference?

Response: The State does not have a bridge dedicated to the pre-proposal conference. As outlined in Section 1.7.3 on Page 11 of the RFP, the State will provide a pre-proposal summary and the attendance record as promptly as feasible via the same mechanism described for amendments and questions.

4. Are all of the calls coming into one location or are they spread across multiple sites?

Response: The calls are delivered to numerous sites/locations depending on where the termination number is located.

5. Does the State know the exact number of toll free numbers?

Response: No. The current contract allows for other branches and entities of State government to utilize the contract and has an estimated number of 900-1000 toll free numbers. This RFP limits the participation under the contract to certain executive branch agencies as referenced in Section 1.1.5 of the RFP. The expectation for this contract is that the anticipated quantity of toll free numbers will be reduced.

6. Can the State provide the exact sites where the calls terminate at?

Response: No. The calls are delivered to numerous sites/locations depending on where the termination number is located.

7. There is a reference requirement in two sections of the RFP. Would the State like the Contractor to submit references in Section 4.2.2.5 - Minimum Qualifications Documentation, in Section 4.2.2.9 – References, or both?

Response: The State requires that the Offeror provide references for both sections.

8. In regards to Section 3.3.5.2 – There does not appear to be a pre-determined contract rate for transition activities in Attachment F. Will there be a rate established for this purpose?

Response: No.

9. In regards to Section 3.3.5.3 (A) - Can the State please provide a sample scope of work for the additional services and/or support that might be requested?

Response: No. The scope of the transition could be different depending on the awardee of the contract. The State cannot determine at this time what additional services and or support would be necessary to transition out.

10. In regards to Section 3.3.5.3 (A) - Will there be a pre-determined rate established for this requirement(s)?

Response: No.

11. In regards to Section 3.3.17.3 – When taxes and surcharges are applicable, they are separate from per minute pricing and not inclusive. Can the State remove this requirement?

Response: No. The State requests that the Contractor provide per-minute pricing that is inclusive of all taxes and surcharges.

12. In regards to Section 3.5.2.3, would the State consider amending this requirement to 30 days?

Response: No.

13. In regards to Section 3.7.2(a), would the State consider removing the email requirement?

Response: Yes. Please see Amendment #2.

14. In regards to Section 3.13.1, Invoicing can the State please clarify your definition of (j) Itemized calls and (k) Adjustments (i.e., credits?).

Response: Please see Amendment #2.

15. In regards to Attachment F Taxes and Surcharges – Would the State consider allowing an option for the contractor to include taxes/surcharges on a percentage basis or fixed amount in addition to the per minute option that is listed in Attachment F?

Response: No. Attachment F allows the Offeror to include a calculation on a percentage basis or fixed amount and is part of the total per minute charge.

16. In regards to Section 3.3.4.2, would the State be able to amend (or remove) the 180 day requirement, and allow the joint State/Contractor team to establish the timeline?

Response: No.

17. In regards to Section 3.13.9.1, will the State please amend this requirement as follows:

If a billing error is identified that results in an increase to an invoice, the Contractor may retroactively bill undercharges to the extent permitted by the Maryland Public Service Commission rules and regulations as set forth in Section 20.45.04.01 of the Code of Maryland Regulations

Response: Please see Amendment #2.

Thank you,

Dale Eutsler
Procurement Officer

End of Question and Answer # 1