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WASHINGTON TECHNOLOGY SOLUTIONS

*Washington’s Consolidated Technology Services Agency*

1500 Jefferson Street SE ▪ Olympia, Washington 98504-1501

DATE: October 4, 2023

TO: All Responding Vendors

FROM: Susan Steele, RFQ Coordinator

SUBJECT: Amendment #1 to 24-RFQQ-001

**Summary:**

# This document is prepared by the Washington State Consolidated Technology Services (CTS) and shall serve as the sole official reply to Vendor Questions submitted in response to RFQQ 24-RFQQ-001 released on September 26, 2023, found below in Section 1. Additionally there is a non-official reply to Vendor Questions submitted past the Question deadline, which can be found below in Section 2.

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# Questions and responses are numbered for ease of reference only and are in no particular order or priority. Questions and comments have generally been stated as they were received except that some questions may have been modified to maintain vendor confidentiality or to reduce redundancies. The answers may only explain or clarify some aspect that is already addressed in the RFQ. Some of the answers may also supplement or change what was previously stated in the RFQ or in an appendix. It is important that Vendors review all questions and answers.

**General Information:**

Vendors are advised to obtain and thoroughly review the complete, formal RFQQ located at: <http://watech.wa.gov/procurement-announcements>

If applicable, in the amended RFQQ, deleted text appears ~~struck through in black font~~, while added text appears underlined in red font.

**1. V****endor Questions and Official Answers**

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| **#** | **Question** | **CTS Response** |
| **1** | Can I apply to this RFQQ if I am not an MSA vendor yet? | **Yes – this RFQQ is open to any vendor who meets the mandatory requirements.** |

After the vendor deadline for question submissions, additional questions were submitted which CTS deemed to be important to the vendor pool. All the CTS supplied answers below are unofficial and non-binding.

**2. Vendor Questions (submitted after deadline) and Un-official Answers (non-binding)**

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| **#** | **Question** | **CTS Response** |
| **1** | 5.1.2 Would CTS provide a list of the CTS customer locations that the selected vendor will be supporting? | **There are more than 1200 remote locations scattered throughout the state of Washington, and sites are periodically activated and retired. Therefore, offering a static list would not provide the full overview** |
| **2** | 5.1.3 For CTS locations that must be accessed via the ferry system, will there be flexibility in the 4 hour onsite response for defined emergency/urgent requests? | **Yes** |
| **3** | 5.9 Failure to Perform for the Vendor Provided Onsite Support Services  CTS has stated that the Cisco hardware is covered under a SMARTnet agreement. Is the SMARTnet agreement at the appropriate level to enable a 4 hour onsite response for a defined emergency/urgent request? | **Yes, all equipment at remote sites are covered by 4 hour SMARTnet agreements.** |
| **4** | **Appendix B Contract Questions**   * 1. Guaranteed two hour response time.  1. For the term of the maintenance service, Contractor shall provide Purchaser with a guaranteed two (2) hour maintenance response time for the Equipment purchased hereunder.  Within two (2) hours after notification by Purchaser that Purchaser is experiencing Equipment problems, Contractor’s qualified field engineer shall arrive at Purchaser’s location to correct such problem or shall connect to the problem system remotely via modem, RAS, network connection.  This guaranteed two (2) hour response service shall be available to Purchaser twenty-four hours per day, seven  days per week, every day of the year including holidays (24x7x365). 2. If Contractor’s maintenance personnel fail to arrive at Purchaser’s installation site within two (2) hours, Contractor shall be assessed liquidated damages, as set forth in the subsection of this Contract titled **Liquidated Damages – Specific**, for each “late” hour or part thereof (prorated in whole minutes) beginning with the time of notification and ending with the time of arrival.   26.12.b above states that failure to arrive at Purchaser’s installation within two hours, will be assessed liquidated damages. 26.12.a above states that the Contractor shall arrive onsite OR remotely connect within two hours. Is the intention to have 26.12.b to also state a two hour onsite response or remote connection for resolution within the contractual guaranteed two (2) hour maintenance response time? | **Yes, b) should also allow for remote services.** |