DATE: June 2, 2023

TO: All Potential Vendors

FROM: Michael Callahan, RFQ Coordinator

SUBJECT: Amendment #2 to 23-RFQ-034 – *Long Distance Services*

**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 RFQ 23-RFQ-034.

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 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. Vendors are advised to obtain and thoroughly review the complete, formal RFQ located at: <http://watech.wa.gov/procurement-announcements>. In the revised RFQ deleted text appears ~~struck through in black font~~, while added text appears underlined in red font.

**V****endor Questions and Official Answers**

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| # | **QUESTION** | **CTS RESPONSE** |
| 1 | [Regarding Section 5.1.2.7] Please provide clarification on this mandatory requirement. Does this apply if WaTech’s PBX is hacked? Is it acceptable for credit to be provided based on point of origination of the fraudulent traffic? | The Vendor must provide credit for fraudulent and wrong number calls made on the Vendor's network regardless of the circumstances. The credit will be provided based on the cost of the calls. |
| 2 | [Regarding Section 5.1.1.3] Is there a specific format for the standard monthly invoice reports? | No specific format is specified, the report will be selected from the provided reports as per Section 5.1.1.3. |
| 3 | [Regarding Section 5.1.2.11] Is it acceptable to provide credit for billing errors during the entire life of the contract provided the error(s) are identified within 90 days of the invoice date? | No, credits are not limited during the term of the contract or for the three years thereafter. |
| 4 | [Regarding Section 5.1.9.1] Will you please expand on the “all facets”? For example, does this include installation of equipment and/or physical hardware and circuits? | It is CTS’ expectation that the successful vendor will assist us in any aspect required to move to their service including the installation of physical hardware and circuits. With a Switched Access service program, this is not typically a requirement. |
| 5 | Please provide the 7 identified sites or the location for [Section] 5.2.3.4 | Included in 5.2.3.4 (new) |
| 6 | [Regarding Section 5.1.1.1] What is the average PIC charge per line? | The PIC varies by provider. WaTech uses a variety of providers for analog lines and PSTN connections. |
| 7 | [Regarding Section 6.5.1.1] Will a Zoom or Teams meeting meet this mandatory requirement? | Yes, a Teams, Zoom or other online meeting will satisfy this requirement provided that it can be recorded and archived. The RFQ has been amended to include this alternative |
| 8 | [Regarding Section 5.1.1.2] Will you please expand on this request? Where should the $1000 charge be noted or added? | The $1,000 charge should be included in section 1.2 of the cost model if your company is not the current provider. |
| 9 | [Regarding Section 5.3.3.5] For item c., is that 24 hours or three business days for a total of 24 hours? | For changes (add, removal, change) at **existing Vendor served sites** – the requirement is within 24 hours from request receipt. |
| 10 | The requirement for being in business for 5 years is marked mandatory.  We use many underlining partners who have been around for decades, and while we do not meet the 5 year requirement, we are asking if our partners established businesses qualify as we are industry executives who have been running businesses for decades with these partners? | A sub-contractor does not satisfy this requirement.  |
| 11 | [Regarding Section 5.2.1.15] [Does this section] cover [Federal Universal Service Fund] FUSF or can we charge for that? | Please refer to RFQ Section 4.9.3, which states: If Vendors elect to charge USF to CTS, they must state the USF rate as part of their financial response. Such charges must be clearly stated and appear as a separate line item on the Vendor's invoice for any services provided to the CTS as a result of this RFQ. |
| 12 | [Regarding Section 4.8] Is it acceptable to have acquired the customer references longer than three (3) years ago? | Yes |