

---

**ADDENDUM NO. 1 TO THE FOLLOWING INVITATION TO NEGOTIATE (ITN):**

**SUNCOM COMMUNICATION SERVICES**

**ITN NO: DMS-17/18-004**

Date: April 22, 2019  
To: Prospective Respondents to ITN No: DMS-17/18-004  
From: Gerri Faircloth, Procurement Officer  
Subject: Updates to the ITN and Respondent Questions and Department Answers

---

**1. The Invitation to Negotiate, ITN No: DMS-17/18-004, is hereby amended as follows:**

- a. Subsection 3.5, How to Submit a Reply, is hereby deleted in its entirety and replaced with the following:

- 3.5.1 One (1) original, un-redacted bound paper version of the Reply, excluding the Vendor's Service Catalog, and a paper copy of the Attachment G – Component Price Sheet in a separate sealed envelope.  
Also provide two (2) un-redacted bound paper copies of the Reply, excluding the Vendor's Service Catalog and two (2) paper copies of the Attachment G – Component Price Sheet in a separate sealed envelope.
- 3.5.2 One (1) electronic original un-redacted version of the Vendor's Service Catalog and one (1) electronic original un-redacted version of Attachment G - Component Price Sheet on a USB flash drive (CD/DVD format is also acceptable) in a separate sealed envelope.
- 3.5.3 Nine (9) electronic un-redacted copies of the Reply in Adobe (.pdf) on a USB flash drive (CD/DVD format is also acceptable) excluding the Vendor's Service Catalog and Attachment G - Component Price Sheet. Large files should be scanned as separate files, and;
- 3.5.4 If applicable, one (1) electronic redacted copy of the entire Reply on a USB flash drive, as described in subsection 3.8 of this ITN. Large files should be included as separate files.

- b. Subsection 3.6.7 is hereby amended as follows:

- 3.6.7 The Respondent must provide a Vendor's Service Catalog with detailed pricing for all services and associated equipment Respondent proposes in this procurement, ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~

- c. Subsection 3.11.1, Vendor's Service Catalog, is hereby amended as follows:

**3.11.1 Vendor's Service Catalog**

The Respondent must submit a Vendor's Service Catalog of Respondent's proposed services and associated equipment and pricing, which will become part of the final Contract, as modified during negotiations. The Respondent will provide the Vendor's Service Catalog as if the terms and conditions of the Draft Contract are final. The Vendor's Service Catalog should contain component pricing that contemplates fulfillment of all minimum requirements, with the understanding that there is no guaranteed minimum spend from the Department or the Customers. The Respondent must provide detailed pricing for all services and associated equipment Respondent proposes in this procurement, ~~that is not otherwise provided for in Attachment G – Component Price Sheet.~~ Respondents are instructed to only submit pricing for services that are within the contemplated scope of this procurement, including additional options or features proposed by the Respondent that are responsive to the Statement of Work. Services outside of the scope of this procurement will not be evaluated. If a Vendor's Service Catalog in the final executed Contract includes services outside of the scope of the Contract, those services will not be considered part of the Contract, and will neither be included in the Communications Service Authorization and Billing System nor be offered to Customers.

- d. The sentence below is added to Subsection 3.12.4 as follows:

Pricing in the Component Price Sheet and Vendor's Service Catalog shall not include state of Florida and federal taxes.

- e. Subsection 4.4.4, Other Department Rights During Negotiations, is hereby amended as follows:

d) ~~Require any or all Respondents to address services, prices, or conditions offered by any other Respondent.~~ Intentionally left blank.

**2. Attachment A: Statement of Work, ITN No: DMS-17/18-004, is hereby amended as follows:**

- a. Subsection 3.34, Online Portal for Self-Management, item 5, is hereby added as follows:

5. Add, change, and delete licenses as requested by the Customer.

- b. Subsection 3.44.1, item 4., the first sentence is hereby amended as follows:

4. Communications Management Plan is a deliverable subject to final acceptance by DMS.

- c. Subsection 5.1, Unified Communications System and Services – General Features, item 3. oo., is hereby amended as follows:

oo. Call Center ~~(basic, standard, and premium)~~

d. Subsection 6.2, SIP Trunking Features, item 3 is deleted in its entirety and replaced with the following:

3. Offer the capability to intercept calls and play announcement for any SIP Trunk phone number.

e. Subsection 8.2, Additional Centrex Services, item 1 is hereby amended as follows:

1. A minimum Customer order of five (5) lines ~~in order~~ is required to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.

**3. Attachment B: Draft Contract, ITN No: DMS-17/18-004, is hereby amended as follows:**

a. Section 1.4.1, Suspension of Work, is hereby amended as follows:

**1.4.1 Suspension of Work**

~~The Department may, at its sole discretion, suspend any or all activities under the Contract, at any time, when it is in the best interest of the State of Florida to do so. The Department may, at its sole discretion, suspend the Contract at any time, when in the best interest of the Department or Customer to do so. The Department or the Customer will provide the Contractor written notice outlining the particulars of suspension and the effective date of the suspension. After receiving a suspension notice, the Contractor must comply with the notice and will cease the activities associated with the Contract, . Within ninety (90) days, or any longer period agreed to by the Contractor, the Department will either (1) issue a notice authorizing resumption of work, at which time activity will resume, or (2) terminate the Contract. Suspension of work will not entitle the Contractor to any additional compensation.~~

b. Section 3.5, Payment Invoicing, is hereby amended as follows:

**3.5 Payment Invoicing**

~~The Contractor will be paid upon submittal of an invoice to the Department after delivery and acceptance of commodities or contractual services is confirmed, and the invoice is accepted by the Customer. The Contractor shall submit invoices for fees or other compensation for services or expenses in detail sufficient enough for a proper pre-audit and post-audit and contain the Contract Number and the Contractor's Federal Employer Identification Number. The Department reserves the right to request additional documentation as needed and Contractor will follow all invoice directives in the Statement of Work.~~

c. Section 10.3, Remedial Measures, is hereby amended as follows:

~~Upon becoming aware of an alleged security breach, Contractor's Contract Manager must set up a conference call with the Department's Contract Manager. The conference call invitation must contain a brief description of the nature of the event. When possible, a thirty (30) minute notice will be given to allow Department personnel to be available for the call. If the designated time is not practical for the Department, an alternate time for the call will be scheduled. All available information must be shared on the call. The Contractor must answer all questions based on the information known at that time and answer additional questions as additional information becomes known.~~

~~The Contractor must provide the Department with final documentation of the incident including all actions that took place. If the Contractor becomes aware of a security breach or security incident outside of normal business hours, the Contractor must notify the Department's Contract Manager and in all events, within one (1) business day. Intentionally left blank.~~

- d. Section 19, Performance Bond, the first paragraph is hereby amended as follows:

**SECTION 19. PERFORMANCE BOND**

Within thirty (30) days of Contract execution, Contractor will deliver to the Department's Contract Manager a Performance Bond in the amount of ~~\$60~~ \$10 million. The bond shall be used to guarantee satisfactory performance by the Contractor throughout the term of the Contract.

4. Attachment G: Component Price Sheet, ITN No: DMS-17/18-004, is hereby revised in accordance with the amendments set forth in the Revised Attachment G: Component Price Sheet attached as part of this addendum.

**Enclosure:**

Addendum No 1, Questions and Answers Exhibit  
Revised Attachment G: Component Price Sheet

**THIS SPACE INTENTIONALLY LEFT BLANK**

**Invitation to Negotiate**  
**SUNCOM Communication Services**  
**ITN NO: DMS-17/18-004**

**Addendum No. 1 Questions and Answers Exhibit**

The Department's responses to timely submitted questions are below.

Question Number	Section	Page Number	Question	Response
1	NA	NA	What is the actual timeline for product implementation for whomever earns this bid?	See Attachment A, Statement of Work (SOW) subsection 3.44.2, Project Management Implementation Phase and subsection 3.45, Services Infrastructure Checklist.
2	Attachment A, Section 1.4	9	If a vendor is provided an award, will existing services under that vendor which are already in place, continue as is?	If the vendor is provided an award, Customers can continue to receive services from that same vendor.
3	Attachment A, Section 1.4	9	If a new vendor is provided an award, how will the agencies be communicated of the award and services the said vendor provides?	DMS provides information to SUNCOM customers.
4	Attachment A, Section 1.4	9	If the agencies do not wish to procure from the awarded agreement, will they be able to procure the same services outside the award?	Refer to section 282.703, Florida Statutes.
5	Attachment A, Section 1.4	9	If a vendor is provided an award, can you please describe the process if a vendor has changes to their business (ie: legal name change), how amendments be addressed?	The Department's processes for handling a contractor's changes to their business and possible contract amendments are reviewed and addressed on a case- by- case basis.

Question Number	Section	Page Number	Question	Response
6	Attachment A, Section 2.1, Item 3	12	Can you clarify what a thorough training would require, and for which products?	See Attachment A, SOW subsection 3.43, Training.
7	Attachment A, Section 3.5	27	Can you please describe the bandwidth requirements of the MPLS network connection required.	Attachment A, SOW subsection 3.15, Connection with MyFloridaNet, describes the amount of bandwidth required for the interconnection.
8	Attachment A, Section 3.5	27	Is awarded vendor allowed to procure the bandwidth requirements in this section from any supplier of the awarded vendor's choice.	Yes.
9	Attachment A, Section 3.22	31	Contractor WebPage – Is this a mandatory requirement of all awarded vendors? Bas [sic]	Yes, see Attachment A, SOW subsection 3.22, Contractor Webpage.
10	Attachment A, Section 5.2.2, Item C	85	Can you provide an example of voice activation?	For example, allowing the subscriber to dial a phone number using speech instead of entering the digits in the UC user interface.
11	Attachment A, Section 5.2.2, Item J	85	In regards to calandering [sic], update status based off of calander [sic], is there a calander [sic] that is widely adopted throughout the State?	The Department does not have this information as Customers make their own decisions related to their business needs.
12	Attachment A, Section 7.1, Item 1 - 15	93	CRM Integration- Is there a CRM that is widely adopted?	No.
13	Attachment A, Section 7.1	92/101	Can the premises equipment required (phones, gateways, monitoring equipment, and SBCs) be satisfied by a response in Section 5, or must they be explicitly listed in the Section 7 catalog?	<p>If the Respondent is seeking to provide a Service Category, a response should be provided to each subsection in the Attachment A, SOW where applicable to the Respondent's proposed solution. It is the Respondent's responsibility to ensure responses are properly aligned with the corresponding Statement of Work sections.</p> <p>The Respondent must provide the Department with an Attachment G – Component Price Sheet</p>

Question Number	Section	Page Number	Question	Response
				and must provide a Vendor's Service Catalog with detailed pricing for all services Respondent proposes to provide in its Reply to this procurement.
14	ITN 3.11.1 and Attachment A, Section 4.5	5/30 & 71/101	What is the difference between the Vendor's Service Catalog and the CSAB Service Catalog?	<p>The Vendor's Service Catalog contains detailed pricing for all services Respondent proposes to provide in its Reply to this procurement. See Item # 1.b. and 1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.</p> <p>The CSAB Service Catalog will contain the catalog of services, approved by the Department, and entered into the CSAB system available for ordering by Customers.</p>
15	Attachment A, Sections 3.30, 3.30.1, 3.30.2, and 3.44	41/101 & 55/101	These sections do not indicate whether the respondent is to provide a response. Will the Department please clarify whether we are to provide a response to these sections?	<p>For Attachment A, SOW subsection 3.30, Contractor Meetings with DMS, which includes 3.30, 3.30.1, 3.30.2, and 3.30.3, no response is required to these sections.</p> <p>For Attachment A, SOW subsection 3.44, Project Management, which includes 3.44 and 3.44.1 through 3.44.5, the response block listed on page 60 of the ITN applies to all of subsection 3.44, Project Management.</p>
16	Attachment A, Section 6.2, Item 3	91/101	<p><i>Item 3. Offer call transfer intercept announcement which routes calls to a phone number with informative announcements.</i></p> <p>Can you clarify the difference between standard intercept announcement and call transfer intercept announcement?</p>	See Item # 2.d. of this addendum.

Question Number	Section	Page Number	Question	Response
17	Attachment A, Section 8.2, Item 1	99/101	<p><i>Item 1. A minimum Customer order of five lines or less in order to establish a new Centrex system. The monthly recurring line charge will be inclusive of all service cost components.</i></p> <p>Please confirm the words “or less” are supposed to be “or less” and not “or more”.</p>	See Item # 2.e. of this addendum.
18	Attachment G	Category 1	On the Category 1 Single tab the pricing is all based on the number of lines. Will DMS please define what a line is?	A line is equivalent to a licensed subscriber with a unique number or extension that has a monthly recurring charge.
19	Attachment A, Section 5.1, Item 1	82/101	Will DMS please confirm local, long distance, and toll-free access are to be included in all single-tenant and multi-tenant solutions?	Confirmed.
20	NA	NA	Will an eligible or required user be able to purchase off this new SUNCOM contract using the Services Catalog to either expand their existing system or buy a brand-new premise-based system (HW/SW and services)?	Yes.
21	NA	NA	In a single-tenant environment (premise-based), will there be a fixed term (i.e. 36 or 48 months) for these specific products and services?	The Department has not specified the term for single-tenant systems. Vendors are permitted, but not required, to include pricing information on terms. See ITN, subsection 3.11.1.1. The Customer, Department, and SCS Contractor will agree upon the term in the CSAB work order.
22	NA	NA	Is the State / DMS looking for a single vendor to support all of the existing voice systems in order to provide the same level of service statewide, also enabling	DMS is seeking to establish through this ITN a contract or contracts (Contract) for a collection of voice services. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of



Question Number	Section	Page Number	Question	Response
			a phased approach migration to a Cloud environment?	the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
23	NA	NA	Can the selected vendor add or change services within the service catalog once on the State contract? For example, add a new device, an application or solution in order to meet the specific requirements of an agency; add new Cloud services that are not currently available; or update the service catalog with a new release to an existing application?	Changes in services, features, equipment, or technology in the same, alternative, or equivalent form within the scope of the Contract are permissible updates and are subject to prior DMS approval and inclusion of the services in CSAB is solely within DMS's discretion. See Attachment A, SOW subsection 1.5, Updates to Services or Equipment and subsection 4.5, Communications Service Authorization and Billing Service Catalog.
24	NA	NA	Is the end customer responsible for the cost of the MFN connection between their core sites and remote sites?	Yes.
25	Attachment G – Component Price Sheet (Service Category 1 – UC – Single-tenant)	1	Based upon the State's definition of a single-tenant vs. multi-tenant on page 82 of Attachment A: Statement of Work, single-tenant implementations are premises-based at a customer specified location. However, the pricing worksheet asks for a monthly price for the various system capacities identified. Monthly pricing typically applies to a cloud-based environment. Is it the State's intent to have this single-tenant premise-based solution a Cloud solution? Or should it be a purchase price of HW/SW plus any applicable monthly recurring services?	Monthly pricing applies to single-tenant and multi-tenant service offerings. This statement, however, does not restrict Respondents from proposing other price structures, or solutions, in the Vendor's Service Catalog.
26	NA	NA	Is it the State's intent to migrate all premise-based solutions to Cloud offerings?	Please see Attachment A, SOW subsection 1.4, Service Objectives.

Question Number	Section	Page Number	Question	Response
27	Attachment G - Component Price Sheet (Service Category 1 - UC - Single-tenant)	1	The capacities identified for a single-tenant (i.e. 50 or 200 users) appear to be fairly small in size. Are we to assume that this is an entirely new agency / customer or could it potentially be a remote site to a larger / existing entity?	The capacity was not intended to be associated with any particular customer.
28	NA	NA	What will be the SUNCOM service fees for Cloud services between DMS and the end customer?	The Department cost recovery fees for SCS, established by the Department, have not yet been determined.
29	1.2	7	Will the state choose providers based on geography covered by that particular provider or are they looking for a single source provider?	Selection criteria for award selection is set forth in ITN subsection 4.5.2, Selection Criteria. See ITN, subsection 1.1, Solicitation Objective, subsection 1.4, Goals of the ITN, and subsection 5.1, Rights for Award, regarding one or multiple contracts.
30	1.2.1	9	Can providers partner together based on geography to provide a more comprehensive solution?	Yes, see ITN subsection 3.13, Subcontracting.
31	1.4	11	Is the State of FL preference ala carte pricing or a tiered pricing table?	The state does not have a preference and Respondents may propose any rate structure.
32	2.1.6	15	What is the estimated total number of call paths that will be needed?	The Department does not have this information as Customers make their own decisions related to their business needs. Currently, there are approximately 10,000 SIP trunk call paths ordered by SUNCOM customers. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
33	4.14.5	64	Confirmation Needed: The state is requesting a minimum of 80Kbps per voice path?	The Respondent must propose solutions which provide the appropriate call quality and conform with the minimum requirements set forth in

Question Number	Section	Page Number	Question	Response
				Attachment A, SOW subsection 6.1., SIP Trunking Minimum Requirements.
34	14.1.2	99	Is it possible to have a list of all locations in Excel format?	This question is unclear.  Information may be provided during the Negotiation Phase of the ITN.
35	Attachment A, Section 3.28	39-40	For security and backup purposes, would the State accept both on-premise and cloud solutions in a hybrid configuration?	Yes.
36	Attachment A, Section 7.2	93-94	Approximately, how many call center agents does the State currently utilize?	These are Customer specific applications and the Department does not have access to this information.
37	Attachment A, Section 2	12	Does the manpower requirement change if the Contractor does not reply to all four categories in the pricing option?	This question is unclear.  The staffing and personnel levels may vary depending on service categories offered. However, key staff requirements apply to all vendors.
38	Attachment A, Section 3.30.3	42	At what point does the State want to the Contractor to provide the manpower, circuits etc.?	See Attachment A, SOW subsection 3.44 Project Management.
39	Attachment A, Section 1.6	11	Can you provide the address of the data centers where we will be terminating circuits from our cloud data centers to the State?	The MFN-2 core nodes are in Tallahassee, Miami, Jacksonville, Tampa and Orlando.
40	Attachment A, Section 6	89	What will the Data Circuits from our cloud data centers to the state data center terminate on – a demarc router provided by the contractor or by the State?	The Respondent should propose their design for consideration, which may include termination of the circuit on a Contractor managed router in the MFN node. Contractor access circuits will eventually be terminated on a MFN core router.
41	Attachment A, Section 5.1	82	Please describe how the state plans to use Operator assistance.	Customers call an Operator for assistance when they have questions or concerns about placing calls.

Question Number	Section	Page Number	Question	Response
42	Attachment A, Section 5.1	84	Can the State provide an estimate of toll free numbers or DIDs associated with contact center.	The Department currently has over 2,000 toll free numbers. It is unknown how many of these numbers are associated with a contact center. Under no circumstances should this estimate be construed as representing actual, guaranteed, or minimum orders under any new Contract.
43	Draft Contract, Section 1.1 & 1.2	3	Is the Initial Term and the Term Renewal language negotiable?	Contract renewal terms are subject to section 287.057(13), Florida Statutes, and Rule 60A-1.048, Florida Administrative Code.  See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations.  However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply. See ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.
44	Draft Contract, Section 3.5	6	What constitutes invoice acceptance?	See Item # 3.b. of this addendum and Attachment A, SOW Section 4, Business Operations.
45	Draft Contract, Section 3.10	6	Is the State exempt from federal taxes?	Yes, see Attachment A, SOW subsection 4.6, Taxes and Government Sanctioned Fees in the Communications Service Authorization and Billing Service Catalog.
46	Draft Contract, Section 8.3	13	If the indemnification terms are accepted, can this be limited to US IP protection only?	See ITN subsections 4.4.1, Phase 2 – Negotiations Process – General Overview, and 4.4.4, Other Department Rights During Negotiations.

Question Number	Section	Page Number	Question	Response
				<p>However, no such modifications are guaranteed and replies should be submitted as if the current draft contract terms apply.</p> <p>See also ITN subsection 3.9, General Instructions to Vendors, and Form 7 – Mandatory Responsiveness Requirements.</p>
47	Draft Contract, Section 9.4	15	Development is not contemplated under this agreement. What Work Product does the State think might be included?	This is standard contract language in the Department's contracts.
48	Draft Contract, Section 10.5	17	What type of certificate is required? Is cyber insurance COI acceptable?	The Department does not have a template for this certification. Contractor must annually demonstrate to the Department's satisfaction that it is in compliance with the Warranty of Security in Attachment B, Draft Contract subsection 10.2, Warranty of Security.
49	Draft Contract, Section 12.3	19	If liquidated damages would be accepted, can they be on a prorated basis for the value of services?	See Attachment B, Draft Contract subsections 3.6 Service Level Agreement, 10.2 Warranty of Security, and 14.4 Data Access for the application of liquidated damages.
50	Draft Contract, Section 19	25	Will this amount be prorated for the actual amount of categories Contractor responds?	See Item # 3.d. of this addendum and see response to Question # 46.
51	Invitation to Negotiate, Section 3.12	17	Regarding the Component Price Sheet (Attachment G), do the charges and fees indicated exclude taxes?	See Item #1.d. of this addendum.
52	Invitation to Negotiate, Section 2.2	6	Will the State allow for additional clarifying questions once they release the initial response to questions?	No. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.
53	Invitation to Negotiate, Section 3.5.1	9	In the spirit of economically prepared responses, would the State consider increasing the number of electronic copies (CD/DVD/Flash) and reducing the	Yes, see Item #1.a. of this ITN.

Question Number	Section	Page Number	Question	Response
			number of additional printed paper copies (9)?	
54	F963 SLA	3	Can you please define in more detail what is requested when stating call will be answered within 11 seconds for Operator Assistance?	Customer calls to the Operator shall be answered within eleven (11) seconds of the call being setup.
55	Invitation to Negotiate, Section 3.7 and Draft Contract Section 19	ITN – 11 Draft Contract - 25	In the Invitation to Negotiate, Section 3.7, a requirement is listed for a letter of bondability for a performance bond in the amount of \$10 million. However, in the draft contract, Section 19, a bid bond in the amount of \$60 million is listed. Can you please clarify?	See Item #3.d. of this addendum.
56	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	If all submitted pricing must be provided as if the terms and conditions of the Draft Contract are final, with no guaranteed minimum spend from the Department or the Customers, then will the evaluation process include the understanding that unit prices on the Component Price Sheets may seem artificially high due to Performance Bond and other cost recovery for what might be very low volume quantities, and that those unit prices would be expected to be lowered during the negotiation phase? Would the Department like to suggest any guidance for clear and accurate presentation in this regard?	The evaluation phase of the ITN does not contemplate the evaluation of a Respondent's submitted Component Price Sheet or the Vendor's Service Catalog. Please refer to ITN Section 4.3, Evaluation of the Reply, and Attachment H – Evaluator Scoring Workbook.
57	Invitation to Negotiate, Section 3.11 & 3.12	15 of 30 & 17 of 30	Regarding the text, "...the final Contract, as modified during negotiations", will the Department please provide a list of any and all service specific terms and	Response to questions 1 through 3: See response to Question #46.

Question Number	Section	Page Number	Question	Response
			<p>conditions, and contractual terms and conditions, that would be entirely excluded from any negotiations at all? 1. Will the State allow Vendors to provide service specific terms and conditions for the State's consideration? 2. Will the State allow Vendors to take exception, request clarification, or provide redlines to terms and conditions of the bid during Phase 1 and/or Phase 2 of the ITN? 3. Will the State negotiate contractual terms and conditions during Phase 2 of the ITN? 4. Will the State provide all policies, protocols, and procedures the State deems applicable to this ITN?</p>	<p>Response to question 4: The Department does not have this information as Customers have their own unique policies, protocols, and procedures.</p>
58	Invitation to Negotiate, Section 4.4.4	21	<p>If any or all Respondents are required to address services, prices, or conditions offered by any other Respondent(s), does that mean submitted proposals or portions of proposals will be shared among competitors? What will be the rules and guidelines for providing information from one Respondent with another?</p>	<p>See Item # 1.e. of this addendum.</p>
59	Attachment A: Statement of Work	83	<p>oo: Contact Center (Basic, Standard and Premium)</p>	<p>See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.</p>

Question Number	Section	Page Number	Question	Response
			Can you define the functionality that should be included in the 3 contact center options?	
60	Attachment A: Statement of Work	83	oo: Contact Center (Basic, Standard and Premium)  Can you more clearly define the SLA requirements for the 3 contact center levels?	This question cites to page 83, subsection oo. but incorrectly refers to this subsection as relating to Contact Center. Attachment A, SOW subsection 5.1, Unified Communications Systems and Services – General Features, 3.oo. on page 83 relates to Call Centers. There are SLAs for Service Category 3 – Contact Centers, which apply to both single-tenant and multi-tenant Contract Centers. The Call Center SLAs are in Service Category 1. See response to Question #59.
61	Attachment A: Statement of Work	83	pp. Call Center desktop client  Can you define the functionality for the desktop client?	It is up to the vendor to describe the functionality of the desktop client.
62	Attachment A: Statement of Work	83	pp. Call Center desktop client  Can you define the SLAs for the desktop client?	The Call Center SLAs are in Category 1.
63	Attachment A: Statement of Work	83	Contact Center functionality and the respective SLAs are defined in Category-3, why is it also included in Category-1?	Contact Centers are not included in Service Category 1.
64	ITN No.: DMS-17/18-004	Document	There is no mention of FedRAMP compliancy which has become a requirement for hosted and managed services for State programs that receive partial or full federal funding. Does the State expect the hosted and multi-tenant options for Cat-1 and Cat-3 to comply with the FedRAMP?	The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.



Question Number	Section	Page Number	Question	Response
65	Attachment A: Statement of Work	92	Will the Department please provide a summary list of contact center minutes of use per Agency and per primary call center number, for each of the past twelve months?	This information is not available to the Department.
66	5.1	82 - 84	What is meant for Multi-Tenant Environments? Is this to allow for different SoFL divisions to share the same call processing platform or is this for a Centralized Hub/Spoke arrangement of multiple sites of same SoFL division?	Multi-tenant is defined in Attachment F – Definitions and Acronyms.
67	5.1	82 - 84	Is the Toll Free requirement for individual sites or will all Toll Free be handled in a Call Center Environment?	Toll-free is not limited to Call Center environments.
68	5.2, #2c.	85	Bullet C Supports Voice Activation that integrates seamlessly with other business communications systems. What type of other business communications systems will need to be integrated with any proposed solution.	The Department does not have this information as Customers make their own decisions related to their business needs.
69	5.2	84 - 86	What type of Single Sign On solution is being used?	See response to Question #69.
70	2	5	The Department has opted to solicit using an Invitation to Negotiate (ITN). In order to provide the best value to the Department, vendor would like to offer its solutions and pricing under contract and Service Level Agreement (SLA) terms that, in some cases, differ from the Draft Contract and SLAs referenced in the	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			ITN. Please confirm whether bidder should submit proposed alternative contract and SLA terms with its submission and that, if down-selected, vendor and Department will engage in negotiations to reach agreeable terms prior to any award.	
71	1.4.2 - Termination for Convenience	4	The language in the Department's contract does not require any advance notice to terminate for convenience and vendor would like to request a reasonable amount of advance notice. Would the Department consider adding a 30 day advance notice requirement to terminate any particular service and a 180 day advance notice requirement to terminate the agreement? The Department has agreed to the 180 day advance notice to terminate the agreement in a previously negotiated agreement, so we would like to request the same language for this agreement.	See response to Question #46.
72	3.3(b) Preferred Pricing	5	Vendor's product offerings to its public sector customers are competitively priced and provide a great value to our customers. In a previously negotiated agreement, the Department did not require a guaranteed maximum price nor did it require pricing not to exceed pricing offered under comparable contracts that are similar in size, scope and terms. Given this, would the Department consider similarly removing these two	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			obligations from the Draft Contract? Alternately, vendor would recommend the Department instead limit the definition of comparable contracts with the State of Florida or its localities.	
73	7.8 Time is of the Essence	12	This language is written fairly broadly and we've noted that this language does not appear in a previously negotiated agreement with the Department [sic]. Given this, would the Department be agreeable to removing this section from the Draft Contract? If this is not possible, since the Service Level Agreements included with the ITN provide very specific timelines and performance metrics, would the Department instead consider tying this Time is of the Essence language specifically to the SLA requirements?	See response to Question #46.
74	8.3 Indemnification	13 - 14	The indemnification language is written fairly broadly and does not exclude instances resulting from the negligence of the Department or an end user (which the Department has agreed to in a previously negotiated agreement). Would the Department consider clarifying that the indemnification obligation only apply to third party claims, be limited to direct personal and property damages only and not apply to any loss caused by the negligence of the Department or an end user?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
75	10.1 Duty to Provide Secure Data	15 - 16	Does the Department anticipate that any Protected Health Information ("PHI") will need to be received, maintained or transmitted in the provision of the services requested under this ITN?	There may be instances where a Contractor will receive PHI. The Department expects the Contractor(s) to comply with any applicable federal requirements. See Attachment B, Draft Contract subsection 6.1, Conduct of Business.
76	10.2 Warranty of Security	16	This language includes a general prohibition that vendor will not perform any services from outside of the United States. A portion of vendor's services require some offshore support. If vendor provides a list of those services that require offshore support and information on the type of offshore support to be provided, would the Department consider waiving or clarifying this provision for the identified services?	See response to Question #46.
77	19 Performance Bond	25 - 26	The \$60M amount of the performance bond appears to correspond to the estimated annual total expenditures on the contract. If selected, can this amount be revised to the amount of business actually awarded (since the ITN states that an award can be made to multiple vendors)?	See response to Questions #46 and #55.
78	PUR 1000 Limitation of Liability		The Draft Contract does not include a Limitation of Liability provision, so it is our understanding that the Limitation of Liability language in PUR 1000 will apply. Would the Department consider revising the dollar amount of the contract or purchase order to be no more than the	See response to Question #46.

Question Number	Section	Page Number	Question	Response
			total 12 preceding months of annual revenue?	
79			The State mandates connectivity between MFN and the Contractors network. What are the physical addresses that this would take place at?	See response to Question #39.
80			Are the minimum requirements listed by section the Statement of Work absolute or can the respondent discuss alternative ways to address these based on product details?	See response to Question #46.
81			How does the required Service Catalog correlate to the Attachment G – Component Price Sheet? Is the Service Catalog meant only for pricing items outside of or in addition to Attachment G? Or, if the Service Catalog must contain all items from Attachment G, can the respondent add other necessary pricing elements to the catalog and reference these in the assumptions sections of Attachment G?	See Item # 1.b. and 1.c. of this addendum and the Revised Attachment G – Component Price Sheet attached as part of this addendum.
82			What format is required for the Vendor Service Catalog?	There is no required format, but Vendor's Service Catalog must comply with the terms in ITN subsection 3.11, Vendor's Pricing.
83	7.2 Question 5	93	The ability to build not-ready codes and the ability to automatically interrupt any not-ready code, which allows an agent to temporarily not receive calls, as call volumes increase, excluding break	This is a Customer preference for a specific feature which will be requested by Customers. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should

Question Number	Section	Page Number	Question	Response
			codes (when an agent is on break). Would you prefer through Workforce Intelligence have rules that add other agents for those times and then release them back to the skills they were working once your Calls are within your defined SLA?	propose a suite of services with features and corresponding pricing.
84	7.1 Question 13	93	Through Voice Recognition or by entering numeric digits?	The Respondent should provide all options which are offered for verifying caller identity if submitting a Reply which proposes to provide Contact Centers.
85	7.3 Question 1	94	What languages are required?	This is a Customer preference, for a specific feature, which will be requested by Customers.
86	7.3 Question 4	94	Please list the CRM, DB's, ERP, ect that you would like integrations with.	These are Customer specific applications and the Department does not have access to this information.
87	7.3 Question 11	94	Please describe what you mean by retrieval recall.	Retrieval/recall means the ability to retrieve Customer interaction with the IVR.
88	7	93	How many call centers does the state have across all agencies and special districts?	See response to Question #86.
89	7	93	Approximately how many total agents	See response to Question #86.
90	7	93	Can you list the agencies, with total agents at each location, supervisors/Managers and the systems at each that would need to be integrated with per location. Also the intent of the integration? To provide Screen Pop, Memorialization of transactions in CRM/DB/ERP/Ticketing systems at each agency?	See response to Question #86.

Question Number	Section	Page Number	Question	Response
91	7	93	Can you provide; Max Busy Hour, Average Handle Time, Avg Time in Queue, Avg Post Wrap work time by each contact center?	These are Customer specific statistics and the Department does not have access to this information.
92	7	93	Is the state interested Quality Management for Rep Performance ect?	Yes, Respondents may propose additional features as part of their Reply to this procurement. See Attachment A, SOW, subsection 3.11.1 Vendor's Service Catalog.
93	7	93	Does the State take any payments such that a PCI level 1 is required?	The Department and its Customers do not take payments that require a PCI level 1 at this time.
94	7	93	Does the State have any agencies that require FEDRAMP environment?	The Department is not aware of any agencies that require FEDRAMP environment.
95	7	93	Does the state have outbound dialing (agent, agentless voice, SMS) campaigns? How many Agencies and what do the ones that have the need require from the outbound?	Yes.  These are Customer specific applications and the Department does not have access to this information.
96	7	93	Are most of the centers inbound and outbound (besides campaigns)	Most of the Contact Centers are inbound.
97	7	93	Will you have Click to Talk entry points on your websites for customers to click on and then have the system prompt them for a phone number for an agent to call back on when there is an available agent?	Attachment A, SOW subsection 1.4, Service Objectives, states "SCS Customers range from small to very large with a wide diversity of communications requirements to meet their business needs." Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing.  If a feature is offered and meets the Customer's needs, then it could be ordered.
98	7	93	Will any of your departments require Voice or Chat bots to answer questions	The specifics of how Customers utilize current products, and how those will be used in the

Question Number	Section	Page Number	Question	Response
			like "what is the status of my case" "How much is my check". Do you have Departments with long wait times usually for the same few questions?	future is not known. Customers will select their desired functionality from the functionality proposed in the CSAB Service Catalog, so Respondents should propose a suite of services with features and corresponding pricing.  If a feature is offered and meets the Customer's business needs, then it could be ordered.
99	7	93	Does the state require the ability to escalate a chat into a call?	No. Customers will select their desired functionality from the functionality proposed in the Service Catalogs, so Respondents should propose a suite of services with features and corresponding pricing. If a feature is offered and meets the Customer's business needs, then it could be ordered.
100	7	93	Does the State need the ability to add and subtract agent licenses as needed?	Yes, see item #2.a. of this addendum.
101			In the SLA attachment, will consideration be given in the timelines for new locations that require the vendor to build out their network if it does not already exist to the client's premises?	See response to Question #46.
102			While we realize that the deadline for questions is today, should the answers to any questions cause us to have more, will there be a later period where we can ask for clarification?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions
103			Will you be open to answering additional questions after today's date?	Not prior to the negotiation phase. Vendors invited to participate in phase two, negotiation phase, are permitted to ask additional questions.



Question Number	Section	Page Number	Question	Response
104	Attachment A, 3.16	28	Describe the Interoperability needed with MyFloridaNet.	Contractors shall interconnect with MFN as described in Attachment A, SOW Section 3.15, Connection with MyFloridaNet.
105	Attachment A, 3.16	28	Where are the two locations where the Interoperability is needed with MyFloridaNet?	See response to Question #39.  Vendor may propose connection to any two of these core nodes.
106	Attachment G, pricing sheet	Cat 1, single	Can the pricing be broken down to just include phone features instead of including call center features, PC-based receptionist, etc. since these features are addressed in other tabs?	Please follow the instructions in the Revised Attachment G- Component Price Sheet attached as part of this addendum. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. Vendor-proposed breakdown of prices can be included in the Vendor's Service Catalog.
107	Attachment G, pricing sheet	Cat 4, row 9	Describe what the size of system is that you would like pricing for.	See Revised Attachment G – Component Price Sheet attached as part of this addendum. The Centrex Establishment Charge is independent of the number of main stations which will be served by the Vendor's Central Office switch.
108	Attachment G, pricing sheet	Cat 4, row 14	Define "Mainstation."	Mainstation means any Centrex line terminated on a Contractor's Centrex switch.
109	Attachment A		Can we opt out of the SOC requirement? If not can we subcontract it?	Opting out is not possible. Subcontracting is an option.
110	ITN, 4.5.1	22	Confirm whether this is single or multi-award – this Section suggests single, Section 5.1 reserves the right to multiple, Section 5.2 suggests multiple.	See ITN subsection 1.1, Solicitation Objective.
111	ITN, 4.5.2	22	If we don't bid ALL services, will we be rated lower?	See ITN, subsection 4.3.1, Scoring of Response to the Statement of Work.

Question Number	Section	Page Number	Question	Response
112	Attachment B, 1.3	3	Can the State please describe the circumstances (other than Termination under Section 1.4) under which such Transition Services would be required DURING the 5-year Contract term?	Customers may request a transition to new or changed services during the Contract term.
113	Attachment B, 1.4	4	Would the State/Department/Customer permit CLECs (which are registered resellers of telecommunication services pursuant to agreements with underlying carriers for the services) to pass through to them the Early Termination Fee they are charged by the underlying carrier(s) due to the early contract termination?	No.
114	Attachment B, 3.3	5	Will the State/Department/Customer allow for price increases should economic/market conditions so dictate	See Draft Contract, Section 3, Payment and Fees, and PUR 1000 Section 4, Price Changes Applicable only to Term Contracts.
115	Attachment B, 3.6	6	Will the State/Department/Customer consider using Awardee-provided SLAs in lieu of Attachment C – Service Level Agreements?	See response to Question #46.
116	Attachment B, 6.6, 13	10	Will the State/Department/Customer consider entering into an NDA if and when Contractor is asked to provide information under Section 6.6 or Section 13?	No.
117	Attachment B, 14.2.1	22	In lieu of refresh screening every 5 years, given that the term of the Contract is 5 years, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.

Question Number	Section	Page Number	Question	Response
118	Attachment B, 14.3	22	In lieu of this audit and inspection, will the State/Department/Customer accept an annual certification as to the clean criminal background of Contractor's personnel?	No.
119	Attachment B, 14.4	23	In lieu of creating a new policy for protection of State of Florida Data, will the State/Department/Customer accept a company's general data protection policy, provided that it meets the substantive requirements of Section 14.4?	See response to Question #46.
120	Attachment B, 19	25	Will the State please explain the basis for the amount of the bond? Will the state consider tying the bond amount to the award amount? Will the State consider waiving the performance bond requirement?	See response to Questions #46 and #55.
121	Attachment A, 3.19	30	In the event that bandwidth upgrades are desired, upgrading/downgrading of a service/bandwidth is usually subject to availability and may be require additional construction, equipment, and/or a change in the rates set forth in the Proposal. If such additional costs are involved, will the State be willing to issue a change order or modification accordingly?	No.
122	Attachment A. Staffing. 2.5 Engineering and Design Manager	15/101	The State will always have support from an Engineering and Design Manager, can the exclusivity requirement be discussed?	See response to Question #46.

Question Number	Section	Page Number	Question	Response
123	Attachment A. Staffing. 2.6 Operations and Security Manager	16/101	The State will always have support from an Operations and Security Manager, can the exclusivity requirement be discussed?	See response to Question #46.
124	Attachment A. 2.8 Network Operations Center and Security Operations Center Staffing	17/101	Can the SOC services be covered from the NOC?	This question is not clear.  The NOC and SOC can be in the same facility. See Attachment A, SOW subsection 3.23, Network Operations Center.
125	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Please provide a list of locations (physical addresses) that could be use for interconnects with MFN	See response to Question #39.
126	Attachment A. 3.15 Connection with MyFloridaNet. #1	27/101	Are this locations state's Data Center or Hosting Facilities operated by somebody else - If the latter who is the operator of these facilities	The MFN nodes are managed by Harris Corporation and operated by Harris Corporation subcontractors.
127	Attachment A. 3.15 Connection with MyFloridaNet. #4	27/101	Please provide details about the State's IP addressing plan and overall network architecture	Please refer to the MFN-2 User Guide: <a href="https://www.dms.myflorida.com/content/download/132643/825368/MFN-2_49_User_Guide_RevC.docx">https://www.dms.myflorida.com/content/download/132643/825368/MFN-2_49_User_Guide_RevC.docx</a>
128	Attachment A. 3.15 Connection with MyFloridaNet. #7	27/101	Please provide details about the Quality of Service schema currently used by MFN	See response to Question #127.

Question Number	Section	Page Number	Question	Response
129	Attachment A. Effectiveness within Customer-Specific Domains. #3	29/101	Please provide examples of customizations to be required/requested but the Customer	<p>An example of a customization that may be requested would be to allow a specific Customer to focus on their specific performance parameters as referenced in Attachment A, SOW subsections 3.31, Management Service, Systems, and Associated Dashboards, and 3.32, Tools.</p> <p>Another example is a Customer may want to see the MAC address and device name assigned to a subscriber while another Customer only wants to see the device name.</p>
130	Attachment A. 3.23 Network Operations Center	32/101	Can the exclusivity requirement be discussed?	See response to Question #46.
131	Attachment A. 3.30.3 Project Implementation Phase – Project Kickoff Meeting	42/101	Can the 15 days be negotiated?	See response to Question #46.
132	Attachment A. 3.42 Service Level Agreement Performance Monitoring, Dashboard and Reporting	53/101	Will the SLAs be negotiated during the negotiation period?	See response to Question #46.
133	Attachment A. 5.1 Unified Communications System and Services –	83/101	Please provide details about the desired IP Faxing and UC Faxing features/capabilities - inbound / outbound / single number /	The Department serves many Customers who have a wide range of fax requirements and currently use different fax equipment. Respondents should describe the various fax options offered with the proposed service.

Question Number	Section	Page Number	Question	Response
	General Features #3		client/integrations / Multi-function integration / MFP model and maker	
134	Attachment A. 5.1 Unified Communications System and Services – General Features #3	83/101	Please provide details about Professional Services to be included	Professional services include any activities required to provision services for a Customer. Respondents must describe the Professional Services they propose to offer that corresponds to items in their Vendor Service Catalog.
135	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	What email system and clients are currently in use by the state	The Department does not have this information as Customers make their own decisions related to their business needs. The majority of state agencies use Microsoft Outlook.
136	Attachment A. 5.1 Unified Communications System and Services – General Features #3	84/101	Is Unified Messaging defined as simply access to and management of voicemail and email through the same client or would this also require a full 2-way sync with the users email inbox (deletion of voicemail on email client deletes the item from the voicemail platform and vice versa)	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
137	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	Which Mobile OS / Devices would we need to provide support for?	Respondents should indicate the mobile devices and operating systems supported by their proposed services.

Question Number	Section	Page Number	Question	Response
138	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #1	84/101	#1/d refers to Fixed/Mobile Convergence (FMC) - Is this service currently being provided to the state by a carrier? If so can you please provide details about the architecture / integration currently in place?	The state's single-tenant and multi-tenant service providers offer FMC as a feature.  This information is currently not available to the Department.
139	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Which OS would we need to provide support for?	Respondents should indicate which operating systems are supported by their proposed services.
140	Attachment A. 5.2. Unified Communications System and Services – Integration and Interface – General Features #2	85/101	Would the client need to be supported on virtual desktop environments?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
141	Attachment A. 5.2. Unified Communications System and Services – Integration and	85/101	p. Which Identity Providers (IdP) would we need to support for SSO?	The Department offers services to many Customers who utilize a variety of SSO solutions. Respondents should indicate which solutions they can interoperate with.

Question Number	Section	Page Number	Question	Response
	Interface – General Features #2			
142	Attachment A. 5.4 LAN Support Services	88/101	LAN Support Service - Please provide current LAN standards for equipment (model/maker)	The Department does not have existing LAN standards.
143	Attachment A. Section 7.1. Contact Center – General. #15	93/101	Please describe the different types / brands of CRM applications we may need to integrate with. Are they all Webbased or will some of them be Thick Clients (PC Based)? Any Terminal Services Screens (Green Screens)?	These are Customer specific applications which are unknown.
144	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #1	93/101	What type of Omni-Channel Services are you anticipating using? Email? Chat? SMS? Social? Other Task level Omni-Channels?	Respondents should describe all options available with the services proposed. Customers will then select the option which meets their business requirements.
145	Attachment A. Section 7.2. Contact Center – Automatic Call Distribution (ACD). #7	93/101	Please provide a use case for this Whisper function? Do you use it today?	An example of use of the whisper feature is to allow a Contact Center agent to coach another agent during a live call. The caller, however, does not hear the agent interaction.  Yes, the whisper function is currently used.
146	Attachment A. Section 5.4 LAN Support Services	88/101	This section states that we may provide option pricing for different LAN services under Category 1 but I don't see a section in Attachment G Component Price Sheet to provide pricing for these services. Where should we provide pricing for these optional services?	If the Reply proposes to provide LAN services, pricing must be included in the Vendor's Service Catalog.  The Vendor's Service Catalog contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply. See Item # 1.b. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.



Question Number	Section	Page Number	Question	Response
147	Attachment G. Cat 1 Single Tab		What should be included with the "Monthly Price for System Capacity"? Is this only the systems needed (hosted app servers, SBC, Connectivity)? Or should that include the costs of the user/device subscriptions? If the cost of subscriptions should be separate can you please add another section for those?	Prices listed in the Revised Attachment G – Component Price Sheet are inclusive of all charges and fees necessary to deliver the proposed services, unless otherwise separately identified in the Revised Attachment G – Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based. See also Item #1.d. of this addendum.
148	Attachment G. Cat 1 Single Tab and Cat 1 Multi Tab		Can we provide the cost to purchase as well as rent/lease phones for a monthly fee?	Please follow the instructions in the Revised Attachment G- Component Price Sheet. Each tab has areas for Respondents to provide assumptions upon which the proposed pricing is based.  Vendor-proposed pricing options are to be shown in the Vendor's Service Catalog, which includes all of Respondent's proposed services, associated equipment, and pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum.
149	Attachment G. all tabs		Can we include any one-time fees? If yes, where should we put them?	See response to Question #147. Pricing listed in the Vendor's Service Catalog should be provided in accordance with ITN subsection 3.11, Vendor's Service Catalog. See Items #1.b. and #1.c. of this addendum.
150	Attachment G. Cat 1 Single Tab		Are we allowed to provide "pricing plans" like there are for the Cat 1 Multi Option?	See response to Question #148.
151	Attachment G. all tabs		Should we include add on services like call recording, emergency notifications,	The Respondent must submit a Vendor's Service Catalog which contains detailed pricing for all

Question Number	Section	Page Number	Question	Response
			local survivability and other features/applications that are not included in the packages defined in the RFP. If yes, where should we include the pricing for those options.	services and equipment Respondent proposes to provide in its Reply to this procurement. See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor's Pricing.
152	Attachment A. General Question for Minimum requirements		In order to provide the best value solution and to be able to work across all agencies, can the bidder provide a range of solutions that meet the State's needs but allowing a degree of flexibility in the minimum requirements?	See response to Question #46.
153	ITN NO: DMS-17/18-004, Section 3.5.1	30	The Department instructs respondents to submit "One (1) original, un-redacted bound version of the Reply ... and nine (9) un-redacted bound paper copies".  We believe environmental sustainability is critical for economies and for all global citizens. Will the Department reconsider and require only an electronic submission?	See Item #1.a. of this addendum.
154	ITN NO: DMS-17/18-004, Section 3.4, Website References	30	The Department instructs respondents "Do not incorporate or reference dynamic links that are external to the document. Provide screen shots in lieu of references to websites. References to dynamic links (Universal Resource Locators) will not be considered as part of the Respondent's Reply".  Can respondents add an attachment made up of all links "For further	No.

Question Number	Section	Page Number	Question	Response
			information” even though it wouldn’t be scored?	
155	ITN NO: DMS-17/18-004, Section 3.5.1	30	<p>The Department instructs respondents to provide “Vendor’s Service Catalog” in printed format.</p> <p>The broad nature of a manufacturer's product offerings and the extremely high number of products (more than 1.6M) preclude the ability to provide a publicly available Price List. Fore [sic] example, a global rice list could be 10,000 pages in length. With the number of copies requested, that would amount to over 100,000 pages. Will the Department consider revising the instruction to include electronic access to a pricelist?</p>	See Item #1.a. of this addendum.
156	<p>ITN NO: DMS-17/18-004, Section 3.7, Tab 5;</p> <p>also Attachment B, Draft Contract, Section 19, Performance Bond</p>	<p>31</p> <p>25</p>	<p>The Department instructs respondents to provide a “Letter of Bondability”. Also Attachment B asks for a Performance Bond in the amount of \$60 million.</p> <p>We typically do not see this type of requirement on an IT RFP, especially for IDIQ contracts, which this ITN is, since there are no volume commitments to purchase. As you are aware, securing a Performance Bond can be very costly depending on the contract price.</p>	See response to Questions #46 and #55.

Question Number	Section	Page Number	Question	Response
			Would the Department consider removing this requirement?	
157	Statement of Work Section 1.4	10	The first paragraph notes that respondents are encouraged to offer more than one manufacturer (system) option, should these presented as separate component price sheets and service catalogs only or separate proposals to distinctly capture the variances across platforms?	<p>Please submit a complete Revised Attachment G – Component Price Sheet, and a Vendor’s Service Catalog which contains detailed pricing for all services and equipment Respondent proposes to provide in its Reply to this procurement.</p> <p>The Vendor should submit 1 (one) version of their complete Reply.</p> <p>See Items #1.b. and #1.c. of this addendum. See also ITN subsection 3.11, Vendor’s Pricing.</p>
158	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet is presented as a simple seemingly all inclusive bundled price with or without phones for lower end system capacities. The quantities are not specific, for example only system capacity of “up to x lines” is presented in the table. In addition, the System Requirements column lists features such as call center (basic, standard, premium) or PC based receptionist which appear to be nonspecific with regard to quantity (how many are to be included-it is not realistic that every user on a system would need a receptionist console or be contact center user) or nonspecific in general (are the respondents, basic, standard, or	The system capacity listed in Revised Attachment G- Component Price Sheet for Service Category 1 – Unified Communications – Single Tennant applies to all listed system requirements. The Department will not provide more detail. See response to Question #106.

Question Number	Section	Page Number	Question	Response
			premium contact center capabilities being requested). On-premise systems continue to be the solution of choice for larger environments with capacities above 1000 and are built custom to the requirements for the scenario regardless of size. Can you provide more detail on the scenario you are expecting to be priced for on premise examples?	
159	ComponentPrice Sheet.xls Tab 1 "Cat 1 Single" for Unified Communications	Tab 1	The single tenant price sheet for Unified Communication, the multi-tenant price sheet for Unified Communication, and Statement of Work 5.1 all reference Call Center (basic, standard, and premium) and contact center desktop client. Are the contact or call center feature options in the Unified Communications offerings expected to be different from those in the Contact Center offerings since the name and feature descriptions do not match?	<p>This question incorrectly refers to Attachment A, SOW subsection 5.1, Unified Communications System and Services – General Features, and Revised Attachment G – Component Price Sheet, tabs 1 and 2 for Service Category 1 – Unified Communications, as including a reference to “contact center desktop client”. These sections refer to Call Center desktop client. Service Category 1 does not include a feature option for contact centers. Contract Centers are referenced in Service Category 3 – Contact Centers.</p> <p>See Item #2.c. of this addendum and the Revised Attachment G – Component Price Sheet.</p>
160	Statement of Work Section 3.37	48	What ticketing system does DMS currently use? Can the vendor integrate with this system?	<p>The Department has developed a customized ticketing system module within CSAB (SUNCOM Incident Management System or SIMS).</p> <p>Respondents should assume there is no single ticketing standard in use by Customers. Integration with DMS or other Customer systems will be at the discretion of the Customer.</p>

Question Number	Section	Page Number	Question	Response
161	Statement of Work Section 3.24	34	Can the vendor off a SIEM service for security purposes [sic] as an option for the proposed solution?	Yes, a SIEM service may be offered as an option, however, the response must provide a comprehensive solution.
162	ITN, Section 3.6, tab 5	11	Mandatory requirements state a performance bond in the amount of \$10M yet Attachment B, Paragraph 19, page 25 states \$60M. What is the amount of performance bond that will be required within 30 days of contract execution?	See response to Question #55.
163	ITN, Section 3.13.1	18	Changes to subcontractors after contract execution requires a copy of the written subcontract agreement to be provided to the Department's Contract Manager. Please remove this requirement. A Contractor's subcontract with any specific subcontractor may contain information that is not specific to the State of Florida or is confidential between the subcontracting parties e.g. pricing and payment and therefore should not be released to the State.	See response to Question #46.
164	Attachment A, 2.2	14	The requirements for Account manager are "dedicated, but not necessarily exclusive" and "full-time". Please expand on the requirements. Can the Account Manager support other Contractor customers?	Yes, the Account Manager may support other customers, unless DMS determines an exclusive Account Manager is in DMS's best interest. This determination is solely with DMS's discretion and may be based on the volume of orders the Contractor receives from Customers, among other factors. If DMS determines an exclusive Account Manager is in DMS's best interest, the Account Manager will be dedicated to DMS and

Question Number	Section	Page Number	Question	Response
				Customers and will not support any other customers not contemplated in the awarded Contract.
165	Attachment, Paragraph 9.4	15	Where within the ITN response is a Contractor to include their software licensing terms?	See ITN, subsection 3.7, Contents of Reply, Tab 4.

**FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.**