

ADDENDUM TWO QUESTIONS and ANSWERS

Date: April 12, 2021

To: All Bidders

From: Dianna Gilliland, Buyer
AS Materiel State Purchasing Bureau (SPB)

RE: Addendum for Request for Proposal Number 6508 Z1 to be opened April 26, 2021 at 2:00 P.M. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1	Attachment A Technical Requirements		Could we get a sample Call Detail Record (CDR) for Toll Free and Long Distance? Two weeks or a month?	See Attachment B, Toll Free and Attachment C, Long Distance spreadsheets.
2	Attachment A, Technical Requirements		Where are the Primary and Secondary Data centers for ST of NE located? Please provide address.	This question is not relevant. All toll- and toll-free traffic will be transported to the Contractor via the Local Exchange Carrier.
3			What is the current Vendor and telephony platform that the existing Toll Voice Network Services operates on?	The current contractor is Windstream. We do not know what platform they use to process these services.
4			Is there an estimated budget for this project?	There is no particular budget. The State will pay for Toll Services as they are used and billed.
5	Cost Proposal	Cost Proposal	Outbound Average Monthly Minutes are given. Of the Toll Free Interstate (280,192)/ Intralata(173,771)/ Interlata(327,930) Average Monthly Minutes supplied, can the breakdown of Inbound and Outbound Average monthly minutes be supplied?	See the Cost Proposal, referred to as Revised Cost Proposal. Average "Outbound" minutes are supplied as are "Inbound". Toll Free is the same as Inbound.

6			Can you describe the government entities/ organizations and the uses of the Toll Voice Network Services solution for the State of Nebraska.	The Government entities/organization are all of the "Agencies" that make up State Government. The Toll Voice Network is used to make and receive Voice Telephone calls that do not originate or terminate in the local calling area.
7	Cost Proposal	Cost Proposal	Average # of Calling Card Calls: 21,000 Average Monthly Minutes. Are we to assume this number provided is outbound for pricing purposes?	The Cost Proposal has been revised to remove any reference to Calling Cards, since Calling Cards are not required. Refer to Revision 1 Cost Proposal.
8	ATTACHMENT A Technical Requirements	6	The Contractor must pay all access line charges, network termination charges and any other recurring or non-recurring charges billed by any Local Exchange Carrier (LEC) that are part of the RFP package. This should include all Presubscribed Interexchange Carrier Charges. Explain how your proposed solution meets this requirement. Please Describe Further	The Contractor is required to pay all costs associated with the operation of their toll network. The State will pay "per-minute" charges for all Toll- and Toll-Free usage.
9	ATTACHMENT A Technical Requirements	17	The State will require Toll Free numbers that ring at multiple predefined POTS numbers based on the originating number Area Code and/or prefix. Define/Use case Further details needed	For Example: Toll Free number 1-800-111-0000 may need to ring at 402-111-1234 if the call originates from within the 402-area code. However, the State may require it to ring at 402-999-9999 if the call originates from any area code other than 402.
10	ATTACHMENT A Technical Requirements	18	Desired feature of changing the routing patterns at prearranged times during the day. In some cases, the State will require "Time of Day" routing to multiple POTS numbers. Please provide use case and further details	For example: The State may require 1-800-888-9999 to ring at 402-444-5555 between the hours of 8AM and 5PM and then ring at 402-666-7777 during all other hours.
11	ATTACHMENT A Technical Requirements	19	The State will require "Day of Week" or "time of day" routing to multiple POTS numbers.	For example: The State may require 1-888-333-4444 to ring at 402-345-6789 on Monday thru Friday but

			Use case and further details needed	ring at 402-678-0000 on Saturday and Sunday.
12	ATTACHMENT A Technical Requirements	20	<p>Procedure for re-routing toll-free numbers at customer request during emergencies.</p> <p>Please provide use case and further details</p>	For example: 866-333-5555 rings to 402-123-7777 but there has been a flood at this location, everything is underwater, and the telephones are not working. This would be an emergency and the State would require the Contractor to re-route calls to another location by changing the POTS number
13	ATTACHMENT A Technical Requirements	25	<p>The Contractor must provide a Toll-Free telephone number to report trouble issues. The State must be able to speak with a live person when reporting trouble, and the Contractor must keep the State informed of status on all trouble issues until resolution has been accepted by the State.</p> <p>Please define who staffs the live person to report trouble issues</p>	The State will call the Contractor and report trouble. It will be the responsibility of the Contractor to provide the staff to answer these calls.
14			Does the State of Nebraska plan on providing the complete Addendum of all Vendor Questions Submitted with the State's Clarifying Answers?	Yes.
15	6508 Attachment A Technical Requirements.	Page 2	1 + 10-digit dialing is required from all State locations. We allow both 1 + 10 & 10 digit dialing is it a requirement to only allow 1 + 10 digit dialing?	All State lines are required to dial 1+10 digits to make an outbound Toll call. The toll carrier may process whatever they receive from the Local Exchange Carrier whether it be 1+10 or 10 digits.
16	6508 Attachment A Technical Requirements.	Page 4	In the event that a toll free number is blocked based on originating number, how will these calls be treated? If these calls are routed to announcements (e.g. with correct number to dial), will the State provide these recordings?	This could be accomplished using either a Contractor Provided generic message or a State provided message. Either would be acceptable.
17	I, Procurement Procedure E. Notice of Intent to	3 Form B	The schedule of events did not include a date for notice of intent to submit a proposal, so is this provision applicable? If yes, what	Please submit Form B, Notification of Intent to Submit Proposal by April 21, 2021.

	Submit a Proposal		is the date by which it needs to be submitted?	
18	I, Procurement Procedure R. Request for Proposal/Proposal Requirements	5	Section 1 Original Request for Proposal for Contractual services form signed using indelible method: - Since this is an online submission is an electronic signature sufficient? Is a "copy" of a signature sufficient or does it need to be a "scanned copy" of the page provided and signed in blue ink so it is obvious?	The Request For Proposal For Contractual Services Form may be submitted with an electronic DocuSign signature only. If submitting a scanned copy of the manually signed form, it's preferred to sign with blue ink.
19	IV, Payment section B and Cost proposal	24 Cost Proposal	In the pricing proposal, does the State know or do they need to see the various taxes, fees or surcharges which you are not exempt from? As a follow up – if those need to be included where should that be included? The cost proposal appears to be looking for a per minute rate only but it does state that "If there are additional rates or charges applicable to the Contractor's proposed services, they must be included in this section ONLY"	Any additional federal or state charges over and above the "per minute rate" must be added to the Revision 1 Cost Proposal, in the added section: Various federal and state taxes, fees or surcharges.
20	Cost Proposal	Cost Proposal	Average number of Calling Card Calls – Is there a specific quantity of card and is there a specific use of those cards? For instance, international calling only, terminating calls only or do you need the ability to originate calls as well?	Refer to the answer for Question #7.

This addendum will become part of the Request for Proposal and should be acknowledged with the Request for Proposal response.