<u>The State Bar of California</u>

Telephony Refresh Project

Request for Proposal: Questions & Responses

July 29, 2011

(similar questions have been combined and/or edited for brevity)

1. **Attachment C has several places where it asking for items to be priced that are NOT on Attachment A. In these items are we to show a price directly within the Attachment C file?**

    a. **Section 11 Warranty, Maintenance and Customer Support: Single Point of Maintenance**
    Attachment A, row 67 has been unhidden for cost input. Additional details can be contained in Schedule C

    b. **Section 4.1.3 Telephones, where should the price of the phones as 10/100 option be shown?**
    Attachment A, row 53 has been unhidden for cost input.

    c. **Section 7.1.8 Unified Communications & CTI , Voicemail option with Voice Recognition Software--Are we to provide an optional price? Is it to be priced in response in Attachment C?**
    Optional pricing to be put into Schedule C (body of the response).

    d. **Section 7.3.3 Meet Me Conference Bridge--Where are we to show this optional price (optional Conference Bridge), for how many users? Are we to provide a price within the Attachment C response?**
    We do not need optional pricing, but some vendors provide this functionality at no cost in their base offering. Do not price if not included. Just describe any functionality that is available.

    e. **Section 9.1.2 Synchronization to Active Directory--Where is this optional item to be priced in our proposal?**
    Attachment A, new line for option added for input.

    f. **Section 9.1.4 Certified system administration training class--Is this training class pricing to be combined with the End-user training requirements in Section 10 and shown together on the Attachment A under training?**
    Yes.

2.   **Attachments A & B - is this to be included in the 7 printed copies and the 2 electronic CD copies AND in e-mail to Andrew Conover, OR is it ONLY to be provided electronically in .xls in e-mail to Andrew Conover?**

Both Attachments A and B must be emailed to Andrew Conover and, at the vendors choosing, may also be included in the 7 printed copies and on the CD.

3.   **Our Contracts/Legal group has requested the attached document in MS Word format.   It would help for their review of your Contracting Requirements section.**

We cannot provide the original documents (Word or Visio) but they should be able to copy/paste from the PDF.

4.   **Could I please ask for a copy of your Network Diagram in Visio format The reason we are requesting #2 above, is that for our response, we would like to enhance the diagram to depict how our proposed solution will integrate with your existing network.**

We cannot provide the original documents (Word or Visio) but they should be able to copy/paste from the PDF. In regards to the actual RFP PDF document, vendors should copy/paste the questions onto a Word document in order to present their answers in a well formatted and clearly understandable manner.

5.   **Could you please describe the Payment terms & schedule desired, any Contract documents that would be required, and whether financing/leasing would be of interest?**

The terms and conditions are already in the RFP. We are not interested in financing/leasing but if you have options you would like to propose, feel free to do so. We chose not to specify the payment schedule and would prefer that you present your best offer. There will likely be further negotiating on this topic as we near final vendor selection.

6.   **I am trying to decide what resources I need to bring with me for the bidder's conference on August 17th.   Are you planning to do a technical deep dive and/or a walk-through of the current infrastructure? Or will this just be a review of the RFP content?**

The conference will be the vendor's opportunity to ask all questions relating to the RFP, be they technical, contractual or procedural.