



# Commonwealth of Pennsylvania

Date: **December 1, 2008**  
Subject: **Telecommunications Managed Services**  
Solicitation Number: **6100004339**  
Opening Date/Time: **January 20, 2009 at 1:00 pm EST**  
Addendum Number: **1**

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To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

*List any and all changes:*

Please see attached the questions and answers, pre-proposal conference attendance list, and the following additional exhibits:

Exhibit K Updated ESF Diagram  
Exhibit L Representative PBX Listing  
Exhibit M Listing of NPA/NXX  
Exhibit N International Outbound Usage  
Exhibit O ACD Agents  
Exhibit P Residential Locations

## **For electronic solicitation responses via the SRM portal:**

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- To attach the Addendum, download the Addendum and save to your computer. Move to "My Notes", use the "Browse" button to find the document you just saved and press "Add" to upload the document.
- Review the Attributes section of your solicitation response to ensure you have responded, as required, to any questions relevant to solicitation addenda issued subsequent to the initial advertisement of the solicitation opportunity.

## **For solicitations where a "hard copy" (vs. electronic) response is requested:**

- Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.
- If you have already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

PA Department of General Services  
Kay Shaffer  
555 Walnut Street, 6th Floor  
Harrisburg, PA 17101

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.



# Commonwealth of Pennsylvania

Very truly yours,

Name: Kay Shaffer  
Title: Associate Commodity Manager  
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OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	1	Exhibit B	9.1	ESF drawing	The ESF drawing appears to be incorrect – there is a link for webfarm connectivity to internal IPS devices; this should connect to the enterprise internet firewalls.	The ESF diagram as presented in Exhibit B (page 13 of 20) is incorrect. The link for web farm connectivity does in fact connect to the enterprise internet firewalls. Please see Exhibit K, Updated ESF Diagram.
	2	Exhibit C	1.9	The Offeror shall deliver services and/or equipment without any loss of existing services at that location.	Are maintenance windows excluded from the requirement?	Yes. However, this requirement was not intended to address maintenance window requirements. The intent of this requirement is the Commonwealth's expectation that the Offeror shall deliver new services without affecting or causing an outage to any existing services at that location.
	3	Exhibit C	1.20	The Offeror shall ensure all equipment installed is new and fully warranted.	Does the Commonwealth want to reserve the right to re-allocate equipment that is serviceable? (i.e. office consolidations, closures, etc that free up usable assets that can be used to support new business requirements)	Yes. The Commonwealth will consider as part of the Offeror's solution the redeployment of existing Commonwealth equipment.
	4	Exhibit C	1.20	The Offeror shall ensure all equipment installed is new and fully warranted.	Please provide clarification regarding the "new" status of equipment? RFP requires that equipment be kept under maintenance; however, vendor maintenance frequently involves RMA replacement with refurbished units.	As long as the Offeror meets the service level commitments and the manufacturer's warranties are unaffected, the use of refurbished equipment is acceptable provided the End of Support (EoS) date is not within the next twelve months.
	5	Exhibit C	1.22	The Offeror shall warrant all Offeror provided customer premise equipment for the duration of the Contract Term, including any Renewal Term(s), regardless of when the equipment is placed into service.	Some equipment is subject to manufacturer End of Life (EoL) and End of Support (EoS). We suggest that the Commonwealth consider aligning its warranty requirement with manufacturer and industry programs for serviceability of equipment.	The requirement is changed to read: The Offeror shall warrant all Offeror provided customer premise equipment. The Offeror shall notify the Commonwealth twelve months in advance of equipment that is subject to manufacturer End of Support (EoS).
	6	Exhibit C	1.23	The Offeror shall provide Uninterruptible Power Supplies for any Offeror owned and managed equipment.	The state should consider aligning this to is GOLD, SILVER, BRONZE designation of sites and business criticality to avoid low benefit/high cost of a blanket UPS policy and requirement for all locations.	The Commonwealth does not have a blanket UPS policy. The requirement 1.23 is changed to read: The Offeror shall include optional managed UPS equipment as a service offering at any requested location.
	7	Exhibit C	1.29	The Offeror shall jointly develop with the Commonwealth Service Level Agreements (SLAs) that establish minimum performance requirements for services provided. The Offeror will meet the service levels in Schedule F-1.	Please clarify ... the two sentences seem contradictory to one another on how SLAs are established and applied.	Exhibit F (Service Level Methodology) and Exhibit F-1 (Service Level Matrix) will establish and govern the methodology and metrics. The selected Offeror is expected to meet the final, negotiated terms of those exhibits.

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	8	Exhibit C	1.32	<p>"The Offeror shall implement an expeditious and seamless transition of services, without unscheduled interruption, from the Commonwealth's current services to those within the scope of this RFP." The phrase "without unscheduled interruptions" and SOW item 1.9 "The Offeror shall deliver services and/or equipment without any loss of existing services at that location." Appear to be contradictory.</p>	Please clarify how these are different and which one applies for 1.32.	<p>The Offeror is expected to deliver new services without negatively affecting, or causing an outage to, any existing services at that location. 1.32 is specific to the transition from the current service provider to the new service provider. It is expected that transitions will be scheduled and any known interruption will be identified and made known to those affected prior to transition commencement.</p> <p>The Commonwealth understands when new or upgraded service is being implemented, an interruption in service may be required. This interruption in service must be planned and scheduled in accordance with the change management procedures set out in the contract.</p>
	9	Exhibit C	1.39	1.39 & 1.44 The Offeror shall describe offered service tiers with graduated levels of service	Can we assume that the Commonwealth will maintain manufacturer vendor support on customer owned equipment managed by Offeror that is equal or greater to the level of service purchased?	Yes this is a correct assumption.
	10	Exhibit C	1.40	The Offeror shall provide and describe its professional service offering that includes a dedicated network manager that supports a single large enterprise.	Please define the term "dedicated network managers".	A dedicated network manager would only support and provide professional services (network and/or security) to a single agency.
	11	Exhibit C	1.41	The Offeror shall provide and describe its professional service offering that includes shared network managers that supports multiple entities.	Please define the term "shared network managers".	A shared network manager would support and provide professional services (network and/or security) to multiple agencies.
	12	Exhibit C	1.45	The Offeror shall provide and maintain out of band remote network management capabilities.	Please explain what out-of-band management services should be provided? Is this CO-based or CPE-based? If this applies to CPE, is the requirement for all CPE, offered as a premium service, or only available for Gold or Silver services? Are the lines/modems/circuits provided by the Contract Participant?	This applies to all equipment managed by the offeror and should be treated as an optional component as part of a service offering. There is no distinction between enterprise level, Gold, Silver, or Bronze.
	13	Exhibit C	1.50	1.50 The Offeror shall participate in the Telecommunications Service Priority (TSP) program	Can the Offeror require Gold service levels be purchased for all sites requesting TSP service?	No.
				1.155 The Offeror shall prioritize TSP circuits per		

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				federal regulations and mark applicable circuits as TSP within its system, to provide easy identification when a trouble ticket is created.		
	14	Exhibit C	1.57	The Offeror shall provide dynamic fault tolerant routing to ensure high reliability in the event of network component or path failures as part of its proposed solution.	What layer of the network does this requirement apply to? Core, Distribution, Access? Does it apply to all locations or only those identified as critical / GOLD service?	This applies to the core (COPANET Backbone) and critical locations but should also be an optional offering at the distribution and access layers where available. Critical locations will be set out in a schedule to the Contract which will be developed with the selected Offeror.
	15	Exhibit C	1.57	The Offeror shall provide dynamic fault tolerant routing to ensure high reliability in the event of network component or path failures as part of its proposed solution.	In instances where dynamic routing is not possible or practical, can other means be used to establish fault tolerance and high reliability?	Other means may be presented and will be considered.
	16	Exhibit C	1.61	The Offeror shall specify which services being implemented will minimize the impact of a facility failure on the proposed service.	Please clarify by defining the term "facility failure" and how "services being implemented" differs from "the proposed service."	The Commonwealth is deleting this requirement.
	17	Exhibit C	1.63	The Offeror shall describe how its proposed network solution will accommodate the Commonwealth's growing bandwidth requirements for video networking.	What are the Commonwealth's requirements for video networking? Please provide current and future requirements.	This question will be answered on or before December 19, 2008.
	18	Exhibit C	1.64	The Offeror shall specify the mean time to repair (MTTR) and the mean time between failures for each network and security component included in its proposed solution	Some vendors consider MTTR and MTBF values as proprietary and are therefore subject to NDA agreements. Could this information be shared after a contract is agreed upon and is the Commonwealth willing to sign NDA's with the Offeror's vendors before this information is provided?	The Offeror shall provide any MTTR and MTBF values that are not subject to NDA agreements.
	19	Exhibit C	1.65	1.65 The Offeror shall include the provision of Layer 3 edge equipment as a managed service offering with provisions for a 3-year technology refresh.  1.22 The Offeror shall warrant all Offeror provided customer premise equipment for the duration of the Contract Term, including any Renewal Term(s), regardless of when the equipment is placed into service.	Please explain how 1.65 differs from 1.22.	This question will be answered on or before December 19, 2008.

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	20	Exhibit C	1.66	No throttling of Commonwealth traffic should be permitted across the entire Commonwealth network, and no throttling of traffic of individual agencies which may have data intensive needs. In PPTN's case, for example, growth of high definition production will also likely see an increased demand for mezzanine compressed high bit rate master and program segment material suitable for additional post production activity. These files may be moved and stored at data rates between 50 Megabits per second and 1.5 Gigabits /per second. The growth of the 1080 progressive production format may even see data rates climb to 3+ Gigabits per second.	Standards for technologies such as Quality of Service and ATM Class of Service are required to be met by this SOW. Should a provision be added to allow throttling when the Class or Quality or service merits? Should this statement also be amended to include language that would allow throttling of traffic to levels purchased by the Commonwealth?	This question will be answered on or before December 19, 2008
	21	Exhibit C	1.73	<p>1.73 The Offeror shall perform acceptance testing with the contract participant Commonwealth prior to declaring ready for use. All test results shall be shared with Contract Participants the Commonwealth.</p> <p>1.163 The Offeror shall, at minimum, test T1 circuits for 24 hours before turning over to the Commonwealth. The Offeror shall allow for an additional 24 hour acceptance testing period before closing the service order and billing commences.</p> <p>1.242 Prior to billing of any order completed by the Offeror, the Offeror must obtain acceptance from the order creator certifying that the work requested on the order was completed to the order creator's satisfaction.</p> <p>1.244 The Offeror shall obtain acceptance from the creator of the order certifying that the work requested on the order was completed to the satisfaction of the customer prior to billing.</p>	<p>1.73 states that billing can not begin until the customer has accepted the circuit. 1.163 states that there is a 24hr acceptance period for all T1 circuits. What is the relationship of the two requirements?</p> <p>There seems to be a conflict between requirements 1.73, 1.242 &amp; 1.244? Can the Commonwealth clarify its meaning of "Satisfaction" relative to these requirements.</p>	<p>Requirement 1.73 and 1.242 are basically the same with the intent of obtaining acceptance by the contract participant (user acceptance) prior to billing for the service.</p> <p>The relationship between requirement 1.73 and 1.163 is acceptance testing. Requirement 1.73 indicates billing cannot occur until the user accepts; 1.163 puts a 24hr time frame on the user to accept, otherwise billing may occur.</p> <p>The intent is to require the Offeror to test for 24 hours prior to indicating service is ready for use and to allow the contract participant an additional 24 hours to verify the service has been provided as ordered.</p>
	22	Exhibit C	1.76	The Offeror shall react and respond to incidents that are caused by an external provider and/or Offeror and shall notify the Commonwealth of the incidents.	Please verify that this support is for in-scope services that are dependent upon external provider services.	Yes.

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	23	Exhibit C	1.84	The Offeror shall provide its broadband Internet solutions.	Is this meant to be an exclusive service limited to the Offeror broadband Internet solution or a solution available in the catalogue? Is there any projection on the number of subscriptions to broadband Internet service?	The Commonwealth requests clarification on this question, as it relates to the first sentence of the question. Please provide this with the second round of questions by December 12, 2008.  With regard to the second sentence of the question, please refer to Exhibit D to the RFP under the baseline tab.
	24	Exhibit C	1.88	The Offeror shall provide separate Internet domains for Contract Participants utilizing Commonwealth assigned IPv6 address space.	Could the Commonwealth please clarify what is being requested in this item?	This question will be answered on or before December 19, 2008
	25	Exhibit C	1.102	The Offeror shall support and enable MPLS on all managed devices as requested by the Commonwealth.	Is the Commonwealth requesting that customer routers be treated as Provider Edge LSR's (LER) if managed by the Offeror? If so, can Offeror require all routers that are functioning as Edge LSR's (LER) be managed by the Offeror?	This question will be answered on or before December 19, 2008.
	26	Exhibit C	1.102	The Offeror shall support and enable MPLS on all managed devices as requested by the Commonwealth.	Some installed devices may not have MPLS support capability. Is the requirement that all installed devices must be capable of MPLS support? At what point in time must device be made MPLS capable?	Any newly installed devices must be capable of supporting MPLS.  A device must be made MPLS capable as needed.
	27	Exhibit C	1.103	The Offeror shall support and enable Quality of Service (QOS) on all managed devices as requested by the Commonwealth.	Are all installed devices capable of QOS? Is the Commonwealth requiring QOS as a minimum specification for all devices? If so, is this expected to happen at refresh or some other interval?	Any newly installed devices must be capable of supporting QOS. Yes, as requested by the Commonwealth, QOS is a minimum specification for all devices. The interval will be as needed.
	28	Exhibit C	1.108	The Offeror shall describe a centralized VOIP solution and/or CO based IPT solution that presents a clear direction and progression to reach convergence either beginning with initial transition and/or migration over time.	Can the Offeror propose an alternate VoIP scenario which may provide greater value and functionality to the Commonwealth?	Alternate VOIP solutions may be presented and will be assessed as part of the evaluation process.  The Offeror shall propose a Hosted IP Telephony solution that would continue to support the deployment at DOH Headquarters.  In addition, the Offeror shall describe a centralized VOIP enterprise solution (residing on COPANET) that would provide the Commonwealth with the ability to reach convergence over time as demand grows.

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	29	Exhibit C	1.118	As part of the COPANET management, monitoring and maintenance the Offeror shall monitor for alarms and performance issues with the manufacturer's element management system (Cisco CTM) and take action to notify the Commonwealth, analyze the data and respond consistent with the manufacturers recommendations and Commonwealth telecommunications standard practices.	Does the Commonwealth own CTM software with the appropriate licensing? If so, will this be provided to Offeror for installation on an Offeror maintained server or will the CTM be hosted by the Commonwealth? Could CTC be leveraged in disaster scenarios?	No. The Offeror is expected to have the appropriate hardware, software, and licensing to fully manage and monitor the COPANET Backbone DWDM equipment. The Cisco Transport Controller (CTC) software could be leveraged but only in disaster scenarios.
	30	Exhibit C	1.119	The Commonwealth will provide the Offeror with two Cisco ONS 15454 and two Catalyst 6504 devices, with appropriate components for the use as the COPANET lab equipment.	Is this all of the "lab environment" specified in 1.113?	Yes.
	31	Exhibit C	1.122	The Offeror shall provide emergency repair service in the event of an incident that causes a break or disturbance to the Commonwealth owned single and multimode fiber in the Harrisburg area. Offeror must have at its disposal a truck or trailer equipped for fusion splicing, as fusion splicing will be required for all repairs and all repairs will have to pass re-certification after repair. The Offeror shall be required to determine cause and responsibility for a break in Commonwealth owned fiber.	Does the Commonwealth plan to participate in the PA One Call program? If so, who will be responsible for marking fiber routes when required?	The Commonwealth already participates in the PA One Call Program.  The Commonwealth's fiber maintenance vendor is responsible for marking fiber routes.
	32	Exhibit C	1.131	The Offeror shall have the capability to perform on-demand, detailed data capture and analysis with a suite of network tools.	Is this a customer premise offering? If so, is it a permanent or ad hoc service? What is the estimated quantity for this service?	Yes, this is a customer premise offering. It is an ad hoc service. The estimated quantity of the service is approximately four times per week.
	33	Exhibit C	1.135	The Offeror shall perform trend analysis as it relates to network performance and outages for services provided throughout the Commonwealth regardless of Contract Participant.	Please define the term "Contract Participant."	Please refer to RFP Part I, section I-32.
	34	Exhibit C	1.138	The Offeror shall provide an auto-discovery tool to ensure the managed network devices are identified and included in the network inventory.	Does auto-discovery have to be constant or can it be periodic? If periodic, does the Commonwealth have a requirement for frequency?	Auto-discovery may be periodic. The Offeror should recommend the frequency of auto-discovery and explain its rationale.
	35	Exhibit C	1.140	The Offeror shall generate network reports that provide the ability to perform review and analysis of statistics.	What is the frequency/interval of these network reports? Is there a required distribution method and/or media type that the reports must be made available in? Who are the subscribers for these reports?	Network reports must be available upon demand. The reports must be delivered electronically. The subscribers are Contract participants.



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	36	Exhibit C	1.149	The Offeror shall have the ability to offer diversity from the CO to the customer's demarcation point avoiding all single points of failure.	This requirement may not be possible for all locations, especially in rural areas with a single LEC CO. Buildings may also have single entry points and demarcation points on their premises. The Commonwealth should consider altering this requirement to match a high availability, critical, GOLD service location or other criteria. The contractor should also have the option of advising the Commonwealth of limiting factors such as those mentioned above that could prevent the contractor from meeting the requirement.	The Offeror is expected to provide diversity and avoid all single points of failure where possible to meet the appropriate service level performance requirements.  The Offeror may identify locations where it is not possible to meet the appropriate service level. The Offeror should identify such locations, set out limiting factors and suggest possible alternatives.
	37	Exhibit C	1.168	The Offeror shall ensure the infrastructure supports all current terminating equipment and systems.	Is there a listing of all terminating equipment and systems so that the Offeror can validate compliance with this requirement?	No, the Commonwealth does not have access to a complete list. There is a representative list for PBX and Key Systems. Please refer to Exhibit L, Representative PBX Listing.
	38	Exhibit C	1.175	The Offeror shall identify modifications that will be required as part of this contract.	Please clarify what the "modifications" pertain to.	Please refer to requirement 1.176.
	39	Exhibit C	1.224	Cabling Services 1.224 to 1.238	Can it be assumed that all of these requirements apply only to cable installed under this contract?	Yes, the requirements in this section are specific to cabling.
	40	Exhibit C	1.226	<p>1.226 The Offeror shall ensure the patch panel and/or wiring block is labeled with the telecommunications outlet number and locations of the remote end in accordance with TIA 606 standards.</p> <p>1.227 The Offeror shall ensure all cabling be installed and tested in accordance with the current version of the EIA/TIA -568 Commercial Building Wiring Standard and all associated reference documents.</p> <p>1.228 The Offeror shall ensure jacks be wired according to EIA/TIA-568 Commercial Building Wiring Standard EIA/TIA 568B, bulletin TSB-36, or bulletin TSB-40A standards, based on relevancy.</p> <p>1.229 The Offeror shall ensure that all 5e/6/future unshielded twisted pair (UTP) cable are installed and adhere to the installation and testing</p>	<p>Is the current situation in compliance with 1.226 through 1.229? Is the Offeror required to bring it into compliance?</p>	Not all locations are currently in compliance with 1.226 through 1.229. The Offeror is not required to bring noncompliant locations into compliance as part of its proposal. The selected Offeror may, however, be requested to perform these services under the change control procedures of the contract.

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				requirements of the current versions of IIA/TIA/TSB/EIA standards.		
	41	Exhibit C	1.241	The Offeror shall complete orders within the timeframe defined by the requested due date.	Can the Offeror assume that the requested due date is at or beyond the standard interval?	Yes. Anything prior to the due date / standard interval date constitutes an expedited service.
	42	Exhibit C	1.251	The Offeror shall provide confirmation of its ability to perform IMAC, cabling and maintenance requests for telecommunications services. The Offeror must be able to perform: 1. Cabling from demarcation to end telephone 2. Private Branch eXchanges (PBX) 3. CPU & Consoles such as (Tone Commander) ISDN sets, attendant consoles, variety of IP sets (Polycom, Cisco, etc.) 4. PC voice mail systems (a variety) associated with a variety of PBX systems 5. Conference phones, such as Polycom 6. The term installation refers to the complete installation from the telecommunications outlet (voice, video or data) to the terminal block, patch panel or the Light Interface Unit (LIU) 7. All cables will be labeled at both ends. Additionally, the patch panel or LIU will be labeled with the telecommunications outlet number and locations of the remote end.	Where can the contractor find the specifications for all components included in this requirement, including equipment age, current contracts for service and maintenance, configuration and release levels, etc.?	This question will be answered on or before December 19, 2008.
	43	Exhibit C	1.257	The Offeror shall have an alternative detailed plan for resolution of service during a major outage.	Please clarify the requirement ... is a general disaster recovery plan / business continuity process that the contractor invokes or some site specific solution? If the latter does this apply to all locations? Is there a Commonwealth definition or criteria for a "major outage"?	This question will be answered on or before December 19, 2008.
	44	Exhibit C	1.305	The Offeror shall provide toll-free service that provides, at minimum, equal feature functionality that currently exists	What functionality currently exists?	The toll free feature functionalities are provided in Exhibit F-3, page 7-9.
	45	Exhibit C	1.315	The Offeror's voice message solution shall provide adequate protection against unauthorized access and hacker fraud.	Please define what is meant by "adequate protection"?	This requirement is changed to read: "The Offeror's voice message solution shall protect against

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						unauthorized access and hacker fraud".
	46	Exhibit C	1.444	The coin/card public payphone conversion is requiring completion within six (6) months from the date of the contract award. If Offeror requires additional time include the reasons why and its time for completing the project.	The requirement is that conversion be done within 6 months of the date of contract award. The table in Exhibit A on Page 4 of 6 says that the incumbent contract goes until 12/7/2011. When do you anticipate contract award? Will there be redundancy between the existing carrier and the new carrier?	This question will be answered on or before December 19, 2008.
	47	Exhibit C	1.451	The Offeror shall describe its strategy for providing each of the following services to Commonwealth locations: local exchange calls, intraLATA calls, interLATA calls within Pennsylvania, interstate calls, and international calls.	This item is currently in the Auditing of Security Services section. Is this misplaced? If so, should this be in the Voice Network Services section of the SOW?	Yes. This requirement is inaccurately placed and should be located in the Voice Network Services.
	48	Exhibit C	1.452	The Offeror shall complete an independent SAS70 audit on an annual basis and provide the results to the Commonwealth.	Please clarify that the SAS70 audit applies specifically to the Security Services arena.	The SAS70 audit applies specifically to the security services provided to the Commonwealth.
	49	Exhibit C	1.455	The Offeror shall comply with to the Commonwealth's Computer Incident Response Team standards and policies.	What are the Commonwealth's Computer Incident and Response Teams standards and Policies? Is this in reference to ITB SEC024?	Yes, policies, procedures and standards for Computer Incident Response are referenced in ITB-SEC024 – I.T. Security Incident Reporting Policy.
	50	Exhibit C	1.472	The Offeror shall offer the Commonwealth a redundant and diverse agency network-based IPS solution.	Please clarify the term "agency network-based IPS solution".	This question will be answered on or before December 19, 2008.
	51	Exhibit C	1.480	The Offeror shall ensure that all data communication services with the exception of Internet access via the Commonwealth network are available to Commonwealth Business Partners.	Please specify what data communication services should be orderable by Commonwealth Business Partners	<p>The intent of the requirement is that the Offeror ensure that only valid Business Partner traffic is destined for approved Commonwealth sources and is not allowed to access the Internet via the Commonwealth's Internet gateways. Business Partners must secure their own separate Internet Connection.</p> <p>Business Partner connectivity currently consists of dedicated frame relay and ATM data communications services.</p> <p>Any other newly proposed data communication services (for example remote access solutions) will be assessed as part of the evaluation process. Extension of the service</p>

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						<p>offering to Business Partners will be at the discretion of the Commonwealth.</p> <p>Business Partners will not utilize the Commonwealth's CTMS system to place orders for data services. The Commonwealth Agencies will order on their behalf.</p>
	52	Exhibit C	1.494	1.494-1.499 The Offeror shall provide a fully managed enterprise firewall solution for all Commonwealth traffic. This solution is not subject to the current Commonwealth firewall product standard.	Please list which systems are subject to CoPA's current firewall product standard?	This question will be answered on or before December 19, 2008.
	53	Exhibit C	1.506	The Offeror must provide number portability to maintain all local and toll-free access numbers currently in use for the Commonwealth's dial-in remote access services or provide a migration plan to convert to other access numbers.	Can a list of NPA/NXXs be provided for the local and toll-free access numbers in use.	Please refer to Exhibit M, Listing of NPA/NXX.
	54	Exhibit C	1.536	The Offeror's Remedy system shall be capable of integrating with all Remedy modules utilized by the Commonwealth. (Including: help desk, asset management and change management).	Please list which Remedy modules and versions/releases that the Commonwealth currently supports and what the long-term plans for upgrades and additional components are?	Remedy Asset Mgmt v6.0, Remedy service Desk v6.0 Remedy Change Management. v6.0, Action Request Server v7.1. As an enterprise application the Commonwealth upgrades periodically to remain in compliance with the software's support lifecycle.
	55	Exhibit C	1.540	The Offeror shall include programming of all agreed upon SLAs into the Remedy ticket tracking software. All Contract Participants should be able to run reports on missed SLAs to include response and resolve times.	Does this requirement only pertain to SLAs related to trouble ticketing?	Yes, currently the only SLA tracking is related to help Desk trouble tickets.
	56	Exhibit C	1.556	The DRBCP shall cover any type of disaster and have a maximum recovery time of 72 hours for basic services.	Please provide a comprehensive list of basic services?	This question will be answered on or before December 19, 2008.
	57	Exhibit C	1.563	The Offeror shall jointly develop with each agency a comprehensive agency business continuity plan (ABCP), for network data and voice services only, upon request of the agency.	Please clarify the intent, scope and frequency of this requirement?	This question will be answered on or before December 19, 2008.
	58	Exhibit C	1.568	The Offeror shall ensure the transfer of billing information for posting to the SAP accounting system complies with established standards.	Does the Offeror need to apply Shared Resource Charges to the billed amounts?	The Shared Resource Charges are separate from the Offeror's billing amounts but are included in the

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						CTMS billing.
	59	Exhibit C	1.574	The Offeror shall integrate with the Commonwealth's Telecommunications Management System (CTMS). The integrated system shall enable users to electronically enter a service order, receive confirmation, and track the order from creation through completion.	Is there a requirement to use CTMS' Billing module? Is there a requirement for online bill presentation?	Yes, the CTMS Billing Module must be used. This includes online bill presentation.
	60	Exhibit C	1.575	The Offeror shall describe how it will integrate with the CTMS. C.7.10The Offeror shall provide web based access to the toll free system platform.	Does the web-based access to the toll-free platform need to be within the CTMS?	The toll free platform access does not have to be within the CTMS.
	61	Exhibit C	1.575	The Offeror shall describe how it will integrate with the CTMS. C.7.10 The Offeror shall provide web based access to the toll free system platform.	What is C.7.10? Are there 2 different requirements listed here?	The Offeror must integrate with the CTMS. A separate requirement is that the Offeror shall provide web based access to the toll free system platform for such things as routing or feature changes.
	62	Exhibit C	1.576	The Offeror shall describe the web based features and functionality available to the Commonwealth as it relates to the toll free system platform.	Please clarify the functional deliverable(s) for "the web based features as it relates to toll free system platform."	The required toll free features are listed in Exhibit F-3, pages 7-9.
	63	Exhibit C	1.577	The Offeror shall provide web based access to the VOIP and/or IP telephony platform.	Please clarify the functional deliverable(s) for "the web based features as it relates to VOIP and IP telephony platform."	This question will be answered on or before December 19, 2008.
	64	Exhibit C	1.578	The Offeror shall describe the web based features and functionality available to the Commonwealth as it relates to the VOIP and/or IP telephony platform.	Please clarify the functional deliverable(s) for "the web based features as it relates to VOIP and IP telephony platform."	This question will be answered on or before December 19, 2008.
	65	Exhibit C	1.589	The Offeror shall coordinate in advance any CTMS program changes that are necessary according to a schedule provided by the Commonwealth.	What is meant by "schedule provided by the Commonwealth?" Can a mutually agreed upon schedule be assumed based on determined requirements?	The Offeror is required to submit advanced notification of changes to ensure the Commonwealth does not have any other prior tasks scheduled and/or changes do not occur during Commonwealth "busy" work times.
	66	Exhibit C	1.594	The Offeror shall meet the Service Levels described in Schedule E-1.	This refers to "Schedule E-1," which was not provided. Is the Commonwealth referring to Schedule F-1?	Yes. This was in error and should be written as Schedule F-1.
	67	Exhibit C	1.596	The Offeror shall not change any established installation dates initiated by the Offeror without the Commonwealth's concurrence.	Please define the difference between "established installation dates", "standard order interval" (from 1.70) and "scheduled completion date" (from 1.595).	The "established installation date" is the date the Offeror determines that the service will be installed; the "standard order interval" is the time frame set by the Offeror establishing the committed time frame for each service to be installed; the

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						"scheduled completion date" is the date the service will be ready for use.
	68	Exhibit C	1.605	The Offeror shall describe its process for continued delivery of the provisioning process in the event of system failure.	What is the system to which this refers?	The system referred to is the CTMS.
	69	Exhibit C	1.616	The Offeror shall provide system training at least monthly. Training to be held at a Commonwealth location at Commonwealth discretion.	Will all training be done in Harrisburg or will travel be required? If travel is required, can the Offeror bill for that separately at the time of travel?	The majority of training would be held in the Harrisburg area, but could be held outside the Harrisburg area. The Offeror may not bill separately for travel.
	70	Exhibit D	Tab 7	Service Provider Pricing Forms	Please provide service locations for managed routers and the type of support required (Gold, Silver, Bronze)	This question will be answered on or before December 19, 2008.
	71	Exhibit G	General	Circuit counts	Are the circuit counts referenced in Exhibit G accurate? Is each entry a unique circuit?	To the best of our knowledge, the circuit counts are accurate. The circuit entries referenced are per location, but may have multiple circuits installed. Each tab in this section has a total count column.
	72	Schedule A	Defined Terms		There are references to a number of schedules that were not included with this RFP including Schedule D, Schedule J, Schedule G. Are there schedules missing from the RFP or are the references in this document in error?	The schedules were not omitted from the RFP, they will be developed with the selected Offeror.
	73	Schedule F-1	All SLAs	On Matrix	When will Service Level Type (Column 3) be provided?	This question will be answered on or before December 19, 2008.
	74	Schedule F-1	All SLAs	On Matrix	When will Baseline Data (Column 4) be provided?	This question will be answered on or before December 19, 2008.
	75	Schedule F-1	All SLAs	On Matrix	What is the Measurement Metric (Column 8)?	This question will be answered on or before December 19, 2008.
	76	Schedule F-1	All SLAs	On Matrix	Will each SLA have a punitive Remedy if service levels are not met? If any does, when will those penalties be provided?	This question will be answered on or before December 19, 2008.
	77	Schedule F-1	SLA 6	Change Management Notification	The notification timeframe referenced in the SLA does not match the notification timeframe in the referenced ITB. Will the ITB be updated?	This question will be answered on or before December 19, 2008.
	78	Schedule F-1	SLA 13	Chronic Problems ... More than 2 issues on the same affected service ...	Is it a chronic problem only if the 3 issues on the same service have to have are same problem? Is it a chronic problem if there are 3 different issues on the same service?	This question will be answered on or before December 19, 2008.
	79	Schedule F-1	SLA 15	...uptime for all ENTERPRISE services >= 99.999	Is there a specific list of service offerings that are included in "ENTERPRISE" services?	This question will be answered on or before December 19, 2008.
	80	Schedule F-1	SLA 17	... total loss or degradation of ENTERPRISE service not to exceed 30 minutes ...	Failing SLA 17 means you will also fail SLA 15 and SLA 16 (@ 99.999% availability). Were these 3 SLAs meant to be mutually exclusive? Or possible multiple remedies?	Based on Schedule F, SLA Methodology, possible remedies could be incurred if all three of the questioned SLAs were classified as

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						CPIs. Multiple remedies are possible.
	81	Schedule F-1	SLA 19	Internet Latency	How and when will the "tbd"s be determined and by whom?	The Commonwealth is requesting a response by the Offeror based on the proposed network solution or network offerings.
	82	Schedule F-1	SLA 21	Backbone Packet Loss	The service level description is "Backbone Packet Loss" but the definition references "lost cells." Packets are a layer 3 term while cells are a layer 2 ATM term. Which does the Commonwealth want measured?	The description is in error and is changed to state lost cells rather than packet loss.
	83	Schedule F-1	SLA 29	Network or Security Compromise	Does this include physical access? If so, could an exemption for physical security be added for equipment managed at customer locations?	This SLA was intended to address physical access/physical security of the Offeror's devices and services. Physical security for equipment managed at customer locations will be the responsibility of the contract participant at that location. The Offeror may make recommendations on how to secure a particular area.
	84	Schedule F-1	SLA 29	All managed hardware and software must be secured 100% of the time to mitigate any risk to the Commonwealth.	What is definition of "secured"? Is a device in a secured facility considered secure?	Secured areas are locations with limited access and restrictions to certain approved personnel.
	85	Schedule F-1	SLA 15, 16	...uptime for each ENTERPRISE services >= 99.999	Is there a specific list of service offerings that are included in "ENTERPRISE" services?	This question will be answered on or before December 19, 2008.
	86	Schedule F-1	SLA 15, 16	...uptime for each ENTERPRISE services >= 99.999	Failing SLA 15 means you will also fail SLA 16 (@ 99.999% availability). Were these 2 SLAs meant to be mutually exclusive? Or possible multiple remedies?	Based on Schedule F, SLA Methodology, possible remedies could be incurred if all three of the questioned SLAs were classified as CPIs. Multiple remedies are possible.
	87	Schedule F-1	SLA 32	Managed Intrusion Detection and Prevention	The other security SLAS reference a service and not components. Should this SLA also refer to a service or does loss of a component, even if redundant, count against this SLA?	This question will be answered on or before December 19, 2008.
	88	Schedule F-1	SLA 33	The Commonwealth shall be notified within 15 minutes of any security incident that impacts or may impact the Commonwealth's network.	Please clarify the scope of what is being asked for in this SLA?	This question will be answered on or before December 19, 2008.
	89	Schedule F-1	SLA 31, 34, 36	Timeliness SLA's	The timelines for changes specified in this SLA are in direct violation of SLA 6. Does this SLA supersede SLA24?	This question will be answered on or before December 19, 2008.
	90	Schedule F-1	SLA 22,23,24,25,26,27	GOLD, SILVER, BRONZE service levels	Can the Commonwealth provide a list or minimum quantity / percentage of services at each of the service levels?	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	91	Schedule F-1	SLA 22,23,24,25,26,27	GOLD, SILVER, BRONZE service levels	Is there any Commonwealth criteria / policy that prevents a given organization or location from ordering Gold or Silver service?	No.
	92	Schedule F-1	SLA 10,11,12, 22, 23, 24, 25, 26, 27	GOLD, SILVER, BRONZE services	Will every item be in one of these 3 levels? Is Bronze the default or is there a fourth level?	Bronze is the default.
	93	Schedule O	4 (b)	(b) The Benchmarking Process.....	Reference is made to Schedule O-2 (Approved Benchmarks). There was no file O-2 available for download.	This schedule will be developed with the selected Offeror.
	94				Section I-4. Calendar of Events. Given the size and complexity of this RFP, will the Commonwealth consider extending the Due Date of Proposals to March 3, 2009? Vendors who are not familiar with the intricacies of the business requirements will need this additional time to analyze and digest the RFP's detail.	No.
	95				Section I-6. Type of Contract. Please describe what is meant by an "Established Price with Escalation". Does this mean fixed price?	This is a type of firm fixed price contract which provides for the upward and downward revision of the contract price.
	96				Section IV-5. Small Disadvantaged Business Participation. We have been considering utilizing small disadvantaged businesses for premised based work, such as design and build services for local area network deployments at Commonwealth locations, including sourcing of cabling and other parts. Can the Commonwealth provide guidance on the volume of usage for premised based services, such as cabling, given your history with the current supplier? Without this guidance, vendors will have trouble determining the "estimated dollar value of the contract to each Small Disadvantaged Business", or will have to find other strategies for use of small vendors.	This question will be answered on or before December 19, 2008.
	97				Please describe the required service attributes for the Ethernet services that you are requesting. Do you require q-in-q support? Do you require support for VPLS?	Yes, q-in-q support is required. Yes, VPLS support is required in a limited capacity (typically between agency headquarters and agency disaster recovery sites)
	98				Do you require both E-Line and E-LAN services, as those terms are defined by the Metro Ethernet Forum?	Please clarify this question and include with the second round of questions which are due by December 12, 2008 at 5:00 pm EST.
	99				Have you specified specific D-marc devices for Ethernet services or is that at the discretion of the carrier?	D-marc devices for Ethernet Services are at the discretion of the carrier.  As part of requirement 1.148 it is recommended that the Offeror include descriptions and capabilities



OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						of the devices used to deliver its proposed Ethernet Services.
	100				Does the Commonwealth have any specific requirements for the support of Frame Relay and ATM? Can IP interworking be used to support these protocols?	The Offeror must support Frame Relay and ATM unless the proposed solution addresses a replacement of the current technology at a competitively equal or reduced cost. IP interworking may be used to support these protocols.
	101				How many QoS classes does the Commonwealth desire to support? Do four classes (one of which is a scavenger class) support the Commonwealth's requirements?	The Offeror shall present a QoS strategy that the Commonwealth will consider as part of the evaluation process.
	102				Does the Commonwealth desire to support Affinity Groups within the MPLS environment to facilitate the QoS matrix?	Please clarify this question and include with the second round of questions which are due by December 12, 2008 at 5:00 pm EST.
	103				Can multiple agency traffic be carried on a single DWDM lambda from a transport perspective?	Yes.
	104				Is physical separation required for any agency traffic? Is logical separation sufficient to meet the needs of the Commonwealth?	Although physical separation is not required for agency traffic, logical separation is required.
	105				With respect to the VoIP solution, does the carrier have the discretion to choose SIP messaging or H.323 v2 messaging?	This question will be answered on or before December 19, 2008.
	106				To what degree must the carrier's VoIP solution support existing TDM phones?	This question will be answered on or before December 19, 2008.
	107				Does the Commonwealth prefer physical protection (such as UPSR or BLSR on DWDM/SONET transport paths) or logical protection (utilizing MPLS-TE FRR)? Does the Commonwealth have specific recovery time requirements for the services it is requesting?	This question will be answered on or before December 19, 2008.
	108				Which Commonwealth facilities will require dual-entry services? Are all services envisioned to be single-entry?	All critical locations will require dual entry service. Critical locations will be set out on a schedule to the contract which will be developed with the selected Offeror. Not all services are envisioned to be single entry.
	109				Does the Commonwealth possess current reports which detail busy hour call rates in CCS? Can these reports be provided now to vendors for review?	This question will be answered on or before December 19, 2008.
	110				Does the Commonwealth desire to use the same dial plan with respect to the VoIP solution? What prefixes are currently blocked? Is it necessary to append "9s or "1s" to the dial plan?	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	111				Does the Commonwealth have a published standard list for Routers, Switches, PBX's, etc. that the vendors must adhere to?	The Offeror must include in its proposal, but is not limited to, Routers, Switches, PBX's, etc, listed in Exhibit F-5 and Exhibit F-6.
	112		Exhibit C – Statement of Work	1.84	For Broadband Internet access, can those users directly connect to the public internet, or must they initially connect through a COPA firewall?	Broadband Internet access users should connect to the public Internet.  Broadband Internet access users that require Commonwealth network access must connect through a secure remote access solution.
	113		Exhibit C – Statement of Work	1.82	Can we insist that users of Broadband Internet access connect via client-resident security software?	No
	114		Schedule F - Service Level Methodology	F1	Which SLAs in F2 are identified as Critical Performance Indicators (CPI) and therefore subject to SLA penalty? Same for General Performance Indicators (GPI). Same for Key Performance Indicators (KPI).	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	115		Schedule F -1 - Service Level Matrix	Schedule F-1	Which SLAs are CPI?, KPI, GPI?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	116		Schedule F -1 - Service Level Matrix	Schedule F-1	Which SLAs are Type 1, Type 2?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	117		Schedule F -1 - Service Level Matrix	Schedule F-1	What is the baseline for each SLA?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	118		Schedule F -1 - Service Level Matrix	Schedule F-1	What is the measurement metric for each SLA?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	119		Schedule F -1 - Service Level Matrix	Schedule F-1 SLA 4	Does "(if greater than the Standard Interval Date)", mean further out than the Standard Date?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	120		Schedule F -1 - Service Level Matrix	Schedule F-1 SLA 15 – 18	What are "ENTERPRISE Services"?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	121		Schedule F -1 - Service Level Matrix	Schedule F-1	What is the distribution of the Pool Percentage across the CPI SLAs?	<i>[A modified exhibit F-1 will be developed with more detail. Any detail not provided will be developed with the selected Offeror.]</i>
	122		Schedule F -1 - Service Level Matrix	Schedule F-1 SLA 31	What is the requirement?	<i>[A modified exhibit F-1 will be developed with more detail. Any</i>

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						<i>detail not provided will be developed with the selected Offeror.]</i>
	123		Schedule F -1 - Service Level Matrix		SLAs 22-27 refer to Gold, Silver and Bronze. Which services or locations belong to which category? How are these categories defined/	The Commonwealth is asking the Offeror to provide the details of its solution, including its definitions of the multi-tiered service levels.
	124		Schedule O - Benchmarking Procedures	Benchmarking Schedule O 4(b)	Schedule O-2 was not provided. Who are the approved benchmarkers? What is the cost for a benchmarking study?	This schedule will be developed with the selected Offeror.
	125		Exhibit A - Background and Objectives	Exhibit A 1.1	For the TelCove, Router Management, and Payphone contracts, does the Commonwealth have any remaining obligations to the existing vendors immediately after the award of the contract?	There will be some contract overlap and the Commonwealth will honor existing contracts until the termination date. The Offeror will assume transitions to be completed by the time the contracts reach end of term. Award of this contract does not necessarily mean the Offeror will assume service responsibility for all in scope services immediately.
	126		Exhibit A - Background and Objectives	Exhibit A 1.4.2	Section mentions 12 existing agreements that are being combined. Table in 1.1 identifies only 6 contracts. Why the discrepancy?	The intent of Exhibit A and Exhibit B is to describe the service delivery environment the selected Offeror will be required to operate in - i.e. working with other contractors providing services under contracts that are not within scope of this RFP..  Not all of the existing 12 contracts are in scope for this RFP. The in scope contracts are listed in Exhibit A.
	127		Schedule A - Defined Terms	Sched A. Definitions	"Acceptance Testing Plan" means the plan set out in Schedule D (Transition and Transformation Methodology)". "Final Acceptance Test" "Milestone Credit" Where is this?	This schedule will be developed with the selected Offeror.
	128		Schedule A - Defined Terms	Sched A. Definitions	"Commonwealth Agencies" refers to Schedule P. Where is it?	This schedule will be developed with the selected Offeror.
	129		Schedule A - Defined Terms	Sched A Definitions	"Critical Services" refers to schedule E. Where is it? What services are critical? What treatment do critical locations or services get?	This schedule will be developed with the selected Offeror.
	130		Schedule A - Defined Terms	Sched A. Definitions	"Commonwealth Agencies" refers to Schedule P. Where is it?	This schedule will be developed with the selected Offeror.
	131		Schedule A - Defined Terms	Sched A Definitions	"Critical Services" refers to schedule E. Where is it?	This schedule will be developed with the selected Offeror.
	132		Schedule A - Defined Terms	Sched A Definitions	"Service Locations" refers to Schedule N (Contractor Services Locations) Where is it?	This schedule will be developed with the selected Offeror.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	133		Pricing Schedule D		In order to provide pricing information for payphones, monthly volumes are required. Can the Commonwealth supply volumes for each of the payphones identified in Exhibit F-4?	This question will be answered on or before December 19, 2008.
	134		General Info		Will the Commonwealth be able to provide more detailed information on the PBX and Key Systems such as: System Model and software release, Number and type of trunks, number of analog stations, number of digital stations, set type counts, # of voice mail channels/ports, and number of voicemail boxes for each of the systems to be covered by the agreement?	The Commonwealth will provide additional information on the PBX and Key Systems. Please see Exhibit L, Representative PBX Listing.
	135		Pricing Schedule D		If a service in the current contract is not on the Pricing Schedule, should we assume the services listed are the only items to be addressed?	The Offeror's Technical Solution and Cost Submittal should encompass the services detailed in the Statement of Work.
	136		Pricing Schedule D		There is a request for a Rate Table to be submitted for several services. Do you have a standard template to use and if the reference is not made by the Pricing element, can Offeror assume NO rate table information is required for that pricing element?	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	137		Pricing Schedule D		Can you provide an example that illustrates the ARC/RRC concept as described in the Pricing Schedule?	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	138		Telecommunications RFP – Exhibit C – Statement of Work	1.103	Please provide further definition of what is meant by "Managed Devices". Is the term limited to CPE provided by the Offeror, or does it also include equipment within the Offeror's network?	This question will be answered on or before December 19, 2008.
	139		Parts I-IV.pdf	I-21	Can the Commonwealth provide additional information on the intent and format/platform of the "reverse online auction" described within this section?	This question will be answered on or before December 19, 2008.
	140		Parts I-IV.pdf	I-13 and II-8	The instructions for the Domestic Workforce Utilization Certification (Part II-8) state that this signed document needs to be delivered in the "same sealed envelope with the Cost Submittal". Part I-13, however, states that the Cost Submittal portion of responses are to be submitted electronically via the SRM tool and not as a printed submission. Can the Commonwealth clarify the submission for the Domestic Workforce Utilization Certification?	The requirement for the cost to be submitted via SRM has been eliminated. Costs must be submitted on a CD, DVD, or Flash Drive separate from the technical, and submitted in a separate sealed envelope. The Domestic Workforce Utilization Certification should be submitted within this same sealed envelope.
	141		Telecommunications RFP – Exhibit C – Statement of Work	1.65	Can the Commonwealth elaborate on the 3-year technology refresh?	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	142		Telecommunications RFP – Exhibit C – Statement of Work	1.98	Can the Commonwealth elaborate on the timeframe and location of the intended test bed environment described herein? When would the required Internet connection need to be delivered and for what duration?	This question will be answered on or before December 19, 2008.
	143		Telecommunications RFP – Exhibit C – Statement of Work	1.113 and 1.119 (and 1.98 by reference)	Does the Commonwealth operate this laboratory environment currently as part of COPANET? Is/Will the laboratory environment described within this section the same test bed environment described in Section 1.98? If so, please clarify which component parts of the lab environment will be managed by the Commonwealth and which are to be managed by the Offeror.	This question will be answered on or before December 19, 2008.
	144		Telecommunications RFP – Exhibit C – Statement of Work	1.115	Are the problem tickets described within this section filed with Cisco under the Smartnet contract? What system or process is used to report these problem tickets?	This question will be answered on or before December 19, 2008.
	145		Telecommunications RFP – Exhibit C – Statement of Work	1.199	This question refers to reporting for, among other things, “900 calls”. Can the Commonwealth provide information on the scope of 1-900 toll calling? Are there any service questions or cost elements related to 1-900 toll calling that are in addition to the current set of voice service related questions in Exhibit C?	This question will be answered on or before December 19, 2008.
	146		Telecommunications RFP – Exhibit C – Statement of Work	1.121	Where is the test lab located today and does it necessarily need to be moved? Can the Commonwealth provide a definition of “an appropriate facility”? Can the Commonwealth provide details on connectivity to the lab and whether this connectivity is or is not part of the production environment?	This question will be answered on or before December 19, 2008.
	147		Telecommunications RFP – Exhibit C – Statement of Work	1.246	Can the Commonwealth provide details on the quantity and volume of residential service locations that are part of the scope of this RFP?	The Commonwealth will provide additional data on the quantities that have been identified as such. Some agencies may not have their residential sites identified. Please see Exhibit P, Residential Locations.
	148		Telecommunications RFP – Exhibit C – Statement of Work	1.305	Is a fully itemized list of “feature functionality that currently exists” contained within this portion (1.296 Toll-free Services) of Exhibit C, or are there additional features that need to be considered as mandatory requirements?	This question will be answered on or before December 19, 2008.
	149		Telecommunications RFP – Exhibit C – Statement of Work	1.451	Is this question intended to be part of the 1.449 Auditing portion of this RFP? Please explain any difference between Section 1.451 and Sections 1.5 and 1.170.	This question will be answered on or before December 19, 2008.
	150		Telecommunications RFP – Exhibit C – Statement of Work	1.452	Is the annual SAS70 audit applicable to all services provided by the Offeror(s) selected to provide these services, or would the audit be more limited in scope to only those services provide to and for the Commonwealth, or only for the Security Services provided to the Commonwealth?	See answer to question 48.
	151		Telecommunications RFP – Exhibit C – Statement of Work	1.478	Are the listed additional security service examples of web proxy services and application firewall services considered to be mandatory requirements for this	These should be considered highly desirable requirements. The examples listed should not be

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
					procurement or does the term "additional" imply that these specific exemplified services are optional services that do not need to be included as part of a response?	considered all inclusive. In addition to those specifically mentioned in the RFP, the Offeror should describe other services that it can provide to the Commonwealth to enhance its security posture.
	152		Telecommunications RFP – Exhibit C – Statement of Work	1.267	What is DCOPA's definition of "telephone binder services"? Does this question reference the delivery of phone book directories to a COPA locations, or updates to the directory listing?	Binder services are the Offeror's processes to obtain the correct directory listing and binder information to the appropriate entity that creates the directories. This also includes the updates to directory listings, but has nothing to do with phone book deliveries.
	153		Telecommunications RFP – Exhibit C – Statement of Work	1.39-1.68	Which questions within this range are solely related to the router management portion of this RFP?	This question will be answered on or before December 19, 2008.
	154		Telecommunications RFP – Exhibit C – Statement of Work	1.61	Please clarify what this Statement is requiring.	This question will be answered on or before December 19, 2008.
	155		Telecommunications RFP – Exhibit C – Statement of Work	1.65	Does the Commonwealth want the technical refresh bundled into their monthly fee, or do they want a technical refresh budget item every 3 years for these devices.	This question will be answered on or before December 19, 2008.
	156		Telecommunications RFP – Exhibit C – Statement of Work	1.511-1.514	Will Offeror be required to assume control of existing content filtering infrastructure owned by the Commonwealth?	No.
	157		Telecommunications RFP – Exhibit C – Statement of Work	1.479 & Exhibit B 2.0	Exhibit B illustrates a diagram with Business Partner routers. Are Business Partner routing services from the Offeror part of this Request For Proposal? If so, what technologies should be permitted to connect to it (e.g. ATM, Ethernet)?	This question will be answered on or before December 19, 2008.
	158		Telecommunications RFP – Exhibit C – Statement of Work	1.479 & Exhibit B 2.0	Exhibit B illustrates a geographically diverse diagram with Business Partner router configuration. Is a geographically diverse Business Partner routing service from the Offeror part of this Request For Proposal? If so, what technologies should be permitted to connect to it (e.g. ATM, Ethernet)?	This question will be answered on or before December 19, 2008.
	159		Telecommunications RFP – Exhibit B – Current Environment	2	Exhibit B illustrates a diagram with two core routers. Are core routing services from the Offeror part of this Request For Proposal? If so, what technologies should be permitted to connect to it (e.g. ATM, Ethernet)?	This question will be answered on or before December 19, 2008.
	160		Telecommunications RFP – Exhibit C – Statement of Work	1.504	1. How should the solution be sized? 2. Is the solution to be used for Business Continuity during a regional event?	This question will be answered on or before December 19, 2008.
	161		Telecommunications RFP – Exhibit C – Statement of Work	1.262	The requirement referred to as "provide Yellow Page advertising as needed." What is the Commonwealth looking for? Does the Commonwealth seek Offerors to	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
					hire a yellow page advertiser as a sub-contractor to handle this advertising?	
	162		Telecommunications RFP – Exhibit C – Statement of Work	1.267	Is the Commonwealth referring to ordering of directory books?	See answer to question 152.
	163		Telecommunications RFP – Exhibit C – Statement of Work	1.596	Is the Commonwealth referring to Scheduled Due Date when they use the word "established"?	The "established installation date" is the date the Offeror determines that the service will be installed; the "standard order interval" is the time frame set by the offeror establishing the committed time frame for each service to be installed; the "scheduled completion date" is the date the service will be ready for use.
	164		Telecommunications RFP – Exhibit C – Statement of Work	1.22	Does the requirement to warrant all offeror provided customer premise equipment for the duration of the contract include currently installed CPE? What is the Commonwealth's expectation regarding support of the embedded base of CPE equipment?	The Commonwealth expects the Offeror to warrant equipment it installs. The Commonwealth does not expect the Offeror to warrant existing CPE.
	165		Telecommunications RFP – Exhibit C – Statement of Work	1.163	Circuit testing requirements add 48 hours after the installation is complete before the service order may be closed. Is this 48 hours included in the requested due date in 1.241 and the standard interval in 1.243?	This question will be answered on or before December 19, 2008.
	166		Telecommunications RFP – Exhibit C – Statement of Work	1.68	Please define specific types of "current terminating equipment and systems" as specified in this requirement.	This question will be answered on or before December 19, 2008.
	167		Telecommunications RFP – Exhibit C – Statement of Work	1.192	Is Contract Participant another name for Business Partner?	This question will be answered on or before December 19, 2008.
	168		Exhibit C – Statement of Work	1.257	Please define "Major outage" in more detail. Customer premises, transport failure, CO destroyed, etc.	This question will be answered on or before December 19, 2008.
	169		Exhibit C – Statement of Work	1.332	Is this for ACD/call centers only, or is the Commonwealth asking for this type of reporting on all local voice services? Is this only the option to purchase this service for selected locations, or must it be standard on every local voice line we provide?	This question will be answered on or before December 19, 2008.
	170		Exhibit C – Statement of Work	1.198	Is this required for every single voice line, or only the option to order where necessary/desired	This should be considered as an option to order when necessary.
	171		Exhibit C – Statement of Work	1.314	Is this required for every single voice line, or only the option to order where necessary/desired	This should be considered as an optional service to be available when required by the agencies.
	172		Exhibit C – Statement of Work	1.297	Is a comprehensive plan required with RFP submission, or with each new location prior to turn-up? Requirements may be significantly different for each location and separate discovery activities at each site may be necessary to produce a detailed implementation plan.	The Offeror must submit a high level plan with its proposal which includes indication of its ability to provide the required features as indicated in Exhibit F-3, pages 7-9. Due to some

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						complex network and routing designs/configurations, additional detailed transition/implementation plans will be required after discovery activities.
	173		Parts I – IV	I-13	Would the Commonwealth accept the electronic submittal in PDF format? This would allow for the compilation of various file types and enhance the “complete and exact” proposal submittal.	No, comply with the requirement as written.
	174		Parts I – IV	II-4	Will the Commonwealth accept and evaluate references from major subcontractors as well as from the Prime?	References from major subcontractors will be accepted and reviewed. However, the minimum number of references for the Prime must still be met.
	175		PBX & Key System	Equipment Pricing	Is there a per item pricing requirement?	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	176		PBX & Key System	Pricing	How are these new systems to be priced (configurations – manufacturers?)	This question will be answered on or before December 19, 2008.
	177		Premise Wiring	Pricing	The instructions for pricing for Premise Wiring (first 100ft) indicate that the Commonwealth wants to include all required components including patch panel. What should the offeror base that price on? (i.e. 12, 24, or 48 port patch panel)? How does the Commonwealth want to see this calculation broken down to 7 year (84 month) amounts as there is no volume indicated?	This question will be answered on or before December 19, 2008.
	178		Monthly Based Charges – Voice Systems	Pricing	Do all of the references under the Commonwealth of PA Monthly Base Charges – Voice Systems Categories (Voice Ports; Voice mail; Auto-Attendant and VoIP refer to features provided by Level 3 and not PBX or Key System features? Or is this where we indicate the monthly maintenance coverage for the systems (installed base F 6).	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	179		Broadband Internet DSL	List of Users	Can the Commonwealth provide an itemized list of Broadband Internet DSL users by data rate speed?	The Commonwealth’s inventory does not capture data rate speed.
	180		Payphones	Finances	Would the Commonwealth please provide a detailed pay telephone revenue breakdown, by call type, for recent 12-month period to include coin revenue by LATA (e.g. local, intraLATA, long distance), non-sent paid revenue by LATA (e.g. collect, credit card, bill to 3rd party, etc.) as well as Per Call Compensation.	This question will be answered on or before December 19, 2008.
	181		Payphones	Finances	What commission percentage is currently being paid to the Commonwealth? Please describe any differences, if	This question will be answered on or before December 19, 2008.



OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
					any, paid on coin versus non-sent paid calling by LATA. <ul style="list-style-type: none"> <li>Of the current installed base of payphones, how many are commissioned to the State or Agency versus those payphones which are low revenue and paid for by the State or Agency?</li> <li>Is a MAG currently in place? If so, what is the scope and minimum?</li> </ul>	
	182		Payphones	Operation	What company is providing the long distance services today?	This question will be answered on or before December 19, 2008.
	183		Payphones	Operation	How many repairs were performed in the most recent 12-month period? Was this higher, lower or about the same as in prior years (relative to the number of phones installed)?	This question will be answered on or before December 19, 2008.
	184		Payphones	Operation	Please provide an inventory by payphone and enclosure equipment type (and version) for each location (e.g. Classic Phone, Protel, APS; Modeez, L31, Walk-Up, Drive-Up, etc.). <ul style="list-style-type: none"> <li>Are the listed TTY units owned by the Commonwealth at the end of the current contract?</li> <li>What types of TTY units are installed?</li> <li>Please provide usage for each TTY for the prior 12-month period.</li> </ul>	This question will be answered on or before December 19, 2008.
	185		Payphones	Finances	Would the Commonwealth please provide the current call rates charged to users for coin and non-coin calls by LATA?	This question will be answered on or before December 19, 2008.
	186		Payphones	Finances	Are there any discount calling options currently available to the user? If so, what plan(s) are in place?	This question will be answered on or before December 19, 2008.
	187		Payphones	Operation	Are all payphones currently installed meeting the ADA requirements for access? When was the last ADA survey conducted?	This question will be answered on or before December 19, 2008.
	188		Payphones	Equipment	If the current equipment is in an acceptable condition will the winning offeror be able to negotiate a purchase from the current vendor in order to facilitate a more smooth and speedy transition?	This would be an agreement between the incumbent and the selected Offeror.
	189		Payphones	Operation	For the most recent 12-month period, will the Commonwealth tell us how many payphones have been vandalized (e.g. cash stolen, destroyed, etc.)?	The Commonwealth does not capture this information
	190				In Exhibit C, Statement of Work the instructions are to describe responses that are italicized. There are several Commonwealth Requirements that say "describe", "shall provide and describe", "shall explain", however they are not italicized (examples 1.40, 1.41, 1.52, 1.108, 1.170). Should the Offeror make the assumption to provide responses to anything that states describe and explain?	For any requirement requesting that the Offeror "explain" or "describe" a response, which is not in italics, the Offeror should note the section of its Technical Solution where the response can be found.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	191				In Parts I-IV, Section I-17 on page 6 of 33, it states "The issuing office will not accept alternate proposals". In Exhibit D – Offeror Pricing Sheets, Tab I. Annual Summary Fees and Tab III Monthly Base Charges, line 149 shows an "Optional Alternative Solution" section which seems to contradict no alternate proposals will be accepted. Please clarify.	<p>The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.</p> <p>Use of the RFP, its Exhibits, and any Addenda that are issued is required for the development of the Offeror's solution.</p> <p>The Offerors can propose a solution that supports the current infrastructure and services, replaces the existing infrastructure with new, or a combination of both existing and new. The word "Alternative" is deleted from the section.</p>
	192				What are the Alternative Solution Functional Areas 1, 2, 3 and 4 listed in Exhibit D – Offeror Pricing Sheets, Tab I. Annual Summary Fees and Tab III Monthly Base Charges?	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	193				In Exhibit C, item 1.179 on page 26 of 83, "The Offeror shall describe how new service requests for a location previously granted control IDS and RPs is processed. What do you mean by "control IDs and RPs"?"	This question will be answered on or before December 19, 2008.
	194				In Exhibit C, item 1.20 on page 8 of 83, the requirement is "The Offeror shall ensure all equipment installed is new and fully warranted. Is the Commonwealth referring to just voice equipment which is under the scope of this RFP?"	This question will be answered on or before December 19, 2008.
	195				In Exhibit C, page 13 of 83, 1.65, the requirement states "The Offeror shall include the provision of Layer 3 edge equipment as a managed service offering with provisions for a 3-year technology refresh." Please explain what is being requested for the 3-year technology refresh.	This question will be answered on or before December 19, 2008.
	196				In Exhibit C, page 64 of 83, item 1.451 under Security is the same as item 1.5 in General Requirements and is voice related, not security related. Should 1.451 be removed?	Yes. This requirement is inaccurately placed and is changed to be located in the Voice Network Services.
	197				In Part I-IV, page 16 of 33 under Section II-1 Executive Summary it states that "The Commonwealth is looking for an Offeror who understands it will be inheriting a network "as is". Please explain what you mean by "inheriting a network as is".	The Commonwealth requires the selected Offeror to support the infrastructure for the in scope services, regardless of the architectural or engineering standards, manufacturer

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						make/model, software versions, or conditions of the infrastructure. The Offerors may not determine which network elements are in scope or out of scope.
	198				Can the winning provider "assume" the existing contract from Level 3 and keep the current networks as is to enable a smooth migration to next generation technology?	No.
	199				With the current contract(s) expiring in 2011, would the Commonwealth consider a migration plan to next generation technology that migrates all the existing services to new services before the current contract(s) expire? This would allow the Commonwealth to undergo one transition directly to a next generation network.	Yes.
	200				Please confirm that the contracts being replaced by this RFP are only those six listed on page 4 of 6 in Exhibit A. Item 1.4.2, "Goals" on page 5 of 6 states the goal to consolidate and transform the "12" existing agreements that represent the suite of telecommunications services.	Please see answer to question 126.
	201				Does the Commonwealth prefer that Transition is completed by the time of contract expiration for each of the above mentioned "In-scope" contracts?	Yes.
	202				Can we get a count of PBX ports in each of the systems to be covered? If the system has voicemail can we get a count of the voicemail ports and what type of voicemail is in the system?	This question will be answered on or before December 19, 2008.
	203				Can we get a count of the stations for each of the key systems to be covered? If the system has voicemail can we get a count of the voicemail ports and the type of voicemail in the system?	This question will be answered on or before December 19, 2008.
	204				Do any of the PBX's or Key systems have ACD?	This question will be answered on or before December 19, 2008.
	205				Should we use the configurations in current Statewide Key and PBX contract to develop our pricing?	Those are the existing configurations. The Commonwealth expects the Offeror to submit additional or alternative configurations that may be offered.
	206				COPA references a Schedule C (Fee Methodology), Schedule E (Critical Services) and a Schedule H (Termination Fees), in several sections of the Exhibit A (Terms and Conditions) document. However, there is no Schedule B, C, D, E, G or H in the bid package. Please provide a copy of these Schedules.	This schedule will be developed with the selected Offeror.
	207				Is the current provider allowed to bid in place equipment whole or in part thus avoiding installation costs and new equipment costs - reference Exhibit C - Ref 1.20 "The Offeror shall ensure all equipment installed is new and	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
					fully warranted." What equipment is COPA referring to?	
	208				Is the IPv6 migration strategy effort listed in items 1.94 – 1.98 in Statement of Work required to be implemented at the beginning of the network migration or does the Commonwealth of PA view this project phased in over life of contract"?	This question will be answered on or before December 19, 2008.
	209				Does the Commonwealth plan to implement IPv6 at the workstation level and will the offeror be expected to make the physical changes on the individual PC/Workstations?	This question will be answered on or before December 19, 2008.
	210				In the SOW section 1.130 COPA is requesting "real time monitoring system". Please define real time requirements.	This question will be answered on or before December 19, 2008.
	211				In the SOW section 1.132 COPA is requesting network packet decoding availability for troubleshooting purposes. Is it the expectation that the packet decoding points will reside at the remote location?	This question will be answered on or before December 19, 2008.
	212				In the SOW section 1.133 COPA is requesting SNMP alerts and traps be delivered to personnel. Does COPA have any system integration requirements other than Remedy (integration of COPA owned network management/ticketing systems for agencies) beyond email?	This question will be answered on or before December 19, 2008.
	213				Does the Commonwealth have any requirements to support IP video surveillance and associated mass notification services as a part of this solution?	This question will be answered on or before December 19, 2008.
	214				In Exhibit C, Statement of Work the instructions are to describe responses that are italicized. There are several Commonwealth Requirements that say "describe", "shall provide and describe", "shall explain", however they are not italicized (examples 1.40, 1.41, 1.52, 1.108, 1.170). Should the Offeror make the assumption to provide responses to anything that states describe and explain?	See answer to question 191.
	215				In Parts I-IV, Section I-17 on page 6 of 33, it states "The issuing office will not accept alternate proposals". In Exhibit D – Offeror Pricing Sheets, Tab I. Annual Summary Fees and Tab III Monthly Base Charges, line 149 shows an "Optional Alternative Solution" section which seems to contradict no alternate proposals will be accepted. Please clarify.	See answer to question 192.
	216				Please define the following terms included in Exhibit D – Offeror Pricing Forms, page 2: i. Additional Resource Unit Charges (ARC) ii. Reduced Resource Unit Credits (RRC) iii. Deadband Range	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	217				Please provide an example demonstrating how the ARC and RRC are applied.	The Commonwealth will facilitate a Pricing Forms training/workshop

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	218				Is the Commonwealth looking for pricing on the various bandwidths of Frame and ATM? The Pricing Form has a single line entry for each of these services.	The Commonwealth will facilitate a Pricing Forms training/workshop session via a web cast on Thursday, 12/4 at 2:00pm (EST). Please monitor the Supplier Portal for the web cast details.
	219				Please provide the Bandwidth detail, for the current Internet circuits.	Please clarify this question and include with the second round of questions which are due by December 12, 2008 at 5:00 pm EST
	220				Please provide minutes, by country, for International Outbound voice.	The Commonwealth has provided an additional data sheet for International Outbound voice service. Please see Exhibit N, International Outbound Usage.
	221				For all circuit locations please provide NPA-NXX or Serving Wire Center (CLLI code) information.	Please refer to Exhibit G for available circuit inventory information.
	222				In Exhibit D Section III – Monthly Base Pricing: i. Is the Data BRI Circuit Switch Data or Packet Switched Data? ii. Please provide location information for BRI circuits.	This question will be answered on or before December 19, 2008.
	223				Please provide packets per seconds (PPS) for ISDN BRI B channels and D Channel? i. Please provide Centi Call Seconds (CCS) for ISDN voice calls per B channel? ii. Please provide CCS for analog voice lines? iii. Please provide CCS for ACD agent and ACD Supervisor lines?	This question will be answered on or before December 19, 2008.
	224		Exhibit D		In Exhibit D Section IX – Termination Charges; please define what is included in "Voice Systems".	Please refer to Tab XI for definitions.
	225		Exhibit B		Please provide a list of total agents at each of the 93 call centers	Please see Exhibit O, ACD Agents.
	226		Exhibit B		How many concurrent agents are at each call center location?	This question will be answered on or before December 19, 2008.
	227		Exhibit B		Which call centers are being supported by CPE and which are being supported by Hosted ACD?	This question will be answered on or before December 19, 2008.
	228		Exhibit B		How many agents are supported by CPE ACD and Hosted ACD	This question will be answered on or before December 19, 2008.
	229		Exhibit B		Which call centers have IVR?	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	230		Exhibit B		What is the Genesys system used for in the call center network?	This question will be answered on or before December 19, 2008.
	231		Exhibit B		Is Genesys being used for call routing? If so, what call centers are controlled by Genesys?	This question will be answered on or before December 19, 2008.
	232		Exhibit B		Is your intention regarding the CPE ACDs to: a. Replace the currently installed CPE ACDs? b. Have the successful bidder manage and maintain? c. Have the current maintenance provider continue to provide all services? d. Other	This question will be answered on or before December 19, 2008.
	233		Appendix A		Appendix A, Terms and Conditions, section 1(f)(2)(ii)— What is expected to be covered under this provision? Can we get an explanation?	This question will be answered on or before December 19, 2008.
	234				1.64 - Does MTTR requirement distinguish between hardware or service failure?	If the Provider manages the "hardware" then MTTR applies to hardware. If the Provider manages the service (which would include hardware) then MTTR applies to the service.
	235				1.138 - Is the auto discovery tool required permanent, or just at the start of the service?	Permanent
	236				1.447- Could you specify exactly which Commonwealth standards require compliance with respect to security architecture?	Please reference the following Information Technology Bulletins. Please note: the Offeror is responsible to make sure that its proposal is in compliance with all ITBs and should not assume that the failure to list an ITB here eliminates that requirement.  ITB-SEC001 – Enterprise Host Security Software Suite Standards and Policy ITB-SEC002 – Internet Accessible Proxy Servers and Services ITB-SEC003 – Enterprise Security Auditing and Monitoring - Internet Access Control and Content Filtering (IACCF) Standard ITB-SEC006 – Commonwealth of Pennsylvania Electronic Signature Policy, Issued: 3/1/06 ITB-SEC007 – Minimum Standards for User IDs and Passwords ITB-SEC009 – Minimum Contractor Background Checks Policy

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						<p>ITB-SEC011 – Enterprise Policy and Software Standards for Agency Firewalls</p> <p>ITB-SEC012 – Commonwealth of PA System Logon Banner Requirements Policy</p> <p>ITB-SEC013 – Identity Protection and Access Management (IPAM) Architectural Standard - Identity Management Services</p> <p>ITB-SEC014 – Identity Protection and Access Management (IPAM) Architectural Standard – Identity Management Technology Standards</p> <p>ITB-SEC016 – Commonwealth of Pennsylvania – Information Security Officer Policy</p> <p>ITB-SEC017 – CoPA Policy for Credit Card Use for e-Government Applications</p> <p>ITB-SEC019 – Policy and Procedures for Protecting Commonwealth Electronic Data</p> <p>ITB-SEC020 – Encryption Standards for Data at Rest</p> <p>ITB SEC021 – Security Information and Event Management Policy</p> <p>ITB-SEC023 – Security Assessment and Testing Policy</p> <p>ITB-SEC024 – I.T. Security Incident Reporting Policy</p> <p>ITB-SEC027 – Standard for Electronic Postmarks</p> <p>ITB-SEC029 – Minimum Standards for Improving Physical Security</p> <p>ITB-SEC031 – Encryption Standards for Data in Transit</p> <p>ITB-SEC034 – Enterprise Firewall Rule Set</p> <p>Note: the requirement 1.494 for the Enterprise Firewall Solution is exempt from ITB-SEC011.</p>
	237	Security			1.452 - What is the target of the SAS70 audit, i.e. the Commonwealth's infrastructure or the Provider's Operations environment?	The target is the Provider's Operations environment.
	238	Security			1.455 - Could you specify exactly which Commonwealth standards pertain to the Commonwealth's Computer Incident Response Team standards and policies?	Policies, procedures and standards for Computer Incident Response are referenced in ITB-SEC024 – I.T.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						Security Incident Reporting Policy. The current standard is: "Guidance Software enCase version 6."
	239	Security			1.456 - Is the incident response plan referenced in 1.456 intended to deal strictly with events, threats, exploits, and other suspicious traffic patterns identified via Managed Security Services – or is this intended as a more comprehensive plan to accommodate and procedural incident-handling for all types of computer security emergencies within the Commonwealth? The later would involve a more focused effort on understanding the nature of incidents handled within the Commonwealth today, together with the types of tools, and IT investigative / computer forensics capabilities – to create or update an over-arching incident response plan reflecting the types of information, incidents, and regulatory drivers in place.	Applies only to those incidents identified by the Managed Security Services. Incident handling for all "internal" Commonwealth resources will be managed by the Chief Information Security Office.
	240	Security			1.462 What is the "Commonwealth security information & event management system"? Vendor? Version? Configuration?	Vendor: RSA envision Version: envision v3.7.0 Build: 0169 Configuration: 1 Application Server, 1 Database Server, 2 Local Collectors
	241	Security			1.474 Will the MSS need to have the ability to mitigate to block and log normal attacks, but Distributed Denial of Services (DDOS) attacks as well?	Yes, the Managed Security Services offered must have the ability to mitigate, block and log all attacks to include DDOS. This log information must also be made available to the Commonwealth Security Information Event Management System (SIEM). Referenced paragraph appears to be incorrect; if the answer does not address the correct paragraph, please clarify in the second set of questions.
	242	Security			1.479 Would the Commonwealth want the offeror to provide additional risk assessments as they pertain to their business partners i.e. business partner risk assessment to evaluate the risk associated with each business partner along a variety of controls?	Yes
	243	Security			1.478 Would the Commonwealth be interested in additional security assessments pertaining to the people and process relative to their network and security administration?	Yes
	244	Security			1.488 Does the Commonwealth have a preference for either premise or non-premise based solutions email scanning?	No preference
	245	Security			1.488 Does the Commonwealth have a preference for either premise (certain vendor/models per any Commonwealth standard) or non-premise based solutions	Premise based web content filtering would be preferred. But a non-premise system could be considered



OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
					web content filtering?	if it meets the requirements of the RFP.
	246	Security			1.493 Could you specify exactly which Commonwealth standards pertain to "Commonwealth firewall product standard"?	ITB-SEC011 – Enterprise Policy and Software Standards for Agency Firewalls states: "Firewall-1 / Provider-1 / (by Checkpoint Technologies, Ltd.)"
	247	Security			1.497 1.499 - Could you explain further what you mean by co-managed? i.e. the agencies manage their rule base/policy and the provider only does monitoring of the devices?	Co-managed is defined as: The Commonwealth manages the ruleset, policy, and configuration. The Provider manages the hardware and operating system software.
	248	Security			1.501 In what scenario is the Commonwealth expecting the provider to leverage their PKI infrastructure, and is the provider expected to manage any part of the Commonwealth's PKI solution?	The Offeror will leverage the Commonwealth PKI solution for authentication/authorization of accounts needing access to Commonwealth resources. The Provider will not manage the Commonwealth PKI solution.
	249	Security			1.502 What is the current standard for remote access authentication i.e. any particular solution for Directory services, LDAP, etc? If so, could you please specify?	Active Directory LDAP.
	250	Exhibit B			Could you provide the quantities and vendor models for each of the devices in the current enterprise security infrastructure consisting of load balancers, intrusion prevention system (IPS) devices, firewalls, and remote access devices? Also, will these devices require either monitoring or management by the Provider?	This question will be answered on or before December 19, 2008.
	251	Exhibit B			Does the Commonwealth have a preference or requirement to adhere to certain vendor models for each of the previously referenced devices?	This question will be answered on or before December 19, 2008.
	252	Schedule F1			Does the 99.99 availability SLA for managed firewall/IPS services requirement refer to device uptime or providers managed security infrastructure uptime?	This question will be answered on or before December 19, 2008.
	253	Security			Does the Commonwealth have a current data inventory for all of their business partner and customer sensitive data? And, data classification policy?	Due to sensitivity of business partner and customer data, this information will not be made available. We will make available any information Commonwealth agencies have regarding business critical applications after the contract is executed. However, we cannot guarantee every agency will have this information.  The Commonwealth Electronic Commerce Security Assessment

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						<p>(ECSA) process also is used to address data inventory.</p> <p>Please reference the following Information Technology Bulletins:</p> <p>ITB-SEC019 - Policy and Procedures for Protecting Commonwealth Electronic Data</p> <p>GEN-SEC019A - Data Classification Quick Reference Guide</p>
	254	Security			<p>Does the Commonwealth have current Identity Management and Access Management solutions in place? Or, a need to meet additional Identity Management and Access Management requirements?</p>	<p>Please reference the following Information Technology Bulletins:</p> <p>ITB-SEC014 - Identity Protection and Access Management (IPAM) Architectural Standard – Identity Management Technology Standards</p> <p>STD-SEC014A - IPAM Technical Architectural Standards – Identity Management Services</p> <p>STD-SEC014B - Web Single Sign-On Standard</p> <p>STD-SEC014C - Product Standards for Public Key Infrastructure/Shared Service Provider</p> <p>STD-SEC014D - Product Standards for Directory, Meta-directory, and Virtual Directory Products for CoPA Enterprise Directory (CoPED)</p> <p>STD-SEC014E - Product Standards for Provisioning and Password Reset Technology</p> <p>OPD-SEC014F - CoPA Enterprise Directory Schema</p> <p>STD-SEC014G - Web Services Security Standard</p>
	255	Security			<p>How many business critical applications does the Commonwealth utilize?</p>	<p>Due to sensitivity of business critical applications, this information will not be made available. We will make available any information Commonwealth agencies have regarding business critical applications after the contract is executed. However, we cannot guarantee every agency will have this information.</p>

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	256	Security			Is there an application security program in place for COPA's business critical applications, consisting of security training for developers and an ongoing application security assessment program?	Yes, ITB-SEC019 – Policy and Procedures for Protecting Commonwealth Electronic Data defines the requirements for data classification. The Commonwealth Electronic Commerce Security Assessment (ECSA) process also is used to addresses this.
	257				Circuit Inventory – Will you provide the phone number associated to each location/circuit?	Please refer to Exhibit G for available circuit inventory information.
	258				Is it acceptable to quote a next generation service to replace legacy services (i.e. Frame vs. MPLS)?	Yes.
	259				Can the state provide the RFP data (spreadsheets) in an Excel format vs. a pdf format for sorting purposes?	Yes. The exhibits will be published in their native file format.
	260				Is it possible to have a meeting with the telecom/IT team to discuss next generation products/services and methodology to reduce the commonwealth's costs?	No.
	261				Will consideration be given to converting some of the Centrex lines to analog via a PBX, or analog trunking, or PRI? If so, how many and a what locations would this be possible?	This question will be answered on or before December 19, 2008.
	262				Is the Commonwealth considering replacement of the current core ATM transport with a next generation product?	This question will be answered on or before December 19, 2008.
	263				Can you please provide separate fields for Street, Street2, city, state, zip, zip4 for all circuit inventory locations and centrex locations?	This question will be answered on or before December 19, 2008.
	264	Part1			1-4 Calendar of Events. Will the Commonwealth consider extending the deadline from January 20, 2009 to February 24, 2009. We would like more time to understand and digest a RFP of this magnitude. We feel the Commonwealth will receive more thorough and better responses when vendors have a minimum of 16 weeks to thoroughly prepare a response.	No.
	265	Part1			1-6 Type of Contract. Please define "Established Price with Escalation"	This is a type of firm fixed price contract which provides for the upward and downward revision of the contract price.
	266	Part1			Please describe Commonwealth's QoS requirements?	This question will be answered on or before December 19, 2008.
	267	Part1			Would the Commonwealth consider selling the campus backbone "COPANET"?	No. The Commonwealth will retain ownership of the COPANET infrastructure.
	268	Part1			Does the NOC need to be located in the Harrisburg area. If not can the Commonwealth provide some parameters of location, size	This question will be answered on or before December 19, 2008.

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
	269	Part1			Are the ATM PVC's used for the DPH to be priced separately in the bid response or collectively with other circuits?	No.
	270	Exhibit C			Bullet 1 & 2 – Does the Commonwealth perceive “the IT environment” to be networking equipment (routers, switches, firewalls) only, or does this include servers, databases, etc?	This question will be answered on or before December 19, 2008.
	271	Exhibit C			Bullet 7 – Are the third party vendors referenced here directly contracted by offeror, or is the Commonwealth expecting offeror to manage billing for completely separate entities?	This question will be answered on or before December 19, 2008.
	272			1.9	Some upgrades of network or equipment require downtime to implement. Please clarify if the Commonwealth is requesting no downtime whatsoever.	This question will be answered on or before December 19, 2008.
	273			1.13	Please define “situations” – is this referring to outages only?	This question will be answered on or before December 19, 2008.
	274			1.22	Manufacturer warranties are only offered for limited time periods. Please clarify is the Commonwealth intends for offeror to maintain equipment for entire term. If maintenance is intended, would the commonwealth accept a shorter period maintenance term (i.e. 5 years) that expires on the contract anniversary & with additional two year renewals?	The selected Offeror will be required to maintain the equipment for the entire term. Short term maintenance agreements will be considered.
	275			1.23	Does this include local loops, private lines and other distance-sensitive technologies?	This question will be answered on or before December 19, 2008.
	276			1.40-41	Please describe the intended duties of a dedicated or shared network manager.	This question will be answered on or before December 19, 2008.
	277			1.44	Data services is a broad term – please clarify what services offeror is being asked to describe.	This question will be answered on or before December 19, 2008.
	278			1.51	What residential services does the Commonwealth intend to implement?	This question will be answered on or before December 19, 2008.
	279			1.52	Certain network details are no for public availability. If provided via diagram and/or description, will offeror be allowed to mark those specific sections confidential?	This question will be answered on or before December 19, 2008.
	280			1.74	Will order creators be held to a certain timeframe for response/acceptance, assuming the service is working as expected? Billing cannot be suspended indefinitely.	This question will be answered on or before December 19, 2008.
	281			1.107	Please define “locally hosted” and clarify what type of phones the Dept of Health is currently using.	In regards to 1.107 this is changed to a “hosted IP telephony solution” instead of a “locally hosted IP telephony solution”.  Phones in use and owned by the Department of Health include:  • Cisco IP 7960g

OWNER	#	SECTION	SECTION NUMBER	REQUIREMENT	QUESTION	ANSWER
						<ul style="list-style-type: none"> <li data-bbox="1682 250 1982 272">• Polycom Soundpoint IP 600</li> </ul>
	282			1.111	Please provide a detailed description and/or diagram of COPANET including location, fiber information, equipment descriptions/models, locations, etc.	Refer to Exhibit B Section 5.0 (page 7 of 20). All seven node locations are within the Harrisburg area.

**6100004339 PRE-PROPOSAL CONFERENCE****SUPPLIER ATTENDANCE LIST**

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Avaya	Robert J. Barone	<a href="mailto:barone@avaya.com">barone@avaya.com</a>
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# **Telecommunications Managed Services Preproposal Conference Briefing**

The Commonwealth of Pennsylvania

November 20, 2008



# Discussion Topics

- » Introductions and General Information
- » Disadvantaged Business Submittal
- » Background and Objectives
- » Scope of services
- » RFP Structure
- » RFP Evaluation Criteria
- » Additional Information
  - » Pricing forms workshop
  - » Contract Schedules
- » Schedule of Event

# ▶ Introduction & General Information

- » Introductions and Housekeeping
- » BMWBO
- » General Information
  - » No answer is official until it is posted to the Supplier Portal
  - » (3) separately sealed submittals:
    - » Technical
    - » Cost
    - » DB
  - » Properly signed
  - » Received on-time (January 20, 2008)

# General Information

- » Emergency Preparedness Requirements
- » References:
  - » Relevant
  - » Complete contact information
  - » Part of evaluation criteria
- » Cost Submittal – via CD/DVD/Flash (addenda forthcoming)

# Project Overview

**Stephen Aux**  
**Project Manager**  
**Office of Administration**

# Commonwealth of Pennsylvania

- » Over 40 separate agencies under Governor's jurisdiction
- » Approximately \$1B annual IT budget
- » Total Annual Telecom budget (including out of scope services): approximately \$75M
- » Office of Administration, Office for Information Technology (OA/OIT) is the Commonwealth's IT organization
- » Sponsor for the RFP
- » Largest six agencies represent approximately 80% of IT infrastructure spend

# RFP Strategic Objectives

- » Gain cost efficiencies through contract consolidation and enterprise-based service delivery
- » Leverage service provider expertise to transition to next generation technologies
- » Define and manage by a core set of service level agreements
- » Successfully transition existing services and infrastructure by February, 2011
- » Include support for non-Governors Jurisdiction agencies (i.e. PPTN & SSHE)

# ▶ Background of Project

- » Executive Order established the objective of coordinated IT planning and resource utilization by directing the consolidation of agency information technology
- » Keystone Plan identified the consolidation and improvement of telecommunication services as a primary objective for 2008
- » Several service providers are in place delivering a wide range of telecommunications services
- » Several of those agreements are in scope, listed in Exhibit A – Background and Objectives

# Scope of Services

- » In-Scope
  - » All voice and data services
  - » Internet
  - » Managed network services
  - » Managed voice systems
  - » Security systems
- » Out-of-Scope Services
  - » Cellular voice
  - » Satellite, 800MHz Public Safety Spectrum
  - » Inmate phone systems
- » Term: Seven (7) year base with three (3) one year extensions



# Scope of Services

- *Data Services*
  - ATM
  - Frame Relay
  - Metro Ethernet
  - Point-to-point
  - Enterprise Internet
  - Broadband Internet
  - Wireless LAN
  - Premise wiring
  - Managed network devices
- *Security Services*
  - Firewalls
  - Intrusion Detection Systems (IDS)
  - Intrusion Prevention Systems (IPS)
  - Virtual Private Networking (VPN)
  - Proxy services
  - Content filtering and load balancing
  - Managed security devices
- *Voice Services*
  - Local Service (Centrex and Business Line)
  - Long Distance (switched and dedicated)
  - Voice messaging and Auto Attendant services
  - Inbound toll free service (switched and dedicated)
  - Audio and video conferencing
  - Payphones
  - Miscellaneous Telephone Equipment (PBX and Key systems)
  - Premise wiring
- *System Management*
  - Commonwealth Telecommunications Management System

# Scope of Services - Volumetrics

- » Exhibits E thru J contain:
  - » volumetric
  - » feature set
  - » make/model

The following is a table of the current environment as of 10/08/2008, required to run the Commonwealth's Telecommunications Management System (CTMS) application. This listing contains many system redundancies that may or may not be needed depending on the required level of service availability. The current environment has additional components which are not listed that are used for high availability, backup, mail, DNS, and additional "back-office" software and hardware.

Storage Location	Storage CO	Part/Model	PVC Type	Ending CO	Ending Rate	# of PVCs
Capital Services Building-901 N 7th St - Harrisburg	Harrisburg	DE1	10/30/08	Harrisburg	Cost Based	1
400 Rockwell Ave - Chambersburg	Chambersburg	DE1	1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
Homeplace 155 Valley St - Harrisburg	Harrisburg	DE1	1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
800 Spring Garden St - Philadelphia	Philadelphia	DE1	1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1
			1/1/11/08	Harrisburg	OC1/OC1/1 ATM TRK	1

Volumetric					
Network Environment	Circuit	Broadband - Point-to-Point	213		
		Frame Relay	2,902		
		ATM	451		
		Fiber-opt	11		
		Isdn	11		
		Data BE1	395		
		BE1 - EDR	70		
		Dedicated Long Distance Access	40		
		Easle Project Specifics - 54	377		
		Easle Project Specifics - IT	189		
		Value BE1 - 1.5M	384		
		Value BE1 - 2.5M	5		
		Value BE1 - 3.5M	104		
		Value BE1 - 5.1M	3		
		E-Mail Exchange	E-Mail Addresses	44,679	
		Managed Device	Managed Devices - Customers	1,444	
		Isdn	Broadband User - Cable Modem	3	
			Broadband User - DSL	91	
		Remote Access	Numbers of Remote Access Users	4,133	
			Numbers of VPN Users	3,399	
		EAS Usage	EAS Usage - Call (annually)	171,831	
			EAS Usage - Minutes (annually)	10,117,311	
		Network Environment	Voice	Toll Free Numbers	67
				Toll Numbers of Lines	77,277
				Telephone Number - Business Analog	4,450
				Telephone Number - Business FDM	4
				Telephone Number - Consumer Analog	59,701
				Telephone Number - Consumer FDM	323
		Voice Mail	Telephone Number - Consumer MP	13,958	
			Toll Free Mail	7	
			Basic Voice Mail	29,020	
		Miscellaneous Services	Enhanced Voice Mail	24,913	
			Business Lines	Business Lines	13
				Circuit Lines	203
Customer Lines for ACD	440				
DDoS Circuit - 1 Mbps	104				
DDoS Circuit	243				
Switched Dtm - B Channel	17				
FDM BE1	3				
Voice Grade - 3 and 4 wire Circuit	273				
Analog Circuit	23				
Directory Lookup - Toll Free Numbers	4				
Telephone	Telephone	173			
	Telephone with TTY Device	48			
	Long Distance Only Service Number	504			

# Scope of Services - COPANET Overview

- » New fiber optic network (COPANET) in Harrisburg area
  - » Convert existing Harrisburg MAN to Dense Wave Division Multiplex (DWDM) backbone
  - » High bandwidth, high availability and high reliability
  - » Commonwealth owned equipment, seven (7) key locations within Harrisburg
- » Commonwealth is looking for:
  - » Support and management of COPANET with service levels
  - » Service Provider to leverage the Commonwealth's investment made in COPANET to provide new technology and/or services

# RFP Evaluation Criteria

- » Technical Solution is 50% of the total points
  - » Elements of Technical Solution
    - » Technical Approach
    - » Service Management Approach
    - » Transition Plan
    - » Account Management Approach
    - » Understanding of Scope/Objectives
    - » Financial Capability
  - » Minimal achievement hurdle of 70% of top scorer
- » Cost Submission is 30% of the total points
- » Disadvantaged Business Plan is 20% of the total points
  - » Bonus points as defined in Part III of the RFP

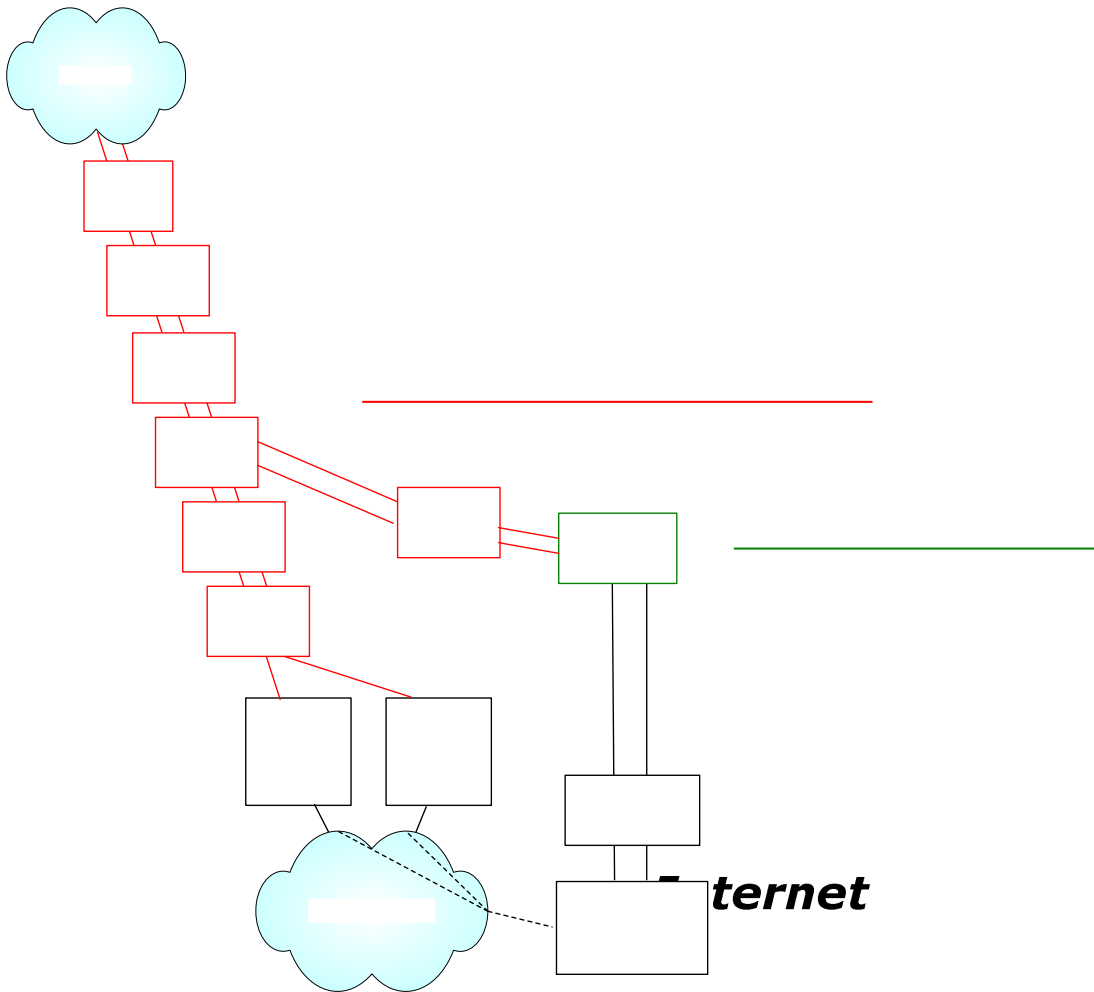
# ▶ Additional Information

- » Pricing Forms
  - » Intended to normalize Cost Submittals for comparison
  - » Facilitated Pricing Forms workshop on 12/4 with Offerors to improve understanding and ensure accuracy
- » Contractual Documents in the RFP
  - » Appendix A – Terms and Conditions
  - » Schedules A, F, F-1, K, L, M, O, Q, R delivered with the RFP
  - » Schedules B, C, D, E, G, H, I, J, N, O2, P will be developed with the selected Offeror

# Schedule of Events

12/1/08	Answers to initial round of questions
12/4/08	Pricing Forms Orientation/Workshop
12/12/08	Final round of questions are due
12/19/08	Answers to final round of questions
1/20/09	Proposals due
Mid-Feb 09 (estimate)	Oral presentations from Service Providers
Late Apr 09 (estimate)	Service provider selection
TBD	Contract signing

Updated ESF diagram replaces diagram presented in Exhibit B 9.1 (Page 13 of 20).



**Internet  
Routers**

**Load  
Balancers**

**IPS**













NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor	NXX	Vendor
627	L3			784	L3			539	L3	534	L3	485	L3	569	L3	497	L3	545	ATT	630	ATT		
628	L3			787	L3			542	L3	539	L3	486	L3	572	L3	505	L3	547	ATT	631	ATT		
629	L3			788	L3			544	L3	544	L3	489	L3	573	L3	506	L3	552	ATT	646	ATT		
637	L3			793	L3			546	L3	558	L3	491	L3	583	L3	516	L3	554	ATT	647	ATT		
638	L3			798	L3			547	L3	559	L3	504	L3	584	L3	532	L3	556	ATT	668	ATT		
639	L3			798	VZ			549	L3	562	L3	505	L3	588	L3	533	L3	558	ATT	670	ATT		
641	L3			799	L3			562	L3	565	L3	506	L3	589	L3	534	L3	561	ATT	671	ATT		
643	L3			802	L3			563	L3	566	L3	508	L3	593	L3	535	L3	563	ATT	672	ATT		
644	L3			803	VZ			565	L3	577	L3	513	L3	597	L3	536	L3	564	ATT	673	ATT		
646	L3			809	L3			568	L3	578	L3	519	L3	598	L3	539	L3	572	ATT	683	ATT		
654	L3			809	VZ			581	L3	579	L3	520	L3	599	L3	542	L3	574	ATT	688	ATT		
657	L3			816	L3			582	L3	581	L3	521	L3	613	L3	546	L3	577	ATT	690	ATT		
661	L3			820	L3			584	L3	582	L3	525	L3	620	L3	560	L3	582	ATT	692	ATT		
675	L3			821	L3			585	L3	583	L3	526	L3	625	L3	563	L3	585	ATT	694	ATT		
679	L3			823	L3			586	L3	583	VZ	527	L3	626	L3	569	L3	586	ATT	695	ATT		
698	L3			826	L3			587	L3	584	L3	528	L3	627	L3	573	L3	600	ATT	697	ATT		
699	L3			828	L3			588	L3	586	L3	529	L3	628	L3	583	L3	610	ATT	705	ATT		
702	L3			829	L3			593	L3	589	L3	530	L3	629	L3	584	L3	611	ATT	711	ATT		
706	L3			833	L3			595	L3	594	L3	531	L3	637	L3	589	L3	616	ATT	712	ATT		
708	L3			835	L3			596	L3	595	L3	532	L3	639	L3	618	L3	621	ATT	713	ATT		
708	VZ			851	L3			603	L3	604	L3	533	L3	643	L3	620	L3	622	ATT	722	ATT		
721	L3			854	L3			614	L3	617	L3	534	L3	646	L3	621	L3	626	ATT	725	ATT		
724	L3			856	L3			619	L3	619	L3	535	L3	652	L3	623	L3	633	ATT	728	ATT		
726	L3			880	L3			620	L3	621	L3	536	L3	654	L3	624	L3	634	ATT	730	ATT		
726	VZ			880	VZ			621	L3	627	L3	540	L3	656	L3	625	L3	635	ATT	731	ATT		
729	VZ			881	L3			622	L3	630	L3	541	L3	657	L3	627	L3	637	ATT	736	ATT		
731	L3			886	L3			624	L3	631	L3	543	L3	658	L3	628	L3	638	ATT	738	ATT		
732	VZ			914	L3			628	L3	635	VZ	545	L3	662	L3	629	L3	641	ATT	739	ATT		
736	L3			919	L3			629	L3	640	L3	548	L3	663	L3	632	L3	642	ATT	741	ATT		
743	L3			920	L3			634	L3	644	L3	549	L3	668	L3	634	L3	644	ATT	745	ATT		
744	L3			920	VZ			636	L3	645	L3	558	L3	675	L3	634	VZ	645	ATT	752	ATT		
745	L3			921	L3			639	L3	647	L3	558	VZ	676	L3	635	L3	647	ATT	754	ATT		
750	L3			928	VZ			643	L3	649	L3	560	L3	684	L3	637	L3	648	ATT	755	ATT		
752	L3			931	L3			644	L3	660	L3	561	L3	693	L3	641	L3	653	ATT	756	ATT		
753	L3			939	L3			645	L3	665	L3	564	L3	695	L3	642	L3	655	ATT	760	ATT		
755	L3			960	L3			646	L3	666	L3	566	L3	697	L3	643	L3	657	ATT	766	ATT		
781	L3							648	L3	668	L3	567	L3	723	L3	643	VZ	668	ATT	768	ATT		
782	L3							651	L3	670	L3	569	L3	725	L3	644	L3	670	ATT	771	ATT		
785	L3							654	L3	675	L3	573	L3	726	L3	647	L3	672	ATT	772	ATT		
791	L3							655	L3	678	L3	581	L3	727	L3	652	L3	675	ATT	775	ATT		
794	L3							658	L3	681	L3	582	L3	728	L3	653	L3	677	ATT	779	ATT		
795	L3							659	L3	683	L3	589	L3	733	L3	654	L3	679	ATT	782	ATT		
798	L3							662	L3	688	L3	593	L3	735	L3	658	L3	682	ATT	792	ATT		
814	L3							668	L3	691	L3	597	L3	736	L3	662	L3	684	ATT	797	ATT		
821	L3							672	L3	692	L3	599	L3	738	L3	663	L3	690	ATT	798	ATT		
822	L3							673	L3	696	L3	600	L3	743	L3	664	L3	692	ATT	803	ATT		
823	L3							674	L3	699	L3	606	L3	744	L3	665	L3	705	ATT	805	ATT		
831	L3							675	L3	706	L3	612	L3	745	L3	667	L3	706	ATT	816	ATT		
836	L3							676	L3	718	L3	624	L3	745	VZ	669	L3	709	ATT	821	ATT		
842	L3							682	L3	719	L3	625	L3	746	L3	672	L3	710	ATT	823	ATT		
844	L3							688	L3	723	L3	626	L3	748	L3	674	L3	715	ATT	826	ATT		
848	VZ							689	L3	725	L3	630	L3	752	L3	676	L3	717	ATT	829	ATT		
856	L3							693	L3	734	L3	632	L3	755	L3	677	L3	722	ATT	830	ATT		
860	L3							695	L3	736	L3	633	L3	756	L3	678	L3	724	ATT	835	ATT		
862	L3							696	L3	740	L3	637	L3	758	L3	683	L3	728	ATT	837	ATT		
863	L3							697	L3	746	L3	642	L3	763	L3	684	L3	732	ATT	840	ATT		
877	L3							723	L3	746	VZ	647	L3	769	L3	685	L3	736	ATT	844	ATT		





Exhibit N International Outbound Usage.xls

Country	Oct-07		Nov-07		Dec-07		Jan-08		Feb-08		Mar-08		Apr-08		May-08		Jun-08		Jul-08		Aug-08		Sep-08		
	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	
Algeria									2	1															
Andorra									1	1.1															
Antigua			1	0.1	2	5.4	1	1.4	1	0.2							1	0	3	11			1	1.7	
Argentina									1	21				1	39.5				6	16.1			7	29.4	
Armenia			2	7.1	1	0.1																			
Aruba							5	16.6	2	1.8	1	0.7													
Australia	5	23.9	8	56.1	12	20.3	7	26.4	2	1.5			4	21.2			20	59.9			3	7.3	6	69.8	
Austria							2	4.6	1	1.3	13	40					1	0.1							
Bahamas	2	6.8			5	11.7	7	4.6	2	2.1						6	20.7	1	39.9	1	9.7	1	11.5		
Barbados	2	4.8			1	0.6	3	103.1	1	0.3						2	2.4	5	104.5	2	1.5				
Belgium	1	5	7	33.1	2	40	2	30	2	28.7	2	31.8					12	103.6					1	5.2	
Belize					1	2.4																			
Bermuda	22	141.3	22	115.5	21	60.1	13	47.9	27	164.3	20	62.2	6	20			9	40.4	6	15.5	20	96.6	9	19.1	
Bhutan																	1	0.3							
Bosnia																	2	2.1							
Botswana							4	36.6																	
Brazil	21	24	14	194.4	10	44.9	14	74.4	17	65	18	49.3	8	71.9	26	204.1	1	20.9	19	47.9	12	72.3	7	70.1	
British Vi																	1	1.2							
Bulgaria											1	1.3	1	3.2											
Burkina Fa			1	0.3																					
Cameroon			1	0.2			5	17.8	5	7.7	1	0.5													
Cayman Isl	2	4.1										8	11.3												
Chile			8	73.2	7	65.2	2	28.1	8	103.2	8	39.9	4	17.9			16	136.2			4	92.4	6	7.8	
China	21	60.4	26	558.4	8	139.1	5	38.7	12	23.6	12	148.7	7	236.6	12	26.7	7	13.9	18	106	10	71.7	21	270.4	
Colombia	1	0.7							13	9.3	5	10.8			1	0	1	6.2							
Costa Rica					2	10.2	3	2.8			1	6.7					3	12.2	2	6.3					
Czech Rep	1	0.7	11	115.9			7	10.6	1	31.5	14	21.4	3	47.1			49	285.6			4	42.8	9	46.2	
Denmark	2	0.6			2	79.7	1	22.1	6	61.2	2	31.6					4	34.4	1	16.4			1	13.1	
Dominic Re	17	61.7	18	150.1	14	104	24	160.5	18	64.2	22	117.2	3	3.4			57	324.4	26	139.2	80	347	33	266.6	
Dominica					2				2	1.3							2	0.4					2	19.2	
Ecuador			29	237.9	12	179.1	17	66.6	33	162.4	22	77.6	3	7.5			33	187.8	15	53.9	18	20.9	3	24.2	
Egypt	3	2.3					6	6.5			1	2.5					77	139.4	1	5.9					
El Salvado																	2	27.5					2	44	
Finland									1	0.5	3	23.6					7	30			2	8.4	1	20.1	
Fr Guiana																				1	0.4				
France	16	100.1	32	77.1	11	38.9	20	58.8	35	178.9	27	122.5	3	4.4	3	10.1	64	465.4	13	244.9	19	288.3	16	145.2	
Germany	20	70.4	31	191.9	21	71.3	13	39.8	24	247.3	26	207.8	33	172.3	33	205.5	6	104.3	34	222.7	15	191.8	27	237.7	
Ghana	31	140.1	27	84.3	23	62.2	8	50.9	9	54.1	24	186.9	1	3.2			85	627.1	1	0.9	15	93.8	9	19.5	
Greece	1	0.1	14	42.7	1	3.2			4	4.5	1	1.1					1	0.2	1	3.8					
Grenada																				1	3.1			1	19.1
Guadeloupe	1	1.3					2	5.3													2	1.4			
Guatemala	2	0.1									12	56							14	13.9			2	2.6	
Guyana	2	25.7							9	58.7															
Haiti	19	100.2	7	135	22	240.1	16	101.8	13	160.9	17	159.5	7	34.5			17	333.3	26	268.6	14	345.5	24	140.7	
Honduras	1	9.9			1	26.4	7	3			1	6.1					2	0.9	1	11.1			3	15.7	
Hong Kong	2	2.1	5	4.6	5	2.8	7	7.7	7	5	6	7.3	4	4.7			20	27.8	6	5.6	8	7.4	14	10.9	
Hungary	2	17.8			6	65.5	1	3.2			2	112.2					4	45.6			1	6.6			
India	18	120.3	8	121.3	32	243.2	10	37.8	14	57.7	33	41.4			19	85.7	2	6.1	24	171.6	14	101.6	9	51.7	
Indonesia									3	1.8	5	31.9			2	1.2	7	2.4							
Iran			1	0.1																	1	0.3			
Ireland	2	9.8	5	5.8	2	10.7	7	18.1	5	25			1	22.2			8	27.2	1	16.4	1	5.2	2	1.5	
Israel	13	125.1	11	68.8	6	51.7	4	101.7	8	66.3	3	64.4	2	21.6			15	298.2	4	46.9	6	80.2	12	66.6	
Italy	13	20	8	51.1	4	10.8	6	27.1	18	66.1	8	50.4	9	46.5	6	56	3	83.1	7	10.4	4	31.7	5	42.9	
Ivory Coas					10	12.3																			
Jamaica	12	57.8	15	64.3	45	119.5	24	165.6	12	62.8	14	49.5	1	0.3			99	685.3	9	27.7	14	60.3	88	1367.6	
Japan	2	6.9	4	38.1	4	105.6	2	54.7	2	0.7	6	70.1			1	1.2	11	226.2	3	39	8	119.8	6	15.5	
Jordan																							1	7	



Exhibit N International Outbound Usage.xls

Country	Oct-07		Nov-07		Dec-07		Jan-08		Feb-08		Mar-08		Apr-08		May-08		Jun-08		Jul-08		Aug-08		Sep-08		
	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	Nbr of Calls	Call Duration	
Kenya	2	20.4			3	22.8	1	40.2	4	59.8	7	96.8					13	89.6					1	0.2	
Korea			10	24.5	2	9.8	3	124.3			2	54.1			19	41.1	20	256.1	1	0.3	5	99.9	3	8.9	
Kuwait					1	26.6			4	10.3			3	17					1	0.3					
Lebanon																	1	2							
Liberia									1	3.3															
Libya			1	8.7	1	15.1					2	4.2	1	17.3			8	61.6	11	20.2			1	0.8	
Luxembourg	4	2							1	0.7													9	20.6	
Macao	4	7.6																							
Macedonia																			4	3					
Malaysia					1	5.5	2	2.2	4	47.9	2	18.5	1	17.5			6	45.7	6	27.3					
Maldives R																							1	0.1	
Mali Rep			1	0.2	1	0.1																			
Mauritius																				1	3.6	1	2.3		
Moldavia			1	0.2													1	0.2							
Netherland	9	4.6	2	3.2	5	7.5	3	2.1	6	160.7	3	3.8					10	102.8	1	1	1	12.5	2	44.1	
Nevis	1	4.9							2	9.3									3	2.6	1	1.5			
New Zealand	1	10.3	1	4.4													2	3	1	2.6					
Nigeria	1	0.7	11	98.2	7	45.5	4	30.3	14	104.4	10	84.6	1	1											
Norway	2	4.2									1	22.2													
Nthrlndant	2	3.7							2	97.6															
Pakistan	1	0.8					4	52.2	2	0.3	1	0.4													
Peru			7	14.6	1	2.8	1	0	2	8.1	6	10.3			9	45.1	30	133.4	3	48.2	9	57.9	2	11.7	
Philippine	1	3.2	1	0.3	64	22.1	226	82.7	68	21.4	148	53.2	38	15.2			453	202.7			4	3			
Poland	2	23.9	7	74	3	2.6			11	32.8	11	32.5	10	7.9			36	129.5			2	2.4			
Portugal											2	1.8													
Qatar					1	0.8					2	0.5					2	30.7	5	0.9	1	23.7			
Romania	2	5	1	3.1							1	0.7											1	5.8	
Russia			2	62.9	5	17.9	1	1.6	6	8.1	13	30.5	42	103.5	37	210.6	1	0.1	3	15.7	3	3.9	2	10.6	
S. Africa	14	38	13	63.9	4	21.7	23	197.7	53	262.8	8	50.6					24	233.5	10	49.1	9	41.5			
Saudi Arab							1	7.9																	
Senegal	7	6.4	8	58.5	4	12.4																			
Singapore			6	101.7	1	0.5	5	147	2	45.3	1	33.2	2	34.7			1	0.7	1	36	2	41.5	3	36.6	
Slovakia															1	25.2									
Slovenia	1	1.2															1	1.1							
Spain	43	103.5	43	140.8	48	138.9	43	374.9	49	187.1	38	107.2					92	429.2	11	141.4	36	238.3	38	321.2	
St. Lucia																			1	0.5					
Sweden			1	5.2	2	2.3					2	1.4					1	3.1							
Switzerlan			4	1.5	2	0.4	1	0.3	1	0.3	2	14.3					8	113.5	2	0.8	2	7.7	2	27.4	
Syria	1	9.4															1	1.8							
Taiwan	5	7.1	11	33.2	2	2.6	8	73.6	8	48.2			1	1.9			36	214.3	10	23.2	10	96.9	1	0.7	
Tanzania									1	16.3											3	19.8	1	21.9	
Thailand									1	1.3							5	6							
Trinidad	4	11.6	4	3.1	6	11.3	4	9.9	17	89.6	14	35.5	1	8.3			10	30.3	4	135.2	9	41.6	22	27	
Tunisia									8	5.5											6	4.3			
Turkey					1	0.8					2	1.7			2	2.1									
Turks/Caic																			1	11.9					
Ukraine	2	2.6																							
Un Arab Em					2	6.7			3	8.2	9	33.6	1	1.5											
Un Kingdom	43	125.5	61	426.8	43	300.7	36	155.8	70	398.2	58	526.1	81	415.1	67	506.1	79	420.3	29	125.3	20	147.6	1	0.5	
Venezuela	11	25.4													2	0.7	1	23.2			1	4.9	21	101.5	
Vietnam							2	12.3			1	0.9					7	12.9	1	1.2			1	3.8	
Yugoslavia											1	0.2													
Zimbabwe					1	3.4																			
Total	420	1566	512	3556.4	504	2507.8	623	2689.8	661	3370.5	686	3063	283	1418.9	240	1421.4	1507	6930	359	2299.9	403	2955.7	441	3706	



CALL CENTER ID	LOCATION	SERVICE ID	AGENT ID
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3057
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3060
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3063
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3066
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3069
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3072
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3075
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3078
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3081
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3084
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3087
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3090
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3093
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3096
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	3099
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	9896
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	9894
CopaDpwPcao	Philadelphia State Office Building - 1400 Spring Garden St - Philadelphia	8365	9895
CopaLiCic_OVR_Pittsburgh	531 Penn Ave - Allegheny LI BVRS/BVVS District - Pittsburgh	8673	5860
CopaLiCic_OVR_Pittsburgh	531 Penn Ave - Allegheny LI BVRS/BVVS District - Pittsburgh	8673	5863
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4400
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4403
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4406
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4409
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4412
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4415
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4418
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4421
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4424
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4427
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4430
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4433
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4436
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	4439
CopaPDOT-VID	Riverfront Office Center - 1101 S Front St - Harrisburg	6693	9970
CSC_Information_Services	320 Market St - Harrisburg	11562	3200
CSC_Information_Services	320 Market St - Harrisburg	11562	3203
CSC_Information_Services	320 Market St - Harrisburg	11562	3206
CSC_Information_Services	320 Market St - Harrisburg	11562	3209
CSC_Information_Services	320 Market St - Harrisburg	11562	3212
CSC_Information_Services	320 Market St - Harrisburg	11562	3215
CSC_Information_Services	320 Market St - Harrisburg	11562	3218
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7930
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7933
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7936
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7939
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7942
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7945
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7948
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7951
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7954
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7957
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7960
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7963
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7966
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7969
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7972
DGS_BVM_SDCC	2221 Forster St - State Garage - Harrisburg	6763	7975
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7900
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7903
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7906
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7909
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7912
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7915
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7921
DGS_CIC	Finance Building - 613 North Dr - Harrisburg	6882	7918
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7800
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7801
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7802



CALL CENTER ID	LOCATION	SERVICE ID	AGENT ID
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7873
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7874
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7875
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7876
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7877
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7878
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7881
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7884
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7879
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7880
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7882
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7883
DGS_DOP_CSCC	Forum Place - 555 Walnut St - Harrisburg	6828	7885
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3503
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3506
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3509
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3512
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3515
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3518
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3521
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3524
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3537
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3530
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3533
Doc_IT_Help_Desk	55 Utley Dr - Camp Hill	5714	3536
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3312
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3315
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3309
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3321
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3324
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3303
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3327
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3342
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3339
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3330
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3336
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3333
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3375
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3369
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3351
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3378
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3381
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3363
DOE-TEACHER CERT	Harristown II - 333 Market St - Harrisburg	6802	3366
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7251
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7257
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7254
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7248
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7200
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7203
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7209
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7206
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7212
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7236
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7230
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7233
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7242
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7215
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7218
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7221
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7239
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7224
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7245
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7227
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7260
DohNursingCare	Health and Welfare Building - 601 Forster St - Harrisburg	6864	7263
DoH_HelpDesk	Stateside Insurance Building - 2150 Herr St - Harrisburg	6758	7269
DoH_HelpDesk	Stateside Insurance Building - 2150 Herr St - Harrisburg	6758	7272





CALL CENTER ID	LOCATION	SERVICE ID	AGENT ID
DOS_Business_Licensing	Penn Center - 2601 N 3rd St - Harrisburg	15824	3627
DOS_Business_Licensing	Penn Center - 2601 N 3rd St - Harrisburg	15824	3630
DOS_Business_Licensing	Penn Center - 2601 N 3rd St - Harrisburg	15824	3633
DOS_Business_Licensing	Penn Center - 2601 N 3rd St - Harrisburg	15824	3636
DOS_Business_Licensing	Penn Center - 2601 N 3rd St - Harrisburg	15824	3639
DOS_Business_Licensing	Penn Center - 2601 N 3rd St - Harrisburg	15824	3642
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1654
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1657
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1660
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1663
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1648
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1645
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1651
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1675
DOS_Motor Vehicle	Penn Center - 2601 N 3rd St - Harrisburg	15824	1672
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1703
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1706
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1712
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1715
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1709
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1718
DoS_NurseBd_LicnsRenew	Penn Center - 2601 N 3rd St - Harrisburg	15824	1700
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3400
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3403
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3406
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3409
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3412
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3415
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3418
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	9983
DoS_Professional_Complian	Penn Center - 2601 N 3rd St - Harrisburg	15824	3421
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1630
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1633
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1636
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1639
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1642
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1645
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1648
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1666
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1669
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1678
DOS_Real Estate	Penn Center - 2601 N 3rd St - Harrisburg	15824	1676
DPW-TMO	Health and Welfare Building - 601 Forster St - Harrisburg	6864	2500
DPW-TMO	Health and Welfare Building - 601 Forster St - Harrisburg	6864	2501
DPW-TMO	Health and Welfare Building - 601 Forster St - Harrisburg	6864	2502
DPW-TMO	Health and Welfare Building - 601 Forster St - Harrisburg	6864	2503
DPW-TMO	Health and Welfare Building - 601 Forster St - Harrisburg	6864	2504
DPW-TMO	Health and Welfare Building - 601 Forster St - Harrisburg	6864	2505
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	0
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	3
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	6
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	9
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	12
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	15
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	18
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	21
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	24
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	27
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	30
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	33
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	36
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	39
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	42
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	45
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	48
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	51
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	54
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	57
DPW_OCYF_CVU	Hillcrest - 5 Magnolia Dr - Harrisburg	14278	60















CALL CENTER ID	LOCATION	SERVICE ID	AGENT ID
LI-CLAIMS	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2212
LI-CLAIMS	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2193
LI-ETIDES	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2213
LI-ETIDES	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2214
LI-ETIDES	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2215
LI-ETIDES	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2216
LI-ETIDES	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2217
LI-ETIDES	Labor and Industry Bldg - 651 Boas St - Harrisburg	6842	2218
LI-SWIF	Scranton State Office Building - 100 Lackawanna Ave - Scranton	8998	5752
LI-SWIF	Scranton State Office Building - 100 Lackawanna Ave - Scranton	8998	5753
LI-SWIF	Scranton State Office Building - 100 Lackawanna Ave - Scranton	8998	5754
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4912
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4915
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4918
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4921
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4924
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4927
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4930
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4909
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4933
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4936
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4939
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4942
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4945
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4900
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4903
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4906
LI_SWIF_HRBG	Olcam Building - 1171 S Cameron St - Harrisburg	6697	4948
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5760
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5761
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5762
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5763
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5764
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5765
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5767
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5768
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5769
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5770
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5771
LI_SWIF_Johnstown	607 Main St - Johnstown	7202	5772
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5800
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5803
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5806
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5809
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5812
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5815
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5818
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5821
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5824
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5827
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5830
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5833
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5836
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5839
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5842
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5845
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5848
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5851
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5854
LI_SWIF_PHLA	444 N 3rd St - Philadelphia	8392	5857
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4960
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4963
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4966
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4969
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4972
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4975
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4978
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4981
LI_SWIF_PITB	914 Penn Ave - Pittsburgh	14453	4984





CALL CENTER ID	LOCATION	SERVICE ID	AGENT ID
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6520
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6521
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6522
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6523
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6524
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6525
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6526
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6527
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6528
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6529
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6530
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6531
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6532
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6533
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6534
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6535
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6536
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6537
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6538
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6539
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6540
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6541
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6542
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6546
OA-ESS	Finance Building - 613 North Dr - Harrisburg	6882	6548
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2359
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2365
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2380
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2356
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2377
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2350
OIG-FRAUD & COLLECTIONS	Executive House - 101 S 2nd St - Harrisburg	6685	2353
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1809
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1821
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1824
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1815
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1818
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1827
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1830
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1833
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1836
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1839
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1842
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1800
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1875
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1806
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1845
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1881
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1851
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1848
OOB-HELP DESK	Health and Welfare Building - 601 Forster St - Harrisburg	6864	1869
OOB-VMU	Strawberry Square Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg	6797	1909
OOB-VMU	Strawberry Square Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg	6797	1906
OOB-VMU	Strawberry Square Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg	6797	1911
OOB-VMU	Strawberry Square Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg	6797	1914
OOB-VMU	Strawberry Square Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg	6797	1903
OOB-VMU	Strawberry Square Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg	6797	1900
PCCD_E-Grants	3101 N Front St - Harrisburg	6798	8133
PCCD_E-Grants	3101 N Front St - Harrisburg	6798	8124
PCCD_E-Grants	3101 N Front St - Harrisburg	6798	8127
PCCD_E-Grants	3101 N Front St - Harrisburg	6798	8130
PCCD_OCJSI	3101 N Front St - Harrisburg	6798	8100
PCCD_OCJSI	3101 N Front St - Harrisburg	6798	8136
PCCD_OCJSI	3101 N Front St - Harrisburg	6798	8139
PCCD_OCJSI	3101 N Front St - Harrisburg	6798	8206
PCCD_OFMA	3101 N Front St - Harrisburg	6798	8142
PCCD_OFMA	3101 N Front St - Harrisburg	6798	8145
PCCD_OFMA	3101 N Front St - Harrisburg	6798	8148
PCCD_OFMA	3101 N Front St - Harrisburg	6798	8151























Private Residences

**Total Known Locations 367**

<b>City</b>	<b>Nbr of Locations</b>
Abbottstown	1
Akron	1
Aliquippa	1
Allentown	2
Altoona	3
Ambridge	1
Annaville	1
Apollo	1
Ashland	2
Athens	2
Baden	1
Barto	1
Beaver Falls	2
Bedford	1
Bellefonte	2
Benton	1
Berlin	1
Bethel Park	2
Bethlehem	1
Blairsville	1
Bloomsburg	2
Bolivar	1
Boyers	1
Boyertown	1
Bradford	1
Camp Hill	3
Canonsburg	2
Canton	2
Carbondale	1
Carlisle	2
Central City	1
Chadds Ford	1
Cheltenham	1
Clarks Summitt	1
Clarksburg	2
Clearfield	2
Collegeville	1
Connellsville	1
Conshohocken	1
Coudersport	2
Cranberry Township	1
Creekside	1
Cresco	1
Dallas	2
Dalton	1
Danville	1
Dauphin	2
Delmont	1
Denver	2

Private Residences

Dillsburg	2
Dover	2
Downingtown	2
Drifting	1
DuBois	2
Duncannon	1
Duncansville	1
Dunmore	1
Dushore	1
Eagleville	1
East Berlin	2
East Lansdowne	1
East Millsboro	1
Easton	2
Elizabethtown	1
Elkins Park	1
Elliottsburg	1
Emporium	3
Ephrata	1
Erie	4
Everett	3
Fairfield	1
Falls Creek	1
Fayetteville	1
Fleetville	1
Frackville	1
Franklin	2
Fredericktown	1
Friendensburg	1
Gardners	1
Garland	1
Garrett	1
Germansville	1
Gettysburg	1
Gibsonia	3
Girard	1
Great Bend	1
Greencastle	1
Greentown	1
Gregg	1
Grove City	2
Hadley	1
Harleysville	1
Harrisburg	12
Hastings	1
Hazleton	1
Hebron	1
Hegins	2
Hollidaysburg	1
Holtwood	1
Honeybrook	1
Houtzdale	1

## Private Residences

Howard	1
Hummelstown	1
Hunker	1
Huntingdon	5
Hustontown	3
Indiana	1
Irwin	3
Jerome	1
Jessup	1
Johnstown	1
Kane	1
King of Prussia	1
Kingston	1
Kittanning	1
Kresgeville	1
Laceyville	1
Lancaster	3
Langhorne	1
Lansdowne	1
Leeper	1
Lehman	1
Lemont	1
Lenhartsville	1
Lewisburg	1
Ligonier	4
Linden	1
Linesville	1
Lititz	4
Lock Haven	1
Lykens	1
Mahafey	1
Mansfield	1
Marienville	1
Marionville	1
Masontown	1
Meadville	1
Mechanicsburg	7
Mercer	1
Meyersdale	1
Middleburg	2
Middlebury Center	1
Millerstown	1
Millville	1
Milroy	1
Montgomery	1
Montrose	1
Moon Twp	1
Moosic	1
Morrisdale	2
Morrisville	1
Moscow	1
Moshannon	1

## Private Residences

Mountaintop	1
Mt Carmel	1
Mt Pleasant	1
Mt Pocono	1
Mt Union	1
Muncy Valley	1
Myerstown	2
Nazareth	1
New Bethlehem	1
New Bloomfield	1
New Castle	1
New Cumberland	1
New Enterprise	1
New Freeport	1
New Milford	1
New Oxford	1
New Philadelphia	1
New Ringgold	1
New Stanton	1
Newville	1
North Charleroi	1
North Huntingdon	1
North Wales	1
Northampton	1
Northern Cambria	2
Old Forge	1
Orangeville	1
Oxford	1
Penn Run	1
Perryopolis	1
Petersburg	4
Philadelphia	11
Phillipsburg	1
Pitman	2
Pittsburgh	6
Pittston	2
Plymouth Meeting	1
Polk	1
Port Royal	1
Portage	1
Punxsutawney	1
Quakertown	1
Quarryville	2
Reading	1
Reeders	1
Reedsville	1
Rennerdale	1
Ridgway	1
Ridley Park	1
Royersford	1
Russelton	1
Sarver	1

## Private Residences

Saxonburg	1
Schwenksville	2
Scottdale	2
Shavertown	1
Shillington	1
Shippensburg	1
Slippery Rock	2
Somerset	1
Spring Mills	1
Spring Mount	1
Springdale	1
Springfield	1
St Marys	1
St Thomas	1
State College	2
Stoystown	1
Susquehanna	1
Tamaqua	1
Three Springs	1
Tionesta	1
Towanda	1
Transfer	1
Uniontown	3
Valenica	1
Volant	1
Warriors Mark	1
Washington	4
Waterford	1
Waymart	2
Waynesburg	3
Wellsboro	1
West Chester	3
West Sunbury	1
Whitehall	1
Wilkes Barre	1
Williamsburg	1
Williamsport	6
Williamstown	1
Willow Grove	1
Winburne	1
Woodland	1
York	5
York Springs	1