



Commonwealth of Pennsylvania

Date: **December 30, 2008**
Subject: **Telecommunications Managed Services**
Solicitation Number: **6100004339**
Opening Date/Time: **February 17, 2009 at 1:00 pm EST**
Addendum Number: **5**

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:

All remaining questions and answers for both round one and round 2 will be posted to the supplier portal by close of business Wednesday, January 7, 2009.

The due date for round three questions has been extended to 5:00 pm EST on Monday, January 12, 2009.

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.

Very truly yours,

Name: Kay Shaffer



Commonwealth of Pennsylvania

Title: Associate Commodity Manager
Phone: 717-346-3830
Email: kashaffer@state.pa.us



Commonwealth of Pennsylvania

Date: **January 7, 2009**
Subject: **Telecommunications Managed Services**
Solicitation Number: **6100004339**
Opening Date/Time: **February 17, 2009 at 1:00 pm EST**
Addendum Number: **6**

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:

Final round 1 questions and answers will be posted at a later date along with the final (round 3) questions and answers.

Final round 2 questions and answers have been posted. This document is labeled: Questions Round 2 Part 2.

Additional exhibits have been posted to expand on some of the questions and answers. These are:

Exhibit V COPANET Site Inventory

Exhibit W1 COPA Phase 1 Sites

Exhibit W2 COPA Phase 2 Sites

Exhibit X Web Filtering Scope

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Commonwealth of Pennsylvania

Very truly yours,

Name: Kay Shaffer
Title: Associate Commodity Manager
Phone: 717-346-3830
Email: kashaffer@state.pa.us

Make	Model	Description	Quantity
Cisco	15454-SA-HD=	15454 SA HD NEBS3 ANSI w/RCA	2
Cisco	1545432-WSS=	32 Channel Wavelength Selective Switch	2
Cisco	15454-TCC2P-K9	Timing Communications Control Two Plus, I-Temp	4
Cisco	15454-32-DMX=	32 Ch DMUX 100 Ghz	2
Cisco	15454-10GE-XP=	Ethernet 4-10GE Crossponder	2
Cisco	15454-OSC-CSM=	ONS 15454 Combiner and Seperator with OSC Module	2
Cisco	15454-OPT-PRE=	ONS 15454 Optical Pre-Amplifier Module	2
Cisco	15454-10DME-C=	10Gbps Data Muxponder - EFEC - Full C-Band Tunable	4
Cisco	ONS-XC-10G-54.9=	XFP - OC-192/STM64/10GE, 1554.94, 100 GHZ, LC	2
Cisco	ONS-XC-10G-54.1=	XFP - OC-192/STM64/10GE, 1554.13, 100 GHZ, LC	2
Cisco	15216-DCU-100=	DCF of -100 ps/nm	1
Cisco	WS-C2960-24TT-L	Catalyst 2960 24port 10/100, 2 GE	2
Cisco	15454-CC-FTA=	Shelf Controlled Cooling Fan Tray	2
Cisco	15454-PP2-64-LC=	15454 - 2RU 64ports LC Patch Panel	2
Cisco	15454-FBR-STRG	Fiber Storage Tray	2
Cisco	15454-R8.0.0SWK9	Release 8.5.1 Feature, CD, Right To Use License	2
Cisco	CSCO-ACDC-SYS	CSCO AC/DC Small to Large System ATO	1
Cisco	VS-C6504E-S720-10G	Catalyst 6504E Sup 720 10GE	2
Cisco	WS-X6724-SFP	Catalyst 6500 24-port GigE Mod: fabric-enabled	2

[illegible]

	LOCATION	Core Location Name	Agency	Phase	Current Bandwidth
CP/MANH/000008//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	OC3
CP/MANH/000008//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	65/130 PVC
CP/MANH/000008//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	65/130 PVC
CP/MANH/000009//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	OC3
CP/MANH/000009//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	65/130 PVC
CP/MANH/000009//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	65/130 PVC
CP/MANH/000160//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	DS3
CP/MANH/000160//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	20/40 PVC
CP/MANH/000160//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	DPW	Phase 1	20/40 PVC
CP/MANH/000169//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	Executive Offices	Phase 1	DS3
CP/MANH/000169//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	Executive Offices	Phase 1	45/90 PVC
CP/MANH/000170//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	Executive Offices	Phase 1	DS3
CP/MANH/000170//HTJ/	CTC - 1 Technology Prk - Harrisburg	CTC	Executive Offices	Phase 1	45/90 PVC
CP/MANH/000161//HTJ/	1400A N Cameron St - PennDOT Server Farm - Harrisburg	Cameron Street	DOT	Phase 1	OC3
CP/MANH/000161//HTJ/	1400A N Cameron St - PennDOT Server Farm - Harrisburg	Cameron Street	DOT	Phase 1	65/130 PVC
CP/MANH/000161//HTJ/	1400A N Cameron St - PennDOT Server Farm - Harrisburg	Cameron Street	DOT	Phase1	65/130 PVC
CP/MANH/000162//HTJ/	1400A N Cameron St - PennDOT Server Farm - Harrisburg	Cameron Street	DOT	Phase 1	OC3
CP/MANH/000162//HTJ/	1400A N Cameron St - PennDOT Server Farm - Harrisburg	Cameron Street	DOT	Phase 1	65/130 PVC
CP/MANH/000162//HTJ/	1400A N Cameron St - PennDOT Server Farm - Harrisburg	Cameron Street	DOT	Phase 1	65/130 PVC
CP/MANH/000128//HTJ/	Keystone Building - 400 North St - Harrisburg	Keystone	Multi	Phase 1	OC3
CP/MANH/000128//HTJ/	Keystone Building - 400 North St - Harrisburg	Keystone	Multi	Phase 1	65/130 PVC
CP/MANH/000128//HTJ/	Keystone Building - 400 North St - Harrisburg	Keystone	Multi	Phase 1	65/130 PVC
CP/MANH/000072//HTJ/	Rachel Carson State Office Building - 400 Market St - Harrisburg	Rachael Carson	DEP/DCNR	Phase 1	OC3
CP/MANH/000072//HTJ/	Rachel Carson State Office Building - 400 Market St - Harrisburg	Rachael Carson	DEP/DCNR	Phase 1	65/130 PVC
CP/MANH/000167//HTJ/	Rachel Carson State Office Building - 400 Market St - Harrisburg	Rachael Carson	DEP/DCNR	Phase 1	OC3
CP/MANH/000167//HTJ/	Rachel Carson State Office Building - 400 Market St - Harrisburg	Rachael Carson	DEP/DCNR	Phase 1	65/130 PVC
CP/MANH/000068//HTJ/	320 Market St - Harrisburg ????		SCSC	Phase 3	DS3
CP/MANH/000068//HTJ/	320 Market St - Harrisburg ????		SCSC	Phase 3	20/40 PVC
CP/MANH/000068//HTJ/	320 Market St - Harrisburg ????		SCSC	Phase 3	20/40 PVC
CP/MANH/000066//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	DS3
CP/MANH/000066//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	20/40 PVC
CP/MANH/000066//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	20/40 PVC
CP/MANH/000166//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	OC3

CP/MANH/000166//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	35/70 PVC
CP/MANH/000166//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	35/70 PVC
CP/MGDG/000019//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	OC3
CP/MGDG/000019//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	35/70 PVC
CP/MGDG/000019//HTJ/	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	35/70 PVC
CP/MANH/000062//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	DS3
CP/MANH/000062//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	10/20 PVC
CP/MANH/000062//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	10/20 PVC
CP/MANH/000063//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	DS3
CP/MANH/000063//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	20/40 PVC
CP/MANH/000063//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	20/40 PVC
CP/MANH/000124//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	DS3
CP/MANH/000124//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	20/40 PVC
CP/MANH/000124//HTJ/	Strawberry Square Revenue Tower - 303 Walnut St - Harrisburg	Strawberry Square	Multi	Phase 1	20/40 PVC
					TOTAL PHASE 1

ATM Harrisburg Metro (Monthly Savings \$172,370 - does not include SRCs)

<u>CORE</u>	<u>CIRCUIT ID</u>	<u>PORT/PVC</u>	<u>LOCATION</u>
	CP/MANH/000057//HTJ/	OC3	30 N 3rd St - Harrisburg
Core Router 1	CP/MANH/000057//HTJ/	15/30 PVC	30 N 3rd St - Harrisburg
Core Router 2	CP/MANH/000057//HTJ/	15/30 PVC	30 N 3rd St - Harrisburg
	CP/MANH/000068//HTJ/	DS3	320 Market St - Harrisburg
Core Router 1	CP/MANH/000068//HTJ/	20/40 PVC	320 Market St - Harrisburg
Core Router 2	CP/MANH/000068//HTJ/	20/40 PVC	320 Market St - Harrisburg
	CP/MANH/000074//HTJ/	OC3	5 N 5th St - Harrisburg
Core Router 1	CP/MANH/000074//HTJ/	25/50 PVC	5 N 5th St - Harrisburg
Core Router 2	CP/MANH/000074//HTJ/	25/50 PVC	5 N 5th St - Harrisburg
	HR/HFGA/000650//HTJ/	DS3	Eastgate Bldg - 1010 N 7th St - Harrisburg
Core Router 1	HR/HFGA/000650//HTJ/	5/10 PVC	Eastgate Bldg - 1010 N 7th St - Harrisburg
Core Router 2	HR/HFGA/000650//HTJ/	5/10 PVC	Eastgate Bldg - 1010 N 7th St - Harrisburg
	CP/MANH/000140//HTJ/	DS3	Executive House - 101 S 2nd St - Harrisburg
Core Router 1	CP/MANH/000140//HTJ/	20/40 PVC	Executive House - 101 S 2nd St - Harrisburg
Core Router 2	CP/MANH/000140//HTJ/	20/40 PVC	Executive House - 101 S 2nd St - Harrisburg
	CP/MANH/000099//HTJ/	OC3	Finance Building - 613 North Dr - Harrisburg
Core Router 1	CP/MANH/000099//HTJ/	25/50 PVC	Finance Building - 613 North Dr - Harrisburg
Core Router 2	CP/MANH/000099//HTJ/	25/50 PVC	Finance Building - 613 North Dr - Harrisburg
	CP/MANH/000083//HTJ/	OC3	Forum Place - 555 Walnut St - Harrisburg
Core Router 1	CP/MANH/000083//HTJ/	35/70 PVC	Forum Place - 555 Walnut St - Harrisburg
Core Router 2	CP/MANH/000083//HTJ/	35/70 PVC	Forum Place - 555 Walnut St - Harrisburg
	CP/MANH/000069//HTJ/	OC3	Harristown II - 333 Market St - Harrisburg
Core Router 1	CP/MANH/000069//HTJ/	25/50 PVC	Harristown II - 333 Market St - Harrisburg
Core Router 2	CP/MANH/000069//HTJ/	25/50 PVC	Harristown II - 333 Market St - Harrisburg
	CP/MANH/000097//HTJ/	DS3	Health and Welfare Building - 601 Forster St - Harrisburg
Core Router 1	CP/MANH/000097//HTJ/	20/40 PVC	Health and Welfare Building - 601 Forster St - Harrisburg
Core Router 2	CP/MANH/000097//HTJ/	20/40 PVC	Health and Welfare Building - 601 Forster St - Harrisburg
	CP/MANH/000100//HTJ/	OC3	Labor and Industry Bldg - 651 Boas St - Harrisburg
Core Router 1	CP/MANH/000100//HTJ/	5/10 PVC	Labor and Industry Bldg - 651 Boas St - Harrisburg
Core Router 2	CP/MANH/000100//HTJ/	65/130 PVC	Labor and Industry Bldg - 651 Boas St - Harrisburg
	CP/MANH/000101//HTJ/	OC3	Labor and Industry Bldg - 651 Boas St - Harrisburg
Core Router 2	CP/MANH/000101//HTJ/	5/10 PVC	Labor and Industry Bldg - 651 Boas St - Harrisburg
	CP/MANH/000174//HTJ/	OC3	Labor and Industry Bldg - 651 Boas St - Harrisburg
Core Router 1	CP/MANH/000174//HTJ/	65/130 PVC	Labor and Industry Bldg - 651 Boas St - Harrisburg
	CP/HFGA/003369//HTJ/	DS3	Market Square Plaza - 17 N 2nd St - Market Square - Harrisburg
Core Router 1	CP/HFGA/003369//HTJ/	5/10 PVC	Market Square Plaza - 17 N 2nd St - Market Square - Harrisburg
Core Router 2	CP/HFGA/003369//HTJ/	5/10 PVC	Market Square Plaza - 17 N 2nd St - Market Square - Harrisburg

ATM Harrisburg Metro (Monthly Savings \$172,370 - does not include SRCs)

	CP/MANH/000075//HTJ/	DS3	North Office Building - 501 North St - Harrisburg
Core Router 1	CP/MANH/000075//HTJ/	20/40 PVC	North Office Building - 501 North St - Harrisburg
Core Router 2	CP/MANH/000075//HTJ/	20/40 PVC	North Office Building - 501 North St - Harrisburg
	CP/MANH/000077//HTJ/	DS3	North Office Building - 501 North St - Harrisburg
Core Router 1	CP/MANH/000077//HTJ/	15/30 PVC	North Office Building - 501 North St - Harrisburg
	CP/MANH/000105//HTJ/	DS3	Northwest Office Building - 910 Capital St - Harrisburg
Core Router 1	CP/MANH/000105//HTJ/	20/40 PVC	Northwest Office Building - 910 Capital St - Harrisburg
Core Router 2	CP/MANH/000105//HTJ/	20/40 PVC	Northwest Office Building - 910 Capital St - Harrisburg
	CP/MANH/000104//HTJ/	DS3	Pitnick Building - 901 N 7th St Rear - Harrisburg
Core Router 1	CP/MANH/000104//HTJ/	20/40 PVC	Pitnick Building - 901 N 7th St Rear - Harrisburg
Core Router 2	CP/MANH/000104//HTJ/	20/40 PVC	Pitnick Building - 901 N 7th St Rear - Harrisburg
	CP/MANH/000143//HTJ/	OC3	State Museum Building - 310 North St - Harrisburg
Core Router 1	CP/MANH/000143//HTJ/	45/90 PVC	State Museum Building - 310 North St - Harrisburg
Core Router 2	CP/MANH/000143//HTJ/	45/90 PVC	State Museum Building - 310 North St - Harrisburg
	CP/MANH/000066//HTJ/	DS3	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
Core Router 1	CP/MANH/000066//HTJ/	20/40 PVC	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
Core Router 2	CP/MANH/000066//HTJ/	20/40 PVC	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
	CP/MANH/000166//HTJ/	OC3	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
Core Router 1	CP/MANH/000166//HTJ/	35/70 PVC	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
Core Router 2	CP/MANH/000166//HTJ/	35/70 PVC	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
	CP/MGDG/000019//HTJ/	OC3	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
Core Router 1	CP/MGDG/000019//HTJ/	35/70 PVC	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg
Core Router 2	CP/MGDG/000019//HTJ/	35/70 PVC	Strawberry Square Bell Tower - 303 Walnut St - Harrisburg

Most agencies run their satellite location's network traffic through their central office; for the purpose of Internet filtering, each agency can be considered as 1 physical site. There are approximately 80,000 users distributed among the agencies as follows:

Users	# of Agencies
16000 +	1
4001 - 8000	4
2001 - 4000	4
1001 - 2000	4
501 - 1000	9
251 - 500	9
126 - 250	7
1 - 125	6

Round 2 Questions and Answers

1. **Exhibit G Ethernet Tab:** Please provide the following information for all 20 of the locations listed on the Ethernet tab in exhibit G: Street address, Floor number, Zip Code, Room name or number, Local contact and phone number, Ethernet handoff type (e.g. 10/100 FE copper or is Gig Ethernet optical required for all sites).
Answer: Exhibit G has been modified to include the starting address location information, please refer to Exhibit U Replacement Ethernet tab. Specific details such as floor, local contact, etc. will be provided to the awarded Offeror. The Commonwealth is requesting that the Offeror have the ability to deliver Ethernet services as single and multimode fiber or copper handoff.
2. Does the term "Directory Listings" mean white page listings only?
Answer: Directory Listings encompass all types: White, Blue, and Yellow. The Offeror shall provide the capability to accept orders from the CTMS for any of the listed types.
3. **VPN:** Quantity of multi-user VPN sites.
Answer: The Commonwealth currently has approximately 25 site-to-site/gateway-to-gateway VPN connections used by the agencies.
4. **VPN:** Quantity and type of existing VPN equipment. The only description found in the RFP documents is "**Remote access is provided through Commonwealth RAS servers and TelCove VPN concentrators.**"
Answer: There are currently two Cisco VPN concentrators that support the current dial and VPN users.
5. **VPN:** Of the 3,299 users specified; how many are existing broadband, dial?
Answer: As of 12/23/08, RAS statistics are as follows: RAS only 3928, VPN only 1167, both (RAS & VPN) 2236, for a total of all RAS & VPN 7,331.
6. **VPN:** Is end to end encryption required on any of the connections?
Answer: Please reference ITB SEC031 Encryption Standards for Data in Transit and ITB NET006. ITB-SEC019 Policy and Procedures for Protecting Commonwealth Electronic Data requires the protection of the transmission of sensitive, protected or exempt data.
7. **VPN:** Is split tunneling required?
Answer: Please reference ITB NET006. This ITB represents the minimum operational standards for network-based IPSEC VPN and SSL VPN between trusted and untrustworthy networks.
8. **VPN:** In order to provide accurate pricing and design for management of the existing base of routers and switches, we request that Exhibit F-5 be broken down to show what type of network to which the equipment is attached. For example, there are 139 Cisco 3825s connected to the ATM network. Optimally, we would also like to know what code revisions are on the devices, and what types of interfaces the boxes have. Since pricing and design are somewhat driven by the type of network access available, this information will result in the most efficient design for the Commonwealth
Answer: This information cannot be easily provided. The information must be obtained prior to transition of services. For planning purposes, the majority of agency edge routers are frame relay interfaces.
9. **Managed Routers/Switches:** The Commonwealth has requested that premises based CPE be managed by the winning vendor, and has defined Gold, Silver, and Bronze levels of services, the differential is defined as uptime measured per month. What is the Commonwealth's definition of 'management'? There are many different levels of

management, including network validation, design, implementation and operations services, proactive monitoring and fault resolution of the customer's end-to-end network. Any clarification will be appreciated.

Answer: Please refer to the Definitions tab within version 2 of Exhibit D - Service Provider Pricing Forms for further clarification on the expectations for the tiered services. In its proposal, the Offeror should further define the services included with Gold, Silver and Bronze tiers of service.

10. **Broadband Circuits PA Statewide Radio Network:** Will the Commonwealth provide the locations of the leased circuits? In order to accurately design and price this network, we need to know a working telephone number at each location as well as an address. Information is required for both ends of each circuit. Additionally, would The Commonwealth consider long distance data circuits (interLATA) as opposed to IntraLATA?

Answer: In response to the first sentence, the Commonwealth has already provided the requested location information for the Statewide Radio locations in Exhibit G with the exception of WTNs. The current provider does not assign WTNs to circuits, and therefore, if a phone line is not installed at a particular location, a WTN will not be available. In response to the last sentence, the Commonwealth will consider long distance data circuits (interLATA) as opposed to intraLATA.

11. **Pricing Forms Seminar:** The Frame Relay/ATM circuit pricing should be an average based on the Offeror Assumed Baselines or total number of circuits for each circuit category. Please confirm this is the correct approach.

Answer: The pricing for the Frame Relay and ATM circuits should be a single line item for the total number of circuits for each category based on the Offeror Assumed Baselines. It must not be a representation of the average price of those circuits, but a total amount for all of the circuits. The Offeror must also provide the Commonwealth with a Rate Sheet for Frame Relay and ATM (i.e. rates for various port speeds and PVC bandwidths).

12. **Pricing Forms Seminar:** Does the Offeror have the option to add new services (and associated baseline units) to the pricing model that would be separate and distinct to the Alternative Solutions section (i.e.. Adding in new transport options above and beyond what are shown in current model)?

Answer: Yes. If the Offeror is proposing new services, the Offeror should also provide the associated baselines, proposed Resource Units, ARCs/RRCs and Definitions for the new service(s). These should be presented in the Supplemental Solution section (previously referred to as the "Alternative Solution" section. The Offeror should clearly document its considerations and clarifications for the new services on the "Notes" tab. Notes may not be inserted related to the required solution.

13. **Pricing Forms Seminar:** Is there defined baseline activity for Installation, Moves, Adds and Changes for the "Voice MAC line item"?

Answer: The Commonwealth is unable to provide specific baseline activity for MACs. Please use industry standards/Offeror experience for the level of MAC activity based on the size of the Commonwealth's infrastructure.

14. **Pricing Forms Seminar:** How should Offeror's treat the costs of the current Help Desk, NOC and SOC support within the current Pricing Model template? Should these items be accounted for in the "COPA Support" line item?

Answer: The Commonwealth expects the Offeror to provide those services as part of its solution and to capture the costs for these services in the associated Resource Units.

15. **Exhibit C, Section 1.47 "The Offeror shall be responsible for coordination and implementation of software upgrades and repairs for all managed equipment.":** Will

the Commonwealth share what the existing contracts for maintenance are and at what level they are for the various groupings of CPE listed?

Answer: The Commonwealth will not provide the existing contracts through the question and answer phase of this RFP.. Please refer to the Definitions tab within version 2 of Exhibit D - Service Provider Pricing Forms for further clarification on the expectations for the tiered services. In its proposal, the Offeror should further define the services included with Gold, Silver and Bronze tiers of service.

16. **Exhibit B, Section 2.1:** Are Philadelphia and Harrisburg the only two locations with Internet access?

Answer: Philadelphia and Harrisburg are the only two Enterprise Internet access paths currently provided by Telcove to meet its redundancy and regionally diverse requirements. These Internet access paths are utilized by the Commonwealth (Category 1 contract participants) in whole as described in Exhibit B 2.1 and per ITB policy (ITB-NET018). Additional locations exist with dedicated Internet Access as provisioned for Category 2 contract participants only.

17. **Exhibit B, Section 2.1:** Please provide the full addresses for both of these locations.

Answer: Full address information is unknown and irrelevant. Offeror is expected to include in its proposal a redundant, secure, regionally diverse Enterprise Internet access network with connectivity between COPANET backbone (2 nodes) and two different Internet Service Providers.

18. **Exhibit B, Section 2.1:** Do all other locations connect to the Internet via these locations or do they have their own circuits?

Answer: Category 2 contract participants, as described in question 16 above, have their own dedicated circuits for Internet Access (redundancy and security not included).

19. **Pricing Forms Seminar:** In the Voice/Transport charges section, is the 800 Service listed for 800 service only, or are there network IVR features included?

Answer: Yes IVR features are included

20. **Pricing Forms Seminar:** There are (2) baseline resource units referenced, 790,000 monthly MOUs for Voice Domestic Outbound (on – on Interstate) and 78,000 monthly MOUs for Voice Domestic Outbound (on-off Interstate); how do these resource units tie to the monthly base charges categories shown in the Voice/transport section ? Also, there appear to be some missing resource units for Domestic Outbound (off-on) for both IntraLATA and InterLATA services. Please confirm if any resource units are missing in support of this Voice/Transport Monthly base charges section.

Answer: The Baseline MOU presented represents the Commonwealth's current level of usage for these voice services.

21. **Pricing Forms Seminar:** I have a question regarding the ARC_RCC Tab. Are you looking for specific rates by service type to be populated in this tab? After listening to the presentation again, and viewing the structure of this tab – it appears this is the information being requested. Please confirm.

Answer: The ARC/RRC tab should detail the Offeror's proposed variance from the Baseline (expressed as a percentage) the usage can change, before additional usage is charged on a per unit basis. In example, if the Baseline is 10,000, and the ARC/RRC for that resource unit is 5%, then the monthly charge would not change until the usage goes above 10,500 or below 9,500. The Offeror defines the ARC/RRC percentage.

22. May the Offeror make the assumption that the contractor can secure a minimum of 1 additional rack space (2 preferred) in each of the primary data centers, state agency HQ buildings, and other major agency points of presence to stage and deploy equipment?

Answer: No.

23. May the Offeror make a chart formatting change to Exhibit C? A revision to the MSWord table will allow the text boxes to cascade across page breaks. As it is formatted, some shorter answers become clipped text and are unreadable.

Answer: Yes.

24. **Exhibit C, Section C.122, Round 1 Question #31: CoPA response was “The Commonwealth already participates in the PA One Call Program. The Commonwealth’s fiber maintenance vendor is responsible for marking fiber routes.”**

What other responsibilities does the Commonwealth’s fiber maintenance vendor have?

Since, the Commonwealth already has a fiber maintenance vendor would the

Commonwealth please clarify what is being requested in Exhibit C 1.122?

Answer: The requirement for Exhibit C 1.122 is changed to read: "The Offeror may be required to provide maintenance/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." The current vendor has the responsibilities listed as stated above. In addition the vendor, upon request, will physically mark the fiber paths if the PA One Call Program makes a request to the Commonwealth that such marking is required. The Commonwealth's current fiber maintenance contract is limited to one year and at the end of that contract the offeror would begin to provide the requested services. Today, this is a "break fix" type service and the Commonwealth is expecting to be billed on a per-incident basis.

25. **Exhibit C, Section 1.119:** Does the Commonwealth expect that the routers associated with CoPANET (6504s) will be offered under the Router/Switch Management services or be priced separately as part of the CoPANET services?

Answer: Support for the CoPANET routers and switches should be priced as part of the CoPANET Support services, not as part of the Managed WAN services.

26. **Exhibit C, Section 1.39, “The Offeror shall provide, as part of its service package offerings, maintenance services that are tiered offerings based on the criticality of the affected location.”** Please provide general expectations for Bronze, Silver, and Gold levels of service. Which levels of service are expected to provide surveillance, proactive analysis and repair, capacity management, etc.?

Answer: Please refer to the Definitions tab within version 2 of Exhibit D - Service Provider Pricing Forms for further clarification on the expectations for the tiered services. In its proposal, the Offeror should further define the services included with Gold, Silver and Bronze tiers of service.

27. **Exhibit C, Section 1.39, “The Offeror shall provide, as part of its service package offerings, maintenance services that are tiered offerings based on the criticality of the affected location.”** Will the Commonwealth be responsible for the purchase of spare equipment to meet requested SLAs for Commonwealth owned equipment?

Answer: No, however in many cases agencies have purchased spare equipment that is used by the vendor today to quickly facilitate service restoration.

28. **Exhibit C, Section 1.4, “The Offeror shall provide and describe its professional service offering that includes a dedicated network manager that supports a single large enterprise.”** 1. Does the Commonwealth expect that dedicated and shared network managers will be included with the router/switch services? (Example: X number of devices/size of devices = 1 dedicated or a fraction of a shared) 2. Or will they be directly purchased by agencies separate from the equipment management?

Answer: The Commonwealth expects, at minimum, shared network managers will be included with Gold, Silver, and Bronze services and act as a single point of contact. Dedicated network managers should be treated as a separate service offering for purchase by individual agencies.

29. **Exhibit C, Section 1.585:** Will the COSTARS participants be able to use the CTMS?

Answer: COSTARS will not be able to use the CTMS. Although, if a COSTAR happens to be a Category 2 entity, it must use the CTMS. All Category 1 entities must use CTMS.

30. **Exhibit C, 1.618, "The Offeror shall provide an annual Users Conference on existing and prospective services."** Is it the Commonwealth's intention that the annual Users Conference be limited in topic to the CTMS (the section in which this requirement is located) or is it meant to be all-encompassing of the contract?

Answer: The intent of the Users Conference is to be all encompassing.

31. **Exhibit D, Offeror Assumed Baselines:** Please provide a list of managed equipment (Managed WAN / Routers, Managed LAN / Switches, and Security devices) with location and agency information so provider baselines can be calculated.

Answer: The Definitions tab of version 2 of Exhibit D - Service Provider Pricing Forms provides the current equipment type for router and switches. Specific location and agency information is not available.

32. **Exhibit D, Tab XI Definitions – CoPA Support, "The Commonwealth of Pennsylvania envisions this support as a monthly recurring charge. Please refer to the Statement of Work and Exhibit B - Current Environment for the required activities and infrastructure."** "Tab III. Monthly Base Charges" contains a cost category called "CoPA Support." Please clarify the scope of what these services might include. The term "CoPA Support" does not appear in Exhibit B. Did the Commonwealth mean to say "COPANET"?

Answer: CoPA Support services has been renamed to COPANET support services.

COPANET support services are the services required to support the COPANET described in Exhibit B - Current Environment

33. **Exhibit D, Tab V:** Do the volumes listed equate to one device or one "configuration" that may be made up of multiple devices.

Answer: The volumes equate to one device.

34. **Exhibit D, Service Provider Pricing Forms (Baseline):** What criteria did the Commonwealth use to differentiate between small, medium, and large routers, switches, and security devices?

Answer: The Definitions tab of version 2 of Exhibit D - Service Provider Pricing Forms provides the current equipment type for router and switches.

35. **Exhibit D:** Exhibit C items 1.40 and 1.41 require dedicated and shared network managers. How do you want these resources listed in the pricing forms? Is there a number of dedicated and shared network managers we are to use for planning purposes?

Answer: An agency purchasing Gold, Silver, and Bronze managed services must at minimum receive network manager support as a single point of contact. This network manager could be responsible for multiple agencies (i.e. shared) as the Offeror sees fit as long as support and access are available. Pricing should be available for an agency to purchase dedicated manager(s). A dedicated manager would only be responsible to a single agency and provide sole support (network and security) of that agencies entire network.

36. **Exhibit F-5:** Various routers, switches and security devices are listed in this exhibit. Is the offeror expected to take over management of all devices specified in Exhibit F-5? If so, for

equipment in Exhibit F-5 that has reached vendor end-of-life, can the offeror require the Commonwealth to tech refresh equipment as management transitions?

Answer: Devices shown in Exhibit F-5 are a combination of vendor owned and Commonwealth owned equipment. Vendor owned equipment is part of a bundled service offering under the current Verizon contract which includes management of the devices. The Offeror shall propose Gold, Silver, and Bronze service offerings which include hardware, management, and maintenance that agencies may purchase as a replacement which will in effect act as a tech refresh where needed.

The Offeror may not require the Commonwealth to tech refresh Commonwealth owned equipment. Agencies that currently own their own equipment may tech refresh utilizing the IT Peripherals contract and utilize the selected Offeror's Gold, Silver, and Bronze service offerings which does not include hardware or they may make the business decision to not own the equipment and utilize the Gold, Silver, and Bronze service offerings which will include the hardware.

37. **Exhibit M, Listing of NPA/NXX:** This exhibit was provided as a list of dial-in Remote Access NPA/NXXs in the first round of questions? Is this a list of Remote Access NPA/NXXs or a full list of NPA/NXXs in which the Commonwealth has service? If this is a full list, could a list of dial-in Remote Access NPA/NXXs be provided?

Answer: Exhibit M includes all the NPA/NXX combinations currently utilized by the Commonwealth. The Commonwealth has provided an additional spreadsheet indicating the RAS breakout of NPA/NXX data. Please see Exhibit S RAS NPA NXX.

38. **Exhibits C and D, Managed LAN:** Exhibit D contains pricing elements for managed LAN and includes all wired and wireless LAN infrastructure services and support. The contractor is instructed on the definitions tab of Exhibit D to "please refer to the Statement of Work for required activities." Exhibit C is silent on support of LAN devices aside from: 1.130 The Offeror shall advise the Commonwealth of new technologies which include, but are not limited to the following: - Data and voice transport networks - Routing, switching and data termination devices - Voice switching and gateway devices - Voice messaging systems - End user telephony devices - Interactive voice response systems - Automatic call distribution systems - Intrusion detection and prevention systems - Firewall systems - Broadband Internet access technologies - Internet and Web filtering technologies. 1.134 The Offeror shall work closely with Commonwealth LAN administrative staff to resolve WAN/LAN configuration and performance issues." 1.147 The Offeror shall describe wireless service offerings that include: WiFi, WiMAX and wireless LAN. 1.157 The Offeror shall provide daily, weekly, and monthly reports about switches, routers, remote access devices and transport. Exhibit F contains ~1,800 LAN switch / hub devices. Please identify the required activities in the Statement of Work for LAN managed services.

Answer: A revised Exhibit D includes an updated definition tab for managed devices. Managed LAN devices has been renamed as "Managed WAN Devices."

39. **Schedule F-1, SLA 37, "Security Services Time to Restore. "Time to Restore - defined as the time from the report of an incident until the incident has been resolved. 4 hrs MIN Service Level. 2 hrs Target Service Level."** 1. This seems to state that all incidents must be handled and completed within 2-4 hours which is not really reasonable, unless "resolved" means something other than stopping the current issues and preventing their re-occurrence on affected systems. 2. What is meant by "resolved"? Does it mean that the issue is no longer affecting the network, or that the affected items have been completely restored? Please clarify.

Answer: Resolved means the problem or issue has been fixed/restored to the functional status it was prior to the issue. The problem is no longer occurring and no longer affecting the network or other components of service.

40. **Appendix B:** Can the Commonwealth provide the purpose for each of the load balancers depicted in the Internet diagram in Appendix B.

Answer: The purpose of the load balancers is to provide even distribution of Commonwealth traffic.

41. **SLA #2:** Please define what is meant by the terminology "individual billings"?

Answer: Individual billings refer to the individual electronic invoices provided to each Category 1 entity and some Category 2 entities that use the Commonwealth's SAP system. All other non-SAP agencies/contract participants receive invoices that must be paid directly to the vendor.

42. **SLA #3:** Please describe how Supplier will interface to CTMS?

Answer: SLA #3 addresses availability of the CTMS application. Please see Exhibit C, Statement of Work, 1.567 System Management Services and 1.583 CTMS Support for specific requirements.

43. **SLA #29:** What is meant by terminology "secured"?

Answer: The Offeror shall be responsible for maintaining the authenticity of data and the dependability and integrity of hardware while maintaining user confidentiality.

44. **Appendix F:** Fifth paragraph references Section 8. Section 8 seems to be missing. Please identify which section in Schedule F this is referring to?

Answer: In Schedule F - Service Level Methodology, the 5th paragraph refers to Section 8 - Investigation and Correction. Section 8 is the last section in Schedule F, page 15.

45. **Exhibit B, Section 5.0:** What are the full addresses of each COPANet site where the Cisco DWDM equipment is located? Details needed are Street Number, City, and Zipcode.

Answer:

Core Location Name	Address
CTC	Commonwealth Technology Center - 1 Technology Park – HBG 17110
Cameron Street	1400A N Cameron St - HBG 17110
Keystone	Keystone Building - 400 North St - HBG 17120
Rachael Carson	Rachel Carson State Office Building - 400 Market St - HBG 17120
Strawberry Square	Strawberry Square Revenue Tower - 303 Walnut St - HBG 17120
Willow Oak	Willow Oak Building - 1006 Hemlock Drive - HBG 17110
M25E	East Wing - Main Capital Commonwealth Avenue - HBG PA 17120

46. **Exhibit B, Section 5.0:** What are the full addresses of each COPANet site where the fiber access or fiber splice points are located? Details needed are Street Number, City, and Zipcode.

Answer: Core Location Name	Address
CTC	Commonwealth Technology Center - 1 Technology Park – HBG 17110
Cameron Street	1400A N Cameron St - HBG 17110
Keystone	Keystone Building - 400 North St - HBG 17120
Rachael Carson	Rachel Carson State Office Building - 400 Market St - HBG 17120

Strawberry Square	Strawberry Square Revenue Tower - 303 Walnut St - HBG 17120
Willow Oak	Willow Oak Building - 1006 Hemlock Drive - HBG 17110
M25E	East Wing - Main Capital Commonwealth Avenue - HBG PA 17120

47. **Exhibit B, Section 5.0:** What are the *entire* Parts Lists for the Cisco equipment in COPANet at *each* individual site?
Answer: Please see Exhibit V COPANET Site Inventory.
48. **Exhibit B, Section 5.0:** What are the *entire* Spare Parts Lists for the Cisco equipment in COPANet at *each* individual Spares equipment site?
Answer: Spare parts are a duplicate of one production node.
49. **Exhibit B, Section 5.0:** Is there a physical layer diagram of the *entire* Cisco COPANet connectivity?
Answer: Yes. This information will be provided to the selected offeror.
50. **Exhibit B, Section 5.0:** Is there a logical layer diagram of the *entire* Cisco COPANet connectivity?
Answer: Yes. This information will be provided to the selected offeror.
51. **Exhibit B, Section 5.0:** What are the fiber characteristics of the COPANet fiber? Please provide details on fiber types, configuration, physical routing, splice points, fiber length and *existing* dB loss for *each* of the fiber spans used in Cisco DWDM COPANet network?
Answer: All fiber installed will be single mode between DWDM nodes. A combination of single and multimode fiber will be used for agency connectivity. Fiber characteristics will be available once installation is completed.
52. **Exhibit B, Section 5.0:** Is there a current Cisco Optical Metro Planner design file available for the *existing* Cisco DWDM COPANet network?
Answer: Yes
53. **Exhibit B, Section 5.0:** Are there any requested Installation, Move, Adds or Changes to the *existing* Cisco COPANet network, as part of this RFP?
Answer: Yes. Any installation, moves, adds or changes will be dependent on the Offerors newly proposed solution. The COPANet network is described in the Current Environment (Exhibit B 5.0).
54. **Exhibit B, Section 5.0:** Is pricing being requested for *future* Installation, Move, Adds or Changes to the *existing* Cisco COPANet network, as part of this RFP?
Answer: Pricing for move, adds or changes should be included in COPANet support services
55. **Exhibit B:** Current Environment it indicates there are 3 ACDs with 43 ACD tenants hosted on the Genesys platform located in Lancaster, PA. Are there 3 ACD switches at this location connected to Genesys for Intelligent Routing? What are the ACD vendors and what routing features and functionality are used at this location that dictated a one-off solution and did not fit into the primary solution used at all other locations?
Answer: The Genesys system, located in Lancaster, PA, is managed and maintained by the current telecommunications vendor. The services and features of this ACD system

are what the existing vendor offers at the current time. The Commonwealth's specific requirements have been indicated in Exhibit C, 1.165 Voice Network Service and 1.270 Automatic Call Distribution. The Commonwealth expects the offeror to meet these requirements in the proposed ACD solution offering.

56. **Exhibit B, Page 11, Item 8.1:** Will bidders be allowed to view and/or obtain system documentation for CTMS prior to the start of the transition period? If not, when?
Answer: No. The Commonwealth will a license for CTMS at the end of the existing contract in February, 2011, which will allow it to provide documentation. Documentation will not be available until then.
57. **Exhibit B:** Will the Commonwealth make the CTMS platform available for integration prior to the 2011 contract end with Level 3?
Answer: No. The Commonwealth is not able to make the CTMS platform available for integration until the end of the existing contract in February, 2011.
58. **Exhibit B:** Can vendors continue to use the CTAR process until the CTMS platform is transitioned to the new provider?
Answer: No. CTAR is currently being phased out and integrated into CTMS.
59. **Exhibit B, Section 6.0:** Voice Services of Current Environment, Exhibit B, refers to a total of 4,491 ISDN Centrex Lines which conflicts with the information contained in Exhibit H spreadsheet, Voice Services. Please confirm which document should be followed for the accurate number of ISDN Centrex Lines.
Answer: Exhibit H should be followed for the accurate number of ISDN Centrex Lines.
60. **Exhibit B and J:** Is the definition of an ACD Tenant in "Exhibit B; Current Environment" and an ACD Queue Slot in the "Exhibit J; ACD Services" document used interchangeably to mean an ACD agents?
Answer: No, they should not be used interchangeably. A tenant is usually one agency, (for example Dept of State or Labor and Industry or PSP), however, some agencies want separate tenants because all "call centers" in a tenant can be monitored in CCPulse. Dept of Welfare has separate tenants for the Statewide Change Center and the Disaster Crisis Hotline. A tenant can have any number of call centers, which are separate call flow strategies built in the configuration manager. ACD queue slots are calls waiting to be answered; ACD agents are those individuals answering the calls.
61. **Exhibit C, Section 1.331 (Voice Services and Training Services):** There is a requirement for a Training Plan (1.337). Can the Commonwealth elaborate in further detail their training expectations? Specifically, how much training, to whom, and on what products and services?
Answer: This requirement is specifying administrative training for MACs, voice mail, ACD, etc. Exhibit C, 1.31 General Requirements, provide additional training requirements.
62. **Exhibit C, Statement of Work 1.81, 1.82 (Dual/multiple ISPs):** Would the Commonwealth of Pennsylvania consider a single Internet Service Provider with two Autonomous Systems as complying with Dual ISP status?
Answer: Yes.
63. **Exhibit C, Section 1.467:** To help us assess the scope of this work can the Commonwealth provide a list of locations that the DMZ should be extended to, or estimate the number of locations?
Answer: Today, the Commonwealth's DMZ is extended to the core routers located in Harrisburg. If possible, the desire is to extend the DMZ into various agency networks as part of the Offeror's newly proposed solution.

64. **Exhibit C, Section 1.469:** To assess the scope, can the Commonwealth share a matrix of networks to be protected and their physical locations? If that is not available, could the Commonwealth share an estimate on the number of networks to be protected and the number of sites?

Answer: The estimated number of networks to be protected is 50. Due to the complexity of the existing network architecture and the COPANET redesign, a matrix of networks to be protected is undetermined.

65. **Exhibit C, Section 1.493:** To assess the scope, can the Commonwealth share a matrix of firewalls/security devices to be managed and their physical location? Exhibit F-5 recently shared, doesn't provide locations of the firewalls. If that is not available, could the Commonwealth share an estimate on the number of firewalls/security devices to be managed and the number of sites? Could you also indicate how many devices require Co-management vs. Full management?

Answer: Please note the referenced Exhibit F-5 does not provide a list of firewalls and security devices. This information can be found in a revised Exhibit D.

66. **Exhibit C, Section 1.510:** To assess the scope, can the Commonwealth share a matrix of the number of users for web filtering and the sites they work from? If that is not available, can the Commonwealth share an estimate on the number of users and sites?

Answer: Most agencies run their satellite location's network traffic through their central office; for the purpose of Internet filtering, each agency can be considered as 1 physical site. Please see Exhibit X Web Filtering Scope.

67. **Exhibit C, Section 1.510:** Does the Commonwealth currently own a filtering solution that the Commonwealth seeks to leverage?

Answer: The Commonwealth's current content filtering solution (SurfControl) is End of Life 2011. This solution is managed and maintained by the Commonwealth. With this RFP the Commonwealth is looking for alternate solutions for its web content filtering requirements. These could be either fully managed or co-managed services.

68. **Exhibit C, (SOW) ref 1.1338:** Can the Commonwealth describe in more detail their requirements around auto discovery for managed assets? If an asset database is maintained and updated as dynamic changes are occurring to the network with some manual intervention is that acceptable?

Answer: Yes, an updated asset database can be maintained and updated via dynamic changes with some manual intervention where applicable.

69. **Exhibit C, Section 1.515:** How many agents are staffed in the helpdesk today?

Answer: 7 agents and one supervisor. This does not include NOC support.

70. **Exhibit C, Section 1.503: states: The "Offeror shall integrate user authentication for remote access with the Commonwealth's current standards."** Is the current standard referring to authentication against the Commonwealth's existing Active Directory, or anything else?

Answer: Yes. The current standard is authentication against the Commonwealth Active Directory. This should also include provisions for requirements based on Identity Protection and Access Management (IPAM) documents contained in ITB-SEC013 and ITB-SEC014.

71. **Exhibit C, Section 1.500: In Exhibit C:** Are both IPSEC (client) and SSL VPN (clientless) a requirement for VPN/Remote Access, If both, then will all the users need to have access to both options, or can you provide some kind of breakdown i.e. by agency, or geography, or number of users – whatever might be applicable.

Answer: Currently the Commonwealth uses an IPSEC client based solution. We would like to explore the possibilities of utilizing the Commonwealth's current Portal technology as the entry point for all access. The SSL VPN option is preferred as there is no client software to install on remote hosts. Although this option is preferred, the Offeror may present alternate solutions for Remote Access for consideration.

72. **Exhibit C, Section 1.500:** Will the VPN solution need to support site to site IPSEC tunnels. If so, can you approximate how many such connections will be required, and will these be for business partners?

Answer: Yes, the VPN solution will need to support site-to-site IPSEC tunnels. The IPSEC tunnels will be for both Business Partner and Agency to Agency communication requirements.

73. **Exhibit C, Section 1.500:** Exhibit F-5 lists a Connectra device. Will that co-exist with the new VPN solution, or what purpose will that serve and for how many users?

Answer: Exhibit F-5 – Connectra – Yes, the Connectra device will co-exist with the new VPN solution. The Commonwealth would like to continue to support the existing Connectra solution in use within the Department of Public Welfare network and expand if future needs arise.

74. **Exhibit C, Section 1.500:** Does the Commonwealth have in place a two factor authentication solution today, if so, will it need to be taken over? If not, is there a preference for any particular solution?

Answer: The Commonwealth has a limited deployment of two factor authentication solutions in place. These include the current VPN Remote Access solution which uses Certificates and JNET'S user authentication process for its systems. The Offeror may present alternate solutions for two factor authentication for consideration. Commonwealth Based on the Identity Protection and Access Management (IPAM) documents contained in ITB-SEC013 and ITB-SEC014 the preferred method for two factor authentication would be PIV cards with PKI certificates.

75. **Exhibit C, Section 1.179:** Please explain what the "granted control IDs and RPs" signify and how they are used in the Commonwealth of Pennsylvania.

Answer: Exhibit C, Section 1.179 is hereby deleted

76. **Exhibit D:** Can you please give two examples of how an ARC and a RRC would be applied to a baseline price for a given resource unit, such as a Centrex line, and the impact on the billed amount to the customer? Is the impact of ARCs and RRCs applied to billing on a monthly basis?

Answer: The ARC/RRC tab should detail the Offeror's proposed variance from the Baseline (expressed as a percentage) the usage can change, before additional usage is charged on a per unit basis. In example, if the Baseline is 10,000, and the ARC/RRC for that resource unit is 5%, then the monthly charge would not change until the usage goes above 10,500 or below 9,500. The Offeror defines the ARC/RRC percentage. The monthly billing will reflect the additional or reduced unit charges to that resource unit's Monthly Base Charge.

77. **Exhibit D:** Is it a requirement of the RFP to offer ARCs and RRCs? Or, is it an Option for the Vendor? May the vendor present alternative pricing incentives, such as tiered pricing, discount incentives, etc?

Answer: Yes. The Offeror is required to present it's pricing in the format provided.

78. **Exhibit D:** Are the vendors being asked to bid on voice and data CPE? If so, are there specific manufacturers, and how would you want the pricing presented?

Answer: Yes as part of a fully managed service offering that includes hardware.

79. **Exhibit D:** If a vendor is interested in submitting pricing for the voice base product and a next generation voice product, how does the Commonwealth want the pricing to appear in the pricing workbook. Currently, in Exhibit D Pricing Form, the worksheet "Annual Summary Fees" **adds** the base charges with the alternate solution. The addition calculation in the worksheet for the two separate voice solutions, would overinflate the voice solution costs since only one solution would be chosen.

Answer: If the Offeror submits a Supplemental Solution, the Supplemental Solution should take into consideration the impact it will have on the existing infrastructure. The Offeror should use the Offeror Assumed Baselines tab to detail the impact its Supplemental Solution will have on the existing solution. There should be no over inflation if the Offeror details when and how the new solution will be "ramped up" while the existing resource unit(s) are ramping down. The Offeror should clearly state it's considerations using the Notes tab.

80. **Exhibit D:** What is the amount of calls that make up the monthly Toll Free minutes of 10,800,000 Toll Free minutes monthly?

Answer: The annual number of calls and minutes have been provided in Exhibit E, Volumetrics. Monthly averages may be obtained from that information.

81. **Exhibit D:** For COPANet Cisco ONS and 6504 devices, is the existing SmartNet support 4hr response, next business day response, return and replace, 24x7, 8x5, field support, etc. When does the current contract expire?

Answer: The existing SmartNet support contract has expired and is in the process of being renewed as 8x5 next business day.

82. **Exhibit D and H:** Please provide the total local minutes of usage and # of calls for Centrex and PRIs.

Answer: The Commonwealth does not capture local usage or number of local calls as this procured as a monthly service with unlimited calls.

83. **Exhibit F-1, Page 3 of 3:** Does the Commonwealth provide all required licenses for the software products used in CTMS as indicated in this exhibit?

Answer: No. The Commonwealth will not provide licenses for software products used to support CTMS.

84. **Exhibit F-1, Page 3 of 3:** How many user licenses are required for each of the software components of the ISS?

Answer: There are no end user licenses required for ISS. (CTMS)

85. **Exhibit F-1, Page 2 of 3:** What BMC Remedy applications are implemented on the Remedy server or are all applications custom developed?

Answer: The BMC Remedy application is not applicable for the CTMS solution.

86. **Exhibit F-1, Page 2 of 3:** What are the storage requirements for the ISS system?

Answer: 400 GB.

87. **Exhibit F:** Please provide volume specifics information as it relates to the following features in the Exhibit F; Centrex and Voice Features. What percentage of calls use: a. Call Prompter (menu/database), b. Call Prompter with Speech Recognition, c. Status Information, d. Enroute Announcements, e. Courtesy Response (Terminating Announcements), f. Announcement features/benefits, g. Call Transfer, and h. Database Routing

Answer: a. As an enterprise, the Commonwealth does not capture the specific percentages as requested. The individual agencies may have this data, but typically each toll free number has its own features and or feature package. Feature packages assigned to the toll free numbers have various features per package and the

Commonwealth does not have the ability to break this down at this time. Common features utilized are call detail, quick call allocator, standard and advanced routing features, call prompter, and enroute announcement. This is not a comprehensive list of feature usage, but the following is a percentage breakdown of one agency's use of offered features: Based on 14,000 calls / month: Call prompter and Call prompter with Speech Recognition – 100%; Status Information – 100%; Enroute Announcements – 99%; Courtesy Response – 100%; Announcement Features/Benefits – 100%; and Call Transfer – 60%. All features listed in Exhibit F-3 are required.

88. **Exhibit F:** It indicates Intelligent Call Processing is a feature that is used in the AT&T Network. This feature Integrates the call routing/processing capabilities of the States network with the Intelligence of a host processor located at the states premises. Can you describe the following: a. Is this Call Processing feature connected to the Genesys Router in Lancaster? If not, please provide the equipment vendor this service is connected to? b. Is this service charged on a per call basis, a per minute basis, a flat monthly fee? c. Are you using this service to make routing decisions on a by-call based on information returned from the user's call routing processor? d. How many connections are there to the host processor? How many host processors are there? e. Is the call volume routed to multiple locations? Where are the locations? f. What the number of calls monthly using this feature? g. Where are the agents located, and how many agents are at each location? h. Are you queuing in the network with this feature?

Answer: This is a managed service provided by AT&T and the Commonwealth does not have this information. b. Toll free inbound usage is charged per minute with various fees for dedicated service and features. c. It depends on how the toll free service is configured and may vary per agency. d. The host processor is part of the service offering and belongs to the vendor. e. Call volume is based on each agency's routing configuration. f. – h. This is a managed service provided by AT&T and specific information regarding routing is not captured at an enterprise level. There are some very complex routing configurations and some very simple configurations, but all routing is specific to the agency's requirements per toll free number.

89. **Exhibit G, Circuit Inventory:** Please provide addresses and telephone numbers of the Data BRIs.

Answer: The Commonwealth has provided an updated spreadsheet with the Data BRI locations. Circuits are not assigned a phone number. Please see Exhibit R New Data BRI.

90. **Exhibit G:** Could the Commonwealth indicate which circuits in Exhibit G - Circuit Inventory are installed at COPANET locations?

Answer: Please see Exhibit W1 COPA Phase 1 sites, and Exhibit W2 COPA Phase 2 sites.

91. **Exhibit G:** The description on the spreadsheet shows some of the DATA BRIs as ISDN BRI 64K-2B+D and some are shown as ISDN Backup ILEC. Are the BRIs shown as ISDN Backup ILEC backup for frame relay circuits and how are the ISDN BRI 64K-2B+D being used?

Answer: All data BRIs are backups for frame relay circuits. The distinction between the two is that one is provided by the primary carrier, Telcove, and the other is from the local ILEC. Both are procured through the existing contract.

92. **Exhibit G and H:** Please provide a site profile spreadsheet which contains the data elements listed below. Having accurate site address information is crucial to the Offeror's design and costing of the solution. Since the incumbent knows where current sites are in relation to their network, not offering all bidders accurate site address information represents an unfair competitive advantage to the incumbent. a. Category Types (Governors Jurisdiction, Education, etc) b. Street Address c. City d. Zip Code e. No. of

Station Lines / telephones f. Voice Calls Per Month g. Voice Minutes per Month h. Total Data Circuits i. Bandwidth in terms in T1 units (or comparable)

Answer: The Commonwealth has provided an additional spreadsheet addressing the following bullets in the submitted question: a) Category Types (CAT column); b –d) Address details; e) number of lines at each address; f-g) The Commonwealth does not have this data as local calls are unlimited and charged by a monthly fee; h) total data circuit information is illustrated in Exhibit G; i) this information varies per location. Please see Exhibit T Voice Locations.

93. **Exhibit H:** Can you please provide separate fields for Street, Street2, city, state, zip, zip4 and number of users/Centrex lines for all circuit inventory locations and Centrex locations?

Answer: The Commonwealth has provided an additional spreadsheet addressing the following bullets in the submitted question: a) Category Types (CAT column); b –d) Address details; e) number of lines at each address; f-g) The Commonwealth does not have this data as local calls are unlimited and charged by a monthly fee; h) total data circuit information is illustrated in Exhibit G; i) this information varies per location. Please see Exhibit T Voice Locations.

94. **Exhibit H:** It would also be helpful to have a Directory Number for each location so we can verify that we can port numbers.

Answer: Please see Exhibit T, Voice Locations.

95. **Exhibit H, Column F (Number of Centrex ISDN MP Lines):** Are the numbers provided, the ISDN 2B+D Basic Rate Interface (BRI) qty's or the number of B channels required? For example, 1000 2B+D ISDN BRI provide for 2000 ISDN MP Lines or B channels.

Answer: The Commonwealth is not sure what this question is asking, but the numbers in the column referenced is the number of telephone numbers

96. **Exhibit J and O:** In Exhibit it shows 869 ACD queue slots but in Exhibit O; ACD Agents it shows 1,786 agents. What is the total number of agents, and what is the difference between the amount of agents indicated in these two documents?

Answer: The total number of agents is correct, 1786. The difference between the queue slots and number of agents is as follows: The queue slots are calls in queue waiting to be answered by an agent; the agent is the individual taking the call. Queue slots are the number of holding queues if all agents are on calls. The total number of agents listed is in addition to the Queue slots.

97. **Exhibit L:** Please define further your expectations for the "Service Area Lead" positions outlined in Schedule L - Key Positions, Page 3 Table: [Service Area 2] Service Area Lead and [Service Area 3] Service Area Lead

Answer: The expectations for Service Area Lead will be further defined during contract negotiations.

98. **Exhibit N:** International Outbound Usage: Please provide Long Distance Usage for Mexico.

Answer: Please see Exhibit Q International MEXICO.

99. **Exhibit O:** Can you confirm the number of agents (Exhibit O indicates there are 1,786 agents) that are on the TelCove ACD?

Answer: The count of 1786 agents is correct.

100. **General:** Can the Commonwealth provide the quantity, make and model of the following devices: a. Load Balancers, b. IPS Devices, c. Firewall Devices.

Answer: These devices are owned by TelCove and provided as a managed service offering. The selected Offeror will need to recommend a replacement for this service

offering as part of its proposed solution. Therefore current make and model will not be provided.

101. **General:** Is the remote access solution for State employees only, or will it include partners and State residents? If the later, will you require a custom portal for SSL VPN for partners and State residents?

Answer: Remote access is primarily for Commonwealth Employees and Business Partners. The Commonwealth would like to explore the possibilities of providing remote access utilizing SSL VPN via the current Commonwealth Portal technology.

102. **General:** If the solution is for State employees only, are they restricted to connecting from State issued workstations?

Answer: Commonwealth employees are not restricted to connecting from Commonwealth issued workstations. Remote Access may also be from business partners and employee owned machines.

103. **General:** Do you need to classify users into different groups, each of which has access to different resources, as well as access privileges?

Answer: Yes.

104. **General:** What are some of the applications currently used at the State such as Citrix, Exchange, and SharePoint?

Answer: There are too many to mention but the applications mentioned are currently used by the Commonwealth.

105. **General:** Do you inspect workstation to ensure they meet the State's standard security posture prior to allowing access remotely?

Answer: The Commonwealth currently does not have a policy in place for inspecting remote access workstations. Presently only the Department of Public Welfare's Connectra implementation inspects workstations to ensure updated anti-virus is present as well as inspects for malware/spyware. This functionality may be part of the Offerors proposed remote access solution.

106. **General:** Please provide a breakdown on Internet ports and bandwidths

Answer: This information is provided in Exhibit E Volumetrics.

107. **General:** Will the Commonwealth consider extending the due date of the Telecommunications RFP (Number 6100004339) from January 20, 2008 for eight business days to January 30, 2008?

Answer: The Proposal Due date for the RFP has been extended to February 17, 2009.

108. **Parts I-IV General:** Various sections of the RFP, such as sections I-13, I-21, I-28 and II-5, allow Offerors to propose alternate language for negotiation. However, Section II-5 also provides that the "Issuing Office will reject any proposal that is conditioned on the negotiation of terms." Can you clarify how COPA intends to handle negotiation of proposed language or otherwise resolve issues raised during the pre-proposal process?

Answer: The referenced sections of Part I of the RFP do no permit an Offeror to propose alternate language for negotiation. Section II-5 permits an Offeror to identify any of the terms and conditions contained in Appendix A it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard contract terms and conditions. The objections to Appendix A noted by the Offeror in its proposal will be addressed during contract negotiations. Regardless of any objections to Appendix A set out in its proposal, the Offeror must submit its proposal, including the cost proposal, based on the terms and conditions set out in Appendix A.

109. **Parts I-IV General:** Will negotiations of contract terms be conducted only during the period between proposal submission and best and final offer, or does the Issuing Office also envision negotiations post-award but before signing of a final contract?
Answer: The Commonwealth will negotiate final terms with the selected Offeror during the "post award" period before the execution of the final contract.
110. **Parts I-IV, Section I-6:** Can you define an "Established Price with Escalation contract" referenced in this section?
Answer: See appendix A
111. **Parts I-IV, Section I-18:** Will any oral or written clarifications by Offeror be kept confidential by COPA?
Answer: The same rules will apply to oral or written clarifications as apply to the remainder of the proposal.
112. **Parts I-IV, Section I-19:** Is it acceptable for a contractor to bid on behalf of several affiliated entities that will each provide its own services under the contract and each be contractually responsible for just its own services, with one entity also being the overall sole point of contact for the contract?
Answer: The Commonwealth intends to award a single contract for this RFP. A vendor may utilize subcontractors to perform the services required by the RFP.
113. **Parts I-IV, Section I-27(i):** Does this cover specifications for services, or recommendations for services previously made to COPA, but which are now currently provided under an existing contract with COPA which may or may not also be part of Offeror's proposal?
Answer: The provision speaks for itself.
114. **Parts I-IV, Section II-3:** If Offeror provides an estimate of any Commonwealth resources needed for the transition of services, as required, but the Commonwealth "makes no guarantee on the commitment or availability of those resources", how does COPA envision that Offeror will calculate the time and expense for the transition? Will Offeror be permitted in this instance to offer alternatives?
Answer: For purposes of preparing a proposal, Offerors should assume that no Commonwealth resources will be available and price accordingly.
115. **Parts I-IV, Section II-5:** Will the Issuing Office permit references to Offeror's tariffs? Will the Issuing Office permit Offeror to reference guides/terms and conditions (currently available online) by providing Issuing Office with a CD containing all such terms (rather than printing all such terms)?
Answer: The Issuing Office will not permit references to Offeror's tariffs nor will it permit Offeror to reference guides/terms and conditions.
116. **Parts I-IV, Section II-7:** Does the prohibition against including assumptions in the Offeror's cost submittal mean that Offeror may not propose prices based on time and/or volume commitments? How is the prohibition against assumptions in the cost submittal consistent with the requirements for ARCs and RRCs in Exhibit D?
Answer: This question will be answered with the upcoming final round of questions and answers.
117. **Schedule F-1, Volumetrics:** All Tickets (annually) is listed as 40,771, but the trouble tickets listed below only total to 13,998 annually. What type of tickets are the other ~27,000, and do they need to be supported by the Helpdesk?
Answer: All tickets (annually) equals 13,998 not the previously listed 40,771.

118. **Schedule F-1, Service Level Matrix:** SLA #2 contains a Billing Accuracy requirement. "The sum of the individual billings on the electronic invoice shall have the same arithmetical value as the total of the electronic invoice or the Commonwealth may withhold payment until corrected." Since SLA #1 requires a single monthly consolidated electronic invoice of all services, which individual billings are being referred to in this requirement?
Answer: Individual billings are the individual electronic invoice provided to each agency through CTMS. These must be accurate and equal to the monthly consolidated invoice.
119. **Schedule F-1, SLA, Ref #5 (Disaster Recovery):** What specific 'service' (or services) or category of service is being referenced?
Answer: As it pertains to Disaster Recovery, "basic services" includes data connectivity, dial-tone, long distance and internet connectivity. "Business as usual" includes all contracted services the Offeror provides. SLA ref#5 has been modified to reflect a target service level of 72 hours to match exhibit C 1.556 and 1.557
120. **Schedule F-1, SLA, Ref #5 (Disaster Recovery):** Will the Minimum Service Level (e.g., 96 hours) vary according to the criticality of the service (or services)? Or, is this a distinction between 'basic' services and 'business-as-usual' services?
Answer: There is a distinction between "basic" and "business-as-usual" services. "Basic services" includes data connectivity, dial-tone, long distance and internet connectivity. "Business as usual" includes all contracted services the Offeror provides. SLA ref#5 has been modified to reflect a target service level of 72 hours to match exhibit C 1.556 and 1.557.
121. **Response to Question #248:** Indicates that the Offeror will leverage the Commonwealth PKI solution for authentication/authorization of accounts needing access to Commonwealth resources. Could you give examples of such resources, and are the managed devices like firewalls considered to be such resources?
Answer: These resources are primarily web enabled resources accessed via the Commonwealth Portal. Network device access for administrative purposes could leverage PKI but it is not mandatory. These types of access could be handled via RADIUS or TACACS utilizing the Commonwealth Active Directory for Authentication/Authorization/Auditing.
122. **Appendix A, Section 43 Quality Assurance and Internal Controls:** Item 43.c.1-3 discusses SAS70 Audits. Is this the same requirement as SOW requirement (1.452) or is this an additional requirement? If this is an additional requirement, will the Commonwealth provide guidance on the specific Control Objectives to be audited?
Answer: The Commonwealth is requesting a Statement on Auditing Standards No. 70 (SAS 70) Type II audit. For the Commonwealth's SAS Type II audit, the Offeror must identify control objectives in the following areas that are then examined and tested by auditors that include the following: Control Environment, Physical Security, Environmental Security, Computer Operations (Backup & Storage and System Availability), Information Security, Data Communications and Customer Access. The Commonwealth expects the Offeror to build this effort into the cost of doing business similar to the governance activities outlined in Schedule K.
123. **Exhibit C, SOW 1.452:** 1. Exhibit C – SOW, 1.452 The Offeror shall complete an independent SAS70 audit on an annual basis and provide the results to the Commonwealth. If this is an additional requirement, will the Commonwealth provide guidance for General Control Objectives or other specific Control Objectives it wishes to be audited? Will Commonwealth of Pennsylvania clarify/define the scope of the requested audit relative to General Control Objectives or other specific Control Objectives within the Security Services section it wishes to be audited?

Answer: The Commonwealth is requesting a Statement on Auditing Standards No. 70 (SAS 70) Type II audit. For the Commonwealth's SAS Type II audit, the Offeror must identify control objectives in the following areas that are then examined and tested by auditors that include the following: Control Environment, Physical Security, Environmental Security, Computer Operations (Backup & Storage and System Availability), Information Security, Data Communications and Customer Access. The Commonwealth expects the Offeror to build this effort into the cost of doing business similar to the governance activities outlined in Schedule K.

124. **Appendix A, Section 2(a), "All POs issued are presumptively ACCEPTED by provider.":** The language of this section implies that terms stated on the Purchase Order are deemed accepted (and can thus modify the contract); Will the state concede that the Purchase Order cannot modify the terms of the contract between the state and the offeror (and thus no additional terms will be stated on the Purchase Order)?

Answer: This item should be included in the Offeror's response to Part II-5 of the RFP (Objections and Additions to Standard Contract Terms and Conditions).

125. **Appendix A, Section 23(b):** It is not likely that the individuals performing the contract will also have the authority to contractually bind the company. May Section (b) (2) be modified by an Offeror to account for separation of contract performance and authority to bind contractually?

Answer: This item should be included in the Offeror's response to Part II-5 of the RFP (Objections and Additions to Standard Contract Terms and Conditions).

126. **Appendix A, 27(c)2, Force Majeure:** The force majeure language only appears to apply to the offeror, not a subcontractor. Will the state concede that a subcontractor affected by force majeure is also considered force majeure of the offeror?

Answer: See response to question #125.

127. **Appendix A, Section 30(3) Provision of Service During Disputes:** The language of this Section implies that service will be continued by the offeror for an unlimited period of time during a dispute even though the state is not providing payment for service. Will the state concede that it must continue to pay for the undisputed portion of the service while the dispute is pending?

Answer: See response to question #125.

128. **Appendix A, Section 34:** Allows COPA to offset payments against tax liability. No offset should occur against taxes that are being disputed. Will the state concede that the offsets here may only be taken against taxes that the offeror is not disputing?

Answer: See response to question #125.

129. **Appendix A, "1) Term and Scope of Contract, (b) The Commonwealth reserves the right to extend this Contract or any part for up to three (3) months or as necessary to prevent a lapse in Contract coverage.":** Contractor requests that the Commonwealth provide at least six months prior notice should it opt to extend the term of the contract so that Contractor has sufficient time to deal with any resource issues.

Answer: See response to question #125.

130. **Exhibit C, Section 1.452, "The Offeror shall complete an independent SAS70 audit on an annual basis and provide the results to the Commonwealth.":** The cost of SAS70 is driven by the scope of the audit. It appears that that scope will be negotiated by CoPA, the winning vendor and the SAS70 vendor after the contract is awarded. 1. Does the SAS 70 audit review only the security controls? If not what other controls does CoPA want the SAS70 to cover? 2. Would the Commonwealth consider establishing an annual estimate of this cost so that all bidders are using the same data? Is there a specific way this cost should be recorded in the Pricing Forms?

Answer: The Commonwealth is requesting a Statement on Auditing Standards No. 70 (SAS 70) Type II audit. For the Commonwealth's SAS Type II audit, the Offeror must identify control objectives in the following areas that are then examined and tested by auditors that include the following: Control Environment, Physical Security, Environmental Security, Computer Operations (Backup & Storage and System Availability), Information Security, Data Communications and Customer Access. The Commonwealth expects the Offeror to build this effort into the cost of doing business similar to the governance activities outlined in Schedule K.

131. **Appendix A, (1) Term and Scope of Contract, “(g) The Services shall be provided from and to the Services Locations. Contractor shall not: (1) Provide the Services from a location other than a Services Location; or (2) Use any Commonwealth Services Location to provide Services to a third party without Commonwealth's consent.”:** Contractor would like confirmation from the Commonwealth that there is flexibility to provide certain services from a remote location(s) and has assumed that such remote locations would be agreed upon with the consent of the Commonwealth and would ultimately be listed in Schedule N.

Answer: See response to question #125.

132. **Appendix A, (2) Purchase Orders, “(f) The Commonwealth and the Contractor specifically agree as follows: (2) Upon receipt of a Purchase Order, the Contractor shall promptly and properly transmit an acknowledgement in return.”:** Contractor has assumed that this provision will be applicable solely with respect to the prime contractor and will not apply to subcontractors.

Answer: See answer to question 125. However, it should be noted that in the event a PO would be issued it would only be to the prime contractor.

133. **Appendix A, (14) Significant Events, “Commonwealth requires the right to adjust the scope or volume of Services to be provided in response to an event, or series of events taken together, that have or will have a significant and sustained impact on Commonwealth's demand for the Services, and requires Contractor to equitably adjust the price for the Services to reflect any such changes to the scope or volume of the Services.”:** Will the Commonwealth confirm Contractor's assumption that an adjustment resulting in increased scope of Services and/or costs will be subject to change control.

Answer: See response to question #125.

134. **Appendix A, (20) Default, “[10] Failure to replenish any cap agreed with respect to liabilities in the event that agreed or claimed liabilities reach 75% of the cap value;”:** Would the Commonwealth clarify how the computation of the cap value would occur with respect to the prime and its subcontractors.

Answer: See response to question #125.

135. **Appendix A, (20) Default, “[15] Breaches of covenants, agreements, obligations, representations or warranties in the Contract occurring simultaneously or over time, whether or not each such breach is a material breach, and whether or not each such breach was cured, that taken together constitute a material breach of the Contract after Contractor has been made aware of such breaches, on an individual basis. Regardless of any other provision in this Contract the contrary no cure period is available to Contractor should the Commonwealth terminate under this Section 20(a)(15);”:** Contractor believes that this provision is harsh, especially where Commonwealth has waived or Contractor has cured defaults and respectfully suggests that the termination right be modified.

Answer: See response to question #125.

136. **Appendix A, (20) Default, “[f] Following exhaustion of the Contractor’s administrative remedies as set forth in Article 30 (CONTRACT CONTROVERSIES), the Contractor’s exclusive remedy shall be to seek damages in the Board of Claims.”:** Contractor asks the Commonwealth to clarify if Contractor may also avail itself of all available remedies under PA law.
Answer: [See response to question #125.](#)
137. **Appendix A, (21) Notice of Delays, “Whenever the Contractor encounters any difficulty that delays or threatens to delay the timely performance of this Contract (including actual or potential labor disputes), the Contractor shall immediately give notice thereof in writing to the Commonwealth stating all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of time for completion or be construed as a waiver by the Commonwealth of any rights or remedies to which it is entitled by law or pursuant to provisions of this Contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay. If an extension of the delivery schedule is granted, it will be done consistent with Section A-2.5 (CHANGES TO CONTRACT).”:** Contractor requests that a reasonable notice period be discussed in lieu of the “immediate” time frame.
Answer: [See response to question #125.](#)
138. **Appendix A, (24) Service Levels, “(c) The Commonwealth’s acceptance of any Service Level Credit shall not bar or impair Commonwealth’s rights and remedies in respect of the failure or root cause as set forth elsewhere in this Contract, including without limitation claims for liquidated damages, injunctive relief and termination rights, provided however, Service level Credits paid would be credited against any such claim for damages.”:** Contractor proposes that Service Level Credits should be the Commonwealth’s sole remedy unless the dollar amount of such credits exceeds a specified amount.
Answer: [See response to question #125.](#)
139. **Appendix A, (27) Termination, “(a) For Convenience The Commonwealth may terminate this Contract without cause by giving Contractor thirty (30) calendar days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience).”:** Contractor requests a longer prior notice period or recommends that it be reimbursed for any fixed or upfront costs it has incurred as of the time it receives notice.
Answer: [See response to question #125.](#)
140. **Appendix A, (27) Termination, “(c) Default The Commonwealth may, in addition to its other rights under this Contract, terminate this Contract in whole or in part by providing written notice of default to the Contractor if the Contractor fails to perform any of its material obligations or breaches any material representations under this Contract, and such failure is not cured within 30 days after notice is given to Contractor specifying the nature of the default, or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period (or such longer period as the Commonwealth may specify in writing) after receipt of written notice from the Commonwealth specifying such failure, or if the Contractor repeatedly fails to perform any material portion of its obligations or breaches any of its material representations under this Contract, regardless of whether such failures or breaches are cured . The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations.”:** (1) Subject to Article 36 (LIMITATION OF LIABILITY) of this Contract, in the event the Commonwealth terminates this Contract in whole or in

part as provided in this Section 27 (1), the Commonwealth may procure services similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth, as the Commonwealth's sole and exclusive remedy for such default, for the difference between the Contract price for the terminated portion of the Services and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this section.”: Liquidated damages are meant to compensate the Commonwealth for damages, if the Commonwealth does impose such damages this should constitute the sole monetary remedy for the Commonwealth. Alternatively, if the Commonwealth opts to procure other services similar to those terminated under this provision and require Contractor to pay for such services, then Contractor proposes that such payment constitutes Commonwealth's sole remedy subject as specified to the limit of liability.

Answer: See response to question #125.

141. **Appendix A, (30) Contract Controversies, “[C.] In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. (1) The Commonwealth shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 calendar days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The Commonwealth shall send its written determination to the Contractor. If the Commonwealth fails to issue a final determination within the 120 calendar days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency. (2) Within fifteen (15) calendar days of the mailing date of the determination denying a claim or within 135 calendar days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims.”:** It is requested that this section be revised to refer to the statute of limitations and time periods that are provided for under Pennsylvania laws.

Answer: See response to question #125.

142. **Appendix A, (34) Offset Provision For Commonwealth Contracts:** The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth. Contractor requests that this section be modified to allow credits to be provided in lieu of setoffs.

Answer: See response to question #125.

143. **Appendix A, (36) Limitation of Liability “(a) Except to the extent that the required Contractor insurance coverage under Article 32 (INSURANCE) exceeds the Contract value, the Contractor's liability to the Commonwealth under this Contract shall be limited to the value of this Contract. This limitation will apply, except as otherwise stated in this Article 36 (LIMITATION OF LIABILITY), regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to damages for: (1) Bodily injury; (2) Death; (3) Intentional injury; (4) Damage to real property or tangible personal property for which the Contractor is legally liable; or (5) The Contractor's indemnity of the Commonwealth for patent, copyright, trade secret or trademark protection; (6) Third party claims related to confidential or proprietary data misuse of confidential information or data; (7) Milestone Credits; (8) Commonwealth's losses resulting**

from Contractor's gross negligence, willful misconduct, breach of representation or warranty; or (9) Contractor's abandonment of any Services, wrongful termination of the Contract or willful refusal to provide Termination Assistance Services." Contractor requests that the provision be modified as follows: Contractor's total liability to the Commonwealth, regardless of nature or cause, will not exceed the total amount that the Commonwealth has actually paid to Contractor pursuant to this Contract for the specific Deliverable or Service giving rise to liability. In no event will Contractor be liable for any special, indirect, consequential, or exemplary damages, lost profits, lost sales or anticipated orders, damages for loss of goodwill, or on account of any expenditures, investments, leases, or commitments made by the Commonwealth relating to the work under this Contract, even if the Commonwealth has been advised, knew, or should have known of the possibility thereof.

Answer: See response to question #125.

144. **Appendix A, (36) Limitation of Liability "(b) Except as provided for in Section 36(b)(1) below, neither Party will be liable for indirect, incidental, special, consequential, exemplary or punitive damages arising out of or relating to the Contract ("Excluded Damages"). (1) In the case of Commonwealth, the following shall not constitute Excluded Damages: (i) Additional costs to maintain the Services arising from a default by Contractor including the cost of work-arounds; (ii) Loss of or corruption to Commonwealth data including, without limitation, the cost and expense of rectification of the data arising out of a default (including for recovering, reconstructing, reformatting or reloading data); (iii) Expenditure or charges incurred by Commonwealth and rendered necessary as a result of a default by Contractor; and (iv) Any regulatory losses, fines, expenses or other losses suffered by Commonwealth as a result of Contractor's failure to comply with any law or regulation."** Contractor proposes that this provision be modified to remove (i), (ii) and (iv).
- Answer:** See response to question #125.
145. **Appendix A, (37) Commonwealth Held Harmless, "(a). . . the Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the Commonwealth Attorneys Act (71 P.S. § 732-101, et seq.), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits."** If the Commonwealth conducts the defense of any third party matters, Contractor requests that the Commonwealth shall be responsible for all such defense costs and Contractor shall not be liable for settlement of liabilities associated with those areas where the Commonwealth controlled the defense.
- Answer:** See response to question #125.
146. **Appendix A, (44) Virus, Malicious, Mischievous or Destructive Programming, Contractor requests that the provision be modified as follows:** Notwithstanding any other provision in this Contract to the contrary, the Contractor shall be liable for any damage to any data and/or software owned or licensed by the Commonwealth if the Contractor or any of its employees, subcontractors or consultants knowingly introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has knowingly failed to comply with the Commonwealth software security standards. The Commonwealth must demonstrate that

the Contractor or any of its employees, subcontractors or consultants knowingly introduced the virus or malicious, mischievous or destructive programming. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards. The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that result from the Contractor's knowing and grossly negligent failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.).

Answer: See response to question #125.

147. **Appendix A, (53) Compliance with Laws:** Will the Commonwealth confirm that increased costs of Contractor related to compliance with changes in laws will be subject to change control.

Answer: See response to question #125.

148. **Appendix A, (56) Audit Obligations (a) Single Audit Act of 1984:** Please confirm that in all instances under the Contract and as related to the Services, access to records will be limited to those records required to verify the accuracy of invoices submitted and to verify Contractor's performance under the Contract.

Answer: See response to question #125.

149. **Appendix A (56) Audit Obligations:** Please delete the requirement that the Contractor provide copies or summaries of relevant findings from internal audit reports due to attorney/client privilege, as Contractor is unable to do so.

Answer: See response to question #125.

150. **Appendix A (59) Contractor Integrity Provisions:** Contractor requests the following: The parties agree that this requirement is limited to only that information that is required to be disclosed in accordance with Pennsylvania law and regulations.

Answer: See response to question #125.

151. **Appendix A (62) Liquidated Damages:** Contractor requests Commonwealth to modify the provision to clarify that no liquidated damages will be applied where delay is caused in whole or in part by the Commonwealth.

Answer: See response to question #125.

152. **Appendix A Section 1(d):** Can you clarify the provision stating "The Commonwealth shall not be liable to pay Contractor for any supply furnished or work performed or expenses incurred before the Effective Date"? Please confirm that this does not preclude payment by the Commonwealth for items furnished pursuant to existing contracts that will or may be consolidated into this contract. Same question applies to Section 7.

Answer: Payment for existing contracts will be subject to the terms of those contracts and will be made to the existing contractor under those contracts. The Commonwealth will not be liable for payment of services under this contract until this contract is fully executed. i.e. no work may be performed under this contract until this contract is fully executed.

153. **Appendix A Section 1(f)(2)(ii):** Can you explain what is meant by this requirement?

Answer: Section 1(f)(2)(ii) of Appendix A is hereby deleted. The reference to Section 1(f)(2)(ii) in Section 1(f)(2)(iii) of Appendix A is also deleted.

154. **Appendix A Section 1(g):** Does this prohibit doing development work at a location other than a “Service Location”?
Answer: No, work such as development, testing, research and staging can be done at a location other than a service location.
155. **Appendix A Section 10:** Will the requirement for Contractor to work with third parties at the Commonwealth’s request to identify ways to achieve cost reductions obligate Contractor to share its confidential information with such third parties?
Answer: See response to question #125.
156. **Appendix A Section 11:** Does this provision require a single bill for all services provided under the contract? See also question to Section I-19 of Parts I-IV.
Answer: Yes, however the Offeror should see the response to question #125.
157. **Appendix A Section 12:** What standard will be used to determine if items are “supplied and performed to the satisfaction of the Commonwealth”?
Answer: See response to question #125.
158. **Appendix A, Section 14:** Could you provide examples of the type of events that would qualify as one that meet the standard set forth in this provision?
Answer: See response to question #125.
159. **Appendix A, Section 16:** What standard will be used to determine if Contractor is “failing to deliver” the Services so as to trigger the Commonwealth’s step-in rights under this clause? Will Contractor be afforded notice and an opportunity to remedy any identified failure before COPA will exercise step-in rights under this provision?
Answer: See response to question #125.
160. **Appendix A, Section 17(a)(2):** Can you define the type of costs covered by this provision? Are they limited to costs incurred by Contractor?
Answer: This is referring to costs incurred by the Contractor.
161. **Appendix A, Section 18:** Schedule D governing Transition and Transformation Methodology is to be developed with the selected Offeror. What is the result if COPA and the selected Offeror cannot agree on terms?
Answer: If the Commonwealth and the selected Offeror cannot agree on terms, then the Commonwealth may cease negotiations and go to another vendor.
162. **Appendix A, Section 24(b):** How will it be determined which “well-managed suppliers providing services similar to the Services” will be used to establish standards for those “Services without expressly defined Service Levels” under the contract? How will Contractor be informed of such standards?
Answer: See response to question #125.
163. **Appendix A, Section 25:** If the Contractor and COPA cannot agree to a plan for improved performance or reduction in charges and COPA uses a third party benchmarker, will Contractor have input into the criteria used by the benchmarker? What will be the result if Contractor cannot agree to a list of benchmarkers to be attached to the Contract?

Answer: The Contractor may suggest the criteria to be used by the benchmarker however the Commonwealth reserves the right to accept the suggested criteria. If the Commonwealth and the selected Offeror cannot agree on terms, then the Commonwealth may cease negotiations and go to another vendor.

164. **Appendix A, Section 27(a):** What is meant by the term work “rendered up to and including the cease work date?” Does that encompass work cancelled under this clause if the work was begun appropriately but not yet delivered at the time of the cease work date?

Answer: See response to question #125.

165. **Appendix A, Section 28:** Can Termination Assistance Services include services not covered by the contract? If so, how does the Issuing Office envision that they will be provided, pursuant to an amendment to the contract or separate, stand alone contract? When is it expected that the rate card referenced in this provision will be developed and attached to the contract?

Answer: See response to question #125.

166. **Appendix A, Section 30(b):** Does the term “meet” require an in person meeting, or will a teleconference satisfy this requirement?

Answer: See response to question #125.

167. **Appendix A, Section 31:** How does COPA propose to protect Contractor’s confidential information?

Answer: See response to question #125.

168. **Appendix A, Section 34:** How does the Commonwealth intend to identify to Contractor any such set-offs?

Answer: See response to question #125.

169. **Appendix A, Section 36(a):** How will the “value of this Contract” be determined for purposes of this limitation?

Answer: See response to question #125.

170. **Appendix A, Section 41(a):** How will Contractor be informed of the Commonwealth standards applicable to Contractor? Will the Commonwealth provide them prior to proposal submission?

Answer: All Commonwealth standards and policies can be found <http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2>. The Contractor will be informed of revisions through the process as described in Schedule K- Governance.

171. **Appendix A, Section 41(b):** How will Contractor be informed of these policies, standards and procedures applicable to Contractor?

Answer: All Commonwealth standards and policies can be found <http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2>. The Contractor will be informed of revisions through the process as described in Schedule K- Governance.

172. **Appendix A, Section 44(d):** How will the Commonwealth provide the “Commonwealth software security standards” to Contractor and will the Commonwealth do so prior to proposal submission? If not, how will Contractor be informed of these standards?

Answer: All Commonwealth standards and policies can be found <http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2>. The Contractor will be informed of revisions through the process as described in Schedule K- Governance.

173. **Appendix A, Section 59(g):** Does this apply to affiliates of Contractor?
Answer: The provision speaks for itself.
174. **Appendix A, Section 61(a)(9):** Are the internal policies and procedures referenced those of COPA? If so, how will Contractor be informed of such policies and procedures? Will COPA provide them prior to proposal submission?
Answer: All Commonwealth standards and policies can be found <http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2>. The Contractor will be informed of revisions through the process as described in Schedule K- Governance.
175. **Appendix A, Section 72:** If the Issuing Office determines to reject requested changes to the standard contract terms and conditions and does not enter into negotiations, will COPA delete the phrase “the limitations and exclusions contained in this Contract have been the subject of active and complete negotiation between the parties”?
Answer: See response to question #125.
176. **Appendix A, Section 25, Continuous Improvement and Benchmarking and Schedule O Benchmarking Procedures:** How will the Commonwealth be able to identify a company to benchmark against, when a vendors pricing takes into account many factors, including acceptance of specific SLAs, terms and conditions, scope, etc? These are all variables that impacts a vendors given price to a specific customer, and the combination of which makes each pricing offering very unique to a given customer.
Answer: See response to question #125.
176. **Appendix A, Section 28 Termination Assistance:** How are the ARCs and RRCs, and deadband range, impacted during a termination period when services are being migrated from one vendor to another?
Answer: See response to question #125.
177. **Appendix A, Section 14 Significant Events:** Please define or provide an example of the types of events that this provision is meant to address.
Answer: See response to question #125.
178. **Appendix A, Item #29 (Background Checks):** Does COPA expect the Offeror to conduct a background check through an outside vendor **or** will COPA conduct the background checks through its own state resources following an Offeror's employee's completion of the criminal record check form? If the latter, will COPA provide the Offeror a copy of the background check results?
If the Offeror will not be provided a copy of the background check results conducted by COPA, how can the Offeror certify that its personnel have successfully passed the required background check?
Answer: Paragraph 29 makes the contractor responsible for arranging for the background check.
179. **Exhibit A Item #32 (Insurance): Review of the insurance requirements revealed some of the language is not current. We have not diminished COPA's requirements; we have amended them to conform to the manner in which insurance is written today and to meet the criteria within our program. Would COPA accept the modified language below?**

.32. INSURANCE

- (a) During the Contract term, Contractor shall maintain at its own expense, and require subcontractors listed in Schedule I (Approved Subcontractors) and their respective successors as subcontractors to Contractor under this Contract to maintain at their own expense or Contractor's expense, insurance of the type and in the amounts specified

below and issued by companies authorized to conduct such business under the laws of Pennsylvania:

- (1) Statutory workers' compensation in accordance with all applicable Federal, state and local requirements, and employer's liability in an amount not less than \$2,000,000 per occurrence;
 - (2) Commercial general liability (including contractual liability insurance) in an amount not less than \$5,000,000 per occurrence;
 - (3) Commercial automobile liability covering all vehicles that Contractor or such subcontractors owns, hires, or leases in an amount not less than \$5,000,000 per occurrence (combined single limit for bodily injury and property damages).
 - (4) Personal property insurance, on a replacement basis, covering all of Contractor's and Contractor's Agents' personal property located at any Contractor Services Location.
 - (5) Professional liability/errors & omissions in the amount of not less than \$15,000,000 per claim and aggregate.
 - (6) Commercial crime insurance in an amount of not less than \$15,000,000 per claim.
 - (7) Umbrella/excess in an amount of not less than \$15,000,000 per occurrence and aggregate.
- For purposes hereof, Contractor and such subcontractors may maintain "umbrella" insurance policies to fulfill the foregoing insurance requirements, as appropriate.
- (b) Prior to the expiration of any then effective insurance policy, Contractor shall furnish to Commonwealth certificates of insurance or other appropriate documentation (including evidence of renewal of insurance) evidencing all coverage referenced above and including Commonwealth as an additional insured to the extent of Contractor's indemnities contained in this Contract on the general and automobile liability policies. Contractor shall have included in the property, general liability, and automobile liability policies a waiver by the insurer of all right of subrogation against Commonwealth in connection with any loss or damage thereby insured against. Such certificates or other documentation will include a provision whereby Contractor shall endeavor to provide thirty (30) days' notice prior to coverage cancellation or alteration of the coverage by either Contractor or its subcontractors or the applicable insurer, except that ten (10) day notice for nonpayment of premium shall apply. Such cancellation or alteration shall not relieve Contractor of its continuing obligation to maintain insurance coverage in accordance with this Article 32 (INSURANCE).
 - (c) During the Contract term, Contractor shall require each of its Approved Subcontractors and any other subcontractors performing any Services on-site at any of the Contractor Services Locations to maintain at their own expense or Contractor's expense, insurance of the type and in the amounts specified below:
 - (1) Statutory workers' compensation in accordance with all applicable Federal, state and local requirements, and employer liability in an amount not less than \$500,000 per occurrence;
 - (2) Commercial general public liability (including contractual liability insurance) in an amount not less than \$1,000,000 per occurrence;
 - (3) If any of the Subcontractor personnel will be on-site at any of Commonwealth's of Contractor's facilities, commercial automobile liability covering all vehicles owned, hired or leased by that Subcontractor and in an amount not less than \$1,000,000 per occurrence (combined single limit for bodily injury and property damages); and
 - (4) If the Subcontractor personnel will be on-site at any of Commonwealth's or Contractor's facilities, personal property insurance, on a replacement basis, covering all of that Subcontractor's personal property located at any such facilities.

Answer: See response to question #125.



Commonwealth of Pennsylvania

Date: **February 4, 2009**
Subject: **Telecommunications Managed Services**
Solicitation Number: **6100004339**
Opening Date/Time: **March 3, 2009 at 1:00 pm EST**
Addendum Number: **7**

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:

1. The due date for proposals has been extended to March 3, 2009 at 1:00 pm EST
2. A previously answered question has now been revisited as follows:
"Would the Commonwealth consider selling the campus backbone "COPANET"?"

Original Answer – No. Please see Round 1 Question 267 (posted with Addendum 1) and it's answer.

New Answer – The Commonwealth is willing to consider creative approaches to the management of the campus backbone "COPANET." The Commonwealth would expect the Offeror to provide a brief description of its approach, the assumptions it is making, the risks that might arise, and the expected benefits of such an approach. The approach should be included in the Technical Solution section as an option for consideration. Please note that the Offeror's proposed solution and associated pricing should not include the assumption of the "sale" of COPANET.

3. The Commonwealth is hoping to have all final questions and answers posted to the Supplier Portal by Wednesday, February 11, 2009.

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



Commonwealth of Pennsylvania

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.

Very truly yours,

Name: Kay Shaffer
Title: Associate Commodity Manager
Phone: 717-346-3830
Email: kashaffer@state.pa.us