

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1 TO BID INVITATION # 1812 -16

DATE OF BID OPENING: 2/12/16

TIME OF BID OPENING: 2:00 PM (EST)

FOR: Wireless Cellular & Data Services

Clarifications:

Q1: Can you please provide an equipment inventory list (Make, Model, Memory) for all current devices? We would like to put together a Buy Back quote.

A: For this RFB there is no buy back requirement relevant to award.

Q2: Can you provide the average usage for the following:

Average Wireless Data for your Smartphone users

Average Wireless Data for your Mobile Broadband Air card users

Average Voice minutes used for cell phone voice users (both Smartphone and Feature phone)

A: That information is not readily available and can vary month to month.

Q3: The Bid Document footer references 19 pages, however, the document received include 18 of the 19 pages. Please provide page 19.

A: There are only 18 pages on the PDF, plus the addition of the Excel spreadsheet.

Q4: Page 3 of 19, Vendor Certifications - Would the State please provide active links or supply the documents referenced as the links within the RFP are not active.

**A: <http://admin.state.nh.us/purchasing/vendor.asp>
http://sos.nh.gov/corp_div.aspx**

Q5: Page 7 of 19, Smartphone Services – Would the State please clarify the following request: “Vendor shall provide State of NH employees access to the State of NH Mobile Device Management solution at no additional cost or change in plan regardless of whether it is a personal or State of NH device.” Please verify if this is for government liable customers or individual liability subscribers.

A: This will be for government liable customers.

Q6: Within the terms and conditions of the sample contract there is a reference to Exhibit A, B, C. Would the State please provide these Exhibits for Vendor to review.

A: A final contract, with all exhibits, will be issued for review and signatures to any vendors meeting the requirements of this RFB. To see an example of a previous contract with exhibits you can use the following link:

<http://www.admin.state.nh.us/purchasing/Notice%20of%20Contract%20SIGNED/8001376%20Svc%20Wireless%20Cellular%20&%20Data%20-%20Cellco-Verizon.pdf>

Q7: Page 1, item #1 – “The Vendor has reviewed and agreed to be bound by the Bid”

Will vendors be allowed to negotiate T’s & C’s post bid submittal? Or should vendors red line areas they cannot comply with upon bid submittal?

A: The P-37 Terms and Conditions are the basis for contract discussions and can be addressed at that time.

Q8: Page 6, first paragraph – “The State shall not be invoiced for the phones unless used by the State during turn up”. Does this statement pertain to handsets or usage?

A: If a device is issued and used prior to the start of the contract an invoice may be issued for any usage.

Q9: Page 7, "Smartphone services", last 2 paragraphs –

"Vendor shall provide Mobile Antivirus and Mobile Anti-Malware protection for each Smartphone distributed preinstalled with the ability to update to the latest version throughout the length of the contract."

Most manufacturers don't pre-install Antivirus software into their devices, however there are hundreds of free applications that will provide these types of services. Would that suffice?

"Vendor shall provide State of NH employees access to the State of NH Mobile Device Management solution at no additional cost or change in plan regardless of whether it is a personal or State device"

Can you clarify the intent of this request? Is it the State's intention to have the Vendor subsidize the full cost of your MDM solution? Or is the State simply ensuring that it's employees use devices that will allow access to the State current MDM solution?

Will the State be maintaining the MDM client they currently utilize today?

A: The State will maintain its current client through FY17, at which time another industry leader in MDM may be considered i.e. MobileIron, AirWatch.

Q10: Page 10, "Technology Update"

Is this at the vendor's discretion or the State's discretion?

A: Paragraph should read:

The influx and transition of new technology may result in the disconnection or discontinuation of a defined service and connection to new technology. The Vendor shall not impose any charges for a given service when the State discontinues one service (upgrades level of service and features; e.g. State upgrades base phone to a SMART phone service with web/data access) and for the replacement of another while remaining a customer of that same Vendor. Vendor shall replace any interface equipment which becomes obsolete due to Vendor service updates performed at the discretion of the Vendor.

Q11: Page 11, "Repair and Installation services"

The State is asking for 24/7 repair and installation services. Can you clarify what exactly you're looking for here?

A: Vendor shall repair network operations, support replacement equipment and correct failed network services 24 hours per day, 7 days per week, 52 weeks per year. Toll free number must be answered at all times, with technical support and phone replacement support available 24 hours per day, 7 days per week, 52 weeks per year.

Q12: Page 12, Telephones and Equipment

Please define Data services.

A: The term Data services is not noted on page 12. Page 11 Telephones and Equipment contains mention of Data Services as follows:

TELEPHONES AND EQUIPMENT

Vendor shall provide a single end user device for each service end user, inclusive of Traditional Cellular Telephones, SmartPhones, and **Data services**. The Vendor shall also offer equipment for purchase at the discretion of the State. The Contractor must provide cellular service for compatible equipment that is currently owned by the State. Services for all equipment shall include equipment programming, repair, installation and instructional assistance. All user equipment shall be retained as property of the State once delivered to end-users. Equipment may be substituted at any time after equipment review and acceptance by the state.

Definition is included on page 7:

Access Data Services

Vendor shall provide data transport at multiple speeds, limited by the use of Vendor technology. Common terminology is third generation (3G) fourth generation (4G) service and fifth generation (5G). In addition to SMART

Q13: Page 12, "Accessories"

Are you looking for the Vendor to supply a Bluetooth earpiece (in addition to home charger, car charger, case, and screen protector) for Free? Or will the manufacturer's included "ear bud speaker/mic" suffice?

A: Mono or stereo earpiece will suffice.

Q14: Page 12, "In Vehicle Telephones"

Please define what is in scope for In Vehicle Telephones.

A: Paragraph In Vehicle Telephones shall be deleted from the bid requirements.

Q15: Will the State of New Hampshire allow Vendors to provide Cellular Equipment Pricing by a Leasing or Installment Billing Option or does the State prefer a One-Time Equipment Purchase model?

A: No charge for equipment.

Q16: COVERAGE (Pages 7 & 8 of the Bid Letter)

Providing specific coverage percent penetration is confidential and proprietary information. Will the State of New Hampshire sign a mutually agreeable Non-Disclosure Agreement to receive this information? If not, will the State of New Hampshire remove this requirement from the Bid Invitation for Wireless Cellular and Data Services #BID 1812-16?

A: Please mark as confidential and this item will not be made public.

PURCHASING AGENT: Paul Rhodes

TEL. NO.: 603/271- 3350

NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER _____ ADDRESS _____

BY _____
(this document must be signed)

_____ TEL. NO. _____
(please type or print name)

Please visit: <http://das.nh.gov/purchasing>
(click on "Bid, Proposals...") for complete bid and addendums.