

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 38318, dated August 27, 2009 for the University of Mississippi Medical Center (UMMC)

From: David L. Litchlitter

Date: September 4, 2009

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 38318 is hereby amended as follows:

1. **Section 5 FUNCTIONAL/TECHNICAL SPECIFICATIONS has been amended to replace 5.1 with the following:**
 - 5.1 **Vendor should provide pricing for onsite 8x5 coverage by Avaya-certified technicians with 24-hour remote monitoring and alarming, a 2-hour emergency response time, and Avaya Partner Support Services (PSS) to include full Maintenance Support Permissions (MSP's) and Tier III & IV engineering support.**
 - 5.1.1 **In case of an alarm, the incident must automatically trigger audible and/or visible alerts.**
 - 5.1.2 **Alarms must be monitored and reviewed by a qualified Vendor engineer the moment they occur.**
 - 5.1.3 **If an alarm indicates specific hardware problems, Vendor must provide Help Desk support during normal business hours at no additional cost. This must allow UMMC personnel access to answers on products, features/functions, and interoperability.**

5.1.4 In a VoIP environment, Vendor must have the ability to monitor network devices (routers, switches, access points, UPS systems, etc.) and underlying data network infrastructure, if desired.

5.1.5 In case of a disaster, Vendor is required to restore basic phone service within 24 hours of notification, and UMMC must receive priority queuing for a permanent replacement system.

2. ATTACHMENT A, COST INFORMATION FORM – LOC NUMBER 38318, has been amended to replace the cost table, and is included as a separate document.

3. Section 5 FUNCTIONAL/TECHNICAL SPECIFICATIONS has been amended to replace 5.7 with the following:

5.7 Vendor must provide UMMC with monthly activity reports which include comprehensive detailed reports on all service activity, including routine maintenance, problems found remotely and repaired, intelligent dispatch repairs, MAC (moves, adds, changes) tickets, and any other alarms or activities related to the Vendor’s system maintenance.

5.7.1 Reports must, at a minimum, include ticket opened date, work requested, work performed, and ticket completed date.

4. ATTACHMENT C, PROFESSIONAL SERVICES AGREEMENT, has been amended to replace ARTICLE 2 SCOPE OF SERVICES with the following:

2.3 Contractor shall maintain in house the most frequently used supply replacement parts needed to service the equipment. Replacement parts will be new, used, or refurbished only as accepted by the State, and will either be manufactured by and/or meet the minimum specifications established by the manufacturer of the equipment. Title to all replacement parts installed in the equipment will pass to the Customer at the time of replacement, and title to parts removed for replacement will, at the time of replacement, pass to the Contractor.

2.4 Contractor agrees to provide routine maintenance based on the specific needs of the equipment during normal business hours. Response time for routine service requests shall not exceed twenty-four (24) hours, excluding weekends and holidays. Contractor must record all activities related to routine maintenance on a log to be retained on-site.

5. ATTACHMENT C, PROFESSIONAL SERVICES AGREEMENT, has been amended to add the following to ARTICLE 7 AUTHORITY, ASSIGNMENT AND SUBCONTRACTS:

7.6 All subcontractors must meet the same certifications, qualifications, and technical standards as the Vendor, including Avaya certifications for technicians who are work group leaders.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Is UMMC going to require any type of qualifications for the technicians, such as that they be employees of the BusinessPartner (Vendor) or certified by Avaya?

Response: **The Vendor should be certified on all equipment and systems to be covered under this agreement. Refer to amendment item #1 in this memo.**

Question 2: In Article 2.5 it states, “The parties understand and agree that Customer reserves the right to add other equipment to be maintained or to cancel maintenance on all or part...” How is the pricing adjusted in either of these cases, or is it meant to be?

Response: **UMMC and the awarded Vendor will adjust the bill monthly.**

LOC responses are due September 10, 2009, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Teresa Washington at 601-359-2383 or via email at teresa.washington@its.ms.gov.

cc: ITS Project File Number 38318