

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 42183, dated November 20, 2015 for the Mississippi Department of Transportation (MDOT)

From: Craig P. Orgeron, Ph.D.

Date: December 10, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 42183 is hereby amended as follows:

1. Item 3 PROCUREMENT PROJECT SCHEDULE is being amended to read:

Task	Date
Release of LOC	Friday, November 20, 2015
Deadline for Vendors' Written Questions	Monday, November 30, 2015 at 3:00 p.m. Central Time
Addendum with Vendors' Questions and Answers	Monday, December 7, 2015 Thursday, December 10, 2015
Proposals Due	Thursday, December 17, 2015 Friday, December 11, 2015 at 3:00 p.m. Central Time
Proposal Evaluation	Thursday, December 17, 2015 – Wednesday, December 23, 2015
Notification of Award	Friday, January 8, 2016
Maintenance to Begin	Monday, February 1, 2016

2. Item 7.1 is being amended to read: “Vendor must propose a fully-loaded fixed price contract that includes all parts, labor, and any charges for drop ship for prime-shift (8 A.M. to 5 P.M., Monday through Friday) ~~on-site~~ maintenance support for the equipment in the Equipment List, Attachment A E. Vendor must provide details on what this maintenance includes.”

3. Item 7.4 is being amended to read: “The equipment listed in Attachment A E is ~~either under warranty or has been~~ currently under a maintenance agreement. Vendor must accept the hardware for maintenance without recertification or recertify the equipment at

no charge. If the Vendor requires an inspection, the inspection must be provided free of charge. Vendor may arrange to view the equipment by contacting the State contact person, Jill Chastant MDOT Network Support Manager.”

4. Item 7.6 is deleted: ~~“Vendor must provide all services needed to keep the listed equipment operating properly, including periodic testing, repairs to include all necessary parts and labor, preventive and remedial maintenance.”~~

5. Item 7.7 is deleted: ~~“Vendor must provide a one (1) hour telephone response time for all equipment. Vendor must provide onsite response to service requests within four (4) hours of service call for all components listed in Attachment E.”~~

6. Item 7.8 is being amended to read: “Response time for equipment replacement should be based on the level of SmartNet purchase. The requested levels of coverage are outlined in Attachment A and a description of coverage in the table in Item 2. routine service requests shall not be later than the next business day after receipt of call on all repairs not requiring parts ordering, and a maximum two (2) working days turnaround from the point the call is made on all repairs requiring parts ordering. If after two (2) days the item has not been repaired, a compatible loaner unit or replacement will be provided at no additional charge. If the CiscoTac Vendor determines at the initial equipment inspection that repair parts cannot be acquired within two (2) working days, Vendor will provide a compatible loaner unit at that time. If the repairs have not been made within the above-designated time frames, CiscoTac Vendor shall pay the Customer \$50.00 per hour for every hour of delay.”

7. Item 7.9 is being amended to read: “Cisco Vendor shall be responsible for repairing or replacing all equipment listed on the equipment list. If the equipment is replaced, the replacement must be of equal or greater quality. Refurbished equipment is acceptable as a replacement. Equipment supplied as a replacement becomes the property of MDOT. Cisco The Vendor must work with MDOT to update the property system with the proper serial number information. Cisco Vendor is responsible for returning all State of Mississippi property labels to MDOT on equipment that will be taken out of service.”

8. Item 7.11 is deleted: ~~“Vendor shall maintain in-house, the most frequently used supply replacement parts needed to service the equipment. Replacement parts will be new and not used or refurbished, 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 MDOT at the time of replacement, and title to parts removed for replacement will, at the time of replacement, pass to the Vendor.”~~

9. Item 7.12 is being amended to read: “MDOT requires that no limitations be placed on the number of authorized MDOT staff members who can place a service call to CiscoTac the vendor.”

10. Item 7.13 is deleted: ~~“Vendor must provide toll free and/or local telephone support for the proposed equipment.”~~

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: I spoke to my Cisco SmartNet team about this LOC. They are telling me the incumbent vendor has a big pricing preference which would block all other vendors from having a shot at winning this LOC. The pricing gap would get a lot smaller if ITS did a 3-year renewal, but nonetheless, the pricing difference will still be there. Will that change anything or does ITS still only want 1-year pricing?

Response: **The State requests pricing for both one year and three year prepaid pricing for all items where applicable.**

Question 2: I have sent over all of the information to my SmartNet team. They asked that ITS provide the Instance Number for the below un-serialized items. We will need this information to correctly quote the items out. The Instance Number can be found on the Cisco Contract download.

QTY	PRODUCT #
1	L-LIC-CT5508-100A
1	L-PI12-LF-100
1	L-W-PI12-50-M
8	WAAS-ENT-APL=
1	AC-PLS-P-500-S

Response: **MDOT spoke with Cisco who stated these Instance Numbers are not required in order for a price to be proposed. If a Vendor has trouble getting the requested pricing, it is recommended the Vendor reach out to Cisco.**

Question 3: The bid is requesting Smartnet/Cisco Support from Cisco. Section 6.4 - 6.5 references support from the Vendor. Is it applicable for Vendor to propose a vendor provided solution, whereas MDOT would call the vendor first for support? Or is the bid requiring Cisco Support with MDOT having direct access to Cisco?

Response: **Warranty does not apply here. When MDOT trues up the maintenance contract annually, MDOT will add parts that are coming off warranty and have them prorated to the maintenance agreement. The SmartNet contract guarantees next business day (NBD) or 4 hour delivery of equipment based on the coverage purchased. MDOT does not call a Vendor for support, only CiscoTac.**

Question 4: The bid is requesting Smartnet/Cisco Support from Cisco. Section 7.1 – references a fully loaded cost for parts, labor and travel. The bid is not requesting coverage levels of Cisco Support for Labor to be included. Is labor required from Cisco or Vendor? If so, could clarification of coverage be provided?

Response: **MDOT has parts drop shipped and install themselves. Since this is maintenance only, no labor is needed.**

Question 5: The bid is requesting Smartnet/Cisco Support from Cisco. Section 7.3 – vendor will propose maintenance for 36 months. If items expire before 36 months, do we have to take expectation to this or just provide the maximum coverage?

Response: See response to Question 1.

Question 6: The bid is requesting Smartnet/Cisco Support from Cisco. If this bid is for SmartNet - how much of Section 7 applies to this bid or should it be revised? This section is requesting the vendor supply services like a maintenance contract; however, the cost worksheet and description of the bid only reflects Cisco SmartNet/Software update services.

Response: See Amendments two through ten above.

LOC responses are due Thursday, December 17, 2015, 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 Jill Chastant at 601-432-8214 or via email at jill.chastant@its.ms.gov.

cc: ITS Project File Number 42183