



JEFFERSON COUNTY, TEXAS PURCHASING DEPARTMENT

1149 Pearl Street -First Floor
Beaumont, Texas 77701
409-835-8593 phone

ADDENDUM TO RFQ

RFQ Number: RFQ 19-046/JW

RFQ Title: Telecommunications & Information Technology
Performance Management Program for Jefferson County

RFQ Due: **11:00 am CT, Wednesday, October 16, 2019**

Addendum No.: 2

Issued (Date): October 4, 2019

TO BIDDER: This Addendum is an integral part of the RFQ package under consideration by you as a Bidder in connection with the subject matter herein identified. Jefferson County deems all sealed proposals to have been proffered in recognition and consideration of the entire RFQ package – **including all addenda.** For purposes of clarification, **receipt of this present Addendum by a Bidder should be evidenced by returning it (signed) as part of the Bidder's sealed proposal.** If the Proposal has already been received by the Jefferson County Purchasing Department, Bidder should return this addendum in a separate sealed envelope, clearly marked with the RFQ Title, RFQ Number, and Opening Date and Time, as stated above.

Reason for Issuance of this addendum: Clarifications

The information included herein is hereby incorporated into the documents of this present Bid matter and supersedes any conflicting documents or portion thereof previously issued.

Receipt of this Addendum is hereby acknowledged by the undersigned Bidder:

ATTEST:

Authorized Signature (Bidder)

Witness

Title of Person Signing Above

Witness

Typed Name of Business or Individual

Approved by _____ Date: _____

Address

(RFQ 19-046/JW) Clarifications

Question: How many locations, servers, and telecommunications systems does the County currently have/operate?

Answer: (19) locations, (29) servers, (1) telecommunications system

Question: Of the 19 locations where these services provided:

- a. What is the largest geographical separation between these locations?
Answer: 20 miles
- b. Telecom Systems - Is this a Cloud-based VoIP PBX system?
Answer: PBX
- c. How many extensions on the telecom systems?
Answer: 1526

Question: What is the annual budget for telecom services?

Answer: Approximately \$450,000

Question: Does the county have a target savings objective?

Answer: Not at this time

Question: How many suppliers are included in the spend?

Answer: 3

Question: Does the County provide mobile services for its employees?

Answer: Yes and No (Some directly other indirectly)

Question: When was the last time the County performed an audit of all telco services?

Answer: 9 years

Question: What savings were achieved at that time?

Answer: 200,000 on telco

Question: What percentage of the current telco services are covered by contracts that will expire in the next 12 months?

Answer: DIR Website has the contract end date, AT&T has a 3 or 5 year contract.

Question: Is the County entertaining proposals from carrier agents (brokers) and/or resellers?

Answer: Yes

Question: Does the County have a target date when it would anticipate contracting with the selected contractor?

Answer: Not at this time

Question: Which providers/vendors does the County currently have for these services?

Answer: AT&T, Windstream

Question: Has the County done a similar "telecommunications and information and technology performance management" similar to this project in the past? If so, how long ago?

Answer: Yes, including all utilities 9 years ago.

(RFQ 19-046/JW) Clarifications (Continued)

Question: Will you be needing helpdesk for mobile devices, or any other assets? Our understanding from the RFQ is that you do require a ticketing system to track any and all issues but are not specifically looking to outsource helpdesk (i.e. break/fix) support for end users. If this understanding is incorrect, please clarify.

Answer: As this is a Request for Qualifications, the scope is general in nature to allow those submitting qualifications to include any services they have to offer that will ensure that Jefferson County meets or exceeds the actual goals as specified in the RFQ. Respondents should include the details on how they will accomplish this task. If this is utilizing subcontractors or partnerships with other companies-this information should be included.

Further, any contract/agreement resulting from this RFQ will be reviewed and negotiated as to the actual services that are to be provided. In other words, the County may request to have all or some of the services offered by the respondent included in the actual contract/agreement.