AMENDMENT # 1

DATE:        April 29, 2013
TO:          All Bidders of Record
FROM:        Gil Rivera, Buyer
SUBJECT:     Amendment #1 to P-340, “Telecommunication Services”

This amendment becomes part of the Contract Documents and modifies the original bidding documents as noted below:

**Bidders are required to acknowledge receipt of this Amendment in the space provided in Section E.**

1. **CLARIFICATION:** The due date & time has been extended.

   **WAS:** On or before 4:00 PM, May 6, 2013

   **IS NOW:** On or before 4:00 PM, May 15, 2013

2. **QUESTION:** 2.2.2.1 – Primary WAN: Shall connectivity back to 525 & 835 Buena Vista be fully-meshed (i.e. all locations on the same metro-Ethernet (VLAN/Cloud), or separate point to multi-point circuits back to each of the two main campus locations?

   **ANSWER:** CNM expects vendors to propose viable WAN solutions that meet the mandatory and desired requirements of this RFP. If options are available to CNM the vendor should provide information for each option that will enable CNM to understand the costs, benefits and resource requirements of the proposed solution/s. The vendor’s proposal shall also clearly identify any components that CNM will have to provide in order to achieve a fully operational system.

3. **QUESTION:** 2.2.3.7 – Trunk Provisioning/DID Integration: Confirm that your firm shall fully utilize CNM’s existing DID numbers and incorporate CNM’s DID numbers as a single pool in conjunction with the Secondary PSTN solution awarded as a result of this RFP. Does this suggest that DID’s should exist with more than one carrier?

   **ANSWER:** CNM’s preference would be to utilize its existing DID numbers and incorporate those DID numbers as a single pool in conjunction with the Secondary PSTN solution. If such a solution is not feasible, cost prohibitive or incurs liabilities that may impact service or performance CNM will consider alternative solutions.
4. QUESTION: 2.2.5.6 – International Long Distance: Can you estimate the number of Int’l LD minutes used on average?

ANSWER: CNM current utilization pattern for international calls is minimal and irregular. Typical usage is less than 120 minutes per month.

5. QUESTION: Does CNM’s RFP for a new PBX mandate the ability to terminate SIP trunks from the carrier?

ANSWER: CNM does not have an RFP for a new PBX. CNM’s existing PBX is capable of accepting SIP Trunks from the carrier. The intention of the RFP is to determine what trunking options are available to CNM. Based on information received in the proposal CNM will determine which options are in its best interests to pursue.

6. QUESTION: Does CNM have available entrance conduit from the MPOP to the property line (at each campus) that it would make available to Offeror?

ANSWER: CNM has entrance conduit extending from its campus distribution facilities to its property lines at all campus locations. In some campus locations existing conduit may have to be shared using inner duct with other carriers. If this is not acceptable please state the necessary entrance requirements for the proposed solution as an owner provided requirement.

7. QUESTION: 3.3.12.4 – Please further describe/explain what training is expected to be made available relative to this RFP and CNM’s telecommunications environment.

ANSWER: CNM expects training or knowledge transfer that is adequate to enable CNM ITS staff to understand the implications of the proposed solution and meet the terms of any Service Level Agreements resulting from an award. This may include but is not limited to basic trouble shooting steps prior to contacting customer support; escalation procedures; navigation and interpretation of monitoring tools; navigation of any customer support interfaces; and a general understanding of the communication protocols and interfaces incorporated in the solution. The method of training or knowledge transfer is up to the Vendor and may be provided formally or informally. The Vendor may also recommend training options that may be of value to CNM in support of services related to this RFP.

8. QUESTION: Our firm can deliver voice via PRI or SIP Trunks. Which service would you like quoted on the bid?

ANSWER: CNM expects vendors to propose viable solutions that will allow CNM’s phone system to communicate with the PSTN. If options are available to CNM the vendor should provide information for each option that will enable CNM to understand the costs, benefits and resource requirements of the proposed solution/s. The vendor’s proposal shall also clearly identify any components that CNM will have to provide in order to achieve a fully operational system.

9. QUESTION: Our firm can deliver these services on a wide array of our firm’s owned internet connectivity, or we can deliver these services over another carrier’s bandwidth. Our firm cannot provide Quality of Service if you decide to run the voice over other carrier’s circuits. Would you like the quote to reflect voice trunks only, or voice trunks with a private circuit?

ANSWER: See response to question # 8.
10. QUESTION: Out of the 3,000 DIDs how many require Directory Listing?

   ANSWER: CNM requires no more than 50 Directory listings.

11. QUESTION: Please identify long distance billing. Our firm may bill based per minute or on a bundled plan.

   ANSWER: CNM expects vendors to propose viable Long Distance solutions. If options are available to CNM the vendor should provide information for each option that will enable CNM to understand the costs, benefits and resource requirements of the proposed solution/s. CNM currently averages 12,000 long distance minutes monthly.

12. QUESTION: Please identify Toll Free billing. Our firm may bill based per minute or on a bundled plan.

   ANSWER: CNM expects vendors to propose viable Toll Free solutions. If options are available to CNM the vendor should provide information for each option that will enable CNM to understand the costs, benefits and resource requirements of the proposed solution/s. CNM currently uses an average of 500 Toll Free minutes per month.

13. QUESTION: Please identify International calls billing. Our firm may bill based per minute or on a bundled plan.

   ANSWER: CNM expects vendors to propose viable International Long Distance solutions. If options are available to CNM the vendor should provide information for each option that will enable CNM to understand the costs, benefits and resource requirements of the proposed solution/s. CNM’s current utilization pattern for international calls is minimal and irregular. Typical usage is less than 120 minutes per month.

14. QUESTION: Do you require acknowledgement of downloading the RFP prior to response?

   ANSWER: We require acknowledgement of all Amendments in Section E, Signature of Firm’s Authorized representative.

15. QUESTION: These two sections seem to contradict each other, one states mandatory and the other states desired, please clarify what type of service is required at Main and Branch locations: Section 2.2.2.6 states, Mandatory – Bandwidth Scalability for Main Campus Locations: Scalable in 100Mbps Increments beyond 1Gbps without incurring downtime for implementation for each Campus Location. Section 2.2.2.19 states, Desired: - Bandwidth Scalability Beyond 1Gbps for Campus Locations: CNM is interested in solutions that can provide future additional bandwidth capacity for its branch campus locations.

   ANSWER: Section 2.2.2.6 refers to CNM’s two diverse entrance locations on its MAIN Campus. Scalability beyond 1Gbps is a Mandatory requirement for the MAIN Campus locations. Section 2.2.2.19 refers to CNM’s BRANCH campus locations. Scalability beyond 1Gbps for 2.2.2.1.9 is not a Mandatory requirement for these locations but it is Desired.


   ANSWER: Response to Section H Compliance matrix should be provided as a separate exhibit so CNM can quickly find & review that exhibit and identify compliance to the mandatory requirements.
17. QUESTION: Can you provide the unprotected PDF file for the RFP?

ANSWER: No. It is against CNM’s policy to provide an unprotected version of the entire RFP. We have however, posted the Evaluation Criteria in Word format. This file allows vendors to copy/paste information from the Evaluation Criteria into their offers.

18. QUESTION: You had mentioned in the meeting that the response should be kept short. (20-pages) Does that mean you would prefer not to have the evaluation criteria included and just reference the sections in our response?

ANSWER: CNM does not desire responses with fancy binders, binding, or sales literature. Responses should be limited to 20 pages. The intent of this suggested limit is to receive concise responses. Required forms including Section E, Section F, Section G, Section H and Exhibit B, resumes, and New Mexico Preference Certificate are not included in the requested 20 page limit. We prefer that pages be single sided. A scanned copy of the awarded vendor’s proposal is typically sent by email when CNM issues the resultant Price Agreement so we do not wish to receive any unnecessary materials or information that was not specifically requested or difficult to scan or transmit via email.

19. QUESTION: In the Pre-Bid Meeting Tuesday you mentioned that that the Due Date to have questions submitted is May 6th. On the RFP it says that the RFP is Due on May 6th. Please clarify.

ANSWER: We believe you may have misunderstood. All questions are required a minimum of five (5) business days prior to the RFP due date. Our intention was to receive all questions well in advance to that date so that CNM could formulate a formal response in a timely fashion so that all vendors will have time to review and incorporate our Amendment in their response to this RFP.

20. QUESTION: Can we get an extension?

ANSWER: Yes, the RFP has been extended. See item 1 above.

Bidders are required to acknowledge receipt of this Amendment in the space provided in Section E. All other specifications, terms and conditions remain unchanged. This amendment may also be downloaded from CNM’s website http://www.cnm.edu/purchasing/proposals.php.