

# Public Questions & Answers

## Event Information

Number: 24-11 Addendum 2  
Title: Telecommunication-Wireline, Wireless, IoT, Unified Communications & Data Communications  
Type: Request for Proposal - Region 4 ESC  
Issue Date: 11/22/2024  
Question Deadline: 12/19/2024 05:00 PM (CT)  
Response Deadline: 1/16/2025 02:00 PM (CT)  
Notes: Oral communications concerning this RFP shall not be binding and shall in no way excuse an Offeror of the obligations set forth in this proposal.

Only online proposals will be accepted. Proposals must be submitted via Region 4 ESC's online procurement system: [region4esc.ionwave.net](https://region4esc.ionwave.net).

**No manual, emailed, or faxed proposals will be accepted.**

## NON-MANDATORY PRE-PROPOSAL CONFERENCE

Meeting to be held on  
Thursday, December 5, 2024 at 10:00 am  
via ZOOM at <https://esc4.zoom.us/j/95832181406>

Offerors are strongly encouraged, but not required to participate in a pre-proposal conference with the Procurement Contract Specialist.

## Published Questions

Question: "24-11 Scope of Work / Services 24-11 24-11 Telecommunication-Wireline, Wireless etc RFP. II Products and Services. Services" - Is managed hosted services to provide network control and management of wired and wireless networks in scope for this contract?

Answer: Please refer to the Attachments tab, 24-11 Scope of Work for a detailed list of services/items this RFP is requesting.

Asked: 12/18/2024 11:46 AM (CT)

Question: Exhibit A Section 1.1 states that all transactions will occur directly between Supplier and the participating agency, but other documentation references use of authorized distributors. How should companies that will fulfill orders via authorized resellers address any discrepancy?

Answer: It is up to the Supplier to address any discrepancies with their authorized resellers/distributors

Asked: 12/13/2024 02:53 PM (CT)

Question: Could you provide more detail on "guaranteeing sales under OMNIA?" Specifically, holding the contract gives the right to use it, but ultimately customers are able to select the contracts they prefer to use.

Answer: Exhibit A, Section 3.3 -M is not a requirement. It is up to the Supplier to determine a guaranteed sales amount for use of the resulting contract

Asked: 12/13/2024 02:53 PM (CT)

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Question: Exhibit A Section 2.1 says that Supplier commits that the Master Agreement is Supplier's primary "go to market" strategy for Public Agencies and seems to require that customers be transitioned to the OMNIA Agreement. Our company holds other contracts under which products are sold to Public Agencies. Is that permitted?

Answer: See Corporate Commitment (3) the Master Agreement will be promoted to all Public Agencies, including customers, and Supplier will transition existing customers, upon their request, to the Master Agreement

Asked: 12/13/2024 02:53 PM (CT)

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Question: Do supplemental agreements have the ability to add additional fee structures beyond OMNIA's fees?

Answer: Supplemental agreements are between the Supplier and Participating Public Agency. Reference Exhibit A, Section 1.4 Award Basis.

Asked: 12/13/2024 02:53 PM (CT)

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Question: How many participating entities in the past have required additional supplemental agreements to be signed?

Answer: Supplemental agreements are between the Supplier and Participating Public Agency and are not tracked by Region 4

Asked: 12/13/2024 02:53 PM (CT)

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Question: For an OEM who uses authorized resellers to work with end customers and distributors to fulfill/ship product, should the OEM also quote a not-to-exceed hourly rate for installation/implementation services to allow our partners to bid those services?

Answer: Yes

Asked: 12/13/2024 02:52 PM (CT)

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Question: What period of time are you setting for "long-term" when referring to long-term costs? Is this 5 years?

Answer: Yes

Asked: 12/13/2024 02:52 PM (CT)

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Question: Which HUB (Historically Underutilized Business) laws and regulations are we being asked to comply to? Region 4 (Texas) has their own but there are also Federal ones just as an example.

Answer: Region 4 ESC and its contractors must comply with any applicable statutorily mandated rules related to HUB businesses. When a vendor contracts with any public entity, it should inquire with the public entity as to any applicable HUB requirements that must be satisfied in relation to that individual contract.

Asked: 12/13/2024 02:52 PM (CT)

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Question: Does the services section include managed hosting services? If so for what types? For example would managed hosting services providing network management be part of this RFP?

Answer: Managed Hosting, as it relates to Telecom Services, yes. Examples of Hosted PBX, Cloud-Based PBX are acceptable. This solicitation is not intended for Email Hosting, Web Hosting or Application Hosting, as examples.

Asked: 12/13/2024 02:52 PM (CT)

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Question: Due to proximity to multiple federal holidays, would Region 4 consider extending the deadline so that offerors may adequately prepare responses?

Answer: Yes, we will extend by one week.

Asked: 12/5/2024 02:03 PM (CT)

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Question: In regards to exceptions- If we submit an exception to either the Omnia OR Region 4 contracts, and that exception is denied, are we disqualified from the process if we cannot fulfill the contract requirements?

Answer: If the exception is denied and the vendor does not accept the denial, then there will be no contract awarded.

Asked: 12/5/2024 11:06 AM (CT)

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Question: Under "Service Solutions", there are 3 lines \* Security and Access Control \* Management and Automation \* Monitoring, Analytics, Visibility Is Video Management Software for CCTV cameras with AI analytics considered under these items?

Answer: Please refer to the "Scope of Work" on the Attachments tab. If you are unsure, you are welcome to submit the information as a Value Add.

Asked: 12/2/2024 09:24 AM (CT)

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Question: Is CCTV Camera Management and Video Analysis Software being requested as part of "Service Solutions" in this solicitation?

Answer: Please refer to the Scope of Work on the Attachments tab.

Asked: 11/22/2024 09:41 AM (CT)

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