



**ADDENDUM #1 TO BID #5070-VK**  
**University of Nevada, Las Vegas**  
**Purchasing Department**  
**4505 Maryland Parkway**  
**Las Vegas, Nevada 89154-1033**  
**(702) 895-0967**

---

NOTE: Attach to Original Bid: However, if bid has already been returned, complete this addendum and return for attachment to the bid prior to date and hour of opening as shown in the space provided therefore.

**Addendum No 1 Bid No 5070-VK**

**Date of Addendum: November 5, 2009**

**Date of Release: November 5, 2009**

**Date and Hour of Opening: November 17, 2009**  
**@3:00 PM (Local Time)**

---

**INVITATION FOR BID #5070-VK FOR LOCAL VOICE SERVICES**

**NOTICE TO BIDDERS**

**THE FOLLOWING ADDITIONS, DELETIONS, AND/OR CHANGES SHALL BE MADE AND INCORPORATED IN THE SUBJECT INVITATION:**

**Questions/Answers:**

1. How do we obtain a "Word" version of the IFB so that we can insert the responses to UNLV's requests for information?

**A: UNLV does not supply editable versions (e.g. MS Word) for forms in the IFB. Responsive Bidders must fill the forms out manually or print them out and type information requested.**

2. What will the duration, and option periods, (i.e.: 4 Years with 4 One Year Options or??) be of the PO/Contract that will result from this IFB?

**A: UNLV wants to have a three (3) year contract with two (2) one (1) year options to renew on a mutual basis.**

3. Page 12 of 18, Section D, Paragraph 2: What are the “current” “satellite” locations of UNLV covered by this IFB? What specific services are required under this IFB at the “main campus” and each of the “current” “satellite” locations of UNLV?

**A: The current satellite locations are Public Safety at the American Cancer Society building, Center for Academic Enrichment and Outreach, Shadow Lane Campus, Sam Boyd Stadium, 5<sup>th</sup> street school, Wheeler Peak Dental Clinic, Walking Box Ranch, and the East India Building. UNLV reserves the right to extend support and infrastructure to any future locations and expects bid rates to be valid for all locations.**

4. Page 13 of 18, Section 4.1: Is UNLV referring to ISDN-PRI?

**A: Yes.**

5. Page 13 of 18, Section 4.3 & Page 16 of 18: Will UNLV accept Internet Access via “Cable Modems” in lieu of “DSL”?

**A: The use of a cable modem in lieu of DSL is not possible given the current UNLV infrastructure.**

6. Page 13 of 18, Section 4.5 & Page 16 of 18: How would UNLV like respondents to provide pricing on Ethernet and Dark Fiber, as these services are not listed on the pricing sheet on Page 16 of 18?

**A: The current Pricing Form will be revised to reflect the changes.**

7. Page 14 of 18, Section 7: Will UNLV accept “Exceptions” to “Liquidated Damages” with alternative suggestions?

**A: UNLV will accept alternatives to liquidated damages but is not willing to remove them from the Statement of Work completely.**

8. Page 16 of 18, Page 2 of 18, Section 1. d) & Page 4 of 18, Section 5: Other than the “Unit” pricing fields, do Bidders need to include pricing information anywhere else? How would UNLV like Bidders to provide “Extended” “Totals” pricing shown at the bottom of the “Pricing Response Form” as there is no column for “Extended” pricing on the form?

**A: Please see question #6.**

9. Page 16 of 18: Is it ok for Bidders to include pricing on other related services that might be of benefit/interest to UNLV?

**A: UNLV will accept pricing for other services as long as requested services are completed on attached Pricing Form.**

10. Page 17 of 18: Other than to use for reference purposes, as several items listed are not on the “Pricing Response Form” (Page 16 of 18), what specifically would UNLV like bidders to do with the information on this page?

**A: UNLV uses this list of the services for reference purposes only.**

11. Can a Bidder propose the standard terms and conditions under which it offers Local Services in the State of Nevada as supplementary terms to those contained in the IFB?

**A: No, the terms and conditions in this IFB prevail.**

12. Item 12 on page 7 of 18 –Will UNLV please provide an explanation of what they consider as “acceptance of the related invoice”?

**A: UNLV will pay the invoice within thirty (30) days once the invoice from the Vendor is received.**

13. Item 10 on page 10 of 18 - Please provide the instructions of submittal of an invoice. They were not included in the IFB.

**A: Invoices should be submitted to address given on UNLV Purchase Order upon completion of order or delivery.**

14. Will UNLV supply the IFB document in Word format?

**A: Please see question #1.**

15. Will UNLV clarify the intent of item 5.3 or provide additional explanation? If the Vendor is not at fault, then the Customer could possibly incur charges.

**A: If UNLV is not at fault, UNLV will not be responsible for the charges incurred. If neither UNLV nor the Vendor is not at fault and some third party is at fault, it is the vendor’s responsibility to seek restitution from the third party at no expense of UNLV.**

16. In response to Section 5.4, will UNLV revise the last sentence to clarify that the Vendor is not responsible for failures on the customer side of the demarcation point? The LEC would not be responsible for customer owned equipment or customer owned conduit, facility, or customer extended demarcation, these items are out of our control and would not be repaired without charge by LEC vendor.

**A: UNLV will agree to this clarification.**

17. 5.5 Vendors must describe and provide documentation showing typical repair times by service type on historical information.

UNLV must clarify parameters for historical information. Does the Historical information need to be specific to UNLV services purchased from CenturyLink (formerly Embarq) or general service times for CenturyLink voice products? Is the request by site, product or a specific historical timeframe?

**A: Vendor should provide historical repair data on similar services to those being requested, not necessarily from specific sites.**

18. 5.6 Awarded Vendors must provide the following service:

A. Outages must be corrected and fixed within 24 hours of occurrence.

CenturyLink (formerly Embarq) Strives to restore customers to service after an Outage as quickly as possible. We work to meet or exceed our average MTTR of 4 hrs. We seek concurrence from UNLV that it is understood that there may be incident specific contributing factors that may impact our MTTR and outage resolution. Moreover we will continue to strive towards excellent customer service and satisfaction.

**A: UNLV does not agree. UNLV requires service guarantees more stringent than Vendors desire to exceed their own standards.**

19. Will UNLV allow a vendor to take exception to Section 7, Liquidated Damages? Under our standard terms, liability for service disruption, regardless of cause, is limited to a credit allowance not to exceed an amount equal to the proportionate charge to Customer for the period of service disruption.

**A: Please see question #7.**

20. What is the term length for this contract (i.e., 1, 2, or 3 years)?

**A: Please see question #2.**

21. One quick question we have concerns the products as listed on page 17. You state you need 14 PRI's and then directly after that you state you need 58 PRI Channels. I am not sure what the difference is in PRI request. Why would we not offer an additional 3 PRI's on top of the 14 PRI's you are requesting.

**A: UNLV requires 14 PRI's. Vendors have a different pricing model where charges are incurred by the channel and not the PRI. UNLV was listing the needs separately depending on the Vendors pricing structure.**

**ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS REMAIN THE SAME.  
ADDENDA MUST BE RETURNED WITH THE ORIGINAL BID PACKAGE.**

## SECTION E

**REVISED PRICING RESPONSE FORM (11/05/09)**

All fields must be completed. Use NC for no charge. Any field left blank will be assumed to be no charge to the University.

**Note: The University has approximately 16,000 DID numbers.**

Item	One Time Installation Cost	Cost for Each Additional Item on Same Order	Recurring Monthly Cost	Extended Monthly Cost
Service Order				
Line Connection or CO Charge				
Premise Visit Charge				
1 Flat Business Line				
1FB Multiple Line Hunt Group				
Combination Trunk (2-way)				
ISDN PRI Circuit (2-way) (23B+D)				
D Channel Backup				
Channelized T-1 (2 way)				
DSL				
Ethernet				
Dark Fiber				
Call Forwarding Feature (1FB)				
Block of 20 DID numbers				
Block of 50 DID				
Block of 100 DID numbers				
Block of 1,000 DID numbers				
Block of 10,000 DID numbers				
Directory Assistance-Local-2 free				
Directory assistance- National				
<b>TOTALS</b>				