



SEN-022 14/15 – TELECOMMUNICATION SERVICES

QUESTIONS AND ANSWERS – SET 1

Q1 – We would like to request a 2 week extension.

A1 – No extension will be made to the end date of the solicitation period.

Q2 – Appendix C: can you confirm the rates requested are for maintenance only and are a full year price OR is the price requested a purchase price in the event the unit/part needs to be replaced.

A2 – The cost is to replenish stock with the exception of the section entitled ON SITE SERVICE CALL

Q3 – Appendix C: Miscellaneous Equipment -can you confirm the type, model of the equipment in order for us to adequately quote on these items

A3 – MISCELLANEOUS EQUIPMENT

- Teleconferencing unit – suggest a Polycom
 - TTY sets – please suggest a model
 - Amplifiers compatible to Meridian sets – suggest a device
 - Splitters – self explanatory
 - Y-Connectors – self explanatory
 - Anti-twisters/entanglers – self explanatory
 - Headsets cordless – suggest a model
 - Door Entry Phones – suggest a model with no display so power would not be a requirement
 - No dial Phones – suggest a model
 - Loud ringers and strobes – suggest a model
-

Q4 – Appendix C: define what is meant by minimum 10 phones per batch and is the price requested on a per phone basis/each or a batch of 10 phones

A4 – When we send a batch of phones to be cleaned or repaired we will send a minimum of 10.

Q5 – Appendix C: Can you define if both the service call hourly rate and maintenance rates apply in the event of a call out?

A5 – When there is a call we would be charged for an hourly rate for a service call unless additional parts were required.