# **QUESTIONS AND ANSWERS**

# Toll Free Reservationless Audio Only Conference Services, IFB IT-2023-10-SB

#### March 29, 2023

1. Our understanding is that this bid is to replace an existing service. Does the present service currently meet all of the requirements specified in the RFP? If not, can you highlight the capabilities that are not adequately met by the existing service?

The past service's web portal lacked the ability to add new "Groups/Client IDs", update billing codes and was generally hard to navigate. Identifying the conference lines within the bill was extremely difficult as well.

# 2. Can you provide, for the existing service, the total number of connection minutes consumed for each month in 2021 and 2022? Can you provide the number of unique participants per session, per month or overall?

I am unable to provide connection minutes for all of 2021 and 2022. The average number of minutes used from 9/2023-11/2023 was 422.92 per month. The cost varies and has changed since the pandemic. Please see attachments for the number of unique participants per session.

3. Can you provide, for the existing service, the maximum number of "conference lines" (as the term is used in the RFP) that were in service in each month for 2021 and 2022? If you cannot provide that, then some alternative (such as number of lines in service at the end of 2021 and the end of 2022, or the number of lines in service today) would be helpful.

We had 234 conference lines at the end of 2022. However, usage had dropped dramatically since the pandemic and introduction of services such as Teams. Blue Jeans and Zoom.

4. Do you forecast any changes in volume in the contract period years? In particular, do you plan to broaden or narrow the scope across which the service would be offered? And do you foresee any other changes that would impact the volume?

No, we do not forecast any changes in volume during the contract period. There is no talk of broadening or narrowing the scope. The only possibility of change I forsee is if the price increases for A/V options and the possibility of users turning to audio only conference lines.

5. Can you disclose the pricing structure for the current service?

.015 per minute per participant.

6. If this is a NEW service, rather than a replacement, can you answer questions 2 and 3 with a FORECAST of your expectations regarding the new service in 2023 and 2024, with the understanding that no such forecast would be certain?

N/A – This is a replacement.

#### 7. What is the total number of minutes per month?

The average number of minutes used from 9/2023-11/2023 was 422.92 per month.

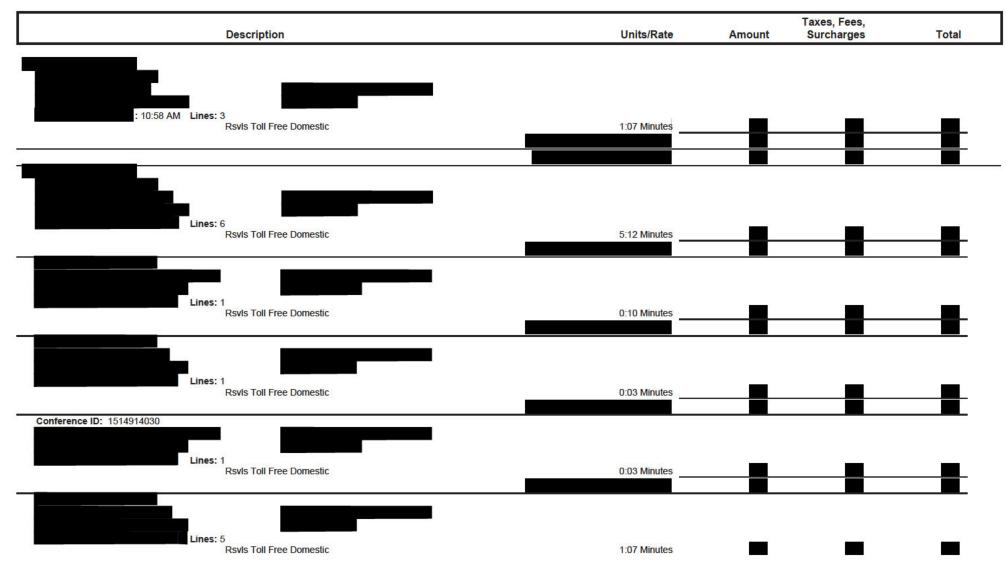
#### 8. Are all minute's domestic US?

Yes.

# 9. In Description of Goods, should question #2 reference a minimum or maximum of 100 participants? If minimum, what is the desired maximum?

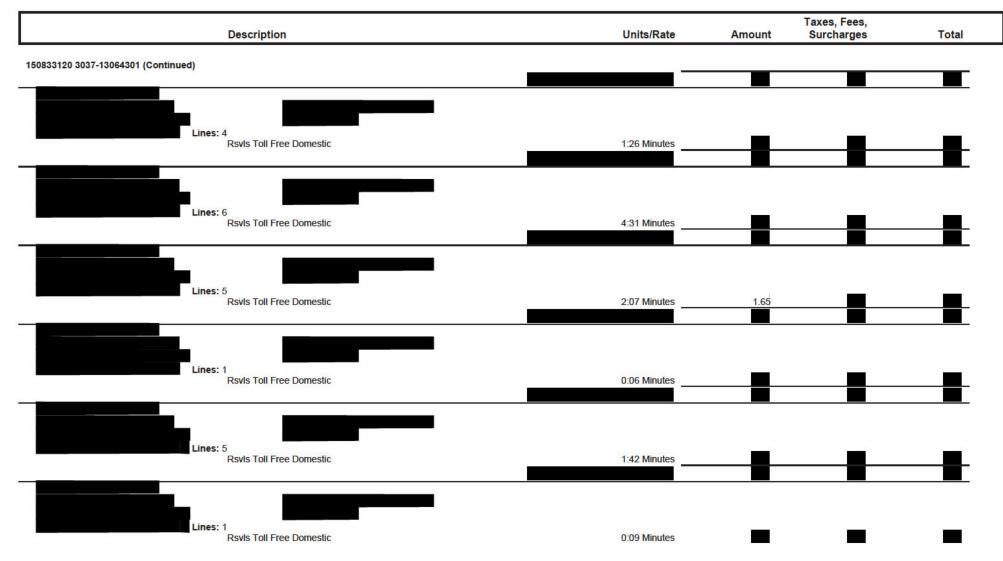
Minimum of participants is at least 10. Desired maximum would be 199.





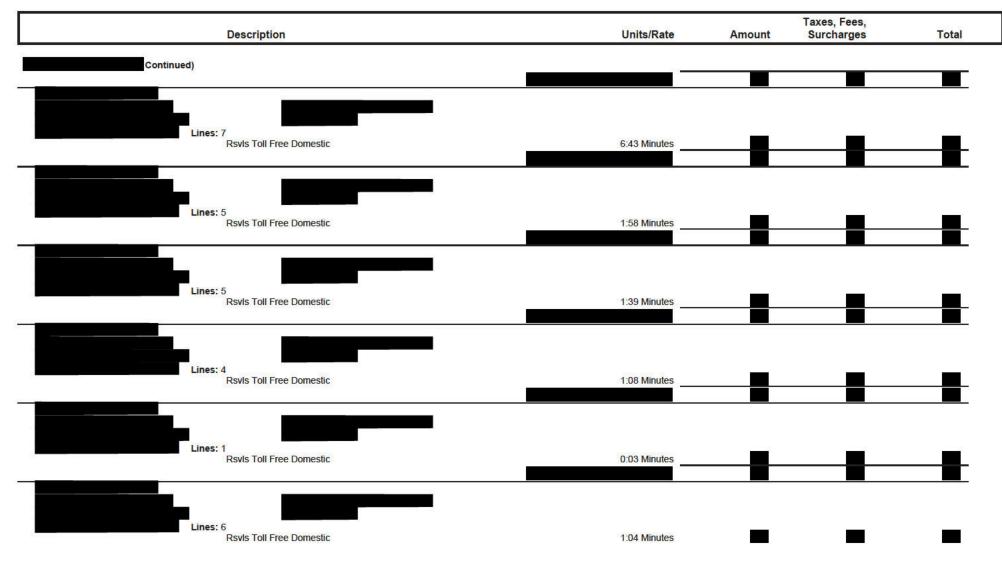






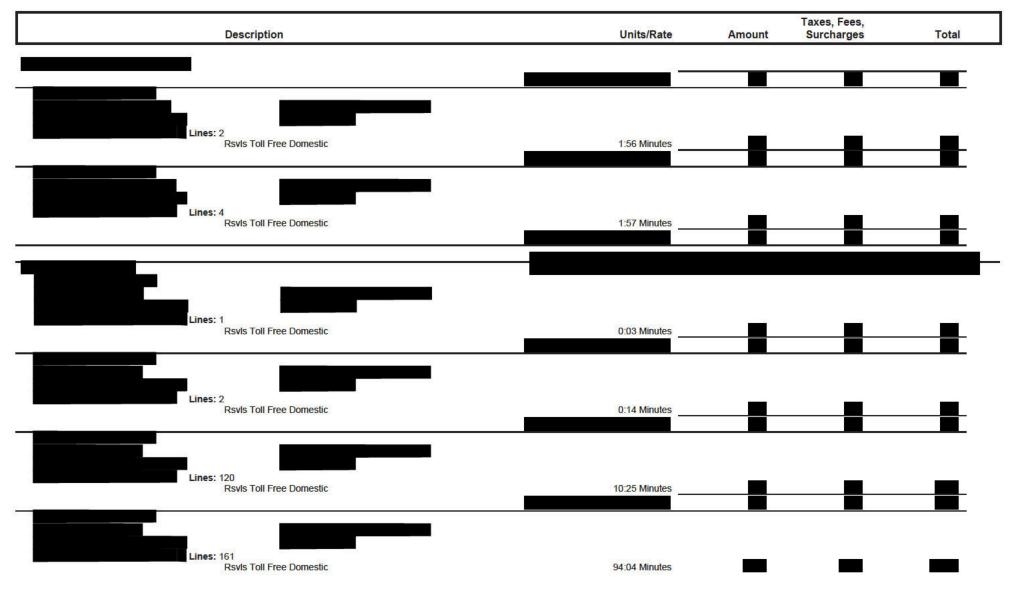






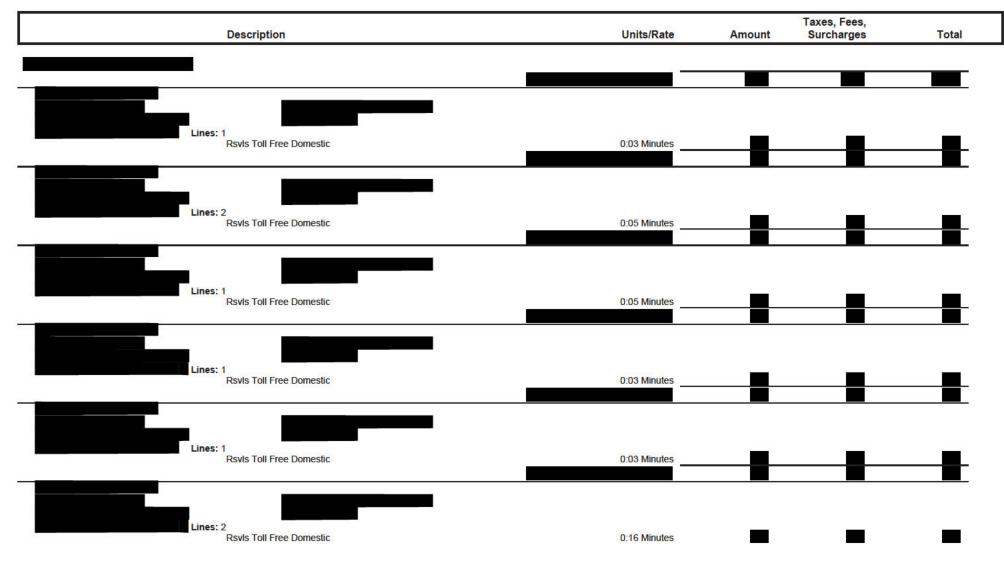






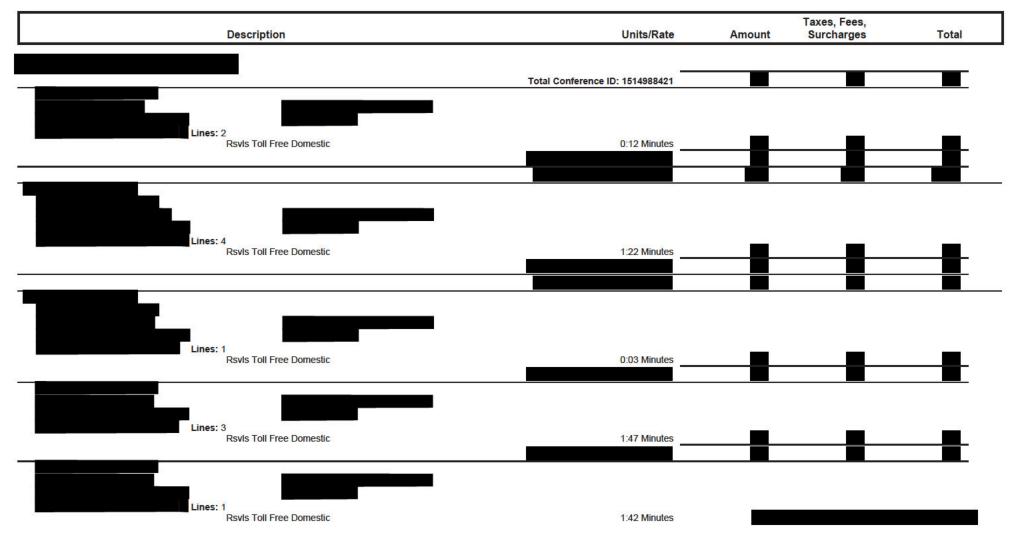












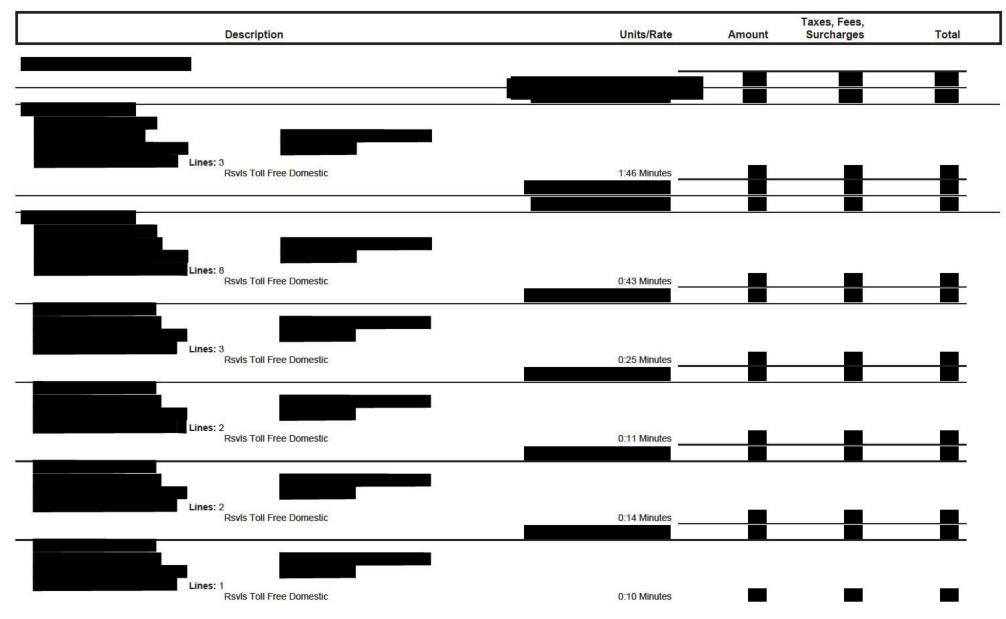






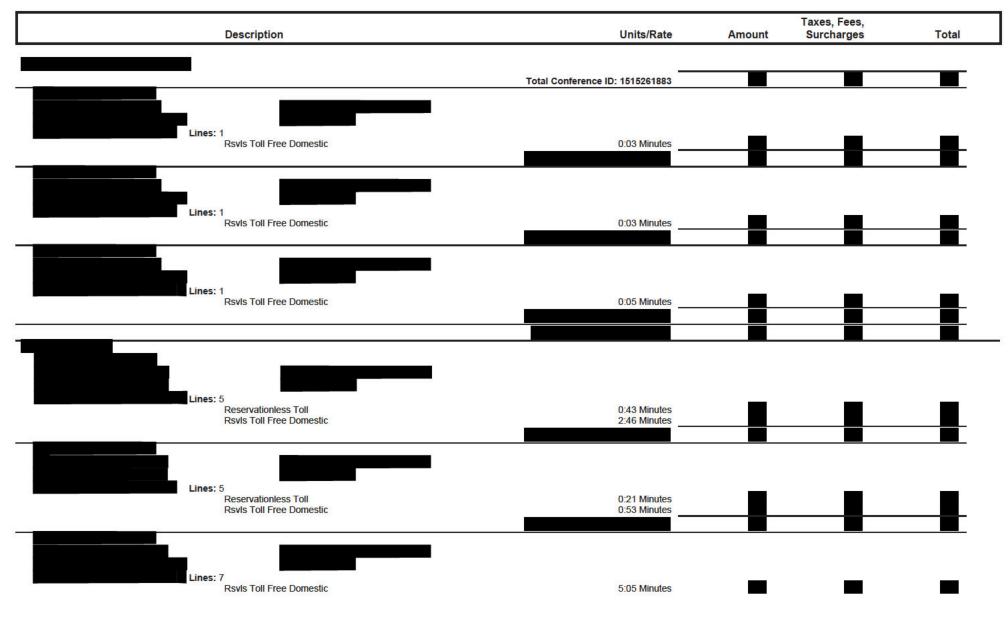






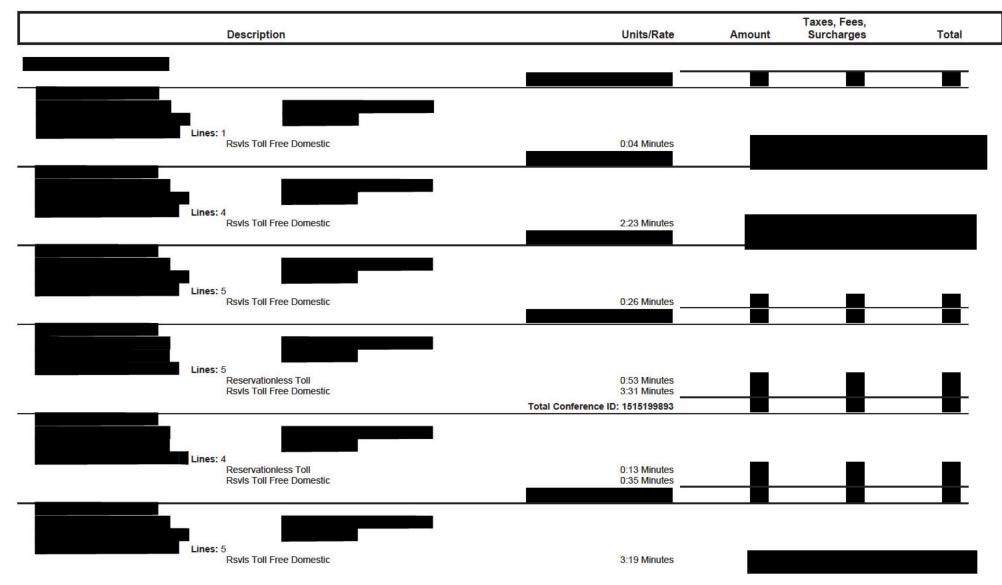






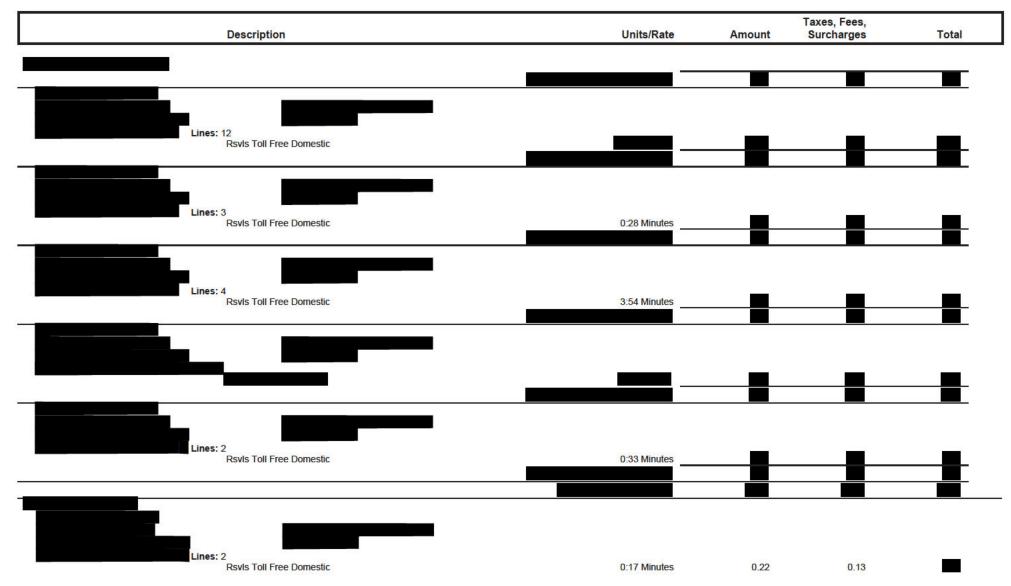






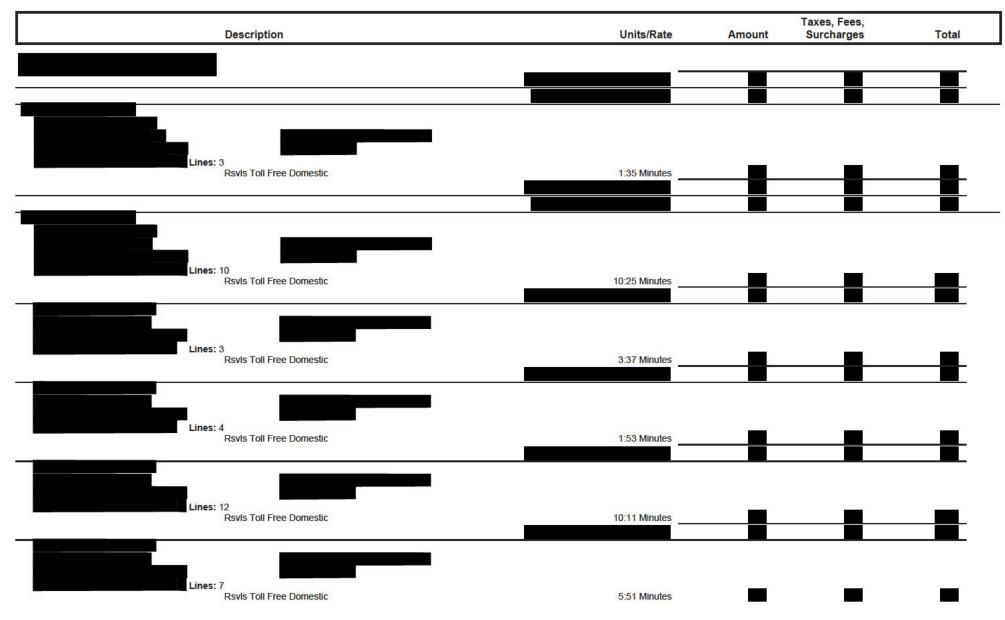






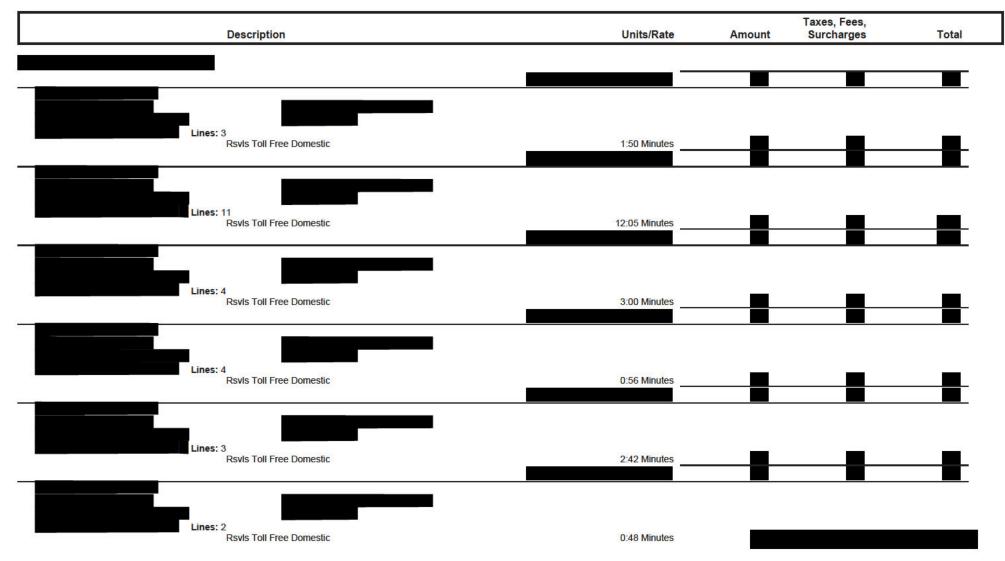






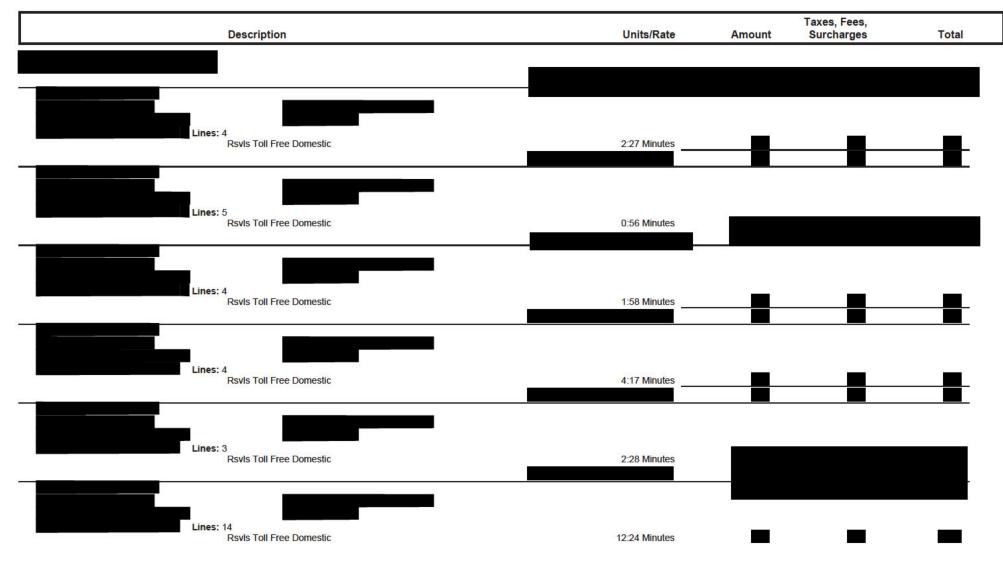












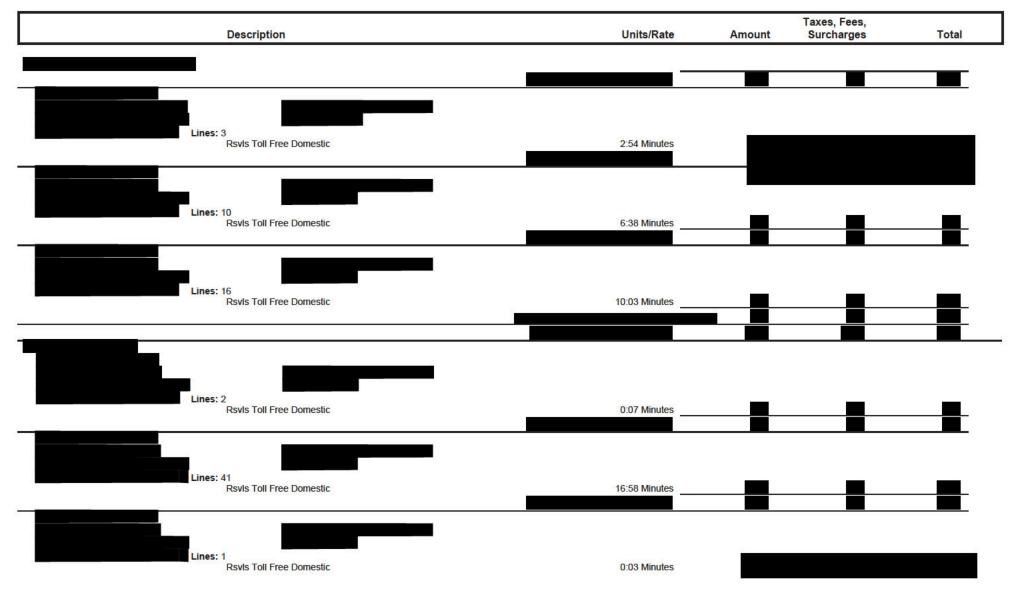






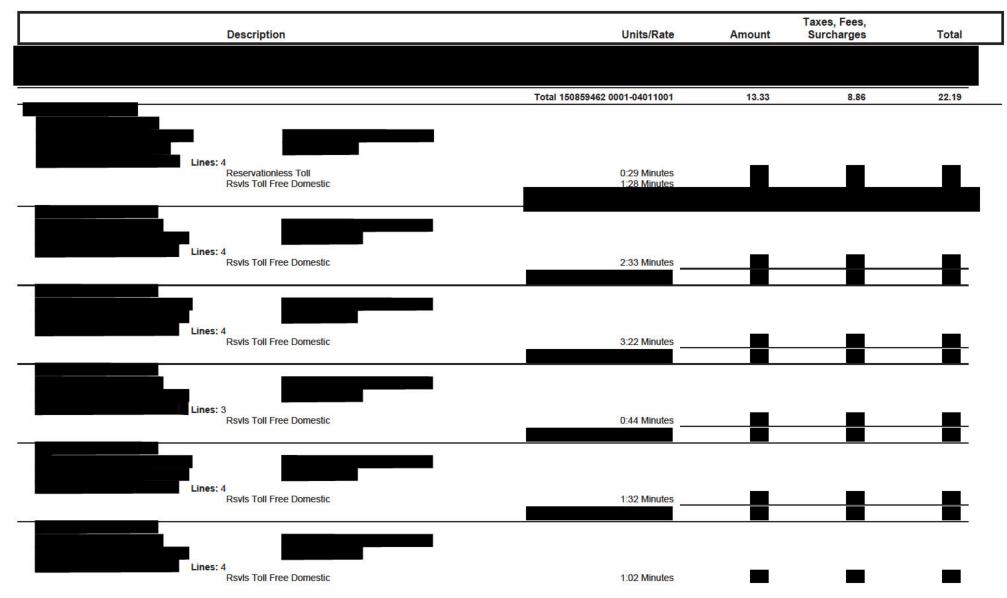






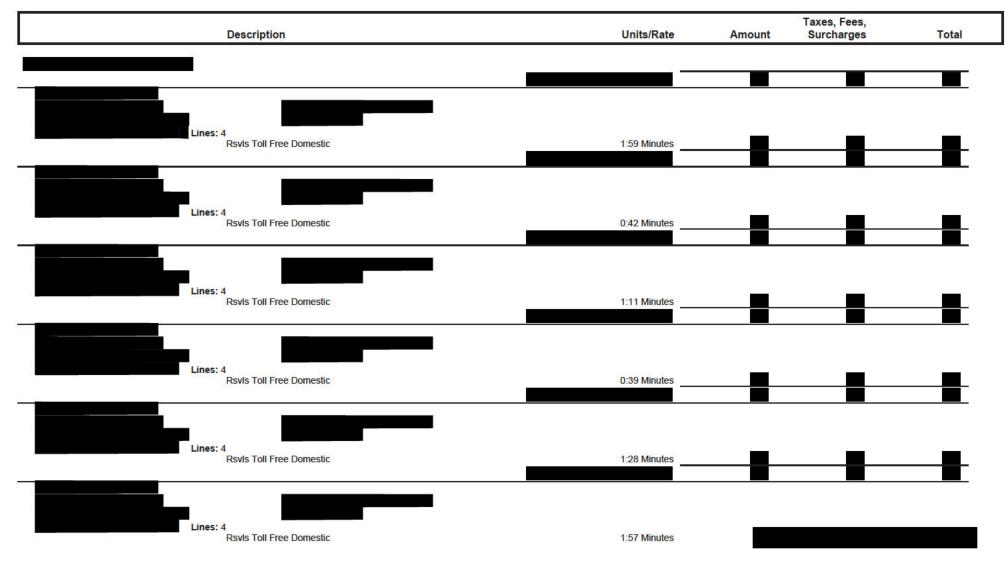






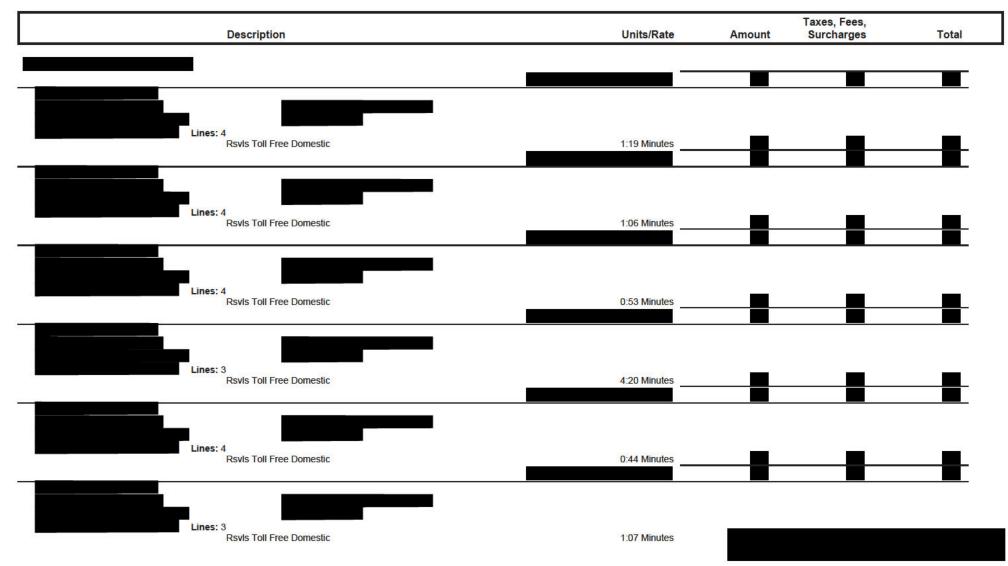






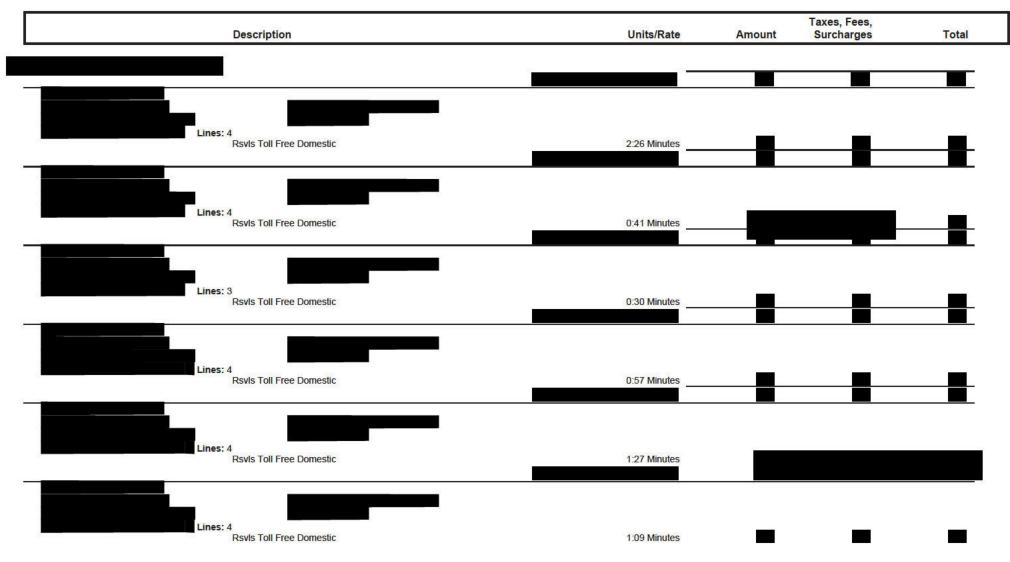






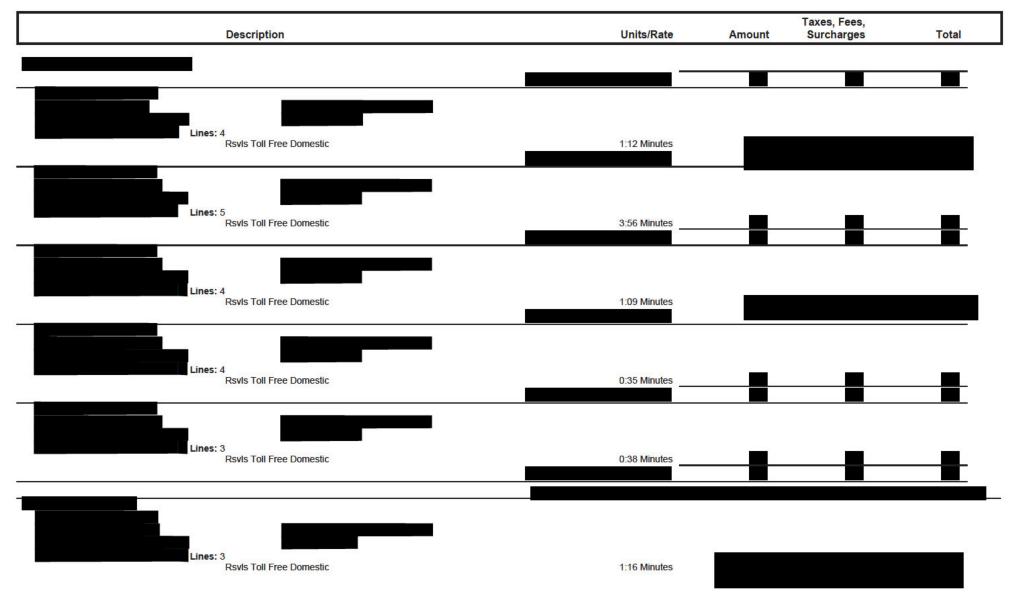






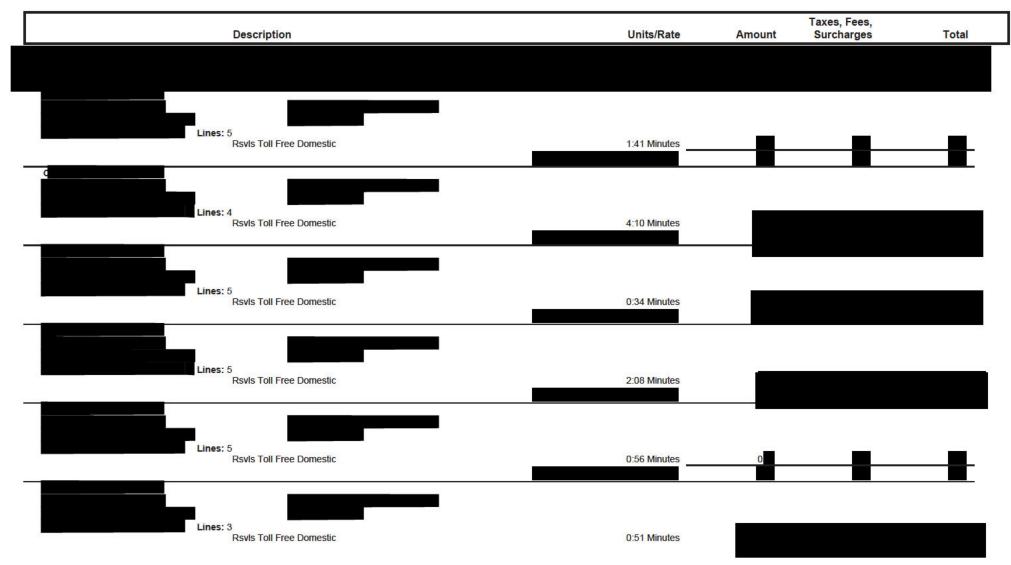






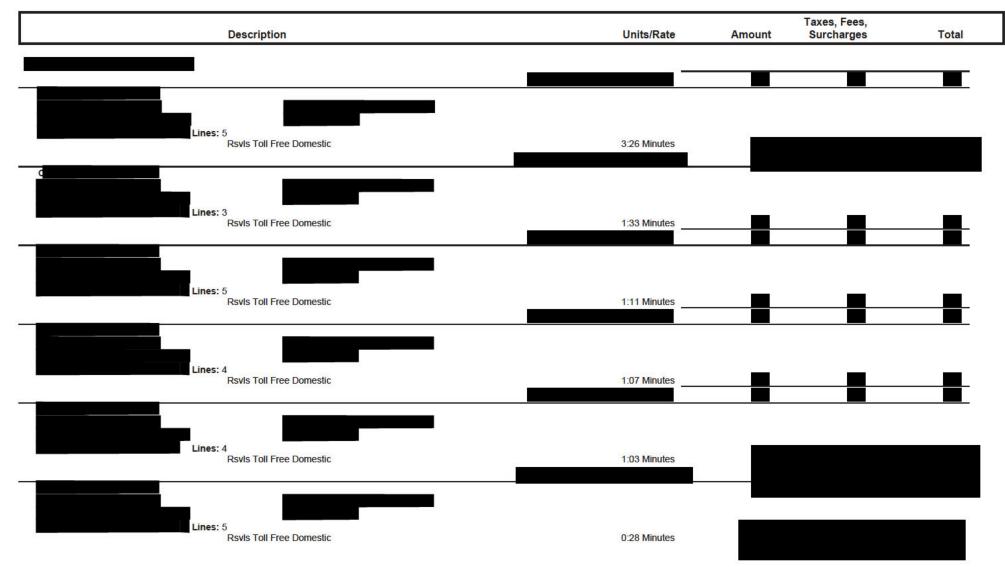






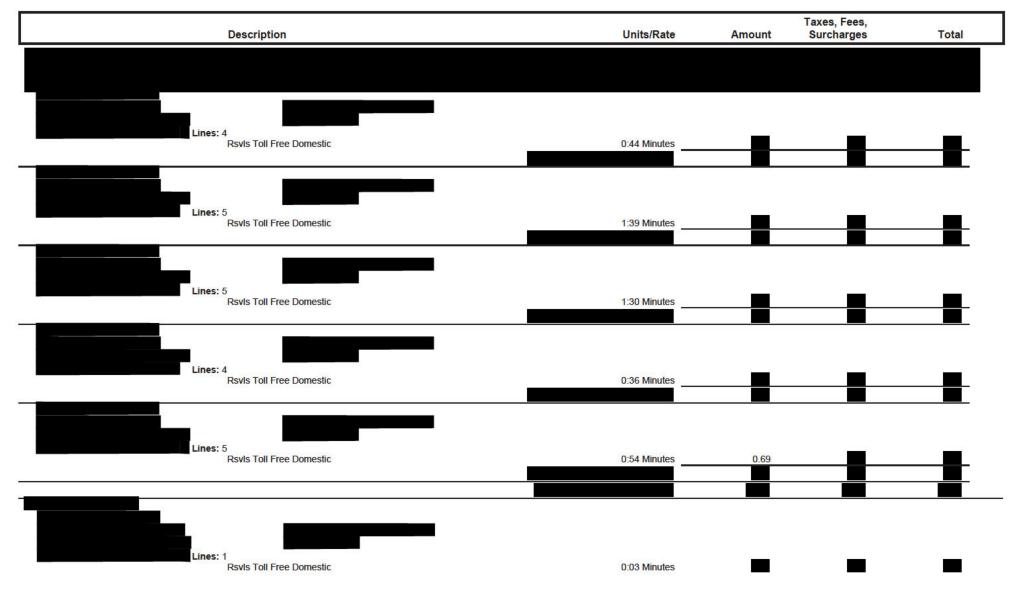






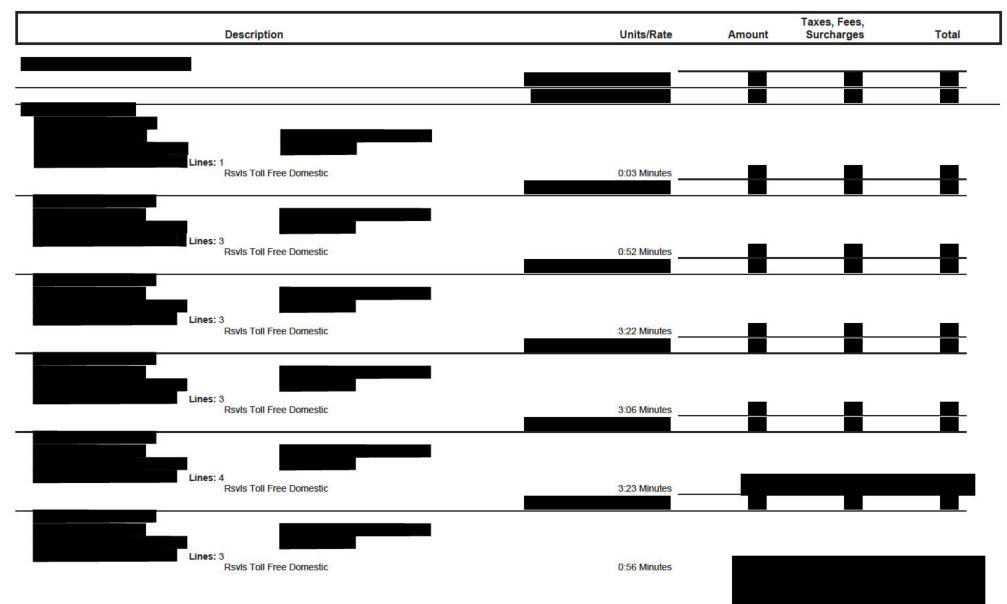






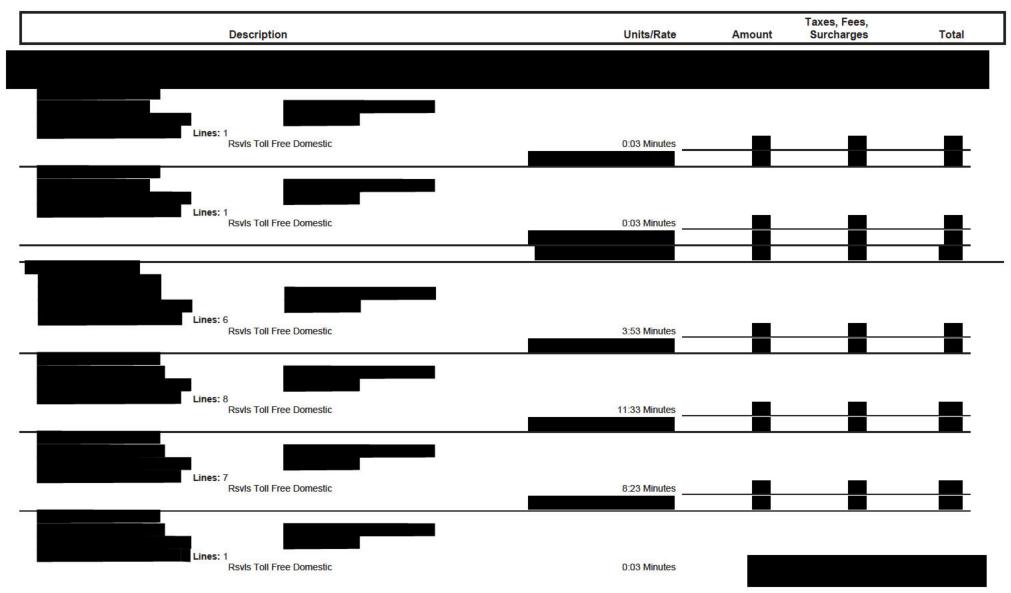






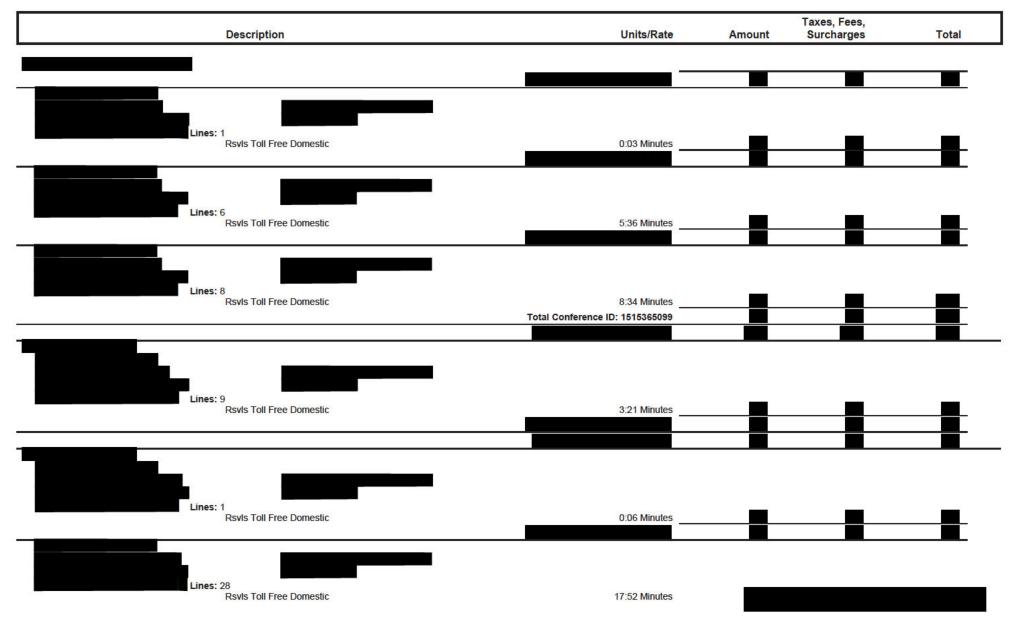






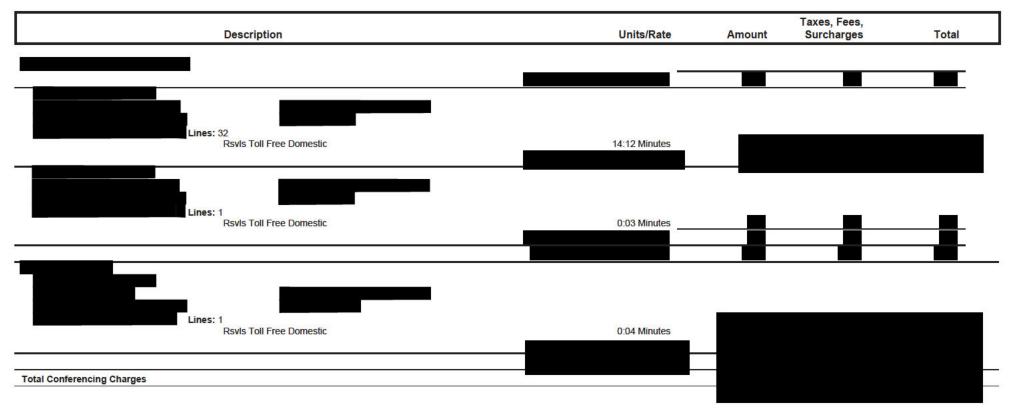
















# SERVICE LEVEL ACTIVITY

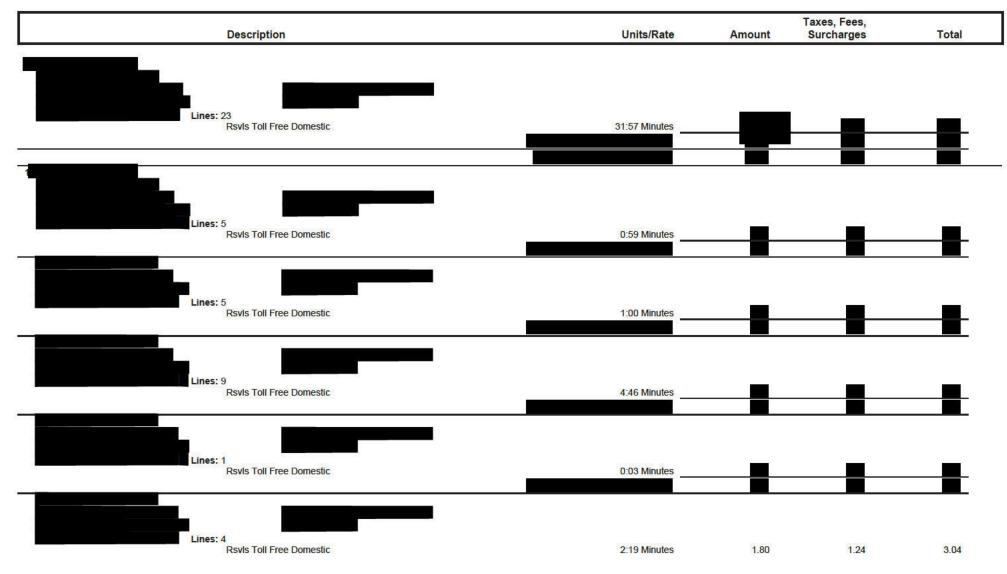
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1							



September

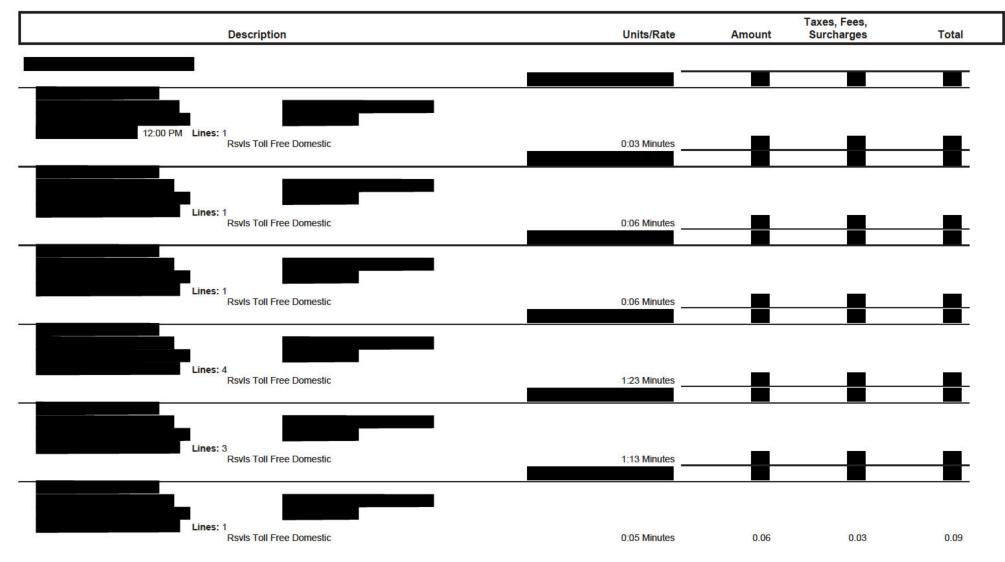


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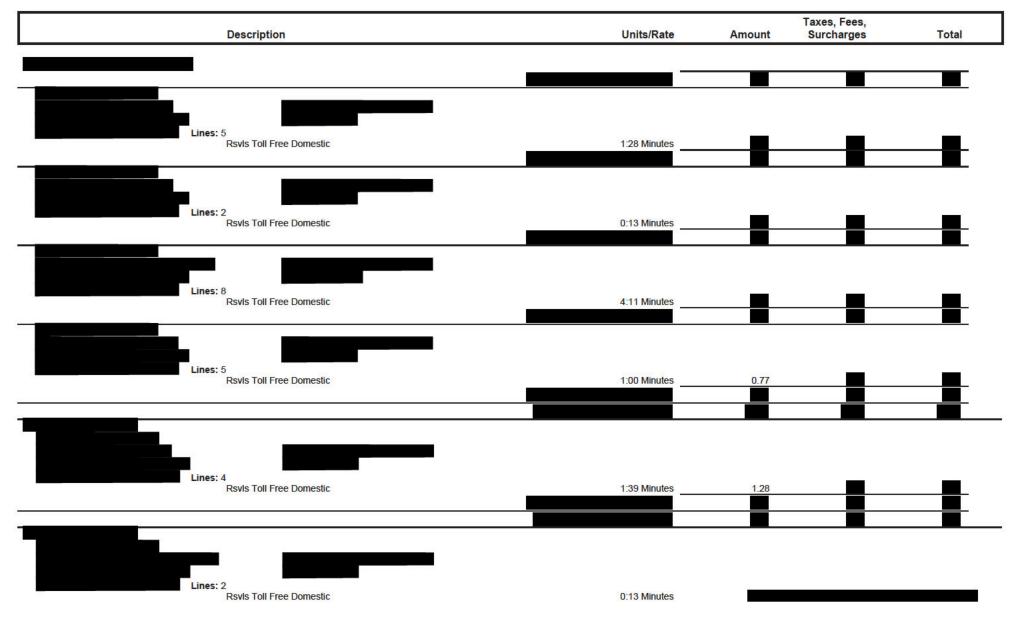






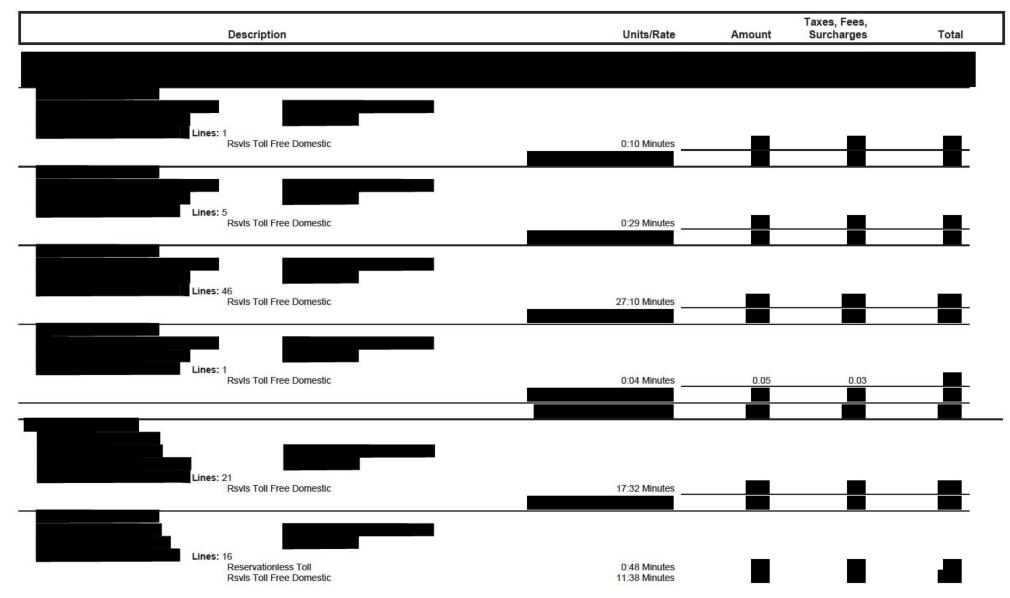






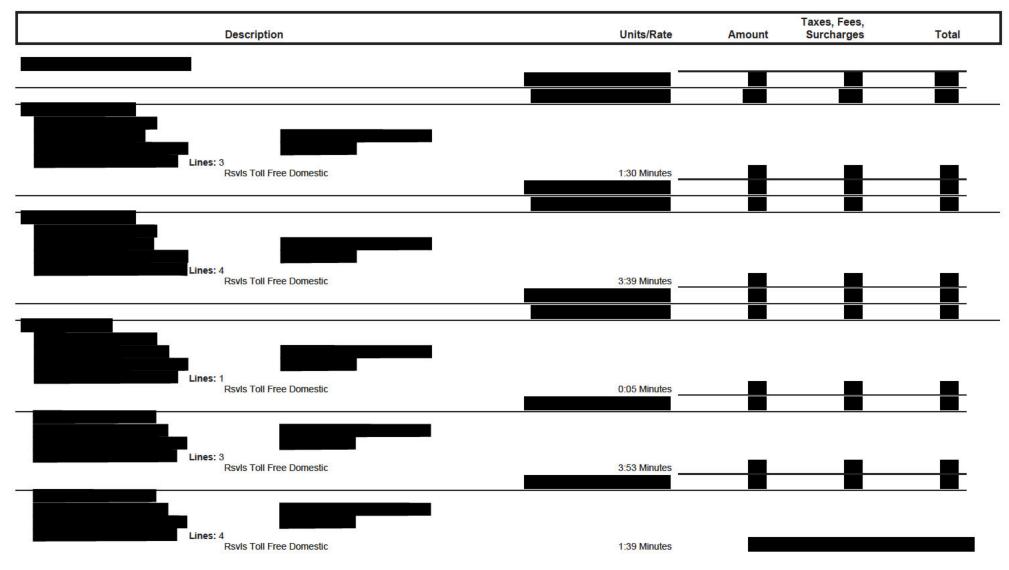






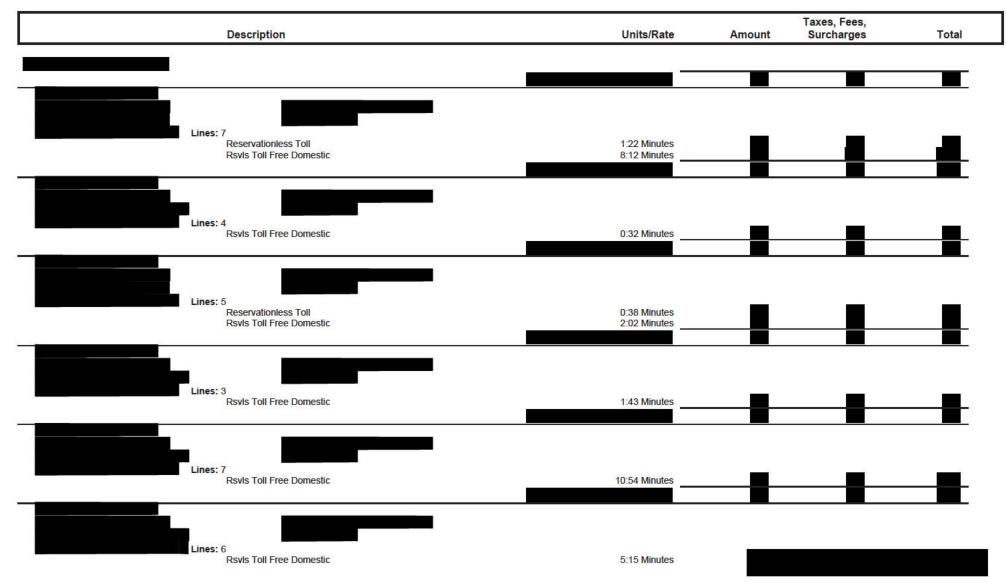






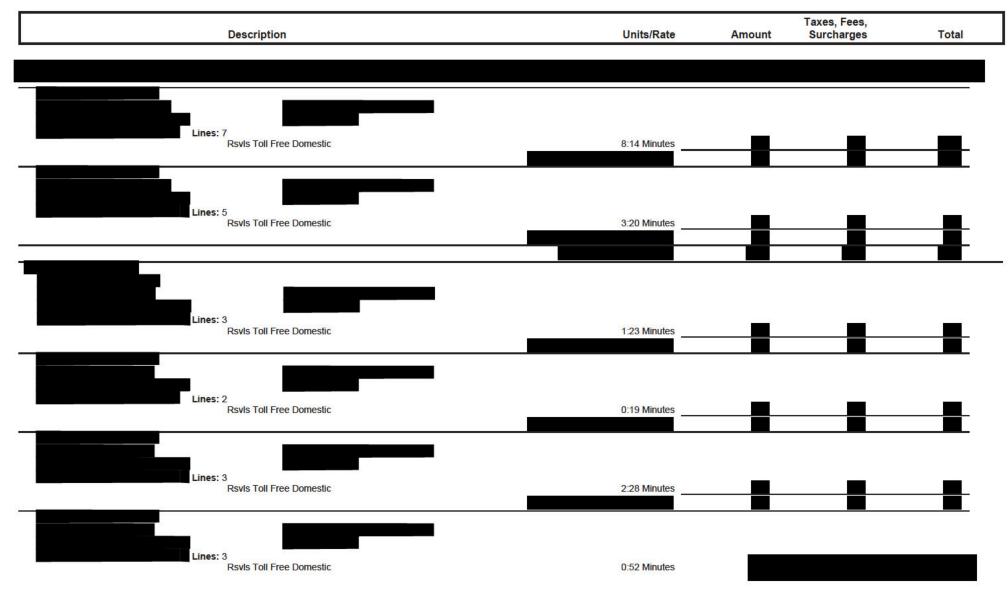






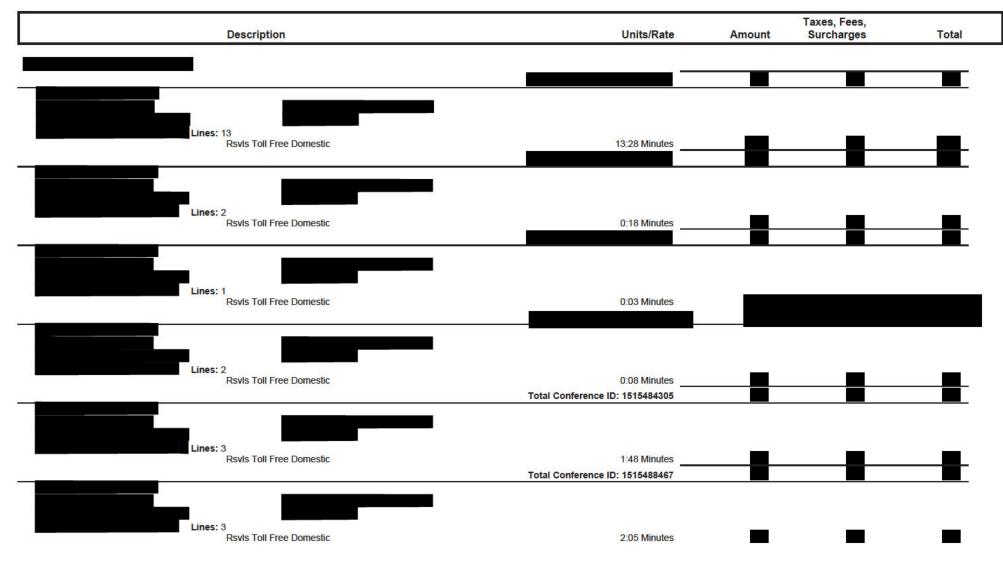






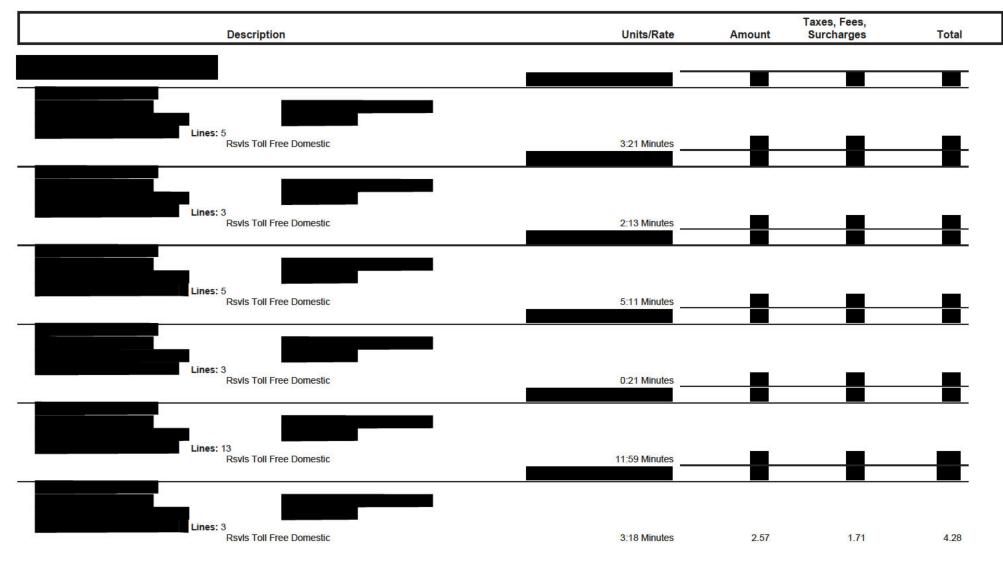






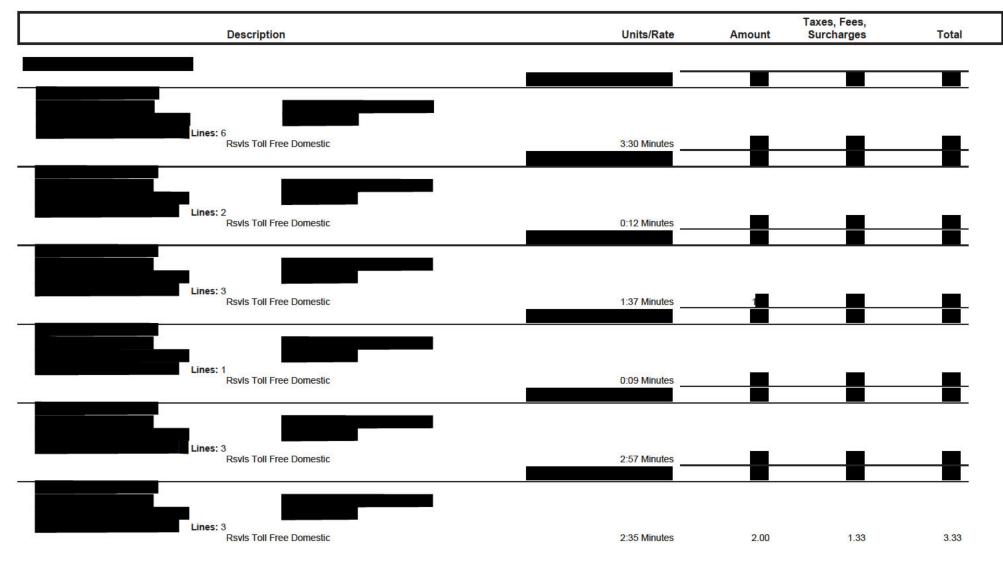






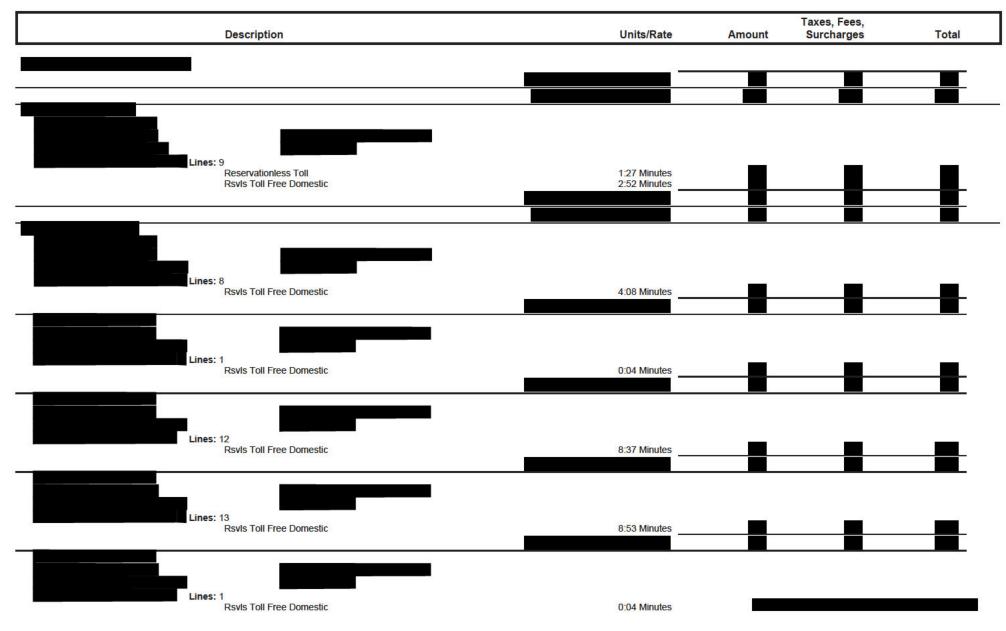






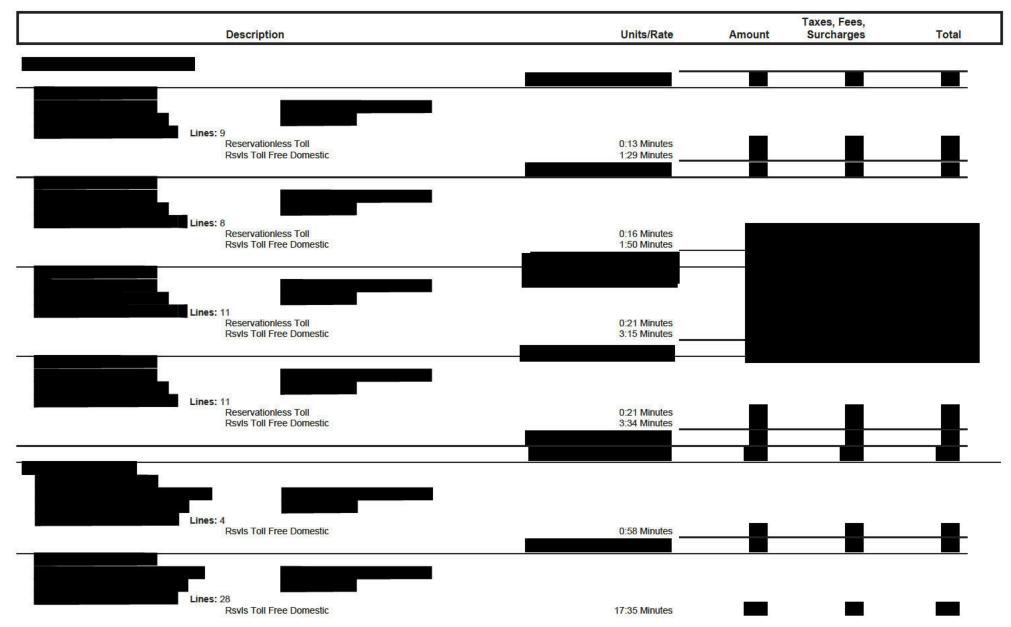






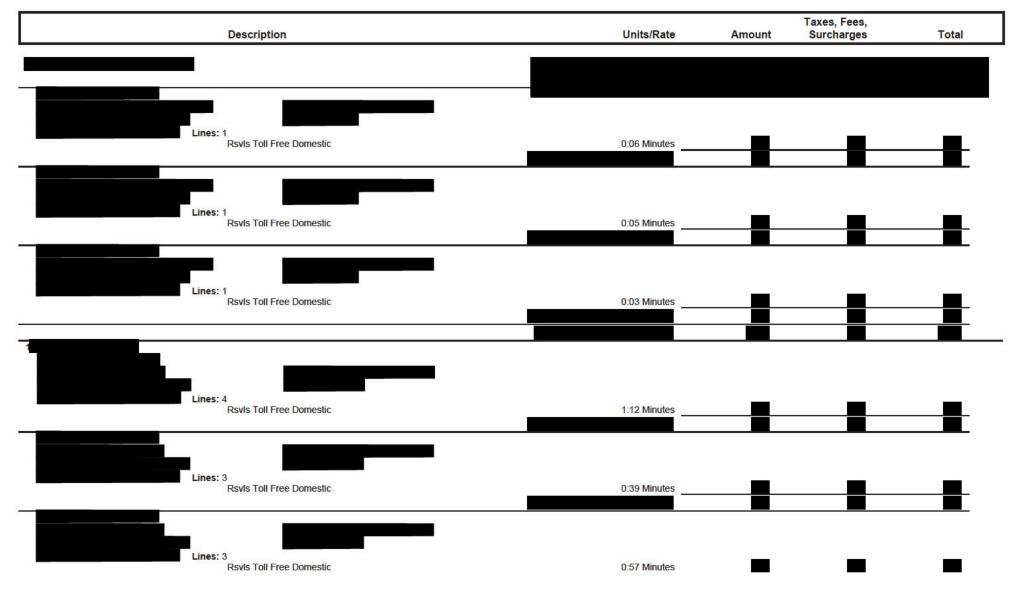






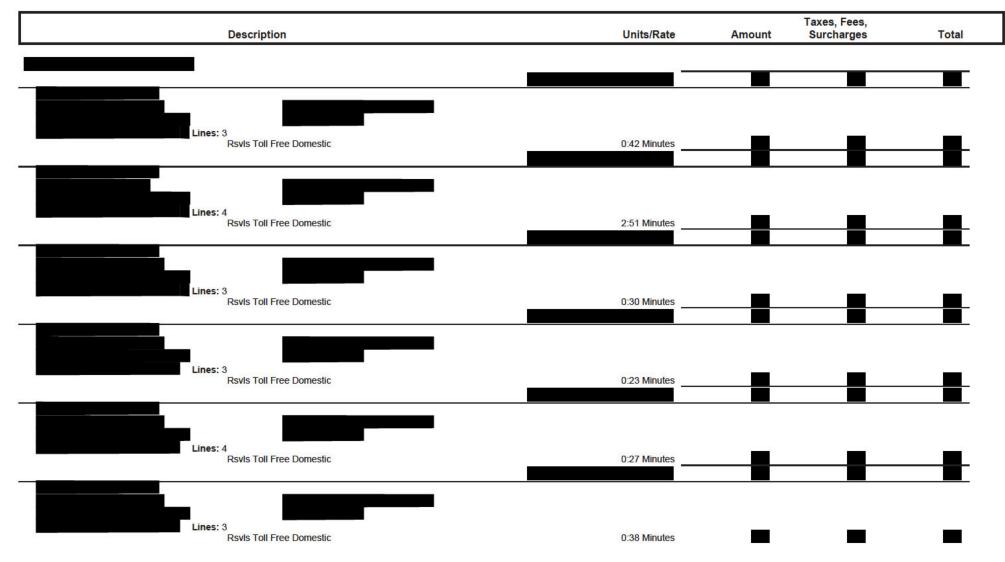






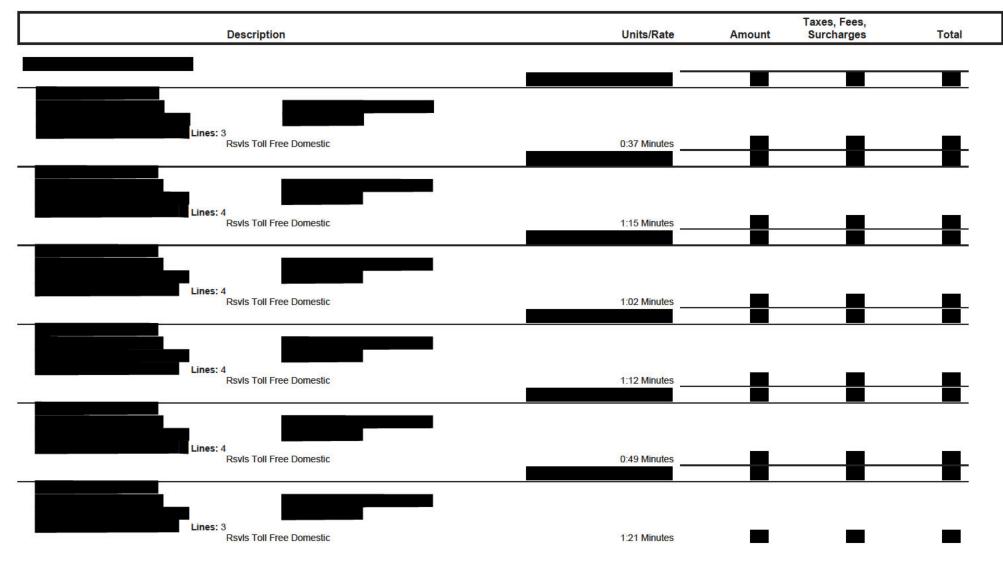




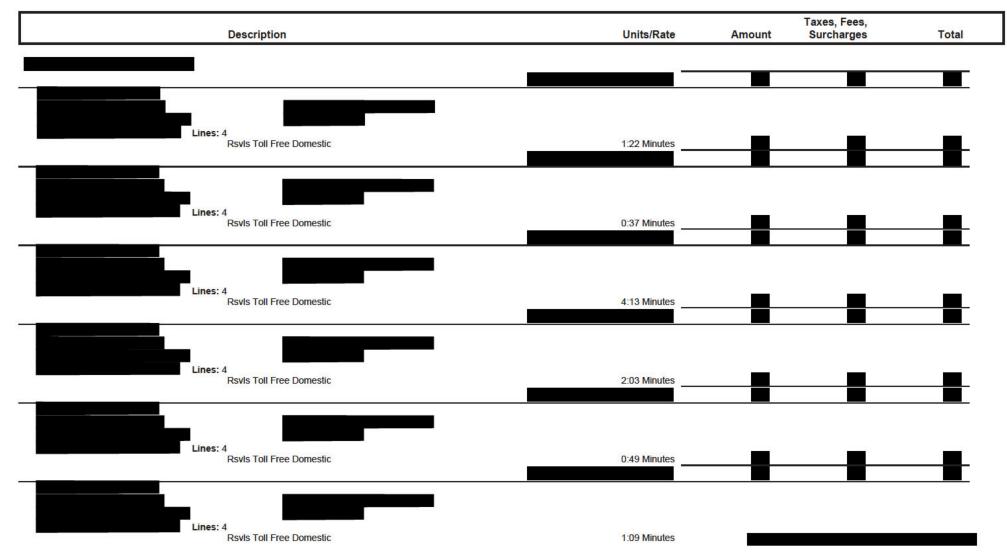




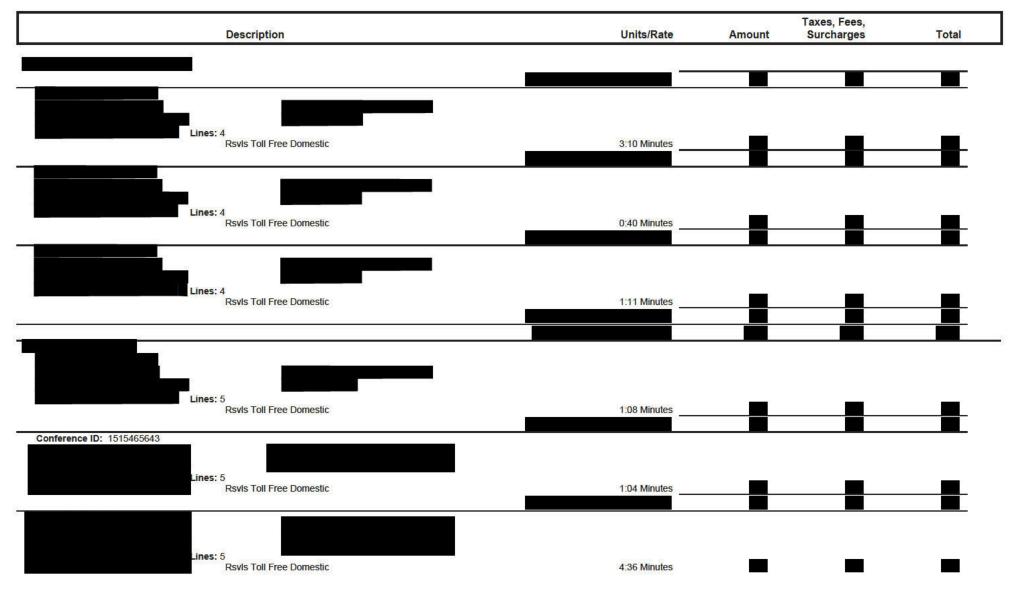






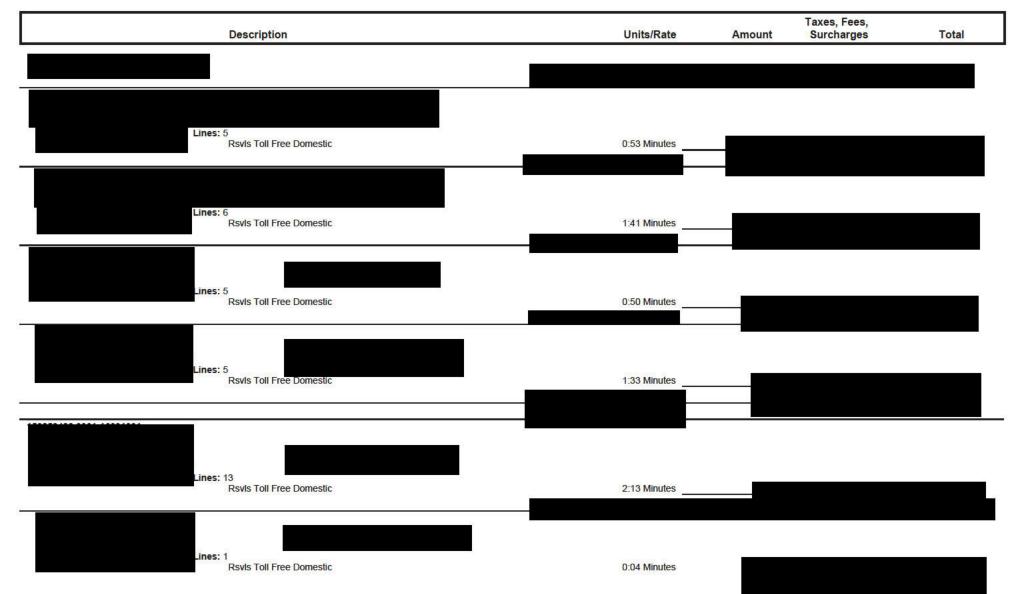






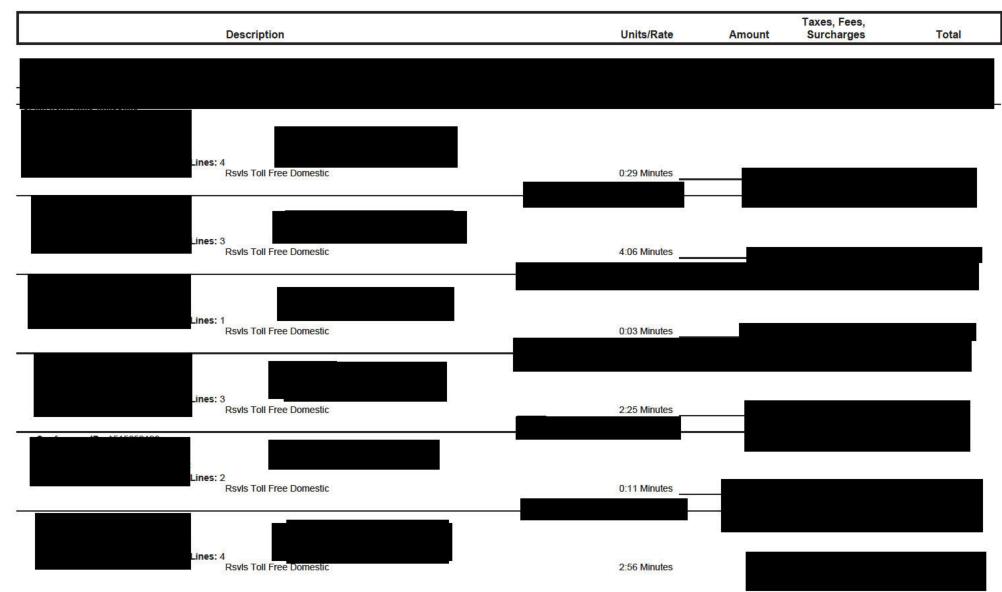






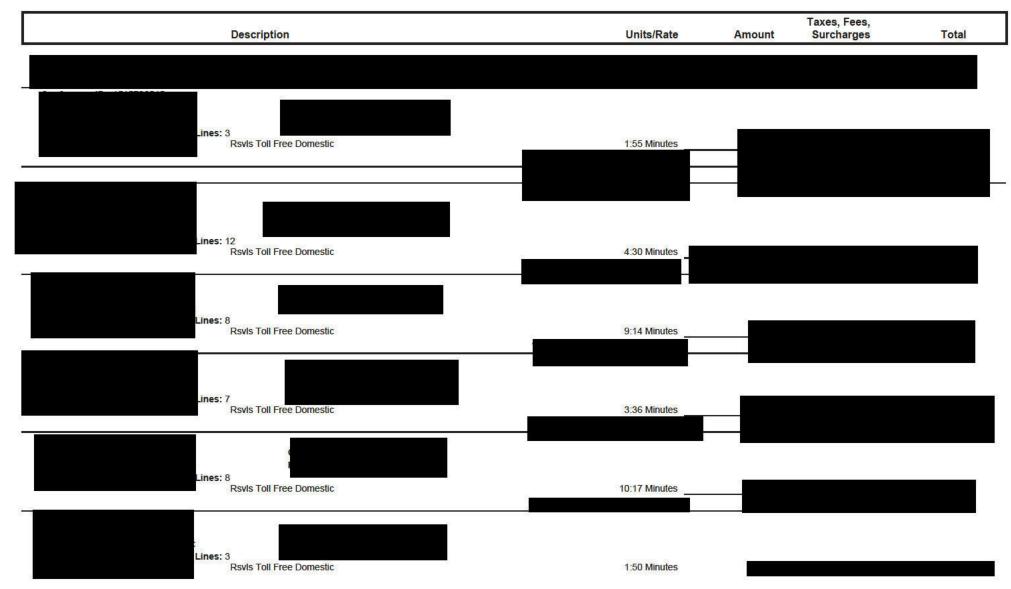






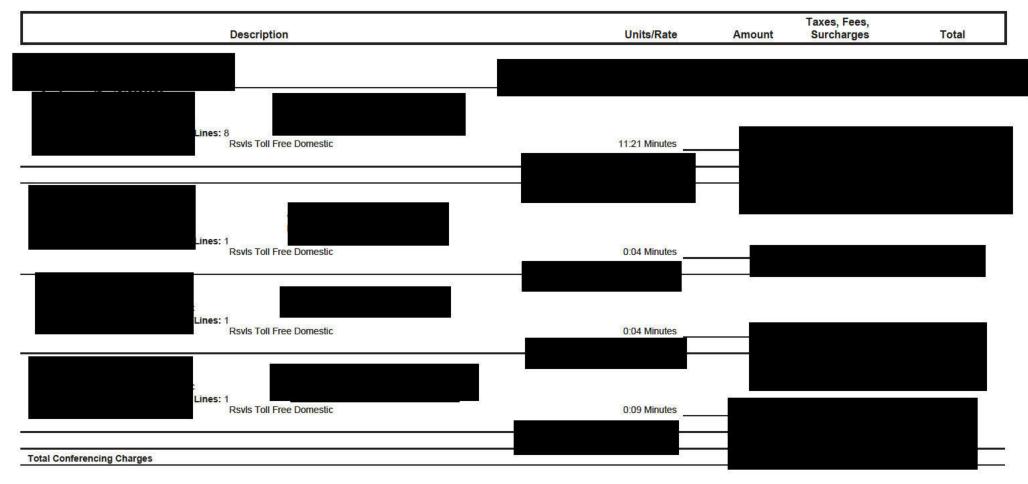




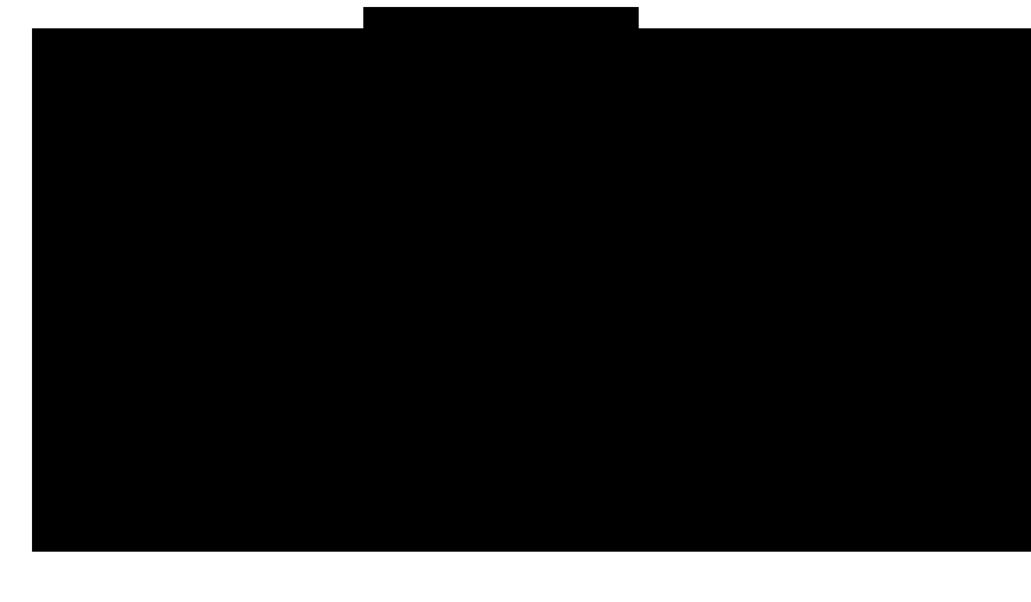






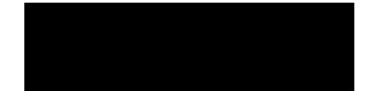








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