



STATE OF TENNESSEE
CENTRAL PROCUREMENT OFFICE

REQUEST FOR QUALIFICATIONS# 32101-15104 AMENDMENT # 3
LONG DISTANCE, TOLL FREE CALLING SERVICE AND ANCILLARY TELEPHONE SERVICES

DATE: October 20, 2015

RFQ #32101-15104 IS AMENDED AS FOLLOWS:

- This RFQ Schedule of Events updates and confirms scheduled RFQ dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)	UNDATED/ CONFIRMED
1	RFQ Issued		SEPTEMBER 24, 2015	Confirmed
2	Disability Accommodation Request Deadline	2:00 P.M.	SEPTEMBER 30, 2015	Confirmed
3	Notice of Intent to Respond Deadline	2:00 P.M.	OCTOBER 1, 2015	Confirmed
4	Written "Questions & Comments" Deadline	2:00 P.M.	OCTOBER 6, 2015	Confirmed
5	State response to written "Questions & Comments"		OCTOBER 20, 2015	Updated
6	RFQ Technical & Cost Proposal Response Deadline	2:00 P.M.	NOVEMBER 17, 2015	Confirmed
7	State Notice of Qualified Respondents Released		NOVEMBER 24, 2015	Confirmed
8	State opening & scoring of Proposals		NOVEMBER 30, 2015	Confirmed
9	Cost and Terms and Conditions Negotiations		DECEMBER 14, 2015	Confirmed
10	Solicitation Files Opened for Public Inspection		DECEMBER 17, 2015	Confirmed
11	Respondent Contract Signature Deadline		JANUARY 8, 2016	Confirmed
12	Anticipated Contract Start Date		JANUARY 18, 2016	Confirmed

- State responses to questions and comments on following tables titled Schedule A amend and clarify this RFQ.**

Any restatement of RFQ text in the Question/Comment column shall **NOT** be construed as a change in the actual wording of the RFQ document.

SCHEDULE A QUESTION/COMMENT RFQ 32101-15104 LONG DISTANCE, TOLL FREE CALLING SERVICE AND ANCILLARY TELEPHONE SERVICES			
Number	Relevant Section or Paragraph	Question/Comment From Respondent	State Response
1	A.7.1.	Will the state please add line items for web conferencing of 125 participant capacity for usage and monthly rates?	Yes. These line items have been added to ATTACHMENT D Cost Proposal & Evaluation Guide (Highlighted in Yellow)
2	Attachment G	Is the State amenable to changes / exceptions to Attachment G in the form of a "redline" as long as the changes / exceptions do not contradict a Federal requirement or a Mandatory requirement in Attachment A, or push back any deadlines?	If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."
3	C.5.ai	What methods of billing are compatible with the state's computer equipment? i.e., will the state accept other formats? If so, what additional formats are acceptable?	State will supply format upon award.
4	C.5.ai	If the current CD-provided format (ASCII) becomes unavailable, will the state work with the vendor to adopt a new format? e.g., .csv (comma separated value), .xls, etc.?	Yes, the State will work with the Contractor to adopt a new format.
5	Attachment G	Are Vendor's responses attached to the pro forma contract be a part of the contract between the parties if awarded, or with the submission be part of negotiations?	If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."
6	Attachment D	Will the state please add a line item for Network Prompting Toll Free per call - speech recognition? And for Network information announcements?	Network Prompting Toll Free per call -speech recognition has been added to ATTACHMENT D Cost Proposal & Evaluation Guide (Highlighted in Yellow). Network Information Announcements line item already exists in ATTACHMENT D Cost Proposal & Evaluation Guide.
7	Pro Forma	The toll free feature take back and transfer has a monthly recurring charge and a setup charge (non recurring charge). Will the state please add these line items?	Yes, The monthly recurring charge and installation charge have been added to ATTACHMENT D Cost Proposal & Evaluation Guide (Highlighted in Yellow)

8	Schedule of Events	Will the state consider a one week extension to the RFQ?	The Schedule of Events was changed with Amendment 1 to RFQ 32101-15104 and dated October 12, 2015
9	General	Can the State of Tennessee provide an estimated quantity of Toll Free numbers that will possibly be part of this contract(RFQ # 32101-15104)? Vendor understands that no warranty or guarantee of exact amount applies and is for budgetary purposes only.	The estimated quantity of Toll Free numbers is 1000
10	General	Can the State of Tennessee provide an estimated quantity of lines that will be PICC'd for switched outbound service that will possibly be part of this contract(RFQ # 32101-15104). Vendor understands that no warranty or guarantee of exact amount applies and is for budgetary purposes only.	40,000 to 50,000
11	General	Are the volume of voice minutes annual or monthly numbers?	The Numbers are annual numbers
12	A.4.3	Can you describe a Toll Free call flow that uses a PIN?	This would typically be used with an 800 number for inbound access to a Conference Bridge to provide security to the participants only
13	Pro Forma contract	Are we to provide all exceptions/alternatives to the terms and conditions at the time of question submittal, or can we submit at time of proposal response submittal?	Any requested changes to the pro forma terms and conditions may be submitted at the time of proposal response.
14	Schedule of Events	If exceptions/alternatives are to be part of the questions, we respectfully request for one (1) week delay/push on question submittal date.	The Schedule of Events was changed with Amendment 1 to RFQ 32101-15104 and dated October 12, 2015
15	A.4.9	Do Local Access (last mile providers) constitute subcontractors under this section?	No
16	Evaluation Tables	Do the tables starting on page 15 (Attachment A, B, and C) used for evaluation purposes count toward page count? There is a column with page number to be filled out by the respondent.	This has been changed through Amendment 1, dated October 12, 2015, to this RFQ
17	Evaluation Tables B.15	Regarding documentation for commitment to Diversity, does the State have specific requirement that respondents are to meet? A specific percentage?	The State does not have a specific percentage requirement. The State is asking the vendor for its best efforts to establish a program and set its own goals.
18	Attachment F	Please confirm the number of proposal references required.	A total of five (5) reference Forms are to be completed. Two (2) accounts Respondent currently services that are similar in size to the State; and Three (3) completed projects. Within these five (5) total forms at least 3 different individuals are to be represented.
19	Schedule of Events	We respectfully request two (2) weeks extension for the proposal due date.	The Schedule of Events was changed with Amendment 1 to RFQ 32101-15104 and dated October 12, 2015
20	A.7	<p>Will the State accept reasonable variations on the specific insurance requirements identified in Technical Response Evaluation Guide – A.7? For instance, will the State accept the following revisions, which are consistent with industry accepted insurance practices? Please also provide clarification regarding the phrase "and non-physical business interruption and extra expense".</p> <p>Respondents must provide a valid, Certificate of Insurance that is verified and dated within the last six (6) months and which details all of the following:</p> <p>(a) Insurance Company (b) Respondent's Name and Address as the Insured (c) Policy Number (d) The following minimum insurance coverage: (i) Workers' Compensation/ Employers' Liability (including all states coverage) with a limit not less than the relevant statutory amount or one million Dollars (\$1,000,000) per occurrence accident/ per disease, per employee/ per disease, policy limit for employers' liability, including waiver of subrogation on Certificate of Insurance. (ii) Comprehensive Commercial General Liability (including personal injury & property damage, premises/operations, independent contractor, contractual liability and completed operations/products) with a bodily injury/property damage combined single limit not less than of one million Dollars (\$1,000,000) per occurrence two million Dollars (\$2,000,000) aggregate. This should also include a waiver of subrogation on Certificate of Insurance. (iii) Automobile Coverage (including owned, leased, hired, and non-owned vehicles) with a bodily injury/property damage combined single limit not less than of one million Dollars (\$1,000,000) per occurrence and, (iv) Intellectual Property, Cyber-Risk/Network Security/Privacy Insurance (including third-party (cyber liability) and first-party (cybercrime/terrorism expense coverages) with a direct loss/legal liability and consequential loss and expenses resulting from cyber security/network security breaches data loss, including protected health and personal information intellectual property and non-physical business interruption and extra expense, with combined single limit not less than of five one million dollars (\$1,000,000) per occurrence claim or wrongful act and five million dollars (\$5,000,000.00) aggregate. (e) The following information applicable to each type of insurance coverage: (i) Coverage Description, (ii) Exceptions and Exclusions,(iii) Policy Effective Date,(iv) Policy Expiration Date, and (v) Limit(s) of Liability.</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>

21	D.6	<p>Will the State agree to revise the Pro Forma Contract – D.6 so that it includes a right to cure, consistently with other contracts the state has entered into? An example of proposed alternative language would be: D.6. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor materially violates any terms of this Contract (“Breach Condition”), the State shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services or provided goods.</p> <p>a. The State will provide notification of termination for cause in writing. This notice will: (1) specify in reasonable detail the nature of the breach; (2) provide the Contractor with 30 days in which to cure the breach; and (3) shall specify the effective date of termination in the event the Contractor fails to correct the breach. The Contractor must present the State with a written request detailing the efforts it will take to resolve the problem and the time period for such resolution. This opportunity to “cure” shall not apply to circumstances in which the Contractor intentionally withholds its services or otherwise refuses to perform. The State will not consider a request to cure contract performance where there have been repeated problems with respect to identical or similar issues, or if a cure period would cause a delay that would impair the effectiveness of State operations. In circumstances where an opportunity to cure is not available, termination will be effective immediately.</p> <p>b. Notwithstanding the foregoing above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor. Breach Condition and the State may seek other remedies allowed at law or in equity for breach of this Contract.</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: “Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State’s best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process.”</p>
22	D.17	<p>The Pro Forma Contract, Section D-17 provides that “[i]n no event will the State be liable to the Contractor or any other party for any lost revenues, lost profits, loss of , loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise under this Contract or otherwise.”</p> <p style="text-align: center;"><u>Will the State agree to include similar language running in favor of the Contractor?</u></p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: “Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State’s best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process.”</p>
23	D.18	<p>4. Will the State revise the latter part Pro Forma Contract – D.18 so that it reads: “PROVIDED THAT in no event shall this Section limit the liability of the Contractor for intentional torts, criminal acts, fraudulent conduct, or omissions involving the gross negligence or willful misconduct of Contractor that result in personal injuries or death.”</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: “Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State’s best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process.”</p>

24	D.19	<p>5. Will the State revise the first paragraph of the Pro Forma Contract – D.19 to so that it reads as follows: D.19. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action for death or bodily injury or damage to real property or tangible personal property which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf in performing relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State to enforce the terms of this Contract.</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>
25	D.20	<p>6. Vendor is committed to complying with all applicable HIPAA rules and regulations and will enter into a mutually agreeable Business Associates Agreement that fully meets the requirements of 45 CFR Parts 160 and 164, but is unable to accept the HIPAA compliance section D.20 in Attachment 6.6, as written. Vendor would like a better understanding of the State's thinking on the HIPAA issues and the opportunity to negotiate mutually agreeable HIPAA Compliance language. Would the State be willing to negotiate HIPAA language, including, but not limited to, an indemnity provision that is predicated upon encryption of data and a "breach" as defined by HIPAA, and is reasonably capped based upon a multiple of the total contract value?</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>
26	D.24	<p>For Force Majeure in the Pro Forma Contract – D.24, will the State accept a strike, lockout or labor dispute to be considered a valid "Force Majeure Event"?</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>

27	D.24	For Governing Law in the Pro Forma Contract, D.24, would the State of Tennessee be willing to add the following: Parties also retain the ability to seek venue in the Federal Court having jurisdiction in the State of Tennessee.	If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."
28	D.30	The Pro Forma Contract – D.30, Incorporation of Additional Documents, places the Contractor's Proposal at the bottom of the Order of Precedence. How does the State intend to incorporate Contractor exceptions or clarification responses into the Contract, if mutually agreed to by the parties? Would those be included in a document to be created under subparagraph c?	If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."
29	D.31	Will the State accept reasonable variations on the specific insurance requirements identified in Pro Forma Contract- D.31? For instance, will the State accept the following revisions to D.31, which are consistent with industry accepted insurance practices? Please also provide clarification regarding the phrase "and non-physical business interruption and extra expense".	If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows: "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."

31(con't)	D.31 (Con't)	<p>D.31. Insurance. Contractor shall provide the State a certificate of insurance ("COI") evidencing the coverages and amounts specified below. The COI shall be provided ten (10) business days prior to the Effective Date and again upon renewal or replacement of coverages required by this Contract. If insurance expires during the Term, the State must receive a new COI at least thirty^{ten} (31) calendar days prior to the insurance's expiration date. If the Contractor loses insurance coverage, does not renew coverage, or for any reason becomes uninsured during the Term, the Contractor shall notify the State immediately.</p> <p>The COI shall be on an ACORD form approved by the Tennessee Department of Commerce and Insurance ("TDCI") and signed by an authorized representative of the insurer. The COI shall list each insurer's national association of insurance commissioners (also known as NAIC) number or federal employer identification number and list the State of Tennessee, Risk Manager, 312 Rosa L. Parks Ave., 3rd floor Central Procurement Office, Nashville, TN 37243 in the certificate holder section. At any time, the State may require the Contractor to provide a valid COI detailing coverage description; insurance company; policy number; exceptions; exclusions; policy effective date; policy expiration date; limits of liability; and the name and address of insured. The Contractor's failure to maintain or submit evidence of insurance coverage is considered a material breach of this Contract.</p> <p>If the Contractor desires to self-insure, then a COI will not be required to prove coverage. In place of the COI, the Contractor must provide a certificate of self-insurance or a letter on the Contractor's letterhead detailing its coverage, liability policy amounts, and proof of funds to reasonably cover such expenses. Compliance with Tenn. Code Ann. § 50-6-405 and the rules of the TDCI is required for the Contractor to self-insure workers' compensation.</p> <p>All required insurance companies must be: (a) acceptable to the State; (b) authorized eligible to do business by the TDCI to transact business in the State of Tennessee; and (c) rated A-VII or better by A. M. Best. The Contractor shall endeavor to provide the State evidence that all subcontractors while working hereunder maintain the required reasonable and prudent insurance or that the subcontractors are included under the Contractor's policy.</p> <p>The Contractor agrees to name include the State as an additional insured on any required insurance policies with the exception of workers' compensation (employer liability) and professional liability (errors and omissions) ("Professional Liability") insurance. Also, all required policies shall contain an endorsement for a waiver of subrogation in favor of the State.</p> <p>The deductible and any premiums are the Contractor's sole responsibility. Any deductible over fifty thousand dollars (\$50,000) must be approved by the State. The Contractor agrees that the insurance requirements specified in this Section do not reduce any liability the Contractor has assumed under this Contract including any indemnification or hold harmless requirements. The State agrees that it shall give written notice to the Contractor as soon as practicable after the State becomes aware of any claim asserted or made against the State, but in no event later than thirty (30) calendar days after the State becomes aware of such claim. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor or its insurer, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by Tenn. Code Ann. § 8-6-106.</p> <p>All coverage required shall be on a primary basis and noncontributory with any other insurance coverage or self-insurance carried by the State. The State reserves the right to amend or require additional endorsements, types of coverage, and higher or lower limits of coverage depending on the nature of the work and Contractor shall be able to charge State for any</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows:</p> <p>"Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>
31(Con't)	D.31 (Con't)	<p>All coverage required shall be on a primary basis and noncontributory with any other insurance coverage or self-insurance carried by the State. The State reserves the right to amend or require additional endorsements, types of coverage, and higher or lower limits of coverage depending on the nature of the work and Contractor shall be able to charge State for any increased cost of same. Purchases or contracts involving any hazardous activity or equipment, tenant, concessionaire and lease agreements, alcohol sales, cyber-liability risks, environmental risks, special motorized equipment, or property may require customized insurance requirements (e.g. umbrella liability insurance) in addition to the general requirements listed below.</p> <p>The Contractor shall obtain and maintain, at a minimum, the following insurance coverages and policy limits.</p> <p>a. Commercial General Liability Insurance</p> <p>1) The Contractor shall maintain commercial general liability insurance, which shall be written on an Insurance Services Office, Inc. (also known as ISO) occurrence form (or a substitute form providing equivalent coverage) and shall cover liability arising from property damage, premises/operations, independent contractors, contractual liability, completed operations/products, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).</p> <p>2) The Contractor shall maintain bodily injury/property damage with a combined single limit not less than of one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate for bodily injury and property damage, including products and completed operations coverage with an aggregate limit of at least two million dollars (\$2,000,000).</p> <p>b. Workers' Compensation and Employer Liability Insurance</p> <p>1) For Contractors statutorily required to carry workers' compensation and employer liability insurance, the Contractor shall maintain:</p> <p>i. Workers' compensation and employer liability insurance in the amounts required by appropriate state statutes; or</p> <p>ii. In an amount not less than of one million dollars (\$1,000,000) including employer liability of one million dollars (\$1,000,000) per accident for bodily injury by accident, one million dollars (\$1,000,000) policy limit by disease, and one million dollars (\$1,000,000) per employee for bodily injury by disease.</p> <p>2) If the Contractor certifies that it is exempt from the requirements of Tenn. Code Ann. §§ 50-6-101 – 103, then the Contractor shall furnish written proof of such exemption for one or more of the following reasons:</p> <p>i. The Contractor employees fewer than five (5) employees;</p> <p>ii. The Contractor is a sole proprietor;</p> <p>iii. The Contractor is in the construction business or trades with no employees;</p> <p>iv. The Contractor is in the coal mining industry with no employees;</p> <p>v. The Contractor is a state or local government; or</p> <p>vi. The Contractor self-insures its workers' compensation and is in compliance with the TDCI rules and Tenn. Code Ann. § 50-6-405.</p> <p>c. Automobile Liability Insurance</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows:</p> <p>"Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall <u>NOT</u> materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>

31(con't)	D.31 (Con't)	<p>c. Automobile Liability Insurance</p> <p>i. The Contractor shall maintain automobile liability insurance which shall cover liability arising out of any automobile (including owned, leased, hired, and non-owned automobiles).</p> <p>ii. The Contractor shall maintain bodily injury/property damage with a limit not less than one million dollars (\$1,000,000) per occurrence or combined single limit.</p> <p>d. Professional Liability Insurance including Intellectual Property, Cyber-Risk/Network Security/Privacy Insurance</p> <p>i. Professional liability insurance shall be written on an occurrence basis. This coverage may be written on a claims-made basis but must be renewed or include an extended reporting period or "tail coverage" of together totaling at least two (2) years after the Term;</p> <p>ii. Any professional liability insurance policy shall have a limit not less than of one million dollars (\$1,000,000) per claim and two five million dollars (\$25,000,000) in the aggregate; and</p> <p>iii. If the Contract involves the provision of services by medical professionals, a policy limit not less than two million (\$2,000,000) per claim and three million dollars (\$3,000,000) in the aggregate for medical malpractice insurance.</p> <p>e. Intellectual Property, Cyber-Risk/Network Security/Privacy Insurance</p> <p>iv. (including third-party (cyber liability) and first-party (cybercrime/terrorism expense coverages) with a direct loss/legal liability and consequential loss and expenses resulting from cyber security/network security breaches data loss, including protected health and personal information intellectual property and non-physical business interruption and extra expense, with combined single limit not less than five million dollars (\$1,000,000) per occurrence and five million dollars (\$5,000,000.00) aggregate.</p> <p>The following information applicable to each type of insurance coverage:</p> <p>(i) Coverage Description</p> <p>(ii) Exceptions and Exclusions</p> <p>(iii)(ii) Policy Effective Date</p> <p>(iv)(iii) Policy Expiration Date</p> <p>(v)(iv) Limit(s) of Liability</p>	<p>If the State chooses to enter into limited negotiations it will be with the Respondent that is found to be the apparent best-evaluated and will be prior to contract signing, pursuant to RFQ Section 5.6.6. RFQ Section 5.6.6. reads as follows:</p> <p>"Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the <i>pro forma</i> contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluation or negatively impact the competitive nature of the RFQ and the vendor selection process."</p>
32	Attachment D	<p>Cost proposal and evaluation guide: the cost proposal and evaluation guide seems to list the current service provider's name for advanced 1+ and toll free features. Since these feature names will differ if a new service provider is awarded the business, can we add our feature names to the cost proposal matrix under the existing feature names without automatically getting eliminated for changing the cost proposal matrix? Since the cost proposal matrix drives the contract descriptions, if this is not possible, we will not be able to match the contract descriptions to our bill, causing us to consider no bidding. Alternatively, adding generic feature descriptions could also drive additional cost as IT work would be required to provide the contract description on a bill that is different from any service provider feature description.</p>	<p>The Respondent may include their own terminology for any stated feature by inserting the companies terminology in parenthesis below the State's terminology.</p>
33	Schedule of Events	<p>RFP schedule of events: the timeframe for this bid is extremely tight; given that we will only have 8 days from the date Q&A responses are delivered to proposal due date, will the State consider extending the proposal due date? That will allow the vendor community more time to understand your requirements and allow us to provide the most competitive price possible.</p>	<p>The Schedule of Events was changed with Amendment 1 to RFQ 32101-15104 and dated October 12, 2015</p>
34	A.11.2.2.3 pro forma	<p>The pro forma asks the contractor to provide a listing of all installed equipment by location, etc. Since we plan on leveraging already installed equipment for this bid, nor will any equipment be installed at customer end sites, please confirm we will not be asked to provide a listing of equipment that is not specifically dedicated to the State (of which we envision none) nor will the State ask for an inventory of local serving office equipment.</p>	<p>The incumbent will only have to provide a listing of that equipment that <u>is</u> dedicated to the State</p>
35	Section C	<p>The pro forma contract seems to infer that the State would like a single bill for 1+, 800 and audio conferencing. Is a single bill required? If SIP trunking is requested, would a single bill need to include those IP services too? Single consolidated bills normally require IT work, and that drives extra cost in the pricing schedule.</p>	<p>Yes, for 1+800 and audio conferencing, one billing per service is required. SIP trunking is not currently active under this contract.</p>
36	C.5.a.v	<p>If the cost proposal descriptions are exact matches to the description on the bill, is the commodity code needed for audit purposes? Adding the State assigned commodity code to the bill will require IT work that will drive extra cost in the pricing schedule.</p>	<p>Yes, must include the Commodity Codes</p>
37	A.11.2.1.2	<p>The State will provide the contractor with an accurate list of possible dedicated locations and switched telephone numbers. In order to perform a seamless migration, please confirm the State will also provide a list of all switched phone numbers needing a PIC change 14 days prior to the contract start date (this aligns with how 800 number porting is structured in A.11.1.1.2).</p>	<p>The State will provide the list of dedicated location and switched telephone numbers utilizing the current contract holder for accurate information</p>
38	A.11.2.1.12	<p>The State will provide the contractor with an accurate list of possible dedicated locations and switched telephone numbers. In order to perform a seamless migration, please confirm that the State will provide a firm list of all dedicated locations 14 days prior to the start of the contract since these locations will require circuit installations and a list of "possible" locations could cause service interruption issues during a migration from the current service provider.</p>	<p>The State will provide the list of dedicated location and switched telephone numbers utilizing the current contract holder for accurate information</p>
39	C.2	<p>Requires all rates to "include all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Contractor." Surcharges, such as universal service fund, as mandated by federal, state, city, local government, etc. often fluctuate. Including surcharges in the rates requires the Contractor to assume surcharges will go up, causing the rates to be inflated, and also requires IT work to create custom billing. All this creates cost for the service providers and is ultimately passed on to the State in the rates. Will the state amend this requirement to state the rates are exclusive of taxes and governmental surcharges? Since the State of TN is tax exempt, they will not be charged taxes, only applicable surcharges. We would like the ability to collect taxes on your behalf should a not-for-profit purchasing off this contract lose their not for profit status.</p>	<p>Universal Service Fund (USF) charges for air time are to be listed as a separate charge on invoices submitted. The State recognizes that this is a Fee imposed by a Governmental body and the Vendor has no control over the dollar amount and the State will pay this Fee..Any surcharges, based on air time, are to be listed separately and identify what they consist of and how they are calculated when submitting an invoice.</p>

40	Attachment D	<p>Cost proposal and evaluation guide: 1+ and 800 rates are often driven by percentage discounts off the published guidebook rates; rates may increase over time causing the CDRs on the bill to be higher than contracted rate. Please confirm that a list of CDRs that may have errored out due to billing a higher rate do not specifically need to be re-presented on the next customer bill, but may alternatively be delivered to the billing team through an amended format, like an excel spreadsheet, that still delivers a minimum data set required to back bill users. Any requirement to re-present CDRs on a bill drives cost which ultimately results in higher rates.</p>	<p>Any error corrections must be re-submitted on the next month's billing in the State format.</p>
41	Attachment D	<p>Cost proposal and evaluation guide: please provide a list, by quantity, location and type of service, including street address, room number, city, state, zip and working telephone number at the site, for all sites that have a "recurring cost of T1" and "recurring cost of ISDN PRI T1." By providing a list, we can ensure we can give you the best rate possible since rates differ based on geographic location, serving LEC, etc.</p>	<p>1. Installation of T1 and Recurring Cost of T1 evaluation factors have been deleted from ATTACHMENT D Cost Proposal & Evaluation Guide, and from the <i>pro forma</i> contract Section C.3</p> <p>2. Installation and recurring cost of ISDN PRI for several locations have been added to ATTACHMENT D Cost Proposal & Evaluation Guide and the <i>pro forma</i> contract, Section C.3. (Both 1. and 2.) are highlighted in Yellow in the referenced documents).</p> <p>3. A list of locations are included, for informational purposes only, as Appendix 1 to this response, Schedule A</p> <p>4. "Metropolitan" services are defined as services provided in metropolitan areas of Tennessee, defined as the counties containing Chattanooga, Clarksville, Jackson, Knoxville, Memphis, Nashville, and the Tri-Cities area (Bristol, Johnson City, and Kingsport). Non-metropolitan services are defined as services provided at sites in all other areas of Tennessee.</p>

APPENDIX 1

STATE RESPONSE TO QUESTIONS/COMMENTS TO RFQ 32101-15104

TOLL FREE CIRCUITS CURRENTLY IN PLACE

16 PRI circuits connected to 185 2nd Ave No, Nashville, Centrex and Dept of Safety

19 PRI circuits connected to 2501 McGavock Pike, Nashville, TN Health Connection

9 PRI Circuits connected to 220 French Landing Dr, Nashville, Dept of Labor

7 PRI circuits connected to 901 5th Ave No, Nashville, DHS Call Center

6 PRI circuits connected to 92 Weakley Lane, Smyrna, DHS Call Center

5 PRI circuits connected to 400 Deadrick St, Nashville, DHS Citizens Plaza

2 PRI circuits connected to 200 Athens Way, Nashville, DHS DDS

DEDICATED LONG DISTANCE CIRCUITS CURRENTLY IN PLACE

5 PRI Circuits connected to North Data Center, 901 5th Ave No., Nashville

5 PRI circuits connected to South Data Center, 92 Weakley Lane, Smyrna

3. ATTACHMENT D Cost Proposal & Evaluation Guide Table is deleted and replaced as follows:

RESPONDENT SIGNATURE:			
PRINTED NAME & TITLE:			
DATE:			
RESPONDENT LEGAL ENTITY NAME:			
Line item of cost Description	Proposed Cost	State Use Only	
		Evaluation Factor	Evaluation Cost (cost x factor)
Long Distance (1 Plus) IntraLATA Dedicated Access	\$ / Minute	10,000	
Long Distance (1 Plus) IntraLATA Switched Access	\$ / Minute	7,300,000	
Long Distance (1 Plus) InterLATA Dedicated Access	\$ / Minute	10,000	
Long Distance (1 Plus) InterLATA Switched Access	\$ /Minute	11,300,000	
Long Distance (1 Plus) Interstate Switched Access	\$ /Minute	5,000,000	
Long Distance (1 Plus) Interstate Dedicated Access	\$ /Minute	300	
Long Distance (1 Plus) Canada Dedicated Access	\$ /Minute	300	
Long Distance (1 Plus) Canada Switched Access	\$ /Minute	5,000	
Long Distance (1 Plus) Mexico Dedicated Access	\$ /Minute	300	
Long Distance (1 Plus) Mexico Switched Access	\$ /Minute	300	
International Locations (1 Plus) Dedicated Access	\$ /Minute	300	

Toll Free – Dedicated IntraLATA Minute	\$ /Minute	10,000,000	
Toll Free – Dedicated InterLATA Minute	\$ /Minute	26,600,000	
Toll Free – Switched IntraLATA Minute	\$ /Minute	5,700,000	
Toll Free – Switched InterLATA Minute	\$ /Minute	8,000,000	
Toll Free – Dedicated Interstate Minute	\$ /Minute	5,700,000	
Toll Free – Switched Interstate Minute	\$ /Minute	3,500,000	
Toll Free - Canada	\$ /Minute	500	
Toll Free - Mexico	\$ /Minute	300	
Toll Free – International, all others not listed, Maximum Rate Minute	\$ /Minute	300	
Toll Free – International Number Fee	\$ per Toll Free Number Per month	300	
PIN Numbers, Toll Free Number Fee	\$ per toll free Number per Month	400	
PIN Numbers Toll Free Set – up or change Fee	\$ per instance per Toll Free number	300	
Network Prompting Toll Free Number Fee	\$ per Toll Free Number per Month	200	
Network Prompting Toll Free Call Fee	\$ per Call	1,200,000	
Network Prompting Toll Free Set – Up or Change Fee	\$ per instance per Toll Free Number	300	
Network Prompting Toll Free – speech recognition	\$ per call	100	
Local Call Blocking Toll Free Number Fee	\$ per Toll Free Number	150	
Local Call Blocking Toll Free Call Fee	\$ per Call	200	

Local Call Blocking Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number	200	
Pay Station (coin charge) Surcharge Call Fee	\$ per Call	2,500	
Toll Free Emergency Routing Set-Up or Change Fee	\$ per instance per Toll Free Number	200	
Blocking Originating Calls Toll Free Number Fee	\$ per Toll Free Number per Month	100	
Blocking Originating Calls Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number	100	
Originating Routing Toll Free Number Fee	\$ per Toll Free Number per month	150	
Toll Free Originating Routing Call Fee	\$ per Call	100	
Toll Free Originating Routing or Change Fee	\$ per instance per Toll Free Number	100	
Toll Free Holiday Toll Free Routing Number Fee	\$ per Toll Free Number per Month	100	
Toll Free Holiday Routing Call Fee	\$ per Call	100	
Toll Free Holiday Routing Set-Up or Change Fee	\$ per instance per Toll Free Number	100	
Toll Free Percentage Routing Number Fee	\$ per Toll Free Number per Month	10	
Toll Free Percentage Routing Call Fee	\$ per Call	10	
Toll Free Percentage Routing Set-Up or Change Fee	\$ per instance per Toll Free Number	10	
Day of Week/Time of Day Routing Toll Free Number Fee	\$ per Toll Free Number per Month	10	
Day of Week/Time of Day Routing Toll Free Call Fee	\$ per Call	10	
Day of Week/Time of Day Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number	10	
Network Informational Announcements, Toll Free Number Fee	\$ per Toll Free Number per Month	10	

Network Informational Announcements Toll Free Call Fee	\$ per Call	10	
Network Informational Announcements Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number	10	
Alternate Termination Routing Toll Free Number Fee	\$ per Toll Free Number per Month	10	
Alternate Termination Toll Free Routing Call Fee	\$ per Call	10	
Alternate Termination Toll Free Routing Set-up or Change Fee	\$ per instance per Toll Free Number	100	
Installation of Toll Free ISDN PRI T1, 185 2 nd Ave No, Nashville, TN	\$ per installation	16	
Recurring Cost of Toll Free ISDN PRI T1, 185 2 nd Ave No. Nashville, TN	\$ per month per PRI	16	
Installation of Toll Free ISDN PRI T1, 2501 McGavock Pike, Nashville, TN	\$ per installation	19	
Recurring Cost of Toll Free ISDN PRI T1, 2501 McGovock Pike, Nashville, TN	\$ per month per PRI	19	
Installation of Toll Free ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ per installation	6	
Recurring Cost of Toll Free ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ per month per PRI	6	
Installation of Long Distance ISDN PRI T1, 901 5 th Ave No., Nashville, TN	\$ per installation	5	
Recurring Cost of Long Distance ISDN PRI T1 901 5 th Ave. No., Nashville, TN	\$ per month per PRI	5	

Installation of Long Distance ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ per installation	5	
Recurring Cost of Long Distance ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ per month per PRI	5	
Installation of Long Distance ISDN PRI T1, Rural Location	\$ maximum per installation	1	
Recurring Cost of Long Distance ISDN PRI T1, Rural Location	\$ maximum per month per PRI	1	
Installation of Toll Free ISDN PRI T1, Rural Location	\$ maximum per installation	1	
Recurring Cost of Toll Free ISDN PRI T1, Rural Location	\$ maximum per month per PRI	1	
Takeback-N-Transfer	\$ per Call	10,000	
Takeback-N-Transfer monthly recurring charge	\$ per month	10,000	
Takeback-N-Transfer Setup Fee	\$ per setup	100	
Automatic Number Identification (ANI)	\$ per Month	600	
Automatic Number Identification	\$ per Call	5,000	
Dialed Number Identification Service	\$ per Month	100	
Audio Conferencing (minimum requirement) Set up	\$ per Month per Phone Number	200	
Audio Conferencing (minimum requirement) Usage Fee	\$ per Minute	100000	
Audio Conferencing (Optional) Set up	\$ per month per Phone Number	100	
Audio Conferencing (Optional) Usage Fee	\$ per minute	5000	
Web Conferencing up to 125 participants monthly Fee per setup	\$ per month	10	
Web Conferencing Usage Fee	\$ per minute	2000	

<p align="center">EVALUATION COST AMOUNT (sum of evaluation costs above):</p> <p>The RFQ Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to three (3) places to the right of the decimal point will be standard for calculations.</p>		
<p align="center">lowest evaluation cost amount from <u>all</u> responses</p> <hr/> <p align="center">evaluation cost amount being evaluated</p>	<p align="center">x 65 (maximum section score)</p>	<p align="center">= SCORE:</p>
<p><i>State Use – RFQ Coordinator Signature, Printed Name & Date:</i></p>		

4. ATTACHMENT G Section B.1 of The *pro forma* contract is deleted in its entirety and replaced with the following:

B.1 This contract shall be effective **January 18, 2016** (“Effective Date”) and extend for a period of thirty-six (36) months after the Effective Date (“Term”). The State shall have no obligation for goods and services provided by the Contractor prior to the Effective Date.

5. ATTACHMENT G Section C.3.b. of the *pro forma* contract is deleted in its entirety and replaced with the following:

b. The Contractor shall be compensated based upon the following payment methodology:

Line item of cost Description	Proposed Cost
Long Distance (1 Plus) IntraLATA Dedicated Access	\$ / Minute
Long Distance (1 Plus) IntraLATA Switched Access	\$ / Minute
Long Distance (1 Plus) InterLATA Dedicated Access	\$ / Minute
Long Distance (1 Plus) InterLATA Switched Access	\$ /Minute
Long Distance (1 Plus) Interstate Switched Access	\$ /Minute
Long Distance (1 Plus) Interstate Dedicated Access	\$ /Minute
Long Distance (1 Plus) Canada Dedicated Access	\$ /Minute
Long Distance (1 Plus) Canada Switched Access	\$ /Minute
Long Distance (1 Plus) Mexico Dedicated Access	\$ /Minute
Long Distance (1 Plus) Mexico Switched Access	\$ /Minute
International Locations (1 Plus) Dedicated Access	\$ /Minute
Toll Free – Dedicated IntraLATA Minute	\$ /Minute
Toll Free – Dedicated InterLATA Minute	\$ /Minute
Toll Free – Switched IntraLATA Minute	\$ /Minute
Toll Free – Switched InterLATA Minute	\$ /Minute
Toll Free – Dedicated Interstate Minute	\$ /Minute
Toll Free – Switched Interstate Minute	\$ /Minute
Toll Free - Canada	\$ /Minute
Toll Free - Mexico	\$ /Minute

Line item of cost Description	Proposed Cost
Toll Free – International, all others not listed, Maximum Rate Minute	\$ /Minute
Toll Free – International Number Fee	\$ per Toll Free Number Per month
PIN Numbers, Toll Free Number Fee	\$ per toll free Number per Month
PIN Numbers Toll Free Set – up or change Fee	\$ per instance per Toll Free number
Network Prompting Toll Free Number Fee	\$ per Toll Free Number per Month
Network Prompting Toll Free Call Fee	\$ per Call
Network Prompting Toll Free Set – Up or Change Fee	\$ per instance per Toll Free Number
Network Prompting Toll Free – speech recognition	\$ per call
Local Call Blocking Toll Free Number Fee	\$ per Toll Free Number
Local Call Blocking Toll Free Call Fee	\$ per Call
Local Call Blocking Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number
Pay Station (coin charge) Surcharge Call Fee	\$ per Call
Toll Free Emergency Routing Set-Up or Change Fee	\$ per instance per Toll Free Number
Blocking Originating Calls Toll Free Number Fee	\$ per Toll Free Number per Month
Blocking Originating Calls Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number
Originating Routing Toll Free Number Fee	\$ per Toll Free Number per month
Toll Free Originating Routing Call Fee	\$ per Call
Toll Free Originating Routing or Change Fee	\$ per instance per Toll Free Number

Line item of cost Description	Proposed Cost
Toll Free Holiday Toll Free Routing Number Fee	\$ per Toll Free Number per Month
Toll Free Holiday Routing Call Fee	\$ per Call
Toll Free Holiday Routing Set-Up or Change Fee	\$ per instance per Toll Free Number
Toll Free Percentage Routing Number Fee	\$ per Toll Free Number per Month
Toll Free Percentage Routing Call Fee	\$ per Call
Toll Free Percentage Routing Set-Up or Change Fee	\$ per instance per Toll Free Number
Day of Week/Time of Day Routing Toll Free Number Fee	\$ per Toll Free Number per Month
Day of Week/Time of Day Routing Toll Free Call Fee	\$ per Call
Day of Week/Time of Day Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number
Network Informational Announcements, Toll Free Number Fee	\$ per Toll Free Number per Month
Network Informational Announcements Toll Free Call Fee	\$ per Call
Network Informational Announcements Toll Free Set-Up or Change Fee	\$ per instance per Toll Free Number
Alternate Termination Routing Toll Free Number Fee	\$ per Toll Free Number per Month
Alternate Termination Toll Free Routing Call Fee	\$ per Call
Alternate Termination Toll Free Routing Set-up or Change Fee	\$ per instance per Toll Free Number
Installation of Toll Free ISDN PRI T1, 185 2 nd Ave No, Nashville, TN	\$ per installation
Recurring Cost of Toll Free ISDN PRI T1, 185 2 nd Ave No. Nashville, TN	\$ per month per PRI

Line item of cost Description	Proposed Cost
Installation of Toll Free ISDN PRI T1, 2501 McGavock Pike, Nashville, TN	\$ [redacted] per installation
Recurring Cost of Toll Free ISDN PRI T1, 2501 McGovock Pike, Nashville, TN	\$ [redacted] per month per PRI
Installation of Toll Free ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ [redacted] per installation
Recurring Cost of Toll Free ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ [redacted] per month per PRI
Installation of Long Distance ISDN PRI T1, 901 5 th Ave No., Nashville, TN	\$ [redacted] per installation
Recurring Cost of Long Distance ISDN PRI T1 901 5 th Ave. No., Nashville, TN	\$ [redacted] per month per PRI
Installation of Long Distance ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ [redacted] per installation
Recurring Cost of Long Distance ISDN PRI T1, 92 Weakley Lane, Smyrna, TN	\$ [redacted] per month per PRI
Installation of Long Distance ISDN PRI T1, Rural Location	\$ [redacted] maximum per installation
Recurring Cost of Long Distance ISDN PRI T1, Rural Location	\$ [redacted] maximum per month per PRI
Installation of Toll Free ISDN PRI T1, Rural Location	\$ [redacted] maximum per installation
Recurring Cost of Toll Free ISDN PRI T1, Rural Location	\$ [redacted] maximum per month per PRI
Takeback-N-Transfer	\$ [redacted] per Call
Takeback-N-Transfer monthly recurring charge	\$ [redacted] per month
Takeback-N-Transfer Setup Fee	\$ [redacted] per setup
Automatic Number Identification (ANI)	\$ [redacted] per Month

Line item of cost Description	Proposed Cost
Automatic Number Identification	\$ per Call
Dialed Number Identification Service	\$ per Month
Audio Conferencing (minimum requirement) Set up	\$ per Month per Phone Number
Audio Conferencing (minimum requirement) Usage Fee	\$ per Minute
Audio Conferencing (Optional) Set up	\$ per month per Phone Number
Audio Conferencing (Optional) Usage Fee	\$ per minute
Web Conferencing up to 125 participants monthly Fee per setup	\$ per month
Web Conferencing Usage Fee	\$ per minute

6. **RFQ Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFQ not expressly amended herein shall remain in full force and effect.