ADDENDUM 2

Request for Information
For
Telecommunication Audit

June 20, 2018

Please acknowledge receipt of this Addendum and include with your proposal.

_________________________________________
Company

_________________________________________
Authorized Signature  Date

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Due Date change - Questions/Responses

***RFI Due date has been extended to 12:00 Noon, Friday, June 29, 2018

1. Can you provide the spend for each of the carriers identified in the RFP?  Response: See the spend in addendum #1

2. The RFP states that the City wants 6 months of billing reviewed. Most carriers will not accept claims for billing over two months in arrears. Wireless billing would be reviewed for 6 to 12 months to identify usage and feature trends.
   a. Does the City have a 6-month limit in your contracts?  Response: No
   b. We look to recover what the statute of limitations are in that state and by the FCC. These issues are typically identified on the most current billing available.  Response: OK Great!

3. The RFP provide higher points if the participant is within 20 miles of Winston-Salem
   a. Are you looking for on-site physical inventories to be conducted?  Response: No
   b. Are you looking for work to be conducted on-site?  Response: Work does not have to be performed on-site.  The local vendor is weighed and is a criteria mandated by City Council

4. The RFP mentions several projects in house being completed i.e. VoIP, SIP and fiber.
   a. Are any reviews underway internally to find issues and reconcile them?  Response: No that’s the purpose of this request.
b. Have the carriers conducted any first bill reviews on these new services?  
**Response:** We have not had detailed reviews. That’s the purpose of this audit.

5. How many locations does Winston-Salem have?

   a. How many data centers?  
   **Response:** Two data centers

   b. Have you ever had a telecom audit done before? If so, when? How successful was it?  
   **Response:** See the answer in addendum #1. The last audit was in 2013. And there was an estimate of $16,000/year savings

6. We would like to request a one-week extension on the due date of the proposal.  
**Response:** RFI Due date has been extended to **12:00 Noon, Friday, June 29, 2018**