

# 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

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**\*\*\*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**