



REQUEST FOR PROPOSALS
UK-2472-25
Telecom Expense Management System [TEMS]
ADDENDUM # 1
11/19/2024

ATTENTION: This is not an order. Read all instructions, terms and conditions carefully.

IMPORTANT: RFP AND ADDENDUM MUST BE RECEIVED BY 11/26/2024 @ 3:00 P.M. LEXINGTON, KY TIME

Offeror must acknowledge receipt of this and any addendum as stated in the Request for Proposals.

Please refer to and incorporate within the offer the attached questions and answers.

**OFFICIAL APPROVAL
UNIVERSITY OF KENTUCKY**

A handwritten signature in black ink, appearing to be 'W. J. G.', written over a horizontal line.

Category Specialist / (859) 257-5409

SIGNATURE

A solid horizontal line intended for a signature.

Typed or Printed Name

University of Kentucky
Procurement Services
322 Peterson Service Building
Lexington, KY 40506-0005



Written Questions and Answers

Telecom Expense Management System [TEMS]

RFP UK-2472-25

Closing Date: 11/26/2024

Today's Date: 11/18/2024

No.	Question	Answer
1	<p>Can you please provide an estimated monthly total telecom spend that the TEM will manage?</p> <ul style="list-style-type: none"> ○ Estimated monthly mobile only spend? ○ Estimated monthly wireline only spend? 	<p>Est. monthly mobile spend: \$50,000</p> <p>Est. monthly wireline spend: \$330,000</p>
2	<p>What is the total number of mobile devices? Can this be broken down by cellphone, smartphone, tablet, Mifi, IoT?</p>	<p>Current number of devices: 1,066</p> <p>Phone: 444</p> <p>Tablet: 216</p> <p>Mifi: 341</p> <p>IoT: 50</p> <p>Other: 1</p> <p>Pager: 14</p>
3	<p>Does UK want the TEM to place the mobile orders with the carrier?</p>	<p>This is a service UK would like to consider.</p>
4	<p>Does UK want a fixed fee or would they prefer a model that would compensate the TEM based on real savings?</p>	<p>The University is open to both models.</p>
5	<p>Does UK want the TEM provider to audit the invoices and optimize the spend or does the UK staff want to handle this task?</p>	<p>The University wants the TEM provider to audit the invoices and optimize the spend.</p>
6	<p>Can offerors provide the Technical and Financial Proposals in email format rather than physical USB devices?</p>	<p>No, please see section 3.7 (page 12-13) of the RFP for submission requirements.</p>

<p style="text-align: center;">7</p>	<p>Can a list of carriers in scope, number of invoices per carrier, number of mobile devices per carrier, average monthly or annual spend per carrier be provided in order to generate a financial proposal?</p>	<p>In reference to mobile services/carriers, here is a list of carriers, number of invoices per carrier, number of devices per carrier, and average monthly spend per carrier.</p> <ol style="list-style-type: none"> 1. Spok <ol style="list-style-type: none"> a. 1 invoice b. 14 devices c. \$400 2. Verizon <ol style="list-style-type: none"> a. 6 invoices b. 351 devices c. \$16,000 3. AT&T <ol style="list-style-type: none"> a. 3 invoices b. 633 devices c. \$32,000 4. Appalachian Wireless <ol style="list-style-type: none"> a. 2 invoices b. 33 devices c. \$1,600 5. T-Mobile <ol style="list-style-type: none"> a. 2 invoices b. 34 devices c. \$350 6. Starlink <ol style="list-style-type: none"> a. 1 invoice b. 1 device c. \$165 <p>For wireline services, here is a list of carriers, number of invoices, and average monthly spend for each.</p> <ol style="list-style-type: none"> 1. Spectrum <ol style="list-style-type: none"> a. 9 invoices b. \$14,000 2. People's Rural Tel. CO <ol style="list-style-type: none"> a. 4 invoices b. \$400 3. Mountain Telephone <ol style="list-style-type: none"> a. 3 invoices b. \$500 4. Lumen (Level 3) <ol style="list-style-type: none"> a. 1 invoice b. \$4,500 5. Thacker Grigsby <ol style="list-style-type: none"> a. 5 invoices b. \$1,800 6. Foothills Connect
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		<ul style="list-style-type: none"> a. 2 invoices b. \$300 7. Duo Broadband <ul style="list-style-type: none"> a. 3 invoices b. \$2,400 8. AT&T (UVerse, Business, etc) <ul style="list-style-type: none"> a. 6 invoices b. \$15,000 9. Access CATV <ul style="list-style-type: none"> a. 1 invoice b. \$120 10. Windstream <ul style="list-style-type: none"> a. 26 invoices b. \$250,000 11. Accelecom <ul style="list-style-type: none"> a. 1 invoice b. \$4,600 12. TDS Telecommunication <ul style="list-style-type: none"> a. 1 invoice b. \$200 13. HMP&L Power <ul style="list-style-type: none"> a. 1 invoice b. \$200 14. AltaFiber <ul style="list-style-type: none"> a. 1 invoice b. \$325 15. Metronet <ul style="list-style-type: none"> a. 1 invoice b. \$38,500 16. Logan Tel. Co <ul style="list-style-type: none"> a. 1 invoice b. \$120 17. Frankfort Plant Board <ul style="list-style-type: none"> a. 1 invoice b. \$50 18. Optimum Business <ul style="list-style-type: none"> a. 1 invoice b. \$200 19. Harlan Online <ul style="list-style-type: none"> a. 1 invoice b. \$150 20. Viasat <ul style="list-style-type: none"> a. 1 invoice b. \$200 21. Eastern Telephone and & Technologies <ul style="list-style-type: none"> a. 1 invoice b. \$35
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8	What other software integrations would be beneficial for the management team to help streamline the TEM tool? (e.g. ServiceNow, SAP)	The only software integration required for this RFP are ServiceNow and SAP.
9	What is the total wireline telecom spend annually or monthly?	Total wireline monthly spend: \$330,000 Total wireline annual spend: \$3,960,000
10	What is the total number of mobile devices that would be under management?	Total current number of devices: 1,066
11	What is the total number of invoices the University receives monthly?	There are currently 86 invoices paid each month. Many invoices consist of accounts that have been combined. We currently have about 460 total accounts.
12	How many vendors are there? Can you list the vendors and number of invoices from each vendor?	There are 30 vendors. Please note this includes both wireline and mobile vendors. Here is a list of vendors with number of invoices for each: Spectrum, 9 People's Rural Telephone Co. (PRTC), 4 Mountain Telephone, 2 Lumen (Level 3), 1 Thacker-Grigsby, 5 Foothills Connect, 2 Duo Broadband, 3 AT&T, 4 AT&T Uverse, 3 AT&T FirstNet, 1 AT&T Thrifty, 1 Access CATV, 1 Windstream, 26 Accelecom, 1 TDS Telecommunications, LLC, 1 HMP&L Power, 1 AltaFiber, 1 Metronet, 1 Logan Telephone Co. (LTC), 1 Frankfort Plant Board, 1 Optimum Business, 1 Harlan Online, 1 Viasat, 1 Eastern Telephone & Technologies, 1 Spok, 1 Verizon, 6

		Appalachian Wireless, 2 T-Mobile, 2 Starlink , 1 Recite, 1
13	What format are invoices received? Mail or electronic (EDI). What is the number of invoices for each format?	Most invoices are received in an electronic format, while a few are received by mail. Electronic: 83 Mail: 3
14	Is there a set budget for this project and can the University disclose the budget?	The University will not disclose the budget for this project.
15	Is there an incumbent and if so, can the University disclose the incumbent?	The University is not currently utilizing a TEM provider for the functions that are the subject of this RFP.
16	Is there a time period for awarding this business?	Potential contract may be awarded by end of December 2024 or first of January 2025.
17	Will the University accept a Managed Service solution that is cloud based?	The University will consider cloud-based solutions.
18	Please provide your current annual spend that will be in the scope of this project?	Total estimated annual telecommunications spend, including wireline and mobile, is \$4,560,000.
19	Please provide a list of your current carriers that are in scope.	Spectrum People's Rural Telephone Co. (PRTC) Mountain Telephone Lumen (Level 3) Thacker-Grigsby Foothills Connect Duo Broadband AT&T AT&T Uverse AT&T FirstNet AT&T Thrifty Access CATV Windstream Accelecom TDS Telecommunications, LLC HMP&L Power AltaFiber Metronet Logan Telephone Co. (LTC) Frankfort Plant Board

		<p>Optimum Business Harlan Online Viasat Eastern Telephone & Technologies Spok Verizon Appalachian Wireless T-Mobile Starlink Recite</p>
20	<p>Please provide the number of invoices per carrier in scope.</p>	<p>Spectrum, 9 People's Rural Telephone Co. (PRTC), 4 Mountain Telephone, 2 Lumen (Level 3), 1 Thacker-Grigsby, 5 Foothills Connect, 2 Duo Broadband, 3 AT&T, 4 AT&T Uverse, 3 AT&T FirstNet, 1 AT&T Thrifty, 1 Access CATV, 1 Windstream, 26 Accelecom, 1 TDS Telecommunications, LLC, 1 HMP&L Power, 1 AltaFiber, 1 Metronet, 1 Logan Telephone Co. (LTC), 1 Frankfort Plant Board, 1 Optimum Business, 1 Harlan Online, 1 Viasat, 1 Eastern Telephone & Technologies, 1 Spok, 1 Verizon, 6 Appalachian Wireless, 2 T-Mobile, 2 Starlink, 1 Recite, 1</p>
21	<p>Please provide the number of contracts to be managed in the scope of this project.</p>	<p>30</p>
22	<p>Please provide the number of mobile devices per carrier in scope.</p>	<p>Verizon - 351 AT&T - 633 T-Mobile - 34 Appalachian Wireless - 33</p>

		SPOK - 14 Starlink - 1
23	Please provide the estimated number of MACDs per month for the following services: <ul style="list-style-type: none"> . Mobile? . Wireline? . Data? 	Mobile – 5-10 MACDs per month Wireline/Data - 2-5 per month
24	Does the University have plans to outsource the Wireless MACD activity to winning vendor or will this remain in house?	This is a service UK would like to consider.
25	Is the integration to ServiceNow and SAP part of the original scope or will this be a future phase? a. What is the purpose of the integration to ServiceNow and SAP to ensure we enable the correct modules to meet your needs?	An integration with ServiceNow could allow for requesting move/add/change requests to service providers to flow through ServiceNow to the TEMS platform. This is not the case today but would be an improvement to our processes. As we would have to gather information from on-site teams this could be in a second phase. The integration with SAP will allow billing to be sent to departments across the enterprise. Among other things, UK uses SAP to manage fund transfers between departments.
26	Is there any need to collect and manage data from your PBX system on campus?	No
27	Please confirm the total annual telecommunications spend.	Total estimated annual telecommunications spend, including wireline and mobile, is \$4,560,000.
28	Please confirm if the total device count is 1,000.	Total current number of devices: 1,066
29	Please confirm if there is a chargeback process for telecommunications expenses.	While not a requirement of this RFP, we are open to additional options for our internal billing currently in place.
30	Please confirm if you apply surcharges back to the business?	While not a requirement of this RFP, we are open to additional options for our internal billing currently in place.
31	Please confirm if you charge departments at the university based on time and materials. If so, will you need to continue doing this in the platform?	While not a requirement of this RFP, we are open to additional options for our internal billing currently in place.
32	Please confirm if you currently track cabling and infrastructure. If so, will	While not a requirement of this RFP, we are open to additional options for our internal billing currently in place.

	this need to be continued in the future?	
33	Can you please confirm the figure of 6,500 mobile lines?	Total current number of mobile devices: 1,066
34	Is there an existing TEMS provider in place?	The University is not currently utilizing a TEM provider for the functions that are the subject of this RFP
35	I wanted to confirm what the total annual spend is.	Total estimated annual telecommunications spend, including wireline and mobile, is \$4,560,000.
36	How many mobility devices are in scope for the RFP and can you please itemize by device type? - Smartphone, tablet, hot spot, machine to machine IoT	Current number of devices: 1,066 Phone: 444 Tablet: 216 Mifi: 341 IoT: 50 Other: 1 Pager: 14
37	Please confirm that the financial proposal should be completely separate from the Technical Proposal and mailed to the University	Yes, that is correct. However, they can be mailed in the same envelope.
38	Both the Technical Proposal and the Financial proposal needs to be sent by mail with a printed paper copy and USB electronic copy. Our security practice does not allow our Team members to utilize a USB on a Company Computer. In Lieu of the USB, can the RFP response be sent by email?	No, we do not accept responses via email. Please see section 3.7 (page 12-13) of the RFP for submission requirements.
39	The University is requesting pricing on the detailed mandatory services yet has not provided the necessary detail to provide a comprehensive price quote. Can the University provide the following: Mobility Footprint • Number of Mobile Carriers • Number Wireless Carriers	Mobility: # of Carriers – 7 # of Accounts – 16 Current # of devices by type - - Phone: 444 - Tablet: 216 - Mifi: 341 - IoT: 50 -Other: 1 - Pager: 14

	<ul style="list-style-type: none"> Number of Accounts Number of devices by type: <ul style="list-style-type: none"> Smartphones Tablets WiFi Devices Fixed Telecom Footprint Amount of spend under management Number of Carriers Number of Accounts 	<p>Fixed Telecom</p> <p>Est. annual spend - \$3,960,000 # of carriers – 23 # of accounts – 70 consolidated accounts (70 monthly invoices to pay – about 460 total accounts)</p>
40	If the TEM provider does not have experience in the Higher Ed Market but has extensive experience with similar sized clients in the private market will this eliminate the provider from consideration?	As a public institution, the University would prefer to work with a provider that has experience with clients in higher education or the public market, however, all proposals are welcome.
41	Section 6.10 states that a termination for convenience is required with 30 days notice. Will the University accept a Termination of Convenience only after 1 year guaranteeing the TEM provider at least a 1 year contract?	For termination purely for convenience, we are willing to guarantee the contract for at least the first year. However, we reserve the right to terminate for cause with 30 days' notice. This means that as long as there are no issues on the vendor's part, we will uphold the one-year guarantee.
42	How many locations do you manage where telecom services are served?	The University manages services across 300 to 500 locations at any given time.
43	How many vendors do you have from who you receive invoices?	There are 30 current vendors which includes providers of both wireline and mobile services.
44	How many invoices do you handle each month?	There are currently 86 invoices paid each month. Many invoices consist of accounts that have been combined. We currently have about 460 total accounts.
45	Is a summary of amounts being paid, by service categories or just a total, coming from all these invoices?	Invoices typically include a detailed summary of amounts being paid by service categories.
46	How many wireless devices do you manage?	Total current number of mobile devices: 1,066
47	What is your ERP system (provider) that you would expect us to interface with?	SAP
48	Is there an incumbent TEM Service Provider today who performs some or	The University is not currently utilizing a TEM provider for the

	all functions that are the subject of this RFP?	functions that are the subject of this RFP
49	We usually procure three quotes from suppliers for a service requested. Is that sufficient?	Yes, but the quotes need to be from our contracted service providers.