



County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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SCOTT MINNIX
Director

"Trusted Partner and Provider of Choice"

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August 6, 2018

Dear Eligible Contractors:

Subject: Addendum One (Q & A) to Telecommunications Services RFSQ #104731

This Addendum is intended to be available by email to vendors who attended the Proposer's Conference on Thursday, July 26, 2018. The following questions were submitted in writing by Thursday, July 19, 2018 and after the Proposer's Conference. Answers to these questions and any clarifying statements/clarifications, including attachments hereto, are presented below. In all, this Addendum modifies the original Telecommunications Services RFSQ.

STATEMENT/CLARIFICATION

STATEMENT #1: Attached is the Sign-In Sheet from the Proposer's Conference.

STATEMENT #2: Attached is a list of questions and answers regarding the RFSQ.

A copy of this addendum, including any attachments hereto, is being sent to you via email for expediency. Please send a reply to the email to acknowledge receipt of this document. Should you have any procedural or contractual questions, please contact Neary Ros by email at CRos@isd.lacounty.gov or call (562) 940-3089.

cc: Greg Dollinger

MEETING SIGN-IN

SUBJECT: Telecommunications Services

DATE: 07/26/18

LOCATION: 12400 Imperial Hwy, Norwalk, CA 90650 – Executive Room 5214

TIME: 10:30 AM

NAME	DEPT/ COMPANY	EMAIL	TELEPHONE
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MEETING SIGN-IN

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[illegible]

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[illegible]

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TIME: 10:30 AM

[illegible]

Addendum One (Q A) to Telecommunications Services RFSQ #104731

#	Question	Response
1	Page 2, Section 1.4.1 states: "Vendor must have a minimum of ten years of experience in providing services equivalent or similar to the Services stated..." • Can a Vendor utilize a subcontractor's experience to qualify for a category? • Is an On-Premise solution considered "equivalent or similar" services?	**The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors. **On-premises solution would not be considered "equivalent or similar" services
2	Section 4.1.3, Paragraph 1, Page 28 Does the County of Los Angeles require vendors to define services as it aligns with Section 4.1.3 Future Data Network Requirements?	No. Vendors are only required to complete EXHIBIT 6A-2
3	Section 4.1.3.2, Paragraph 2, Page 28 "Vendor shall describe its MPLS offering, including: • ☐ Geographic and Implementation limitations • ☐ Pricing combines Port and Access charges • ☐ All associated pricing for components " Given that MPLS offerings will vary per service location, will it be acceptable to provide budgetary pricing in the RFSQ response?	No pricing is being requested at this time. Vendors are only required to complete the forms referenced in the RFSQ
4	Section 4.1.5, Paragraph 1, Page 31 "...The Vendor should demonstrate the capability and experience to deliver the following Data Network Services to locations that the County will specifically..." How does a vendor demonstrate its capability? Does the Vendor organization needs to have experience in each category or can they reference the experience of their partners and/or subcontractors?	*The Vendor must demonstrate its capability by completing and returning the required forms enclosed with this RFSQ **The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
5	Section 4.1.5.2, Paragraph 1, Page 31 How does a vendor demonstrate its transition processes?	The Vendor must demonstrate its capability to deliver transition services, where relevant, by completing the PROSPECTIVE VENDOR REFERENCE CONTRACTS forms
6	Section 4.1.5.3, Paragraph 1, Page 31 Please define what is a Service Request (SR)?	Further clarification of this term will be available when Work Orders are issued
7	Sample Master Agreement, Appendix H Section 7.0, Page 10 In reference to contractor named staff, Is there a requirement for this individuals to be dedicated to administer each individual work order.	The specific scope and requirements will be addressed in the individual Work Orders
8	Section 4.3.1 Cloud VoIP Services Objectives • Can you please elaborate on the item "Improvement of County user satisfaction"? • Are there particular objectives that you would like to overcome with the new system?	*As an example, the County would like to improve the consistency of Cloud VoIP service to end users **The County would like to have state of the art, innovative cloud VoIP services solutions that can be deployed across the various County geographic service locations
9	Section 4.3.2 VoIP Services Requirements Can you please elaborate on the requirements for the new Cloud VoIP system? • Single Number Reach • E911 capability • IM • Mobility • Integration with Contact Center • Etc.	The specific scope and requirements will be addressed in the individual Work Orders
10	Section 4.3.4.4 Operations - Cloud VoIP Platform Services Can you confirm that the vendor will not be responsible for on-site Adds, Moves & Changes for the new Cloud based system?	The specific scope and requirements will be addressed in the individual Work Orders
11	Section 4.4.2 Cloud Contact Center Services Requirements Can you please describe the Contact Center Applications on the current system? • Call recording • Agent supervisor tools • Voice-to-text	The specific scope and requirements will be addressed in the individual Work Orders
12	Section 4.4.2 Cloud Contact Center Services Requirements • How many County departments are currently using a Contact Center ? • Is there a plan for consolidation? • Can we ask additional questions / obtain additional information after the Vendor's Conference?	*The specific scope and requirements will be addressed in the individual Work Orders **The Vendors will be able to ask additional questions/obtain additional information after the Vendor's Conference
13	Depending on the categories that a Vendor may bid, may a Vendor submit clarifications about whether the Business Associate Agreement or Information Security and Privacy Requirements apply to the services in a category, e.g., a vendor providing Data Network Services may not have access to data in transport and thus would not be a business associate or have the ability to encrypt data?	The specific scope and requirements will be addressed in the individual Work Orders

Addendum One (Q A) to Telecommunications Services RFSQ #104731

#	Question	Response
14	May a Vendor submit its specific service exhibits and SLA schedules that describe the Vendor services for specific categories?	The specific scope and requirements will be addressed in the individual Work Orders
15	May a Vendor submit clarifications to the Master Agreement as certain terms and conditions may not apply to the categories bid by the Vendor, such as work product or data security provisions application to Data Network Services?	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.
16	Are any services envisioned under this MSA currently committed under an existing term agreement? If so, which services, and how soon would the County be free to issue Work Order requests against any new agreement?	The County plans to begin issuing Work Orders as soon as the fall of 2018
17	Does the current contract with AT&T have the ability to be extended beyond its 2020 expiration date? Is it a possibility that County will extend that contract without opening up services to multiple providers?	The provision of this information is not material to vendors' qualifications
18	What is the approximate annual spend (rough order of magnitude) on the current contract covering these services?	The provision of this information is not material to vendors' qualifications
19	For Cloud VoIP services, we recommend delivery over our own MPLS-based network for the best quality. However, we can also deliver over ISP service which we provide. As for the transport methodology, what is the County's technology preference? If a vendor wishes to respond to this category, are we also required to meet the minimum requirements and respond to Category 1, Data Services?	The specific scope and requirements will be addressed in the individual Work Orders
20	With more and more services being driven to the internet (i.e. for ERP, SaaS/PaaS/IaaS solutions), the need for more robust and diverse connections to both the Internet and private connections to various Cloud Service providers is needed. However, since the quantity of connections for these services are a small percentage of the quantities needed to meet Minimum Requirements for Category 1, Data Services, would the county consider this as a separate Category? Since these would be only be to aggregation points, a more representative number of customer locations as the minimum requirement would more appropriate.	The four service categories will not change
21	In Sections 4.3.4.3 – 4.3.4.4 Order Management, under all the modules, the County lists "Emergency Service Request". Can the County define in more detail what is meant and expected under this kind of request?	The specific scope and requirements will be addressed in the individual Work Orders
22	In Page 45, 4.3.4.9- Cloud VoIP Services (Billing), it references interfacing with the County's "Telecommunications Expense Management System". Can you please explain what kind of system and the underlying technical requirements to interface?	The specific scope and requirements will be addressed in the individual Work Orders
23	In Section 4.3.4.9 of all categories, Billing Activities, is there a particular billing format which the vendor must comply with up front? If so, can we see what is being asked for in each of the categories?	The specific scope and requirements will be addressed in the individual Work Orders
24	Section 1.4.2.3 and 1.4.2.4, page 3 "To meet the minimum qualification for Category 3 — Cloud VoIP Services, the vendor must identify five (5) client contracts for Cloud VoIP Services (as defined in Section 4.3 (Category 3 Description – Cloud VOIP Services), each for more than 3,000 phones in the U.S. Any two (2) of these five (5) contracts must be with U.S. public entity clients." "To meet the minimum qualification for Category 4 — Cloud Contact Center Services, the vendor must identify five (5) client contracts for Cloud Contact Center services (as defined in Section 4.4 (Category 4 Description – Cloud Contact Center Services) that can support more than 200 call takers in the U.S. Any two (2) of these five (5) contracts must be with U.S. public entity clients." Question: If a reseller is bidding a partner provided Cloud Based Service for Categories 3 and 4 can we use the partner owner/operator references to meet the minimum qualifications for the Category."	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
25	Section 4.1.5.11, page 33 "Billing - Billing addresses the delivery of invoices and detailed billing data to the County. The County's intention is for Vendor to provide a single invoice to County for all services centrally, however, the County reserves the right to require the Vendor to provide invoices directly to County departments. Billing Activities include:" • Interface with Telecommunications Expense Management System • Billing Process • Invoice Format • Billing Management • Rate Validation/Invoice Accuracy • Billing Adjustments" Question: What system is the county using for its Telecommunications Expense Management System?	The specific scope and requirements will be addressed in the individual Work Orders

Addendum One (Q A) to Telecommunications Services RFSQ #104731

#	Question	Response
26	Section 4.3 page 41 General section question - Can a reseller bid services from a partner provider for Category 3, or is it required that the bidder be the owner/operator of the Cloud Based services for Category 3.	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
27	Section 4.4 page 46 General section question - Can a reseller bid services from a partner provider for Category 4, or is it required that the bidder be the owner/operator of the Cloud Based services for Category 4.	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
28	Section 4.4.2, page 46 • How many agents are there - Estimate? • How many supervisors - Estimate? • Are the agents remote? • How many call center locations will be part of this? • Do all agents work for LA County or are their some BPO agents? • What are the reporting requirements? • What other carriers other than AT&T are being used? • Does the CC answer DID and 800# calls or just 800# calls? • What is the existing IVR Solution? • Is the IVR DTMF only or is there a Speech Recognition requirement? • Does the IVR handle payment services? • If so, what are the payment gateway solutions being used? • What is the existing Email support solution? • What is the existing chat solution? • What is the existing ACD/CC Solution? • What is the existing WFM solution? • What is the existing QM solution? • What is the existing CRM integration (data source)? • What is the existing Call Recording? • Is Screen Capture required? • Is it possible to bid on the CC related items only?	The specific scope and requirements will be addressed in the individual Work Orders
29	Section 4.3.2, page 42 "Cloud VoIP Services Requirements - The County requires a Cloud VoIP solution that can support up to 30,000 users in the County. The service must support desk phones, softphones, Wi-Fi Phones, SIP Trunk connectivity to the public switched telephone network (PSTN). The solution must also provide: • Integrated audio and web conferencing services for handling multiparty conferencing requirements in a multisite environment • Centralized user interface for moderating, managing and accessing an end user's conferences via a desktop and web client • In addition, voice solutions should be able to integrate with existing voice communication resources, such as: • County PBX and IP PBX systems • County voicemail systems • County email systems • County telephony dial plans • Who is their current PSTN provider(s) other than ATT for the CENTREX service? • Local Provider • Long Distance Provider • Do you have any integration with CRM systems on the VoIP Platforms, for help-desk or SFDC? • So you have a mass-notification system integration requirements (e.g.: Singlewire) • Please provide your E911 requirements? • Do you have any Directory integration requirements?	The specific scope and requirements will be addressed in the individual Work Orders
30	This is a general question, can we get an extension on the deadline for written question submission?	The Vendors will be able to ask additional questions/obtain additional information after the Vendor's Conference
31	In order to properly align all internal resources and to prepare a thorough detailed response, we'd ask for an extension of the due date (presently 9/6/18). Page 18 2.3 RFSQ Timetable The timetable for this RFSQ is as follows: • Release of RFSQ July 5, 2018 • Request for a Solicitation Requirements Review Due July 19, 2018 • Written Questions Due July 19, 2018 • Vendor Conference Date July 26, 2018 • Questions and Answers Released..... August 6, 2018 • SOQ due by 3:00 PM Pacific Time September 6, 2018	As this is an RFSQ, the due date is not a "hard" date. However, it is in the interest of Vendors to qualify as soon as possible so that they may bid on future Work Orders.

Addendum One (Q A) to Telecommunications Services RFSQ #104731

#	Question	Response
32	Please provide use-case around outbound dialer needs Page 46 4.4.2 Cloud Contact Center Services Requirements Vendor shall provide Cloud Contact Center Services that provides both inbound and outbound call processing and call flow with integrated capabilities of: • Private Branch Exchange (PBX) • Automated Call Distribution (ACD) • Interactive Voice Response (IVR) • Computer Telephony Integration (CTI) including integration with • Customer Relationship Management (CRM) • Outbound Dialer • Email Integration • SMS Integration • Web-chat • Call Recording • Workforce Management	The specific scope and requirements will be addressed in the individual Work Orders
33	Please provide a sample listing of CRM's that the vendor would need to provide CTI Page 46 - 4.4.2 Cloud Contact Center Services Requirements Vendor shall provide Cloud Contact Center Services that provides both inbound and outbound call processing and call flow with integrated capabilities of: • Private Branch Exchange (PBX) • Automated Call Distribution (ACD) • Interactive Voice Response (IVR) • Computer Telephony Integration (CTI) including integration with • Customer Relationship Management (CRM) • Outbound Dialer • Email Integration • SMS Integration • Web-chat • Call Recording • Workforce Management	The specific scope and requirements will be addressed in the individual Work Orders
34	Please provide sample interface format for the Telecommunications Expense Management System Page 48 - 4.4.3.9 Billing This section addresses the delivery of invoices and detailed billing data to the County. The County's intention is for Vendor to provide a single invoice to County for all services centrally, however, the County reserves the right to require the Vendor to provide invoices directly to County departments. Billing Activities include: • Interface with Telecommunications Expense Management System • Billing Process • Invoice Format • Billing Management • Rate Validation/Invoice Accuracy • Billing Adjustments	The specific scope and requirements will be addressed in the individual Work Orders
35	Does the county of Los Angeles have any requirement for service to be provided domestically?	All services should be provided domestically
36	Category 1 — Data Network Services To meet minimum qualification for Category 1 — Data Network Services, the vendor must identify five (5) client contracts for Data Network Services (as defined in Section 4.1 (Category 1 Description – Data Network Services) Question: Can these contracts and references be for any of the service types identified within Cat 1?	As stated in Exhibit 6A-2, "Vendors are not required to provide all of these services for each reference client"
37	Category 2 — Secure Web Gateway (SWG) Services • Total number of devices on the network • What is the bandwidth from LA County out to the Internet • Is this a hub/spoke environment? • Do any locations have their own connection to the Internet (no site to site/MPLS) • Total concurrent users/IPs • Does LA County want the Policy Management Service in addition to the base Secure Cloud Gateway services – where we manage the security policies and the configuration of the Secure Cloud Gateway Solution? • Do you have a desire to integrate via WCCP/ITD? • Does LA County leverage SAML. If so, please share the SAML vendor? • Does LA County have a requirement for BYOD or Guest Wifi or any device not owned by LA County? • Are you currently utilizing SSL decryption now? • Does LA County require a log monitoring SIEM service for the logs/events?	The specific scope and requirements will be addressed in the individual Work Orders

Addendum One (Q A) to Telecommunications Services RFSQ #104731

#	Question	Response
38	Category 3 — Cloud VoIP Service • Will the County accept references that are within LA County for existing services? • Will Los Angeles County allow Verizon to add services to the list with new products and services as time passes?	*As long as the references meet the specified criteria stated in the RFSQ, the reference will be considered valid *The specific scope and requirements will be addressed in the individual Work Orders
39	Category 4 — Cloud Contact Center Services • Interactive Voice Response (IVR) - o Provide a description of the backend database systems and options for accessing these databases to provide valid information for the IVR question/response script. • Web Interaction Manager/webchat (WIM) - o Specific the number of webchat interactions per month • Texting to external customers (i.e. mobile phones, hand held devices) - o Describe what information is being texted to external customers - o What is the source of this texted information - o Has the customer entered in the number to be texted at? • Fedramp - o Is Fedramp a consideration, requirement or advantage to your environment? • Email - o Will you have emails routed to agents? - o What is your current email platform (if any)? • Chat/SMS - o Will you have chat launch points from websites for your customers to chat with your agents? - o Will you need to receive inbound SMS messages? - o Will you need to be able to send out automated SMS messages (e.g. School Closure, Appt Reminders, etc.)? - o Will you have a need for an agent to initiate an outbound SMS (e.g. while on a call with a customer)? • Dialer - o Do you have a need for an automated dialer? - o What types of outbound dialing are you doing today? • Products/locations/integrations planned for the future that could include - o Advanced Self Service Applications	The specific scope and requirements will be addressed in the individual Work Orders
40	Cloud Services, Page 43, 4.3.4 • If the vendor is the primary contact and resells hardware or services in order to fulfill a solution, does this allow the primary to meet the minimum qualifications? This includes a resell agreement; the reseller is not performing the work.	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
41	Can we use subcontractors to qualify for the categories?	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
42	Will the County be looking to buy services off of a procurement contract, such as CalNet?	No
43	Is it the County's intention to have multiple vendors providing VoIP services?	The County is looking for a fair and open procurement that may or may not result in multiple contracts.
44	County is trying to qualify all vendors across all categories at this time?	The County wants to qualify as many vendors as possible to be able to release upcoming Work Order Solicitations in a competitive manner. The dates in the RFSQ are soft dates; vendors can qualify within reasonable time throughout the duration of the RFSQ.
45	Once the Master Agreement has been signed between the County and Vendor, will there be additional contract documents per work order?	Yes, each Work Order is its own contract that will be signed by both County and Vendor.
46	What is the current contract term for telecommunications services?	The provision of this information is not material to vendors' qualifications.
47	For the Master Agreement, this RFSQ did not state no exception to terms and conditions. Will there be any ability to negotiate terms and conditions?	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.
48	For the first solicitation, is there a finite, fixed quantity such as 38 departments?	The specific scope and requirements will be addressed in the individual Work Orders.
49	Will ISD manage multiple vendors per building?	Yes, if there are multiple vendors per building based on the contract awards.
50	Will the County departments have a choice to select vendors to complete services?	No, work is based on a fair, open, and competitive Work Order solicitation process.
51	Since this is an open solicitation, can vendors still send questions?	The Vendors will be able to ask additional questions/obtain additional information after the Vendor's Conference

Addendum One (Q A) to Telecommunications Services RFSQ #104731

#	Question	Response
52	• Is the County thinking of aggregation for the categories? • Does it make sense to have a separate category for internet and cloud services?	The four service categories will not change
53	One provider may use another provider for the last mile due to cross boundaries. Does the primary provider need to meet the minimum qualifications or can they use the experience with the other provider?	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
54	If the vendor is the primary contact and resells hardware or services in order to fulfill a solution, does this allow the primary to meet the minimum qualifications? This includes a resell agreement; the reseller is not performing the work.	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
55	Can vendors use subcontractors to complete work on a daily basis in order to meet minimum qualifications?	The County recognizes that the Vendor solution may include hardware or software of companies such as Microsoft, Cisco, etc. However, the qualifications of subcontractors or resellers that support the provision of services requested in the RFSQ cannot be included for the qualification of Vendors.
56	Category 2 — Secure Web Gateway (SWG) Services • Does the References have to be in CA? Section 1.4.2.2 • Does the services have to be in place for 5 years? or from the last 5 years?	*Please see section 1.4.2.2. That section does not list the requirement of having the referenced clients be in California. **Please see Exhibit 6B which states "List five (5) references where a similar scope of services were provided to meet the Minimum Qualifications for Secure Web Gateway Services stated in this solicitation, within the last five (5) years." This means that the reference has to be no more than five (5) years old.
57	RFSQ Section 1.6 Master Agreement term is 5 years plus 2 additional years and client choice. Can this be 3 year with two 2 year renewals?	No. The Master Agreement term is 5 years plus 2 additional years.
58	RFSQ Section 1.16 Background checks are normally only done at new hire can this be a minimum requirement or what flexibility is there?	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.
59	RFSQ Section 2.9 requires for all Vendors to accept all the terms of the Master Agreement. What flexibility and discussions are available as some of these are outside industry norms?	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.
60	Appendix 3 Master Agreement. Our Cloud Services would not fall under this agreement and would need a separate amendment. How can this be addressed?	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.
61	Appendix 3 Master Agreement. Section 8.25 has penalties not standard. These usually fall under a providers "Service Level Agreement" (SLA's) could this be amended?	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.
62	Appendix 3 Master Agreement. Section 9.5.2 (v) Cannot be accepted. Our company cannot be responsible for lost data, unless this is included as part of the services. Very vague and broad in scope how can this be clarified or narrowed to specific services being provided.	To be qualified, a Vendor must accept all terms and conditions in Appendix H, Sample Master Agreement.