

Received via email from Black Box 3/27/07

March 23, 2007

TO: Mike Iacovone, Black Box

FROM: Dan Mulholland, Lane Council of Governments

RE: RFP Response Questions

Mike, some follow up questions based upon the RFP response and the Tuesday meeting. Please discuss, agree, comment, or provide additional information as noted.

While Black Box promised flexibility concerning use of the dispatch system, let us describe how we might like this to work.

1. Each site will have an assigned location code. At a site with a multi tenant PBX with different support groups in each tenant, the single PBX can be two "sites" if needed.

RESPONSE: Yes, our dispatch system, ServicePro will allow for this.

2. Agencies will be able to call in, or enter, tickets associated with the site code. (We are not concerned about preventing agencies within the group from seeing, or even being able to modify, someone else's information; we assume folks will behave themselves.)

RESPONSE: Yes, agencies will be able to call in and or enter tickets associated with their site code.

3. Either by accessing the system, and or by having an email address associated with the site code, the agency can check or receive ticket status.

RESPONSE: Yes, ServicePro will allow for a report to be generated and emailed on an as needed basis or we can set-up a pre-defined schedule for report generation.

When entering a ticket, it is possible:

1. To include several lines of text, - **YES**
2. That the agency may paste information from their help desk systems, - **Yes, ServicePro will allow you to copy and paste text.**
3. To attach a document. An attached document could be MAC order details, or information/screen shots about a trouble ticket. - **Yes, documents can be attached to orders.**

We also understand that:

1. Black Box uses the system to track technician time, for reporting to LCOG and Black Box, - **YES**
2. Technicians can originate tickets as needed based upon informal communication and problem solving with the agency. - **YES**
3. Technicians can access the system remotely to access the tickets. - **YES**

And that:

1. Black Box will provide support and supervision for the technicians to balance multiple priorities and to assure that the immediate doesn't always overrule the important. – **YES, that is correct.**
2. Black Box will coordinate with LCOG (who will help resolve apparent resource conflicts) concerning this on an ongoing and regular basis through morning “coffee coordination” or other methods. LCOG can view all tickets to help with this process. - **YES**

Please comment as to the capability of Black Box's software, and the ability of Black Box to work in such a manner.

Second concerns pricing. The RFP called for list prices, discount, and our final price. Black Box provided no NEC list prices, instead providing extended post discount prices compared to Black Box prices. It also appears that the list is not complete; for example, I could not find MA4000 pricing. Also, on the example NEC 2000, shipping was added to the system price. The RFP instructions call for all prices to include shipping costs.

If awarded the contract, Black Box agrees to provide a complete price list in the requested format, and agrees to maintain the discount percentages from list price reflected in this list on new NEC products over the contract period. Black Box certifies that all items on the price list and system prices include shipping costs and that LCOG will not be billed for separate shipping costs for items on this list. Items not on the list, for example, rectifiers and batteries, may include shipping charges.

One of the other vendors provided a useful pricing summary. It provides discount from list by group:

NEAX 2400
NEC 2000
Terminals
Apps-1
Apps-2
Servers
SV7000/MPS
Elite-IPK

A list of discount percentages by group would meet our requirements for evaluation purposes. In providing this list, Black Box agrees to maintain the percentage discounts over the life of the contract.

RESPONSE: Black Box has provided a revised pricing matrix for piece parts as requested, in an attached Excel document. Black Box agrees to maintain the discount percentages from list price reflected in this list on new NEC products over the contract period. Black Box certifies that all items on the price list and system prices include shipping costs and that LCOG will not be billed for separate shipping costs for items on this list. Items not on the list, for example, rectifiers and batteries, may include shipping charges.