

**NYS Department of Health – Division of Nutrition
WIC Broadband Internet Services IFB# 1004291148**

Bidders' Questions and the Division of Nutrition's Answers

The responses to questions included herein are the official responses by the DOH to questions posed by potential bidders and are hereby incorporated into IFB# 1004291148 issued on July 7, 2010.

The Division of Nutrition (DON) is not responsible for any errors or misinterpretation of any questions received. In the event of any conflict between the IFB and these responses, the requirements or information contained in these responses will prevail.

Q.1: Is DON looking for a Single Vendor to handle all locations? Or could we bid on individual sites?

A.1: The DON will select a single contractor to provide all services related to this Invitation for Bid.

Q.2: Does the DON want separate invoices for each site or one invoice for all 120 circuits?

A.2: A single, comprehensive invoice, as described in the IFB, Section B.5, *Billing Instructions*, that includes all sites and services, is preferred. The DON will negotiate the exact format of the invoice with the winning bidder.

Q.3: Will DON require contractor-provided Help Desk services to our end users?

A.3: No. As stated in the IFB, Section B.1, *Technical Specifications*, the Division of Nutrition will procure the network connectivity services described.

The Division of Nutrition's Help Desk provides Level One technical assistance to the local agencies and DON's Data Communications Unit provides Level Two assistance. Any requests for the contractor's technical assistance will be made by DON's Level Two staff.