



## Questions and Answers

### Request for Proposal #ELCMDM2025-05

#### Phone Services

Please be advised all questions are keyed as submitted.

1. Concerning SOW E9, acceptable downtime of 1 – 2%, in what time frame? Year, Month, Week, Day?  
**Answer: Year.**
2. Appendix A appears to need an update to this RFQ timeline. Currently for some type of cleaning services. Please clarify  
**Answer: This was a technical mistake that has been corrected. The correct Appendix A now shows.**
3. Where do we find Exhibit 13 (core contract of ELC) (you must acknowledge downloading this document in the exhibit 13 response area, but no link to the document. Also see Section 5, contract provisions. Looks like maybe they had a link, but it doesn't appear to be working.  
**Answer: The downloadable document titled "PSA Boilerplate" in the Exhibit 13 Sample Contract section is the Exhibit you are looking for.**
4. References (have not seen how many are required in the RFQ) Please clarify.  
**Answer: References are not required.**
5. Is it possible to get an extension for submitting the RFP?  
**Answer: An extension is not possible. Please refer to the Timeline (Appendix A) for the last date and time to submit your application.**