



**Solicitation Information
July 22, 2014**

Addendum #3

RFP # 7548865

**TITLE: DESIGN & IMPLEMENT NEW VoIP SYSTEM
DEPARTMENT OF THE ATTORNEY GENERAL**

Submission Deadline: Thursday, July 31, 2014 @ 2:00 PM (Eastern Time)

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS
WILL BE ANSWERED.**

**GAIL WALSH
CHIEF BUYER**

Vendor A

- 1- Is there one Data Center + 6 remote sites = 7 total, or Two Data Centers + 6 Remote sites = 8 total sites?

There is one Data Center and 6 remote locations

- 2- What is the phone count at each location?

Main Office (Both buildings)– 200 user handsets, 2 Operator, 25 conference

Garrahy Complex - 2 user handsets

Kent Complex – 15 user handsets, 2 conference

Newport Complex – 4 user handsets

Licht Complex – 13 user handsets, 2 conference

Washington Complex – 5 user handsets

- 3- What types of phones are you requesting? (counts by type if more than one)

IP Phones

- 4- What are the carrier Services required at each location, Centrex, LS/GS Trunks, PRI's how many of each?

PRI (Unsure of the total count)

- 5- Configuration of the existing PoE LAN switches will be the customers responsibility, correct?

The awarded bidder will work with our managed services provider who manages our switching environment.

- 6- What is the mfg and model of the existing PoE LAN switches.

This information will be made available to the awarded bidder.

- 7- Are UPS's required at any location? How long a hold up time/? For just the phone system?

Yes, 1 Hour

- 8- You are asking for Decentralized VoiceMail. How many mailboxes at each location?

Please refer to the “User Handset” count provided for question #2 asked.

- 9- Please clarify the requirement on page 6 #8 - E911 and **Internal Emergency Applications?**

This application needs to function as an internal 911 alert to notify all users of an internal threat or emergency by means of banner alerts on the user's computer monitor.

- 10-Page 6 #9- Call Tracking/User Activity mark- report. Are you asking for full Call Accounting by Extension for all users at all locations administered from a Central location?

Yes

11- Is there a Virtual Server environment in place in the Data Centers today? VmWare or HyperV?
Would RIAG entertain deploying some or all of the Applications on its High Availability Infrastructure?

We will not host any phone related applications on our virtual environment. The proposed solution will need to have all measures “built-in”.

Vendor B

1. What email system are you using? Please provide the software version as well.

Exchange 2010, with outlook 2007 clients

2. Does each location have independent Internet access? If yes please provide the carrier and bandwidth by location.

No, please refer to question #4 for greater detail.

3. Please describe the existing virtual architecture at RIAG. This will help us determine if we can meet the requirement set forth in the Specific Requirements Section found on page 5 of the RFP.

VMware

4. Please describe the WAN architecture including the routers make and model, bandwidth at each location, backups if any and general description.

This system will communicate to each remote location via an MPLS connection with 1GB of bandwidth. Further information will be made available only to the awarded bidder.

5. Do you want all the IP Phones we provide to be the same model with the same capability? There are various IP Phone models that we can provide RIAG in order to meet the various needs of your user community. You can get speakerphones, phones with displays, phones with 8 buttons, or 16 buttons etc. Even if you want all the phones to be the same, we would still need to know what features you would need on the phones.

No, there will need to be at least 3 different types of IP Handsets

6. Can you please provide the phone count by location?

Please refer to question #2 for this answer.

7. The solicitation information indicates that a Bond is required for the Total Cost of the Equipment, Labor & Materials for Installation and Testing. We assume this means a performance bond. Is that correct or did you want just a Bid Bond?

A Performance Bond will be required, not a Bid Bond.

Vendor C

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a detailed breakdown of the total cost proposal for installation and service of the project outlined in this proposal. Please explain the basis and rationale of your total cost proposal should it include additional items not included in Section 3 of this RFP document.

NOTE: Any costs not identified in the solution details will be considered to be included at the expense of the vendor.

Question:

Does the State require a Capital Expenditure (Capex) – one time purchase price with ongoing support and maintenance or does the State require an Operational Expenditure (Opex) – proposal, inclusive of support and paid monthly, with minimal upfront costs?

This will be a Capitalized Expenditure

Vendor D

1. “Would the RI AGO consider a Hosted Voice Service in lieu of a premise base solution?”

No, the solution must live completely onsite.

2. Can voice services utilize existing LAN /WAN infrastructure? Or in other words: Will RI OAG require Carrier Services (circuits) for the WAN connectivity...i.e., Internet access, MPLS, P2P, POTS, PRI...etc.?

Call voice services will utilize the RIAG’s current MPLS network.

3. What is the minimum number of phone sets required for the initial deployment?

We require the full amount of phones present at time of solution (270 phones)

4. Are there any requirements for analog devices? If so, please describe.

Yes, Fax Machines and Door Phones

5. What are the Unified Communications and Collaboration requirements?

This can be found under Section-3 of the RFP

6. Will RI AGO have any specific requirements for Federated Services?

This solution should provide seamless integration with outlook with no interruption to the user for credentials.

7. Will RI AGO require Integration with LYNC, Outlook 365, Cisco Jabber, or other software clients?

Possibly Office 365

8. Will RI AGO require Active Directory Integration? IF so, Please describe.

Refer to answer for question 6.

9. Please provide a Network Drawing or Diagram that illustrates the existing current state of the LAN and WAN.

This information will only be provided to the awarded bidder

10. Please provide requirements for each location.

This can be found in the RFP

11. What changes are planned for the LAN/WAN infrastructure? Please describe LAN Wan and any planned changes.

No planned changes

12. Are there specific Phone Set requirements? Features, # of line appearances, # of feature buttons, and quantity of each type or model...etc.?

N/A

13. Will RI AOG provide an extension of 2 weeks to the Formal Response Deadline?

No, an extension will not be provided.

Vendor E

Section 2: Background

Specific Requirements:

1. Can you provide the number of telephones to be included the response?

270 Phones

2. Beyond GB enabled handsets do you require different types of handsets such as number of programmable keys? For example basic sets (knowledge worker), Executive Sets etc.

Yes

3. Do you require any HD Voice Speakerphones for conference rooms?

Yes

4. Please provide the quantity of sets per location.

**Main Office (Both buildings)– 200 user handsets, 2 Operator, 25 conference
Garrahy Complex - 2 user handsets
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Washington Complex – 5 user handsets**

5. Please identify the number T-1 PRI Circuits per location

Unsure

6. Please identify the POTS lines per location

Unsure

7. Do you require any analog ports for ancillary devices such as fax, modem, postage. Please identify per location

Yes, we require Fax and Door phone support.

8. Is it possible to supply a network diagram?

No, this information will only be supplied to the awarded bidder

9. Does the RIAG use VMware in their data center(s)

Yes, but it will not be leveraged for any phone related applications. All Fault Tolerance / Fail-over features will need to be “built-in” to the solution.

a. If yes would the Office consider a virtual appliance versus a hardware solution?

NO

b. At a minimum would RIAG consider virtualizing applications such as Voice Mail and Unified Communications?

NO

Section 3 Scope of Work

Specific Activities / Task

10. Mobile Users

Identify the number of users that require this feature

100

Vendor F

1) Section 2 Background: What is the existing virtual environment referenced below?

“The vendor must be able to propose, install and support (on a request driven basis) a complete VoIP hardware solution capable of functioning within the Attorney General’s existing virtual environment.”

VMware, this system however will not leverage our virtual environment in any way shape or form. It must be able to co-exist with a virtual infrastructure.

2) What are the addresses of the main data centers and the 6 remote locations?

- **150 South Main St. Providence, RI**
- **180 South Main St. Providence, RI**
- **Licht Judicial Complex, Providence, RI**
- **Garrahy Judicial Complex, Providence, RI**
- **(Newport) Murray Judicial Complex, Newport, RI**
- **(Washington) McGrath Judicial Complex, Wakefield, RI**
- **(Kent) Leighton Judicial Complex, Warwick, RI**

3) Throughout this RFP the term “hardware based solution” is referenced several times. Would the Attorney General seriously consider a solution that consists of both onsite hardware and provider hosted VoIP switching?

No, the solution must live completely onsite.

4) In section 2 Specific requirements: “This system must be fully manageable by an internal IT staff without dependency of a 3rd party vendor.”

Day to day management (Add, delete, transfer and configure users) must be able to be done by RIAG IT staff.

5) Section 3 bullet 11 support needs are listed. Please clarify what is required by the vendor support.

The vendor must be able to provide full support of the phone system including all points highlighted under section 11. This support will be readily available should the Attorney General IT staff need any assistance or support.

6) What support functions will the Attorney General’s office be responsible for?

Day to day management of the phone system

7) Will there be dedicated CAT 6 jacks reserved for the phones?

No, IP handsets will share a CAT 6 data jack with a PC workstation. Phones must be PoE.

8) Due to the requirement for the new system to seamlessly integrate into the existing system, can you please provide a detailed diagram of your existing telco and PBX environment?

This is a legacy system managed by the Division of Information Technology. No diagrams are available for this system.

Vendor G

On a site by site basis the following information is requested:

**Main Office (Both buildings)– 200 user handsets, 2 Operator, 25 conference
Garrahy Complex - 2 user handsets
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Phones

IP phones per site

Type of IP phone- per site (General user, common area, conference room, etc.)

Please refer to question above.

of receptionists per site

1

of analog devices per site (fax machines, fax server, door phone, etc.)

2 Door Phones, x Fax Machines

of cordless phones per site

0

Connections

of PRI per site

Unsure

of Analog CO lines per site

Unsure

Wide area network diagram with circuit type and bandwidth

No diagram available, this is an MPLS circuit with 1GB bandwidth.

User Info

Users with phone and voicemail

270

of phones without voicemail (common area phones)

30

#MAC users

0

Call Center application-

of people in group (if applicable)

Vendor H

1. In Addendum 1 from the State of Rhode Island, Solicitation Information July 3, 2014 Page 1 – Requirement #2.

QUESTION: Is the Telecommunications System Contractor (TSC) license a mandatory RFP requirement for licensed telecommunication corporations?

YES, the TSC license is mandatory

Vendor I

1. Per pg.4 no. 14 – If the bidder is not MBE , does this mean the bidder needs to find a MBE subcontractor that will participate in at least 10% of this project?
10% MBE participation is a goal of the project.
2. Pg. 5 top, are you looking to replace with a new Avaya system or looking to replace with any manufacturer/brand that best fits the requirements?
Any brand that fits the requirements
3. P. 5 existing virtual environment – please provide details of this – i.e. are you using Vmware, what version?
VMware, this system however will not leverage our virtual environment in any way shape or form. It must be able to co-exist with a virtual infrastructure.

4. P. 5 existing virtual environment – are you looking to take the PBX call control, call applications, software and have them reside on your existing virtual machines/servers?
No, this system however will not leverage our virtual environment in any way shape or form. It must be able to co-exist with a virtual infrastructure.
5. P.5 MPLS – are you looking for the bidder to propose an MPLS network as part of this RFP or do you already have an MPLS provider and its not in this RFP's scope and should NOT be added as an addendum?
No, there is an existing MPLS in place.
6. P. 6 – please advise what version of Exchange and Outlook
Exchange 2010 with Outlook 2007 / 2010
7. WAN – can you provide a breakdown of your voice and data WAN circuit connectivity for each location of this project (at main site, data centers, branch sites etc.)?
MPLS with 1GB bandwidth to all locations
8. Are you looking for 24x7 or 8x5 support – are you looking for Remote 24x7 Monitoring of the proposed system?
24x7x365 Support
9. Pg. 7 – company policy does not allow us to provide resumes – will a title with details description be acceptable – i.e. solutions architect.....with job description....?
No, Resumes highlighting detailed experience are required. You may remove any personal information such as address, phone, e-mail, etc.
10. Are you looking to acquire the system via straight purchase (CAPEX) or looking to finance monthly through a lease (opex)? If lease – what kind of terms are you looking for – 3, 5 year - \$1 buyout or FMV?
Capitalized Expenditure
11. To meet the requirement to interface with the legacy system and integrate seamlessly, will the State please provide the make model, software revision and bayface layout? This would be the only way to know what hardware, software and licensing would be required in the old system to interface with the new system.

**Avaya System G3siV12
Software Version R012i.02.0.111.4**
12. Will the State provide the data ports necessary to meet the requirements for the addition of the new handsets?

A single Cat 6 data port will be shared with the phone and PC workstation per user

13. Will the State guarantee POE and QOS from the carrier DMarc to the data port where the handsets are attached?
Yes. The awarded bidder will work with our managed services provider who manages our switching environment.
14. Will the state consider a two week extension to the due date for this response starting from the time that all questions are answered?
No, an extension will not be considered.
15. In the section titled Phone System Operation, do these requirements apply to all users at every site?
Yes, these requirements apply to each and every site.

The following questions, 16-24 is referring to Phone System Operation and Specifications section on pg. 6 of doc:

16. In item 7a., is the State referring to the LAN ports and the entire LAN system as well as the new phone system to meet the all requirements in this section?
Phone System and included hardware only
17. In item 7.b does the State require that all systems (LAN and new phone system) be provided with UPS systems? If so for what period of time?
Phone System only, 1 hour uptime on battery
18. In item 8. In reference to the requirement for E911, what level of detail does the State require that 911 information be provided? For example does the 911 information need to be provided to first responders down to the desktop level at each location?
This application needs to function as an internal 911 alert to notify all users of an internal threat or emergency by means of banner alerts on the user's computer monitor.
19. In item 9. Please more clearly define the requirements for call tracking and user activity reporting?
We request full Call Accounting by Extension for all users at all locations administered from a Central location
20. In item 10 please provide the information on the wireless system that is available to today at each location? Will the State guarantee that the wireless system will support the requirements in 10a?
There is no wireless system currently in place, this is a future requirement which will need to be functional and work seamlessly with all major brand wireless systems.
21. In item 11, does the State require 24x7x365 coverage for all sites to meet all requirements in this section?
Yes, 24x7x365 "FULL" Support coverage is required.

22. Does the State require handset replacement coverage?
Yes, handset replacement coverage is required.
23. Over what period of time will the building renovation take place?
Over the following 12 months
24. Item 5.d what level of voicemail to email integration is required?
Users must be able to receive and forward voicemail indications and messages via email.
25. Will the State publish all questions and answers from all vendors?
Yes, the State will publish all questions and answers from all vendors.
26. Is the Performance Bond required to be submitted with the RFP or upon award?
A Performance Bond is required upon award.
27. Please clarify if the performance bond can be 5% of total or it must be 100% of total value of the VoIP system proposal (equipment, install, support etc.)?
We are not requesting a Bid Bond which is typically 5%. A Performance Bond will be required of the awarded vendor in an amount equal to the total cost of equipment, labor & materials for installation & testing.
28. Please provide type of phone sets you are looking for in terms of: i.e. number of call line appearances, hard keys, programmable softkeys, grey scale or color background etc..
Options should be made available with solution.
29. For the 300 phone users, please provide breakdown of phone users per locations (i.e. no. of users at main location, no. of users at branch office location etc..).
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Vendor J

Can we submit two proposals (for two different manufacturers that we are fully authorized to represent) for this RFP?

Yes. Please submit two completely separate proposals. Do not combine into one proposal response.