



Solicitation Information
August 29, 2017

RFI# 7554656

TITLE: RFI- DOIT VOICE TELECOMMUNICATIONS MODERNIZATION: OPTIONS FOR IMPROVEMENT TO VOICE SYSTEMS

SUBMISSION DEADLINE: September 26, 2017 @ 1:30 PM EST

Questions concerning this solicitation must be received by the Division of Purchases at doa.purquestions9@purchasing.ri.gov no later than **Friday, September 8, 2017 at 4:00 PM (ET)**. Questions should be submitted in a Microsoft Word attachment. Please reference the **RFI # 7554656** on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Sharon Yattaw

Buyer II

Applicants must register online at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO APPLICANTS:

Offers received without the entire completed three-page R.I.V.I.P. Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Division of Information Technology is soliciting informational responses from qualified entities with respect to future options for providing affordable, best-in-class voice (telephone) service.

This is a Request for Information (RFI). No award will be made as a result of this solicitation. This RFI outlines the type of information being solicited from potential respondents and includes guidelines for content and format of responses.

1.1 INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS

Potential respondents are advised to review all sections of this Request carefully, and to follow instructions completely.

1. Potential vendors are advised to review all sections of this RFI carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal
2. The State invites feedback from the community on any questions posed in this RFI. Please note it is not a requirement to answer all questions.
3. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFI are solicited.
4. This is a Request for Information (RFI), and as such no award will be made as a result of this solicitation.
5. All costs associated with developing or submitting a response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
6. Responses misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.
7. Respondents are advised that all materials submitted to the State for consideration in response to this RFI will not be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island. The responses may only be released for inspection upon RFI once an award of a subsequent procurement has been made, as long as the release will not place the State at a competitive disadvantage in its sole discretion.

8. Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFI.

9. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.

10. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s) in any subsequent procurement process related to this RFI.

11. The vendor should be aware of the State’s Minority Business Enterprise (MBE) requirements, which address the State’s goal of ten percent (10%) participation by MBE’s in all State procurements. For further information, contact The Office of Diversity, Equity & Opportunity at (401) 574-8670 or via email Dorinda.Keene@doa.ri.gov.

ACRONYMS /DEFINITIONS

The State	The State of Rhode Island and Providence Plantations
DoIT	Rhode Island Division of Information Technology
RFP	Request for Proposal
RFI	Request for Information
User	Department, Division, or Agency of the State of Rhode Island

Contractor	The company/organization/individual that has an approved contract with the State of Rhode Island for services
IVR	Interactive Voice Response Systems
Will	Indicates a mandatory requirement
Shall	Indicates a mandatory requirement
Must	Indicates a mandatory requirement
Should	Indicates a recommended but not mandatory action, service information, or item.
May	Indicates a recommended but not mandatory action, service information, or item.

SECTION 2. REQUEST FOR INFORMATION

This RFI outlines the type of information being solicited and response structure requested from potential respondents.

A. Background

The State of Rhode Island Division of Information Technology (DoIT) is charged with the design, development, implementation, and maintenance of the voice telecommunications systems for the Executive Branch of Rhode Island State government. DoIT services multiple departments, divisions, agencies, and offices within the executive branch of Rhode Island State government.

The State of Rhode Island's Telecommunications Network is not one single telecommunications system. It is comprised of multiple systems from various contractors, servicing multiple users. These different systems and user base span multiple telephone exchanges.

The users under consideration for this RFI include:

- Two Capitol Hill, Providence, including the RI Dept. of Transportation
 - Avaya PBX
 - Telephones are on the (401)222-#### exchange
- 360 Lincoln Ave., Warwick, including the RI Dept. of Transportation Maintenance Division
 - EPN (Expansion Node) to Two Capitol Hill PBX
- One Capitol Hill, Providence, including the RI Dept. of Administration
 - Centrex

- Avaya PBX
- Telephones on the (401)222-#### exchange are on Centrex
- Telephones on the (401)547-#### exchange are on the Avaya PBX
- Pastore Center Campus, Cranston [possibly]
 - Avaya PBX
 - Telephones on the (401)462-#### exchange
 - Campus environments. Buildings connected with EPN Expansion Nodes.
 - Multiple off-campus remote offices extended with EPN Expansion Nodes.

B. The areas of concern:

- Cost of the Current Systems:
 - Cost of Centrex Lines
 - Cost of PRIs
 - Cost of Licenses
 - Cost of Maintenance (hardware and software)
 - Cost of Personnel
- Age of the current systems
- Limits of the existing Licenses
- Limits of the Operating System
- Limits of the Current Hardware
- Limits of the Current Software
- Limits to the growth of the systems
- Limits to the Capabilities of the system
- Audit findings

SECTION 3. PURPOSE

The State is seeking input from the telecommunications vendor community (both incumbent and new entrants) for new ideas to address our procurement, provisioning and implementation of telecommunications systems in the most cost-effective manner.

The State is looking for a phased approach, addressing short term goals as well as creating a long-term strategy. The State is looking for complete solutions. These solutions must address, but not limited to

- **Services,**

- o Local calling
- o Long distance
- o Voice mail
- o Interactive Voice Response (IVRs)
- o Call Centers

- **Transport**

- o T-1 PRI's
- o Point-to-point
- o SIP trunks
- o IP transport
- o Ethernet transport
- o Other transports not specified

- **Infrastructure**

- o In-building wiring
- o End user wiring
- o Campus wiring
- o Regional wiring

- **Hardware**

- o Hand-sets
- o Switches
- o Routers
- o Gateways

- **Call accounting**

- o Per line accounting
- o Per person accounting

- **Telecommunications Resiliency**
 - o Fault Tolerance
- **Telecommunications Survivability**
 - o Disaster Recover
- **Interactive Voice Response**
 - o Must be compatible with existing IVRs
 - o Must be able to support existing IVRs
 - o Must be able to integrate with existing IVRs
 - o Must be able to integrate with new IVRs
- **Call Centers**
 - o Must be compatible with existing Call Centers
 - o Must be able to support existing Call Centers
 - o Must be able to integrate with existing Call Centers
 - o Must be able to integrate with new Call Centers
- **Support Voice Mail**
- **Support abbreviated, 4 or 5 digit dialing**

SECTION 3.1 REQUESTED INFORMATION

2. What approaches are available?
3. What kind of Infrastructure is needed?
 - A. What kind of Wiring
 - B. What kind of Transport?
 - C. What kind of Hardware?
 - D. What kind of End-User hardware?
 - E. What software?
4. Should the Voice Telecommunications system be integrated with the Data Network?
 - A. What are the Pros and Cons?
5. Should Soft-phones be used or Physical handsets?
 - A. What are the Pros and Cons?

6. Should the Voice Telecommunications System be Cloud based or in-house?
 - A. What are the Pros and Cons?
7. What are the Pros and Cons for a Cell-phone only solution?
8. Who should “own” the Voice Telecommunication System?
9. Who should “control” the System?
10. Who should maintain the System?
11. What is the typical staffing requirements needed to maintain a voice telecommunication system?
12. What is the typical amount of time to maintain needed to maintain a system?
13. What are the best practices for State Government?

SECTION 4. QUESTIONS AND SUBMISSION

A. Questions

Questions concerning this RFI may be e-mailed to the Division of Purchases at the email noted on the cover sheet and no later than the date and time indicated. Please reference **RFI# 7554656** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this RFI. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 462-HELP (4357).

Offerors are encouraged to submit written questions to the Division of Purchases. No other contact with State parties regarding this RFI should be attempted. Responses to this RFI should be submitted on or before the date listed on the cover page. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, may not be considered.

B. Response Format and Submission

Respondents are asked to provide, by the stated deadline, written responses to the questions posed above in a concise, single spaced summarized format, on 8 ½” by 11” paper with 1” margins using Calibri or Times New Roman 12 font. Responses should be limited to no more than six (6) pages in total.

Selected respondents will be invited to an exploratory one-hour interview to discuss the submitted responses in more detail. Contact to schedule the selected exploratory interviews will be made following the closing date for submissions under this RFI. At this time, we anticipate that interviews will be scheduled on the following dates: Tuesday October 17, 2017, and Wednesday October 18, 2017

Respondents desiring to reply to this RFI must do so, in writing, providing one (1) original and six (6) complete copies by the date & time indicated on page one of this solicitation. Submit responses to this RFI, marked "**RFI # 7554656** (see cover page): **-DoIT Voice Telecommunications Modernization** to:

RI Department of Administration

Division of Purchases, 2nd Floor

One Capitol Hill

Providence, RI 02908-5855

In addition to the hard copies of the proposal, respondents are requested to provide their responses in electronic format (CD Rom). Microsoft Word/Excel or PDF format is preferable. Only one electronic copy is requested. This CD should be included in the proposal marked "original".

C. Disclaimer

This Request for Information is solely for information and planning purposes and does not constitute a Request for Proposal. All information received in response to the RFI and marked as "Proprietary" will be handled accordingly. Responses to the RFI cannot be accepted by the Government to form a binding contract. No award will be made as a result of this solicitation, and because no award will be made, proposals WILL NOT be in the public domain. Responses to the RFI will not be returned. Respondents are solely responsible for all expenses associated with replying to this RFI.