



State of Rhode Island  
Department of Administration / Division of Purchases  
One Capitol Hill, Providence, Rhode Island 02908-5855  
Tel: (401) 574-8100 Fax: (401) 574-8387

September 15, 2017

<b>ADDENDUM # 1</b>
---------------------

**RFI # 7554656**

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

**Submission Deadline: Tuesday, September 26, 2017 @ 1:30 PM (Eastern Time)**

---

**Notice to Vendors:**

**Attached are the vendor questions with state responses. No further questions will be entertained.**

**Question 1:** Has funding been secured for this project? If so, does the State have an estimated spend amount?

**Answer 1:** Details on funding are not available to vendors.

**Question 2:** If the State does elect to proceed with the project following the RFI, is there an anticipated solicitation timeline or project start date?

**Answer 2:** A Request for Proposal (RFP) will be issued after review of the options present in the RFI response. Once the RFP is awarded and at start date will be determined.

**Question 3:** The RFI notes that the State uses multiple systems from various contractors for its current telecommunications system. Could I inquire who the incumbent vendors are, and specifically what products and services they each provide? Are the contract documents for these vendors available?

**Answer 3:** Contracts are not available

Incumbent vendors:

- Avaya Avaya PBX, Avaya 500 IP Office
- Future Technology Group (FTG) support
- Partner System
- Verizon Centrex
- Cox IP Centrex
- First Data
- Dirad

**Question 4:** What is Division's estimated cost of a future telecommunications system?

**Answer 4:** Details on funding are not available to vendors.

**Question 5:** Has funding been allocated for a future telecommunication system yet? If so, through which source (budget, CIP, state/federal grant, etc.)?

**Answer 5:** Details on funding are not available to vendors.

**Question 6:** Which vendor(s) provide the current systems

**Answer 6:** See Question #3

**Question 7:** Should the Division proceed past the RFI process, has a time frame been established in which an RFP may be issued?

**Answer 7:** See Question #2

**Question 8:** Which other systems will have to integrate or interface with a future telecommunications system? Which vendor(s) provided the system(s)?

**Answer 8:**

Undetermined.

Initially: Video Conferencing

Chat

Instant Messaging

Call Centers

IVR

Call Center

**Question 9:** What is the number of users anticipated for a future telecommunications system?

**Answer 9:** For the scope of this RFI:  
Initially 2600 users across 4 buildings.  
2 buildings on a campus. two remote office building.

Looking for a very expandable system well beyond initial scope.

**Question 10:** Does the Division anticipate needing any professional or consulting services for this effort (i.e. project planning, oversight, PM, QA, IV&V, staff augmentation, implementation services, etc.)?

**Answer 10:** YES

**Question 11:** Who is the technical contact/project manager for this effort?

**Answer 11:** To Be Determined

**Question 12:** Estimated number of users overall and per location?

**Answer 12:** See Question 9

**Question 13:** What is the size and quantity of your call centers?

**Answer 13:** For this RFI, Initially 270 people across multiple call centers.

**Question 14:** Who are your call center technology manufactures, models, and versions?

**Answer 14:** Avaya PBX

**Question 15:** Are your call centers centralized or distributed?

**Answer 15:** Distributed

**Question 16:** What is the size and quantity of your IVRs?

**Answer 16:** Currently four IVRs 96 lines

**Question 17:** Who is your IVR manufactures, models, and versions?

**Answer 17:** First Data & Dirad both are custom solutions.

**Question 18:** Are your IVRs centralized or distributed?

**Answer 18:** Distributed

**Question 19:** What is your current data network environment?

**Answer 19:** Components:

- Cisco Catalyst 6500s
- Cisco Catalyst 4500s
- Cisco Catalyst 2900s
- Multiple Data Carriers

**Question 20:** Is the data network in scope?

**Answer 20:** Unclear on Question

**Question 21:**

- Cost of the Current Systems:
- Cost of Centrex Lines
- Cost of PRIs -How many PRI's do you currently have?

**Answer 21:** Details of funding is NOT AVAILABLE to Vendors for this RFI.

**Question 22:**

- Cost of Licenses -How many licenses do you currently have across the systems?

**Answer 22:** Details of funding is NOT AVAILABLE to Vendors for this RFI.

**Question 23:**

- Cost of Maintenance (hardware and software) -How do you currently handle maintenance? Annually? Do you have 24x7x365 coverage on all hardware and software?

**Answer 23:** Details of funding is NOT AVAILABLE to Vendors for this RFI.

**Question 24:**

- Cost of Personnel How many people support the systems today? What roles do they play versus those managed by your current providers? Is the goal to cut down on personnel?

**Answer 24:** Details of funding is NOT AVAILABLE to Vendors for this RFI.  
Telecommunications Staff consists of 5 people, performing various roles.  
The goal is NOT to cut back on personnel.

**Question 25:**

- Age of the current systems- What is the age of the Avaya PBX? What is the age of the Centrex?

**Answer 25:** Age of PBX is approximately 20 years old.  
Previously the phone system was 100% Centrex

**Question 26:**

- Limits to the Capabilities of the system -What capabilities of the current systems—beyond call control—are currently being leveraged?

**Answer 26:** Voice Mail, Call Accounting, Call Centers, Call Recording, IVR

**Question 27:**

- Audit findings- Can you please share the findings of this audit?

**Answer 27:** No.

**Question 28:**

**SECTION 3. PURPOSE**

Telecommunications Survivability

- o Disaster Recover -How defined is the existing disaster recovery plan?

**Answer 28:** UNDEFINED

**Question 29:**

Interactive Voice Response

- o Must be compatible with existing IVRs - What is the existing IVR?

**Answer 29:** Dirad & First Data

**Question 30:**

- o Must be able to integrate with new IVRs -Is there an appetite to eliminate all existing IVR's and replace them with a singular solution

**Answer 30:** There are no plans on eliminating any of the existing IVRs

**Question 31:**

Call Centers

- o Must be compatible with existing Call Centers- Is the current Call Center an Avaya Call Center? If not, what is it?

**Answer 31:** Using Avaya PBX

**Question 32:**

- o Must be able to integrate with new Call Centers - Is there an appetite to eliminate all existing Call Centers and replace them with a singular solution

**Answer 32:** There is no plan to eliminate any existing call center. We may choose to replace or upgrade in the future, depending on RFI responses.

**Question 33:**

- **Support abbreviated, 4 or 5 digit dialing** -What is the current dial plan range?

**Answer 33:** Current dialing plans support 4-digit and 5-digit dialing.

**Question 34:**

**GENERAL QUESTIONS**

Are there any plans to incorporate additional communication applications into this project either short or long term:

- Video conferencing between state buildings and/or remote
- Chat/presence/IM capabilities
- Audio/web/desktop video conferencing

**Answer 34:** Yes

**Question 35:** Can more information be provided with respect to the vendor/manufacturer and versions of existing IVRs and Call Centers?

**Answer 35:** See Question #16 and Question #31

**Question 36:** What audit findings have been a concern?

Are there specific reports that you need that you are not getting from current vendors?

**Answer 36:** See Question #27

**Question 37:** Do the users in question currently leverage Microsoft Office, Microsoft Office 365, Microsoft Exchange Server, and/or Microsoft Lync/Skype for Business?

**Answer 37:** Office 365 Platform

- Office 365 Pro Plus, including Office 2013 and Office 2016
- Skype for Business - Instant Messaging Only
- Office 365 On-line

**Question 38:** Do any users relevant to this RFI use Google G-Suite for email and collaboration? If so, are there plans to migrate away from that platform?

**Answer 38:** Google G Suite is NOT supported.

**Question 39:** When responding to Section 3.1 Requested Information, is the state looking for general information and recommendations regarding our proposed telecommunications solution? Or, should we respond to this section with a detailed design which specifically addresses the state's requirements? If a detailed design is required, are we able to do site visits/walkthroughs?

**Answer 39:** The state is looking for General Information and Recommendations only. Specific solutions should be addressed in a Request for Proposal (RFP).

**Question 40:** How are all of the sites currently connected?

- Private fiber, VPN, MPLS, etc.
- Is the connection between sites hub and spoke design? Or are they connected in a different fashion?
  - If hub and spoke, what site is the central connecting point?

**Answer 40:** The sites addressed in the RFI use either Private circuits, or Private fiber. Two locations reference in the RFI use private T-1 circuits to connect to one another for voice. The other location is a standalone for voice.

**Question 41:** What voice circuits are coming into each site that is being considered as part of this project?  
Type and quantity per site

**Answer 41:** Verizon T-1s  
Cox Communication T-1s

**Question 42:** What end user cabling is in place today to support current phones? Cat5e or better?

- Is there current Active Directory setup?
  - If so, are all sites on the same AD domain? Or are there multiple domains

**Answer 42:** End User Cabling: CAT-3, CAT-5, CAT5e, and CAT-6  
Active Directory exists.  
Single forest, Multiple Domains.

**Question 43:** Do any paging systems at any sites connect into the existing phone systems?

- If so, please provide the paging system model/manufacturer for each site
- If so, please describe how paging is initiated today and how many zones can be paged with each system

**Answer 43:** No known paging system

**Question 44:** Regarding the compatibility and integration requirements for IVRs and Call Centers – please provide details of how the IVRs and Call Centers are setup today. Below is some information that would be helpful, but as much detail as possible would be beneficial

Does each site have their own?

What business functions is the call center providing?

How are calls transferred today that come into the call center?

How is the call tree of the IVRs setup today with the existing systems?

About how many users are a part of the call center?

**Answer 44:** Refer to Question #16 and Question # 31

**Question 45:** In current dial plan today, is there any overlap of extensions between sites today?

**Answer 45:** YES

**Question 46:** What other systems are integrated with the current telephony system(s)?

**Answer 46:** Refer to Question #26



**Question 47:** Is there sufficient network switching in place that can provide Power Over Ethernet (PoE) and Quality of Service (QoS) requirements for each site?

**Answer 47:** No. Ethernet Switching Infrastructure does not have sufficient PoE and QoS.

**Question 48:** Are E911 services needed as part of the Voice solution?

- Ability to pinpoint where an emergency call originates from

**Answer 48:** Yes. E-911 services are needed.

**Question 49:** Is voicemail to email integration a desired feature of the new system?

- If so, what is the current email service being used (model and version)

**Answer 49:** Yes. Desired Feature.  
Current E-mail system is Office 365

**Question 50:** Are there any future features or functionality that you would like when considering a new communications system? Ie: ability to have integrated video or ability to send out emergency messages over the phones, etc.

**Answer 50:** YES.  
Refer to Question # 34. We would like to consider all newer technologies.

**Question 51:** Infrastructure

What is the cable Infrastructure in all building like today (i.e., Cat5/Cat6)?

**Answer 51:** Refer to Question # 42

**Question 52:** Is the current Switch infrastructure power of Ethernet (PoE) enabled?

**Answer 52:** NO. Refer to Question # 47

**Question 53:** Is replacement of the Verizon Centrex, in scope for this project?  
If so, how many Centrex users will migrate to the new platform?

**Answer 53:** Yes. Replacement of Verizon Centrex is one of the goals.  
Approximately 2500 Centrex lines.

**Question 54:** What model phones and counts are currently in place?

**Answer 54:** M5316 on Verizon Centrex  
6408 D+ (or compatible) on Avaya PBX

**Question 55:** If integration with email is a requirement, will this be with Microsoft and/or Google?

**Answer 55:** E-mail Integration desirable. Microsoft

**Question 56:** What is the usage information regarding the number of local, long distance and international outbound calls per month?

**Answer 56:** Not in scope for an RFI

**Question 57:** Contact Center  
How many agents are there currently?

**Answer 57:** 150. Refer to Question # 13

**Question 58:** How many supervisors are there currently?

**Answer 58:** UNKNOWN

**Question 59:** Are any databases integrated with the IVR?

**Answer 59:** Refer to Question # 16

**Question 60:** Is there a need for Call Recording?

**Answer 60:** YES

**Question 61:** How many analog lines is the University looking for as part of this solution?

**Answer 61:** This RFI is looking at approximately 200 analog phones

**Question 62:** How many contact center agents are deployed overall by the state?

**Answer 62:** Out of scope for this RFI

**Question 63:** What are the names of the major contact centers to be supported and what are their sizes?

**Answer 63:** Out of Scope for this RFI

**Question 64:** What key performance metrics are used to measure call center effectiveness?

**Answer 64:** The Performance Metric include (but not exclusive)

- # of calls
- # of calls handled by agent
- # of calls by agent skill set
- Duration of calls

**Question 65:** What is the average speed to answer?

**Answer 65:** UNKNOWN

**Question 66:** What is the first call resolution rate?

**Answer 66:** UNKNOWN

**Question 67:** Are there bursts of call volume?

**Answer 67:** Yes. There are bursts in call volume

**Question 68:** Do constituents often use digital channels (SMS, smart phone apps, Web chat, etc.) before placing calls to the contact center?

**Answer 68:** Unknown. We do not believe so.

**Question 69:** Do the contact centers use IVR self-service applications to reduce the volume of calls going to live agents?

**Answer 69:** For this RFI refer to Question # 16

**Question 70:** Is automatic speech recognition used to improve customer experience?  
What is the IVR containment rate?

**Answer 70:** No. Refer to Question #16

**Question 71:** Are there remote or work at home agent requirements?

**Answer 71:** No. Not at this time.

**Question 72:** Is there a plan for geographic redundancy and disaster recovery?

**Answer 72:** There are no plans.  
One goal of the RFI is to solicit recommendations for a plan

**Question 73:** What reporting metrics are most important for real time reports and dashboards?

**Answer 73:** Refer to Question # 64

**Question 74:** Is it important for contact center managers to be empowered to quickly make changes in response to changing conditions and management demands?

**Answer 74:** YES.

**Sharon Louro**  
**Buyer II**

*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*