Solicitation Information
December 12, 2018

Addendum #3

RFP # 7597600

TITLE: Centrex Replacement/Telephone System Upgrade

Submission Deadline: January 18, 2019 at 10:00 AM (ET)

PLEASE NOTE:
The submission deadline has been extended from Friday, January 4, 2019 to Friday, January 18, 2019 at 10:00 AM (ET).

Walkthroughs have been scheduled for locations with more than 100 people. Vendors should have no more than two (2) people in their party.

Wednesday, December 19, 2018, 10:00 AM – Meet at 1 Capitol Hill Atrium and continue to 3 Capitol Hill and State House
Thursday, December 20, 2018, 10:00 AM – Meet at 235 Promenade St. and continue to 80 Washington St. and 40 Fountain St.

Please email gail.walsh@purchasing.ri.gov to notify us of your intention to attend the walkthrough(s).

Additional questions may be submitted to gail.walsh@purchasing.ri.gov no later than Friday, December 21, 2018 at 2:00 PM (ET).

Gail Walsh
Chief Buyer

Below are vendor questions that were received by November 7, 2018 with State responses.

<u>Vendor A</u>

We are requesting a 2 week extension due to the holiday. Could you please consider this request?
The State will extend as it sees is necessary, currently 1/18/19.

- Page 3 Section 1 states that the contract term begins on January 1, 2019. Since this will be a phased implementation, will the contract term be adjusted based on the timing of the actual implementation? Yes

- The RFP states the new solution must provide collaboration support for the state.
    - Will all users require a UC client on their desktop for the purposes of chat, presence and conferencing? Depends on the integration method
    - Does the state use any collaboration client such as Office365 today? Yes
        - If so, is integration into that application required? Not required
    - Should an audio and web collaboration application be included in this project? No
        - If so, can you provide information on estimated usage?
- Does the state have any PoE switches in place today? No
    - If so, please provide detail on what is deployed where.
- Will integration into the existing PBX solution be required during the transition period to the new platform? No
- Where will call recording be located, locally or in the cloud? Preferably locally, need to see design to be approved by State Security
- Can the state provide a complete inventory, including handsets, of what systems are deployed today so we can determine if any equipment can be re-used or used as a trade-in credit towards the new solution? Primarily Avaya 6408D+ & M5616 P-sets
- Will site surveys be allowed before final bids are due? Sites with greater than 100 people only
- What is the actual number of contact center agents and which locations from Appendix D they are located? Primarily 1 Capitol Hill, 50+
- Please provide information on any applications that will need to integrate into the phone system. Other than the call center applications listed, not at this time
- Is overhead paging required at any locations? Not to my knowledge
    - If so, can the paging equipment be re-used?
- Is Customer looking to have a train the trainer model, web-based training or live training for all employees? Method based on location
- How many existing fax, alarm & elevator analog lines are in the locations delineated in Appendix D, by site if possible? Unknown
- Is there a network currently in place connecting all the locations in Appendix D? Is a Visio diagram available? No
- Is there a preference for an OPEX (all MRC) model versus a combination of MRC and NRC for equipment? No preference
- Do you have a complete inventory of existing Centrex equipment? No

- Is there an inventory of cabling (# of runs and type i.e. Cat 6), by building, for each of the Centrex/Call Center seats in Appendix D? At the least, can the state provide details on which locations have CVAT5 cabling or better? Cabling varies within the buildings, no inventory

- Cabling will need to address possible faulty, cat3 or net new cable runs. These runs can be dependent on length, ceiling height and if core drilling is required. Would customer like to have responders price out a sample location (with diagrams) or give a basic rate table realizing final costs dependent on work required by location. Basic rate

- For legacy equipment would Customer simply want equipment removed and stored at a central location at each site? Or would customer like old equipment removed and stored a central customer location? Or, would Customer prefer scope for removing old equipment from environment and sending for destruction? Also, if equipment is being removed and packaged/prepared for destruction, would that be different than removing and preparing for resale, if that is preference. TBD

Vendor B

Question 1 – Reference: Page 3, Section 1. Introduction

The solicitation states on page 3, paragraph 3 of Section 1 that this is a Request for Proposals (RFP), NOT a Request for Quotes (RFQ). However, in Item 5 of this same section it states all pricing submitted will be considered firm and fixed unless otherwise indicated in the proposal. Additionally, on page 12, *Please confirm whether this response does require pricing or does not require pricing.*

In this format, vendors provide a quote in a sealed envelope. Quotes will only be reviewed for proposals being considered

Question 2 – Reference Page 7, Section 3. Scope of Work and Requirements

The solicitation on page 7 under the Required features should include, but are not limited to: 4th bullet lists IVR Solution.

2a. *Please explain in further detail what is required for this IVR Solution. These details are needed to provide a cost associated with this IVR solution.* Various departments utilize Ivr's with menu structure to direct calls where they need to go; provide information; have various messages based on time of day

2b. *Is this a custom IVR? No*

Question 3 – Page 6, Bullet 2

What level of compatibility with the existing call center is the State requiring? Solution must be able to care for calls utilizing existing call center applications

Question 4 – Page 7, Hardware

This solicitation states a requirement for switches, routers and cabling. As per page 12, item 8, these items are not requested at this point.

4a. *Will specific details be more clearly defined for each of these items at a later date under a different solicitation? As per page 12, item 8, these items are not requested at this point.* Not sure I understand the question, vendor is expected to provide the switches/routers needed to provide your solution

4b. *Please provide make and model and software levels of existing switches/routers.* Primarily Avaya Definity

Question 5 – Reference – Infrastructure and Connectivity

The following questions relate to infrastructure and connectivity:

5a. *Please provide a network diagram showing the existing data infrastructure between locations?* Security requires more information on specific information you require. Additional questions/clarifications will be received as stated on Page 1 of this addendum.

5b. *Will the Customer be responsible for Internet connectivity, including bandwidth for each Location and connectivity to the hosted providers cloud services?* *No*

5c. *Please confirm that the current infrastructure will allow the reuse of the existing data switches for the hosted solution? If No, will the Contractor be required to purchase new data switches?* No, Yes

5d. *If the answer is Yes to 5c, will the existing data switches support QoS and PoE?* We cannot guarantee.

5e. *Is the existing infrastructure 10/100/1000 (gig)?* Yes

5f. *Please confirm that the current infrastructure will allow the reuse of the existing UPS for the hosted solution? If No, will the Contractor be required to purchase a new UPS?* *Cannot confirm*

5g. *Please provide what how much backup time is needed for the UPS systems?* 20 minutes

5h. *How many Auto Attendants will be required?* *Unknown*

5i. *Please provide the estimated usage of long distance minutes per month.* Information not available

Vendor C

- Can you provide detail of total analog ports required, such as for fax, alarm, and elevator? And, can you provide approximate analog port counts per location? Unknown
- Do you require support for analog modems? Yes
- Regarding built-out of ethernet cabling and PoE switches to support VoIP phones, can you provide detail showing sites and counts that have PoE support today vs. those that lack either adequate wiring and/or PoE ports? This will allow us to quantify the number of drops that need to be installed. No POE today; assume total rewiring
- How many common area phones are required? These are phones that are not assigned to a user. i.e. lobby and breakroom phones in shared locations Very few
- How many conference room phones are required? Is there a desired type of conference phone to be quoted? Specific count not available but there are many; polycoms currently used but can be different
- What is the email system for the voicemail to email feature? We believe it to be Office365 for all users, but want to make sure O365

- Is the call recording requirement for both agents and non-agents, or just agents? Everyone within some departments
- Is the softphone only for computers and mobile devices? What operating system support is required for each platform? Yes, Windows & IOS
  - Windows version
  - OSX version
  - Android
  - IOS, etc.
- Do you use Virtual Desktop Infrastructure (VDI)? If so what manufacturer, and do you require softphone support on VDI clients? No
- Is the network infrastructure enabled for Power over Ethernet (POE) and Quality of Service (QOS)? No
- What do you use for directory services? How many domains and forests must be supported? Active Directory, Approx. 20
- What are your firewalls? Cisco ASA
- Do you require wall mounted phones? If so how many? Very few
- Do you require phones with additional lines/sidecars? If so how many? Yes, unknown
- Do you require an attendant console? If so how many stations? Yes, unknown
- Do you require paging or integration to an existing paging system? If so please let us know the manufacturer and model at each site, as well as approximate counts of zones and speakers per site? Not that I'm aware of
- Do you require a Call Accounting package? Yes
- Approximately how many call center agents and supervisors do you envision being supported on day one? 200+, 50+
  - What is the expected growth? 25% over 10 years
  - Is there any seasonality in your agent staffing, such as tax season, hunting season, etc? Yes
- Do you require database dips and screen pops for agents? If so what is the database? Not currently in use however would like to explore with the new solution
- How may contact center vectors/queues must be supported day one? Unknown but many
- Do you require support for omnichannel contact centers, such as email, text, or web chat? Possibly in the future
- You mention a cloud-based solution with local survivability. Can you elaborate on that requirement? Typically, this would be cloud-based with onsite local survivable appliances at key sites. Please confirm. Yes
  - If this is the case, please provide sites that need this feature 1 Capitol Hill & State House
  - In the event of a WAN or cloud-hosted failure, local PSTN lines would connect to the appliances at key sites. For each key site that needs local survivability, please let us know desired PSTN connectivity, such as POTS, PRI, or SIP, and total number of lines or channels. Depends on equipment provided; roughly 4000 lines
- The RFP mentions Kari's law compliance. Is local location services and integration to the E911 PSAP required? This would give responders additional information such as building, floor, entrance location, etc. Yes

Vendor D
System/Solution Scaling & Survivability

1) The RFP reads in some places as if an on-premise solution is an option, as opposed to a Cloud Solution. Is an upgrade of any existing Avaya Systems an acceptable alternate approach (as described on Page 3, ¶ 2 of the RFP) or is the State only seeking a pure Cloud-based VoIP solution? State is seeking pure cloud-based VoIP solution

2) Will the State be abandoning the existing Avaya systems that are installed? Yes

3) With respect to scaling and growth (Page 8 of the RFP), how many end-users or Cloud-based Subscribers does the State anticipate the solution to accommodate? Refer to appendix D

4) Does the State anticipate moving the end-users of the Pastore Avaya System located at 6 Harrington Ave, Cranston, RI over to this Cloud Based Solution. Not at this time

5) Does the State anticipate moving the end-users of the Avaya System located at Two Capitol Hill, Providence, RI over to this Cloud Based Solution. Not applicable

6) Will each location require local site survivability and redundancy? Yes

7) Will each location require both inbound-calling survivability and outbound-calling survivability? Or is just outbound survivability required? Yes, both

8) For inbound survivability, how many lines are required? Refer to Appendix D

9) For outbound survivability, how many lines are required? Refer to Appendix D
Are digital or analog phones needed for Backup? Don't understand the question. Additional questions/clarifications will be received as stated on Page 1 of this addendum.

Licensing/Subscribers

10) Appendix D provides a list of Centrex locations with quantities next to it. Should we assume that the quantities are the number of Centrex lines at each location? Yes

11) How many total licenses and/or Cloud subscribers will be required? See appendix D

12) How many total end-users are at each location listed in Appendix D? See appendix D

13) Of the end-users at each location in Appendix D, how many would be described as "basic" phone functionality users, i.e., simple voice functionality, low-volume users? Unknown

14) Of the end-users at each location in Appendix D, how many would be described as "standard" phone functionality users, i.e., everyday voice communications, medium-volume users? Unknown

15) Of the end-users at each location in Appendix D, how many would be described as "administrative", "attendant" or "power" phone functionality users, i.e., professionals/executives, knowledge workers, salespeople, call center, medium/high volume users who rely on the full range of telephony/productivity/collaboration features? Unknown

16) Should we provide a quote for the telephone devices for each user? If yes, the answers to #13, 14, 15 and 16 above will help us determine the type of telephones we should quote for each user. Specific type of phone needed for each user is unknown at this time. Provide quotes for each type of device, not number of users

17) How many IP Softphone licenses and/or subscribers are required? See above

18) How many IP Console (attendants) licenses and/or subscribers are required? See above

19) How many conference speaker phones will be required at each location? See above

20) How many total Voicemail end-users and or subscribers are required? Assume all on appendix D

Trunking/Lines/Extensions

21) How many analog lines are required at each location? Unknown

22) How many fax or modem lines are required at each location? Unknown

23) Do existing extensions need to be retained for each location? What are the existing Extension Range(s)? Preferably not, not readily available

24) Do DID's need to be retained for each location? What are the existing DID ranges?
Preferably not, not readily available

25) Are Toll Free Services required at each location? (800, 888, 877, 866, etc.)
Not all

26) What type of trunks exist at each location today, i.e., POTS Lines, PRI/T1's? How many of each type? PRI/TI's, amount unknown

Call Center & Applications

27) How many Call Center Agent licenses and/or Agent Cloud subscribers are required? 200+

28) How many Call Center Supervisor licenses and/or Supervisor Cloud subscribers are required? 50+

29) How many IP Agent licenses and/or subscribers are required? Currently no IP agents however will depend on the solution

30) How many Call Center Agents will need access to Reporting functionality? Agents don't normally have access

31) How many Supervisor Agents will need access to Reporting functionality? 50+

32) How many Skills are required for Skill Based Routing? 10-20 currently

33) How many Call Center Splits/Groups exist? 10-20

34) In how many languages are Call Center prompts to be provided and which languages? 3, English, Spanish, portuguese

35) For what applications is the Verizon InContact/NICE being used today? Applications?

36) Is DIRAD the existing IVR solution? No

37) For what applications is the DIRAD system being used today? None within the current scope of locations

38) Which agencies are using the existing IVR? Taxation, Child Support

39) Can you provide a description of the IVR prompts and call flows that are in use today? No

40) Is there an existing Call Recording Solution in use today? If yes, what is the Call Recording Solution? None that I'm aware of

41) Which agencies will be using Call Recording? Taxation, possibly others

42) How many licenses (end-users) will be required for Call Recording? Unknown

43) Does the State require "all call" recording or "on demand" recording? Both

Cabling & Infrastructure

44) Regarding cabling requirements, are floorplans available for each location. Best effort

45) Can we perform site survey walk-throughs of each location to assess the existing cabling and fiber infrastructure to determine the need for copper cable and fiber communication infrastructure? Buildings of more than 100 users

46) Is the existing cabling at each location Cat5e or better? No

47) Are the IDFs at each location connected with fiber? If so, what type (MM 62.5um, 50um, OM3, OM4, SM, etc.)? No

48) What are the Connector Types at each location? (LC, SC, Single Mode, Multi-Mode)? Varies

49) What are the cabling distances from the MDF's/IDF's at each location? Varies

50) Will the location be responsible for appropriate rack space, power and grounding requirements at each location or will the vendor be responsible for those? Best effort; several locations are rented therefore we may need the owners input

51) Are there any additional site considerations such as Overhead Paging, Security Cameras/Access, Door Phones, other infrastructure changes? Not at this time

Network Equipment & Infrastructure

52) Should we assume that proposals should include the network infrastructure to support Cloud VoIP and Quality of Service (QoS)? Yes

53) Or will the State be making the necessary upgrades and updates to the existing network infrastructure to support Cloud VoIP and QoS? No

54) Will the proposed new network infrastructure interface in any way to the existing network infrastructure? If so, updates to existing infrastructure may be required in order to support QoS. Possibly

55) Can we be provided with an inventory of existing network equipment at each location to include: No

- Manufacturer and Model types of existing switches, routers and firewalls at each location;
- Quantity of existing switches at each location and whether they are PoE.

56) What is the current uplink bandwidth at each location between MDF/IDFs (1GB, 2GB, etc.)? Varies from 1G to 10G

57) Will any existing network equipment be reused? Depends on the proposal

General

58) Will there be another opportunity to ask additional questions after the responses to the questions above are provided? Yes, see Page 1 of this addendum.

Vendor E

Can you provide an equipment list of all existing phone equipment by location so that we can better determine removal costs? Information not readily available

Does the state have any specific requirements associated with the disposal of aged communications equipment? No

IVR was mentioned in the RFP could you speak to the required functionality associated with the IVR solution? Need clarification. Additional questions/clarifications will be received as stated on Page 1 of this addendum.
How does this project intersect with the contract that the State of RI just awarded Cox Communication a Centrex replacement contract – that is currently being deployed in real time? Projects unrelated
Our solution requires two, geo-diverse fiber connections into the State's network. Please provide two, or more, preferred locations. Please also include room & floor and any specific demarc location for each. 1 Capitol Hill, fl 2 & TBD

Considering AT&T will design access to our Hosted centers using two geo-diverse connections to the State per previous question above, please confirm that there is a WAN in place to support at most 10mb VoIP (QoS) traffic to each remote site. It is the responsibility to ensure there are enough resources. We cannot guarantee bandwidth.
Please provide a network diagram depicting Wide Area Network connectivity for all sites listed in Appendix D Security asks what information is needed. Additional questions/clarifications will be received as stated on Page 1 of this addendum.

Please provide detail on your LAN infrastructure so we can understand the inside wiring and cabling that may need to be done. Can be discussed following the walkthrough

Are all phones in the vicinity of an ethernet drop? No

Do you currently have power over ethernet switches? No

Please provide detail on current Contact Center requirements including:
- Quantity of contact center agents, 200+
- Quantity of supervisors, 50+
- Quantity of contacts handled monthly broken out by type (calls, emails, chats, sms) Seasonal; varies; no emails, chats, sms

Does your contact center require outbound calling? Yes

Do your contact center volumes fluctuate, if so can you provide insight into the months with most/least? Yes, January-May is the highest

Please provide city/town & Zip Code for each address listed in Appendix D-Centrex Locations. Please also provide number of users at each location that will be on the proposed phone system. All are in Providence

Are we able to get a three-week extension for this RFP? Will extend as the State feels is needed, currently 1/18/19.

Is an USB Thumb Drive acceptable in place of the CD-ROM as part of the submission package? No

Vendor F

1) Is there any information for each site pertaining to the existing network infrastructure per location? Are there any diagrams, drawings, or spreadsheets available to determine what network infrastructure improvements are necessary to make sites "VOIP ready"? This information to include: No
   a. Current Primary Internet Provider
      i. Bandwidth of Service
      ii. Public IPs (Static or DHCP)
   b. Current Secondary Internet Provided
      i. Bandwidth of Service
      ii. Public IPs (Static or DHCP)
   c. Routers
      i. Do they have VLAN capability

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  d. Data Switches
    i. Managed or unmanaged
    ii. PoE

Answers A through D – It is the responsibility of the responder to ensure there are enough resources. The State cannot guarantee bandwidth

  e. Wiring
    i. Is ethernet cabling currently available at each work station/ ethernet device location Cabling may not be sufficient to support VoIP
      1. If so one port or two available?

2) For each location is there a list of requirements needed at each location? To include: Appendix D is the only information available at this time
  a. List of Users
    i. Devices per User
  b. List of Telephone Numbers
  c. Ancillary Services
    i. Fax
      1. Telephone numbers
      2. Fax Machines
    ii. Credit Card Processors/Postage Meters
    iii. Alarms
      1. Security
      2. Fire
    iv. Elevators
    v. External Paging
    vi. Door Locks

3) Please describe the existing call center technologies in use ie: Verizon InContact/NICE, DIRAD, CMS. Are these systems integrated today? If so, can you provide what information would be required from the VoIP system/platform to properly integrate the VoIP solution with the call center technologies? No

4) In appendix C, Call Center Preferences that state "ability to process recording through a dictation protocol to search for flagged words and alert staff," is this required or desired? Required

5) How many locations and how many call center seats require preferences outlined in Appendix C? Currently, 1 location; 200+ agents; 50+ supervisors

6) Are you currently notating accounts in your current Call Center(s)? How many call center locations and users require this capability? No, 1 location, 200+

7) What applications are currently being used today for IVR? What is specific goal of IVR application? CMS & Verizon Nice/Incontact; increase automation

8) Will the ability to conduct a walk-through, site survey, review of current inventory of telecommunications equipment and connection points of each location be offered? Can the walk-through take place prior to formal proposal submission? Walkthrough will be performed of wiring closets for locations with greater than 100 people. See Page 1 of this addendum.

Vendor G

1. Page 1 – **Bid Submission Deadline** - Respectfully requesting and extension of three weeks with a suggested new Due Date of (12/17/2018) . Will be extended as the State deems needed, currently 1/18/19.

2. Page 6 – Section 2 Background - The Rhode Island Department of Information Technology (DOIT) is seeking proposals to replace the State's current Centrex products (See Appendix D) along with several AVAYA PBX systems. Please provide a detailed list of the AVAYA systems that will be displaced. Please provide the location, type of systems, to include major cards or modules - the hardware configuration and software release, number and types of phones to be displaced for trade-in consideration in addition to proper disposal/removal of legacy PBX systems. 3 Avaya Definity pbx's

3. Page 6 – Wiring/Cabling - Where the State has sufficient Layer 1 cabling infrastructure is sufficient to support the Voice and Collaboration Applications will the vendor be required to provide cabling or will a reuse of the State of Rhode Island's LAN Cabling environment be acceptable? If there is an ability to reuse the State's cabling infrastructure, does the state have documentation to attest the cabling will support QoS and VoIP applications or will the vendor have to provide an assessment? See wiring/cabling section of the RFP

4. Page 6 – Section 3 Scope of Work and Requirements – Hardware - Where the State has sufficient Layer 2 and layer 3 LAN switching and routing infrastructure to support the voice and collaboration applications will the vendor be required to provide parallel network to support the applications provided by the vendor? Preferably Will the vendor have to assess and report on the VoIP readiness of each site? Yes Will the state allow a network discovery? No If the vendor can reuse the State of Rhode Island's LAN infrastructure can the State provide attestation that the devices meet IRS Pub 1075 FIPS 140-2 encryption requirements? We cannot attest

5. On page 6 and page 7 you state that this Cloud-based VoIP Solution must be compatible with existing Call Center technologies (Verizon/InContact/NICE, Dirad, CMS) and then you refer to Appendix C for Call Center. Are you looking for a Hosted Contact Center solution in addition to this Hosted Unified Communications solution or simply interact with the existing Call Center and IVR solutions that you cited here in the RFP? If you are requesting a Hosted Contact Center solution as well, does this solution also have to meet IRS Pub 1075 requirements? Both

6. The State of Rhode Island cites "The new system must provide communication and collaboration support for the State". We do not see any other areas within the RFP that request

collaboration items? Are there specific collaboration requirements that the State of Rhode Island is looking for, such as meetings, IM, Presence, etc...? Not at this time

7. Page 7 – Section 3: Scope of Work and Requirements - "Does the State have requirements for the number and type of handsets per location? See appendix D Where there is sufficient cabinet/rack space is the State looking for the vendor to supply additional infrastructure, racks, or cabinets to hold LAN/WAN networking equipment? Yes Where there is sufficient cabling and rack space will the State attest to the ability of vendor to utilize this infrastructure? Possibly If not, the vendor will require site survey and network discovery to insure the solution will operate appropriately in the State's environment.

8. Page 8 - Section 3: Scope of Work and Requirements – Implementation Services - Will the State allow a site survey and discovery of all sites to develop detailed documentation of the requirements for seamless transition? This will allow the vendor to properly document the infrastructure, cabling, power, HVAC, and space to ensure a smooth transition and transformation from the legacy environment to the new Hosted VoIP solution. Discovery will not be allowed. A walkthrough of locations with greater then 100 people will be performed.

9. Section 3: Scope of Work and Requirements - How many telephones are in scope? See appendix D

10. Section 3: Scope of Work and Requirements - What are the average number of long distance calls and minutes per month? Varies, most calls are instate

11. Section 3: Scope of Work and Requirements - What is the number of users that require voice mail? Assume all

12. Section 3: Scope of Work and Requirements - What is the number users for courtesy / conference room telephone users? Unknown

Vendor H

1. Can you please confirm that the first 3 RFP pages represent the Bidder Certification Cover Form? Is it mentioned twice that this has to be downloaded from www.purchasing.ri.gov See http://www.purchasing.ri.gov/bidinfo/geninfo/standard.aspx

2. Is it possible to submit the electronic copies of the proposal using USB Flash Drives instead of CD-R? No

3. Can the Call Center Preference Section be responded as an Appendix? No

4. Is RFP 7597600 based on RFI #7554656 issued on August29, 2017?
If yes, would the responses to the questions submitted for that RFI be relevant to this RFP? Yes

5. RFI #7554656 mentioned integrations with the following:
   a. Video Conferencing
       i. What solution(s) is currently in place? Basic, tv with camera & polycom
   b. Chat / IM
       i. Is Microsoft Skype still the solution in place? Yes

6. From RFI #7554656 questions:
   a. 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?

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

   b. Has this changed since the RFI was issued?
        i.   The lack of sufficient PoE would require local power supplies for the IP Phones.
        ii.   The lack of a properly implemented enterprise QoS policy has the potential to adversely affect the user experience of an IP based telephony/communications system.

7. RFI #7554656 states that E911 is required, is this still the case? Yes

If yes, how many unique location addresses require the E911 solution? All locations must send out the proper 911 information

8. Is the solution provider responsible for physically deploying the phones? Yes
9. Would the state be interested in a 3 or 5 year contract if it would reduce annual costs? Yes
10. Is integration with Centrex and/or Avaya platforms required during the implementation process?No

If yes, which methods of connectivity are supported by the Centrex / Avaya platforms, i.e. SIP, PRI, QSIG, T1?

11. Only Centrex locations and station counts appear to be listed, can details on the Avaya locations be provided? Numbers include all phones
12. Include a solution for existing fax, alarm & elevator analog lines
   a. How many analog lines? Amount not available
   b. How many buildings? See appendix D
        i.   Are cable plants at each location centralized or distributed? Distributed
        ii.   If distributed, how many locations per building? Varies
        iii. How many analog devices per location or building? Unknown
13. How many users require voicemail? Assume all
14. What email platform does the State use? Outlook
15. PSTN Information: Information not available
   a. Can you provide the number of PRI Circuits or SIP Channels currently in use with the Avaya system?
   b. Can you provide the number of NARS or PRI associated with the Centrex Solution?
   c. Can you provide the number of concurrent off-net (local/long distance) call paths the state will need with the cloud solution?
   d. How many DID's and Toll Free numbers will need to be ported?
16. Can you provide the addresses of two location that we can terminate MPLS circuits for connectivity to our datacenters? 1 Capitol Hill and TBD
17. Survivable processors
   a. Do any sites require local PSTN survivability in the event of a WAN failure? Yes
      If yes, can locations / station counts be provided? See appendix D

18. Call Center

In depth discovery and design sessions will be necessary to determine the work effort to properly create and implement each team call flow, agent and supervisor layouts, any customizations and any potential 3rd party integrations required. Due to this, the current scope of this proposal only includes the base contact center platform installation, integration with the call control platform, agent and supervisor account creation.

    a. RFI #7554656 stated that there were no plans to replace the existing Call Center solution(s). For the purpose of this RFP, is integration with the existing solution(s) or replacement of the existing solution(s) being requested? Both at this time

    b. Compatible with existing call center technologies that may be in use, i.e. Verizon InContact/NICE, DIRAD, CMS

        i. Are there any other Call Center solutions in place? No

    c. How many Agents? 200+

    d. How many Supervisors? 50+

    e. Call recording only? Don't understand the question. Additional questions/clarifications will be received as stated on Page 1 of this addendum.

    f. IVR requirements

        i. RFI #7554656 stated 96 IVR lines/ports with no plans to replace custom solutions from First Data and Dirad. Is a replacement solution being requested? First Data is not part of RFP; Yes to DIRAD

19. Softphone

    a. Would softphones be required to work outside of the enterprise network? No

    b. What platforms need to be supported, i.e. Windows, MacOS, iOS, Android? Windows

20. Station verification to IDF / MDF

    a. How many sites are there? Varies per building

    b. How many IDF / MDF locations are there in total? Varies per building

21. Training

    a. What method(s) of training delivery are required, i.e. onsite / remote instructor led, recorded. Train the trainer? All, will vary based on location

Vendor I

1. How many users require:
    a. Call recording 200+
    b. Softphones TBD
2. Do remote locations require onsite gateway with Auto Attendants or can the Auto Attendant be centralized? Can be centralized
3. Will we be responsible for cabling or will the State be providing with certifications? Vendor is responsible

Vendor J

Fax: Does the fax protocol T.38 meet the State's requirements for fax solution support? Yes
Call Center: Will the State accept alternative Call Center proposals based on new, highly-scalable, expandable and cloud-based solutions? Yes
IVR: Will the State accept alternative IVR proposals? Yes
Call Recording: Is Call Recording from the Prime bidder a requirement or will the State consider subcontracting that service separately from an existing call recording provider already doing business with the State? Bidder requirement
Proposal Contents: Will the State accept URL links within the response as opposed to providing details where appropriate and applicable? Yes
Proposal Contents: Does the State desire Technical Proposals with six (6) single-sided or double-sided pages? Either
Equipment/Wiring: Will the State consider unused hardware and wiring disposal an option rather than a requirement? No

Call Traffic Information: With regard to Call Center, what is the current volume of inbound/outbound calls? Average call duration? Seasonal, 2,000-40,000/month, 4 minutes

Vendor K
Telephony:

How many phones are required for each location?
Utilize numbers on appendix D to base your proposal
What types of phones are required? (420, 480G, 485G, 6920, 6930, 6940)
Depends on the solution proposed
Are expansion modules required for any of the phone models? (BB424, PKM)
Yes
How many extensions require 'Courtesy' only – (no desktop client or voicemail)?
Unknown, very few
How many users require Voicemail and 3-party conferencing?
Assume all
How many users require Mobility, Presence/IM, and 8-party audio/4-party web and 8 party video conferencing?
Undetermined
How many users require 25-party audio and web, and 12 party video conferencing?
Undetermined, may not be needed at all
How many users require 100-party audio and web, and 25-party video conferencing?
Undetermined, may not be needed at all
How many users require Scribe? (Voicemail transcription to text in email)
Assume all
Does the state utilize any CRM applications (Customer Relationship applications)?
(Salesforce? Microsoft Dynamics? Other?) Not at this time

If above answer is yes, how many users require access to CRM systems?

How many users require Always-On Call Recording?
250+
How many users require Ad-Hoc Call Recording?
200+
If Call Recording required is PCI Compliance required?
Not at this time
Will Hunt Groups be utilized on the system? If so, how many?
Yes, information not available
Does the State have calls that are answered live? Or are calls answered by auto-attendant?
Both
How many 'Operator' consoles (software) will be required.
TBD

Does the State require Bridged Call Appearances? If yes, how many per location?
Yes, information not available
Does the State require hoteling (hot-desking) between locations?
Possibly
Does the State require Music on Hold? Does the State require specific messages to be played for MOH? (weather alerts, emergency info, etc)
Yes
Does the State require calling by tracking Account Codes?
Yes
Does the State require Telephony reporting on Call volume?
Yes
Is the State using Fax today? If so, will electronic faxing work for the State? No
What are the State's faxing requirements and capacities?
Currently analog lines required
What is the State requirement for communications in the Conference Rooms?
Currently analog polycoms

Contact Center:

How many Contact Center Agents does the State have today?
200+
How many Contact Supervisors does the State have today?
50+
What is the projection for these counts in 3 years? 5 years? 10 years?
Assume 25% growth over 10 years
How many Contact Center Agents need to be logged in simultaneously today.
200+

How many Contact Center Agents need to be logged in simultaneously in 3 years? 5 years? 10 years?
All

How will the State connect to screen wallboard displays? (HDMI? Wireless? Other?)
Different options required

Does the State require Contact Center 'Chat' and/or 'Email' functionality in addition to standard Voice.
Yes

Does the State require HIPAA Compliance? Yes

Who are your customers? Why are they calling into the Contact Center? The public; depends on the call center, ex. Taxation

Is there a Contact Center today on your Avaya platform?
Yes, CMS

Do the agents use softphones or desk phones?
Desk phones

Where are your agents located? Do they operate from a single location, or are they geographically dispersed?
Currently, single location

Do all agents require call recording? If not, how many? 200+

Does the Contact Center need to integrate with any 3rd party systems? If so, please provide detail. Not at this time but would like to explore the options with the new solution

Desktop Environment:

What is the State's messaging environment?
(Microsoft Outlook? Google Docs/Google Mail? Microsoft Skype for Business? Other?)

Does the State utilize Active Directory today?   If not today, future?
Yes

Is Active Directory a requirement for the Telephony environment?
Yes

Does the State utilize any 'Thin' / VDI clients in the environment (Citrix? Microsoft? Other?
Yes

Infrastructure/WAN:

What is the current Wide Area Network topology? Security would like to know what specific information is being requested. Additional questions/clarifications will be received as stated on Page 1 of this addendum.

(MPLS? Point-to-Point circuits? Internet VPN?) Metro ethernet

What is the current WAN bandwidth per location? 3M to 20M, major sites 1G

Does the State have existing firewalls that support VoIP and QoS (Quality of Service)?
Yes but not utilized
Is PoE (Power Over Ethernet) switching currently in place?
No

Vendor L

- How long do you expect the burn-in period for each phase of the implementation to last? Will depend on how the product performs. Phases will become more aggressive based on performance
- Are payments made during the burn-in process? To be discussed
- Nice_InContact is mentioned in the RFP. What elements are currently implemented? e.g. NICE WFM or inContact ACD? Both? How many agents? InContact ACD 50+
- What elements of DIRAD are implemented? IVR
- Is there a CRM solution in place? If so, which one? or home grown? No
- Define ISBE please. We did not see a definition in the RFP document. Purchasing.ri.gov/documents/mbe-regulations-vendor-presentation.pdf
- How many agents per contact center does the State have licenses for? Currently 50
- How many calls per month does each contact center receive, In/Outbound? Seasonal, 2,000-40,000/month
- What is the Average Handle Time (AHT) per call for these contact center agents per business unit? 4 minutes
- Can you provide a call arrival pattern for a typical month by location please? (A call arrival pattern is typically an excel rendering of the number of calls by hour and day including the AHT.) Information not available
- What percentage of calls are transferred? Unknown
- In a call transfer, does the caller have to repeat information previously provided? If not, how is the caller information presented to the next agent? At this time, yes
- If caller information in a transfer is not in place, is this a capability the State would like to deploy? Yes
- Does the State measure Customer Experience or Customer Satisfaction? If so, how is this done…surveys, etc.? Not at this time
- Are there any web interface requirements? If so, please describe. Not at this time
- Are there seasonal spike periods when call volumes fluctuate? Tax season, holidays, etc. Yes
- For your IVR, is there an existing menu to replicate or will the selected partner be expected to create that menu? Yes though it may be altered
- Is the IVR DTMF or speech enabled? Only DTMF at this time
- Is PCI compliance required? Do you take payment information? Not at this time

- What is the Centrex monthly minutes of use for inbound and outbound per site listed in Appendix D? Information not available

Vendor M

Question #1:

Does the state have its own data center that could house a dedicated, locally installed VoIP PBX that could serve the entire state? Possibly

Question #2:

Are site surveys being made by appointment, as a group or not all? As a group

Question #3

Is the state reusing existing internet service at each site to provide connectivity to the cloud? Vendor needs to provide

Question #4

Can a statewide network map be provided to show all existing private & public WAN connectivity? No

Vendor N

1. Is there a cost proposal form for this RFP response? No, see part B of section 4: Proposal in RFP
2. Is the state responsible for the background checks of the awarded vendor? The vendor is responsible for background checks through the Rhode Island Attorney General's office. Background check results will be furnished to the state agency.
3. What application will the IVR be used for? Various
4. What internet connectivity does each location have? Information will be discussed following signed NDA
   - Please list the carrier, service subscribed to, bandwidth and term of service.
5. Has the State had a recent network assessment for a VoIP solution?   No

   - If so, will you provide it and state any changes made since the assessment was completed?
   - If not, please describe your network infrastructure including bandwidth, routers, switches and firewalls per site.
   - Do you have a way to ensure QOS in your existing network?
   - Where are your points/locations of internet connectivity for your network?

6. Are there site surveys and a floor plan available for each location? Walkthroughs will be scheduled and floor plans will be provided if available

   - Is there network cable and RJ45 jack for computers at each desk / phone location?
   - Is the cable 5E or better?
   - Do you want to use POE switches for the phones' power or power supplies per phone?
   - Do the CENTREX line counts per location correspond directly to the number of phones per site you will require in your new solution?

7. Do you have a phased roll out plan we can use to better describe our work plan? 1 smaller location will be chosen, based on product performance, a more aggressive plan will be determined
8. Are there expectations of cabling needs outside of phone drops? No
9. Will the Verizon InContact continue to be used or replaced? Continue to be used for the time being

Vendor O
   1) Many customers have different definitions of IVR, please expand on your IVR requirements?
Response: Interacts in both automated & live environments. Interacts with databases for data dips

   2) In Appendix D, is the number next to the location the number of phones/users? If not, please provide.
Response: Yes

   3) Please provide current phone models in use?
Response: Most are Avaya 6804D+ & Meridian M5316 P-sets

   4) What percentage of phones would fall into the category of common area? Common area meaning phones with just an extension and no VM, break rooms, conference etc...
Response: Conference rooms, number unknown

   5) How many concurrent and named contact center agents?
Response: 200+

   6) Do contact center agents take payments over the phone?
Response: No

   7) Does the contact center require workforce management?
Response: Yes

   8) Does the contact center require and outbound dialer/campaign feature?
Response: Yes

   9) Does the contact center have the same FTI requirements as regular VOIP?
Response: See appendix B

   10) Please expand on the voice encryption requirement. Is voice encryption a must have, and would it disqualify a vendor if it cannot be provided in their solution?
Response: Yes, see appendix B