Solicitation Information
January 11, 2019

Addendum #5

RFP # 7597600

TITLE: Centrex Replacement/Telephone System Upgrade

Submission Deadline: F e b r u a r y 1 , 2019 at 11:00 AM (ET)

Attached are final vendor questions with State responses.

No further questions will be answered.

Gail Walsh
Chief Buyer

Vendor A

Question 1:
On the Previous Questionnaire there were questions asked by two vendors around connectivity that seem to contradict.
Vendor B

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

Vendor M

Question #3

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

Vendor E

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

It appears that Vendor B & M are making a statement that they will possibly be connecting the State of RI to their Voice service via Internet connectivity. Then in Vendor E's section they reference the RFP where the request for connectivity is for Private IP Fiber connectivity from Geo Diverse VOIP Cores to Geo Diverse State locations. Could you please verify that it is a requirement of the State of RI to have connectivity via Dedicated Private Circuits that can guarantee Class of Service?

The State wants survivability of its communication systems. Vendors should not rely on the State's existing internet connectivity. Vendors can use the internet or private dedicated circuits. The State is looking for the SERVICE to be provided.
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Vendor B
Does Voice and data need to be physically separated or is logical V-LAN separation acceptable?

There is no REQUIREMENT for separation but, not all sites have the network infrastructure to support simple VLAN separation. The number of allowed VLANs at some sites may be limited. The solution must be able to provide the service for all locations.

Vendor C
1. Can we submit appendices/attachments to address the Scope of Work and other technical specifications while still respecting the 6-page limit of the technical proposal? Or would those appendices still have to count towards the limit?
   Yes, you can submit additional appendices/attachments.
2. In Attachment 1, it states "All certificates and endorsements shall reference Courier Service RFP." Should this reference the "Centrex Replacement/Telephone System Upgrade RFP" instead?
   Yes, the reference should be "Centrex Replacement/Telephone System Upgrade RFP.

<u>**Vendor D**</u>
General

- Will the State of RI be submitting additional Attachments via addendums to RFP for the RI preferred pricing templates/tables, or preferred formatting (Section 1 -table of Contents, Language responses, Section 2 – Technical Solution and pricing response) for the vendors response? **No**
- What was the annual cost for existing Voice Solution? **$55,000.00**
- What is the estimated budget for the new Voice Solution? **TBD**

Cabling

- Please confirm that for cabling portion of the response a detailed standard rate table and defined execution process is acceptable. **Yes**

  o Rate table would show non-union regular business hours

  o Defines change order and survey process for custom or unique sites

  o Unique sites could include:

    ▪ Sites with ceilings over 14' (may require 2 techs or lift rental)

    ▪ Runs over 300' which must be surveyed and quoted custom to include repeater devices or would require a fiber optic cable

    ▪ Sites requiring concrete boring, conduit or innerduct

    ▪ Sites with cable runs between floors which must be surveyed and quoted custom

    ▪ Any external cabling or trenching which must be surveyed and quoted custom

- Do you believe any of the locations will be bound by special build considerations due to considerations due to historical designation? **Probably. Ex. State House**
- Is it assumed that CAT5e rated cable will suffice for RFP pricing purposes. This is with the understanding that if fiber, CAT6 or plenum rated cable is required they can be priced out via change order based on need or customer request? **All building codes and fire codes should be met. This may require the use of plenum wiring. The State is looking for service to be provided. Vendors should use the correct means for providing that service. Vendor should factor in the cost of using the correct wiring in their bids.**
- Can it be assumed that work will normally be executed during normal business hours (Mon-Fri, 8-5) and should after hours or weekend work be required that would be handled via a Change Order exception with additional labor costs **Some sites may require off hours due to employee or customer traffic. Please provide overtime rates.**

Network

- Can you confirm how many concurrent calls are anticipated across the entire state agency. This will need to include the 200 active call center agents. If you don't know an actual number, then please provide a best guess because this has direct impact on pricing and bandwidth requirement. **2500**
- Can you confirm what the State's vision is for call routing? For example, will the calls be sent to Capitol Hill and then route to all the state agencies via the State's existing WAN topology or is the State's vision for the proposal to include a separate Voice WAN at each agency support all calls therefore keeping the Voice and Data WANs separate? **The RFP covers multiple agencies and entities, that may be independent of One Capitol Hill (example, State House). These agencies would request their own DID's.**
- For the WAN topology – If a new WAN is needed to support the voice traffic, are there any locations that need a higher level of survivability?
    - If yes, please identify which ones. For example, Capitol Hill has the most users and has your call center… A standard design would have one circuit installed at a site.
    - If the circuit for some reason goes down, then all voice calls can be redirected to another location. Would the State prefer a design include dual paths for voice traffic survivability? **Yes. Survivability is important. Dual Paths or the ability to redirect calls to an alternate agency gateway for transport to the affected site.**

Cloud Based VoiP Solution

- Are the items outlined in the "call center preferences" required or optional day one? **Assume required**
- Are wall mounts required for any Phones? **Yes**
- For data switches, is 10/100 or Gigabit required? **10/100/1000**
- Please confirm that phones and PC will have their own dedicated cable runs. **Correct**

Vendor E

RFP Sec Ref: Face page	RFP; and Addendum 3 page 1
Issue/Context: Bid Submission Deadline.	
Q1: Given the timing of responses to Round 2 of Questions, we respectfully request an extension of the due date to two weeks following the publishing of responses to the second round of questions. **Submission deadline has been extended to Friday, February 1, 2019 at 11:00 AM (ET).**	

RFP Sec Ref: General	RFP
Issue/Context: Cabling labor	
Q2: For cabling, is Union labor required, if so, which union? **In accordance with Rhode Island General Law 5-70, Telecommunications, all respondents to this solicitation must be properly licensed by the State of Rhode Island and prevailing wages must be paid.**	

RFP Sec Ref: General	RFP
Issue/Context:	
Q3: Is fiber available from MDF to IDF in each building? If not, please provide details to which building has what spare fibers. **No**	

RFP Sec Ref: General	RFP
Issue/Context:	
Q4: Is there enough space in Data to house new racks? **Would depend on how much space is needed.**	

RFP Sec Ref: General	RFP
Issue/Context:	
Q5: Is there space in Data Rooms existing racks? If not, please advise which ones will need new racks per site. **TBD**	

RFP Sec Ref: General	RFP
Issue/Context:	
Q6: Is there a Specified cable manufacturer mandate? Or Open as long as meets Cat 5e/6 Spec? If so, please provide details of specs and manufacturer. **No**	

RFP Sec Ref: General	RFP
Issue/Context:	
Q7: Do you require Soft copy of cable records? Along with patching switch to Panel matrix? **Preferably**	

RFP Sec Ref: General	RFP
Issue/Context:	
• Q8: Can all work be done during business hours? If not, please specify which sites must be done after hrs? **Some site may require off hours due to employee or customer traffic. Please provide overtime rates.**	

RFP Sec Ref: General	RFP page
Issue/Context:	
Q9: Is there available space to stage the CPE prior to install at each site? If not, which ones will be an issue? **Depends on how much room is needed to stage**	

RFP Sec Ref: General	RFP page
Issue/Context: Phone Adapters	
Q10: Are there analog phones/alarms, fax or requirements that will need analog adaptors? if so, which sites and how many per site? **Assume all, numbers unknown**	

RFP Sec Ref: General	RFP page
Issue/Context: Cabling ingress to Buildings	
Q11: Can rolls of cable be transported in Elevator? Or is there Loading elevators per floor for material transport? If so, please advise which sites have them and any issues? **Larger buildings have a freight elevator**	

RFP Sec Ref: General	RFP page
Issue/Context: New Phone Placement	
Q12: Can new phones be placed in parallel of existing phones during the day? **Yes**	

RFP Sec Ref: General	RFP page
Issue/Context: User Training.	
Q13: User Training. Is this required per site? 15 Users per class? 6 classes a day? How shall this be priced? Per day of classes per site? Guidance here? **Provide your pricing for groups and per person as various methods will be required based on building size and scheduling.**	

RFP Sec Ref:	RFP
Issue/Context: Cabling conduits	
Q14: Are there conduits that go between 1 Capitol Hill and 3 Capitol Hill? **Yes**	

RFP Sec Ref:	RFP
Issue/Context: Cabling conduits	
Q15: Are there conduits that go from 1 Capitol Hill to the State House? **No**	

RFP Sec Ref:	RFP
Issue/Context:	
Q16: State House fiber count and type: please confirm if it is single mode fiber, and the number of strands per IDF. **Existing is old multimode. Vendor will need to run new fiber**	

RFP Sec Ref:	RFP
Issue/Context:	
Q17: Regarding One and Three Capitol Hill – are spare fibers serviceable? 6 fiber mm 1 pair spare per IDF? Vendor will need to run new fiber	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	

Q18 Will the paging units remain and need interface from the Telephone solution? Please identify the number of Paging Unit interfaces required per floor and the type of Interface , Analog Station, 4wire E&M, Loop start Trunk? We don't believe any of the paging units are in use

RFP Sec Ref:	RFP
Issue/Context: Site Walk	
Q19 Can the current LAN infrastructure (Switches and Cat 5 to the Stations) be utilized to run the Voice application over the existing infrastructure? No	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	
Q20 Can the current LAN Cabling be used where there is a second unused cable from the IDF to the Station location? Would prefer not	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	
Q21 Please provide the Count of Phones both IP and Analog anticipated per floor for all sites. Unknown	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	
Q22 Can the existing WAN connectivity provided by Verizon, Cox, Light Tower and others to the state be averaged utilizing links between the buildings. Please provide an architecture of the existing WAN infrastructures feeds and terminations A and Z or network topology? We would prefer that voice be on its own network. Should not be dependent on data	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	
Q23 Does the State intend to deploy a completely new LAN and WAN including station cabling infrastructure to support the Phones (not leveraging) the current infrastructures that are in place? This is a 'complete solution'. Vendor must deploy its own network solution	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	
Q24 Will the state please consider a two to three-week extension based on the time required for the state to respond to the second round of question generated and provide the vendors adequate time to response with the best possible solutions. **Submission deadline has been extended to Friday, February 1, 2019 at 11:00 AM (ET).**	

RFP Sec Ref:	RFP
Issue/Context: Site Walk	

Q25 **From the initial Question and answer Period We are to assume total rewiring is that still the requirement or where possible can the fiber and cable infrastructure be used? Who owns the cable structure in the leased buildings? When possible, reuse is acceptable. Owners of the building usually own the cabling**

RFP Sec Ref:	RFP
Issue/Context: Site Walk	

Q26 **In addition to call recording is there a requirement for Quality Management (QM) capability to be quoted with the call center configuration? Yes, QM is required**