

MARCH 30, 2017

TO: ALL OFFERORS

FROM: CARMEN HERRERA
PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO RFP CONTRACT NO. GSS17455-TELECOMM,
TELECOMMUNICATIONS SYSTEMS AND SERVICES

ADDENDUM #1

This addendum advises all Offerors of the following:

1. Written questions and answers are on pages 2-9 of this addendum; and
2. Appendix G has been revised to accommodate Question #45.

All other terms and conditions remain the same.

If you have any questions, please contact me at carmen.herrera@state.de.us.

- 1) **Section: IV B, Paragraph: 5, Page: 5, Text: Prices quoted in the proposal shall remain fixed and binding on the bidder at least through December 31, 2017**
 - a) **When specifically, will you be making the final selection? The RFP indicates that bids need to stay active through 12/31/2017.** The estimated notification of award is within 90 days of receipt of proposals.
 - b) **What is the specific timeline and desired completion date for integrating all locations and users into the VOIP platform?** This will be determined on a project-by-project, as-needed basis. No specific projects, locations and users are provided with this RFP.
 - c) **What are the specific phases you envision for implementation including the technologies and locations being deployed? What are the desired completion dates associated with each phase?** This will be determined on a project-by-project as-needed basis. No specific projects, locations and users are provided with this RFP.
 - d) **Will you grant extensions?** This will be determined on a project-by-project as-needed basis. The contract terms are provided in D. Contract Terms and Conditions, Item 3. General Information on page 13 of 76 in the RFP.
 - e) **What are the addresses and main telephone number for each location included in this RFP?** This will be determined on a project-by-project as-needed basis. No specific projects, locations and users are provided with this RFP.

- 2) **Appendix B Section: 1, Paragraph: 1.2, Page: 40, Text: As new technologies emerge it will be the responsibility of the vendor to advise the state of their availability. Are you open to supplemental technologies not referred to in the RFP that will enhance and optimize the infrastructure?** If the State feels these new technologies will benefit the State, it will allow the vendor to add them to the existing contract offering.

- 3) **Appendix B Section: 13, Paragraph: 13.1.1, Page: 43, Text: The system must support...**
 - a) **How many locations have Centrex lines?** No specific projects, locations and users are provided with this RFP.
 - b) **What are the total number of Centrex lines at each location?** No specific projects, locations and users are provided with this RFP.
 - c) **What are the main phone numbers and service address for all these locations?** No specific projects, locations and users are provided with this RFP.
 - d) **How many simulations calls typically happen at each site on a daily basis?** No specific projects, locations and users are provided with this RFP.

- 4) **Appendix B Section: 15, Paragraph: 15.2, Page: 46, Text: Must be able to support**

- a) **Please describe in detail your specific desired call flows?** No specific projects, locations and users are provided with this RFP.
 - b) **Can you provide a visual snapshot of your call flows such as a Visio or PDF etc...?** No specific projects, locations and users are provided with this RFP.
 - c) **Do you need more than one Language? If so, what are they?** No specific projects, locations and users are provided with this RFP.
- 5) **Appendix B Section: 16, Paragraph: 16.2.11, Page: 46, Text: The state is seeking vendors to provide**
- a) **How many total users will be on the VOIP platform?** This will be determined on a project-by-project as-needed basis.
 - b) **How many total phone numbers will you need at each location?** This will be determined on a project-by-project as-needed basis.
 - c) **How many simultaneous calls do you anticipate needing in the future for each location?** This will be determined on a project-by-project as-needed basis.
 - d) **What are the location addresses and main phone number?** This will be determined on a project-by-project as-needed basis. No specific projects, locations and users are provided with this RFP.
- 6) **Appendix B Section: 16, Paragraph: 16.3.11, Page: 47, Text: A one-time purchase**
- a) **Would you consider a Monthly Recurring Fee (OpEx instead of a CapEx) on the handsets? With an option to purchase at the end of the term at Fair Market Value?** Alternative funding options are welcomed to be included in bid responses.
 - b) **Will you require more than one user/phone type or will all users get the same phone? This will define the phone equipment used as well as licensing requirements.** See Appendix B, Section 16, Item 3.11: "...price for at least two types of voice telephone sets – basic/ average user, and high volume/answering point."
 - c) **How many total phones do you need?** No specific projects or quantities are provided in this RFP.
- 7) **Appendix B Section: 16, Paragraph: 16.4, Page: 47, Text: Contract, What term (number of years) is the state looking for?** As stated in RFP section IV.D.3.a, the term of the contract between the successful bidder and the State shall be for two years with three optional extensions for a period of one (1) year for each extension.
- 8) **Appendix B Section: 17, Paragraph: 17.1, Page: 53, Text: Open Architecture, Do you require multiple language support? If so, what are they?** Multiple languages are not specified, however, if you wish to propose them as an option, they will be considered.

- 9) Appendix B Section: 17, Paragraph: 17.5, Page: 55, Text: Agents features**
- a) How many call centers?** No specific projects, locations, users or quantities are provided in this RFP.
 - b) How many call center agents will you have?** No specific projects, locations, users or quantities are provided in this RFP.
 - c) What are the addresses and main phone numbers of each call center?** No specific projects, locations, users or quantities are provided in this RFP.
 - d) How many simultaneous calls are needed for each call center?** No specific projects, locations, users or quantities are provided in this RFP.
- 10) Will the State disclose the name of communicating companies in the past 2-years that have provided information, pilot or system demonstration? If yes, who?** Current vendors are listed under the Telecommunication Systems and Services contract #GSS12455-TELECOMM at <http://contracts.delaware.gov/>.
- 11) Is the ShoreTel hybrid system an acceptable solution?** If you wish to propose system options, they will be accepted for consideration.
- 12) Does the State intend for this to be an IDIQ contract?** Yes.
- 13) Does the State expect to establish a new contract for this service solution?**
The State is rebidding the Telecommunication Systems and Services contract #GSS12455-TELECOMM located at <http://contracts.delaware.gov/>.
- 14) How many total Voice users will be part of this call handling platform?**
Unknown. This will be determined on a project-by-project as-needed basis. No specific projects, locations, users or quantities are provided in this RFP.
- 15) How many total State locations will this solution support?** Unknown. This will be determined on a project-by-project as-needed basis. No specific projects, locations, users or quantities are provided in this RFP.
- 16) Will the State consider expanded UC solutions for the proposed call handling platform?** If you wish to propose optional solutions, they will be accepted for consideration.
- 17) Is our solution expected to provide the Voice services fabric to support PSTN services into our call handling solution?** This is primarily a hardware

procurement. The State has other contracts that cover network access facilities and voice services.

- 18) Will our solution required 24x7x36 help desk support?** See Appendix B, Section 7. Maintenance on page 41 of 76 in the RFP.
- 19) Will the State provide Level 1 help desk?** The State provides Level 1 help desk services for most users.
- 20) Does the existing dial plan need to be retained?** The State will decide any dial plan questions that arise as part of a project.
- 21) Will the new solution include Voice, Video and Web conferencing?** The State has other contracts that cover Video and Web conferencing. Voice conferencing is usually accomplished with system features offered by the voice platform.
- 22) Does the State require an open source platform for its Call Handling services?** There is no specification for an open source platform; however, if you wish to propose optional solutions, they will be accepted for consideration.
- 23) Are there existing Centrex and PRIs that must be considered for the new VoIP solution from a transition perspective into the new platform? Will they be eventually replaced by the proposed solution?** This will be determined on a project-by-project as-needed basis.
- 24) Does the State expect the offeror to DE install and discard the existing Voice services infrastructure as part of the new VoIP platform implementation?** See Appendix B, Section 8 of the RFP on page 42 of 76.
- 25) Are there active, legacy PBXs across the State's current infrastructure that must be considered as part of the proposed solution?** No specific projects, locations, users or quantities are provided in this RFP.
- 26) Will the State offer any State owner fiber, data center or transport access to be considered and leveraged as part of offerors solution?** This is primarily a hardware procurement RFP. The State has other contracts that cover network access facilities and voice services.

- 27) Will the State consider other design alternatives such as a hybrid cloud?** If you wish to propose system options, they will be accepted for consideration.
- 28) Does the State require survivability at remote branch, office, or satellite locations?** The State will decide, on a case-by-case basis, any survivability questions that arise as part of a project.
- 29) Does the State required hard phone as part of this VoIP Call Handling platform?** See Appendix B, Section 16, Item 3.11: "...price for at least two types of voice telephone sets – basic/ average user, and high volume/answering point."
- 30) Do we FAX lines from the legacy sites need to be supported in our new call handling environment?** The State has other contracts that cover network access facilities and voice services.
- 31) Is the new solution required to support to e911?** Any solution should be capable of completing calls to an E-911 operator but this RFP does not intend to provide hardware solutions for an E-911 call center.
- 32) Since this is a telecommunications contract and telecommunications falls under Delaware's electrician prevailing wage rate, will the prevailing rate for the following sections apply for the RFP pricing:**
- a) IP telephony (VoIP) is consider Information Technology and the systems use IP addresses through the Data Network.**
 - b) Hosted phone system installation, programing, laying out and plugging in IP phones into RJ45 port whether it's a voice or data port.**
 - c) Installation and Programming of PBX & Key Systems and laying out IP or digital phones and plugging into RJ45 port whether it's a voice or data port.**
Please see the revised Appendix G. No prevailing wage rates apply to this RFP as it is primarily a hardware procurement RFP.
- 33) The labor category and job title. Can the State of Delaware be more specific on what the category and titles for labor would be. Example. Information technology services, cabling installation, PBX installation service, remote programing. Sometimes each company has different categories and titles per application** Please see the revised Appendix G. No prevailing wage rates apply to this RFP as it is primarily a hardware procurement RFP. The State has other contracts that cover cabling and prevailing wage specific work.

- 34) Agent audio scanning. Please give a more descriptive explanation of the function and requirements for Agent audio scanning.** This is commonly known as Supervisory Call Monitoring for quality purposes.
- 35) Section 16.1.1- IP Telephony, Are the State's key system sites connected to Centrex or connect directly to PSTN via PRI or FX connections?** There are instances of Centrex, 1FB and ISDN/PRI connectivity serving various user locations.
- 36) Section 16.3.2 – IP Telephony If vendor provides a hosted VoIP solution & utilizes the customer's existing WAN network for connectivity to provide IPT telephony access to remote locations from a central IP termination point within customer network; is a gateway required at all of the remote locations to terminate voice traffic & serve as an interface point or just at the central site?** The State will decide any WAN connectivity and network design questions that arise as part of a project.
- 37) Section 16.3.5 – IP Telephony, In reference to the State's requirements for PSTN access requirements for a local gateway; is the purpose of the requirement referring to survivability?** The State will decide, on a case-by-case basis, any survivability and WAN connectivity/network design questions that arise as part of a project.
- 38) Section 16.6.1- IP Telephony, Are the State's voice mail services provided by a single voice mail system for all entities being proposed to be supported in this RFP, or are there multiple voice mail systems that exist and would need to be integrated with the customer's existing voice system(s) for the purposes of transferring voice mail messages, etc?** The State will decide any voicemail connectivity and design questions that arise as part of a project.
- 39) Section 16.13.6- Managed IP Systems, Does the State utilize abbreviated dialing and or location codes between centrex connected locations?** There are typically only 4-digit Centrex dialing plans within the same Centrex block. Abbreviated dialing and location codes are not usually utilized in IP systems.
- 40) Section 17.5- Call Loggers and Recorders, Does the Call Logging and recording apply to agents only or for all calls?** There are various reasons and scenarios where Call Loggers and Recorders may be used.

41)Section 18- Interruptible Power Supply, Is Management of the UPS systems a requirement? If you wish to propose UPS management options, they will be accepted for consideration.

42)Section 16.5.11- IP Telephony, Please specify which System Logs the State's may want to access? ie: Call Detail records/CDR? Any logs created and maintained by an IP system, be that user call detail records, trunk access, system administration logs, or feature access/utilization tracking or other security measures may be requested by the State.

43)Section 16.4.3- Contract, Please clarify the context of the reference to "Data" ie: who owns control over the data. This is a security-of-data matter to be defined in a bidder's response and may be negotiated by the State owner-agency on a case-by-case basis.

44)Appendix B Section 15- IVR

- a) Does the Mainframe database have Web Access or Web Services Available?** No specific projects, locations and applications are provided with this RFP. The State will decide any Mainframe connectivity and network design questions that arise as part of a project.
- b) Please give us a list of the Fax features required within the IVR?** Fax Response, Fax-on-Demand options, other features and applications not listed may be provided as available on the IVR system.
- c) Please explain how the State would like the Bar Code Reader Interface to operate? Would the bar codes be loaded into a database?** The State will decide, on a case-by-case basis, any bar code interface and database design questions that arise as part of a project.

45)Appendix G- Pricing Workbook

- a) How would the State like the monthly cost for hosted or managed services listed in the pricing appendix G? The provided format does not accommodate the pricing components for those services. ie: can vendors modify the pricing document?** Please see the revised Appendix G.

46)Section I Overview, 1st Paragraph, 5th statement, Deadline for Receipt of Proposals, page 1, We would like to request an extension of 30 days minimum. Will this be granted? Not at this time.

47)Section 15, page 72, As to assignment, are manufactures allowed to name qualified partners to resell the awarded product line, or would they need to

respond to this RFP in its entirety? Please refer to RFP sections IV.B.13 Multi-Vendor Solutions and IV.B.14 Sub-contracting.

48)What does the State of DE have at each office in regards to current phone system, switching infrastructure and trunking? No specific projects, locations and users are provided with this RFP.

49)What is the State of DE's current WAN infrastructure look like? This level of detail is not provided in the specifications of this RFP.

50)Does the State of DE have a VMware or Hyper V environment at any of their sites? This level of detail is not provided in the specifications of this RFP.

51)Can we get a breakdown of how many sites there are and how many phones per site? This will be determined on a project-by-project as-needed basis. No specific projects, locations and users are provided with this RFP.