## REQUEST FOR PROPOSALS to the Utah State Legislature for a Phone System or Other Communications System, Service, and Hardware, RFP No. 2012-02.

### ADDENDUM 1

### Addendum Date: June 13, 2012

**Question #1**

Are employees, elected officials, interns, etc., currently using the Microsoft Office suite? If so, what version?

**Answer #1**

Almost all are currently using the Microsoft Office suite.  The OLRGC uses the 2010 version, almost all others are using the 2007 version, but there are plans to upgrade in the near future (to Office Professional Plus for Office 365).

**Question #2**

What e-mail software is currently being used (e.g., Microsoft Outlook, etc.) and what version?

**Answer #2**

Most use Microsoft Outlook, but some only use the web version of Office 365.

**Question #3**

Are telecommunications network diagrams and/or schematics available? If so, how may we obtain them?

**Answer #3**

The LEGISLATURE does not have current diagrams or schematics of its telecommunications network.  The LEGISLATURE is able to provide the following information:

    a.      The network, including wiring and switches, is all gigabit.
    b.      Trunking is available and the LEGISLATURE can establish VLANs as necessary.
    c.      Quality of Service (QOS) has not been activated on the network, but can be.
    d.      The number of phones on each floor of each building occupied by the LEGISLATURE is as follows:
            i.      Capitol:

| | A. | Basement: 13 |
| | B. | 2nd floor: 1 |
| | C. | 3rd floor: 182 |
| | D. | 4th floor: 45 |
| ii. | | Senate (east) Building, 2nd floor: 43 |
| iii. | | House (west) Building: |
| | A. | Basement: 58 |
| | B. | 1st floor: 48 |
| | C. | 2nd floor: 80 |
| | D. | 3rd floor: 70 |

## Question #4

At the walk--through it was indicated the Legislature was seeking "high--availability". As the telecommunication industry often uses that as a general term, can you please define what is meant by high--availability for the Legislature (e.g., 98% uptime, 99.5% uptime, etc.)?

## Answer #4

We are not aware of an industry standard for this. Each responder must indicate what its uptime guarantee is. Responses with a higher uptime guarantee will receive greater consideration.

## Question #5

Will a list be posted of those companies who attended the initial walk--through on May 30, 2012?

## Answer #5

| | | |
|---|---|---|
| Jive Communications | BTmaer | Pulse Technologies |
| TriTel Networks | Teleshphere | CTL |
| Ideacom | 3D Communications | ShorTel |
| Integra | Protel | STC |
| Americom | Lnyxation | |

## Question #6

Is it mandatory to utilize the NuPoint VoiceMail System?

## Answer #6

No. However, we wanted to inform potential responders that it is currently in use and may be able to be incorporated into a new system.

**Question #7**

Do all users need to be able to record their calls?

**Answer #7**

Yes, except for the phones on the House and Senate floors.

**Question #8**

How many users need to have the call center features?

**Answer #8**

There are six receptionists and four operators that need call center features. We also need the ability to use software to redirect calls, as needed.

**Question #9**

How many participants (min/max) on a conference call?

**Answer #9**

Ten to twenty.

**Question #10**

Does the hardware provided by vendor mean to include POE Switches?

**Answer #10**

We have POE switches in place. The responder can use existing POEs. If more are needed or if the existing ones do not meet capacity requirements, then the responder will be responsible to provide additional POEs or replacement POEs. The specifications of any POEs that will be provided by the responder must be included in the response.

**Question #11**

Are the 4 ( 800 #'s) new for the legislature or are they already established?

**Answer #11**

Three are already established. We need one new "1-800" number.

**Question #12**

In regards to synchronizing the Mobile Platforms, can you please clarify the platform being used and # of users?

**Answer #12**

    a.    For tablets, the COMMUNICATION SYSTEM must synchronize with at least the following platforms: iPad, Android, and Windows. The LEGISLATURE currently uses approximately 70 iPads and 10 Android tablets. We expect these numbers to increase substantially in the near future.

    b.    For cell phones, the COMMUNICATION SYSTEM must synchronize with at least the following platforms: iPhones, Android, Windows, and BlackBerry. The Legislature currently uses approximately 15 iPhones, 140 Android phones, 20 Windows phones, and 20 BlackBerry phones. The number of these devices can change at any time.

**Question #13**

In regards to video conferencing, does the legislature currently use the video conferencing and if so how many users?

**Answer #13**

Video conferencing is currently outsourced, but may be done in-house soon.

**Question #14**

What is the current internet connection at the facilities?

**Answer #14**

The network, including wiring and switches, is all gigabit.

**Question #15**

Section IV.1.g – Can you clarify the resilient/backup process requirements?

**Answer #15**

Our concern is to have a dependable system with dependable backup that allows for easy restoration. Each response should detail how resiliency and dependable backup will be provided.

Responses evidencing higher resiliency and greater dependability will receive greater consideration.

**Question #16**

Section IV.1.i – What is the current email system that is being used?

**Answer #16**

Office 365.

**Question #17**

Section IV.1.s – Can you provide what details/specifications you are looking for in an API set?

**Answer #17**

We are looking for API functionality that includes at least the following (we prefer the ability to expand the API functionality in the future):

     a.      Notification of incoming calls and caller ID.
     b.      Control of Do Not Disturb (DND) settings.
     c.      The ability to add customized DND menu items.
     d.      Control of forwarding settings.
     e.      Initiating a call on a phone from a computer.
     f.      Notification of out-going calls.

**Question #18**

Section IV.3.h – Can you define the "audio phone interface device"?

**Answer #18**

A device like a J.K. Audio Innkeeper 1rx.

**Question #19**

Section VIII.3.l – In reference to call conferencing, are you only looking at the "system" capabilities, or true conference bridge capabilities?

**Answer #19**

We are willing to consider both options.

**Question #20**

Section VIII.3.p – This question references the system providing "1-800" numbers. Are you looking at this as the carrier providing the "1-800" numbers? Please clarify.

**Answer #20**

If the COMMUNICATION SYSTEM proposed uses a carrier under contract with the responder, the LEGISLATURE would be interested in the carrier providing the "1-800" numbers. Otherwise, this may be done through the LEGISLATURE's carrier, but the LEGISLATURE would still like incoming calls on the "1-800" numbers to work with the COMMUNICATION SYSTEM.

**Question #21**

Does current communication system have any installed network hardware and/or software for VoIP set up?

**Answer #21**

No. However, the LEGISLATURE's NuPoint voicemail system is compatible with VoIP.

**Question #22**

UPS REQUIREMENTS:

Is Uninterrupted Power Supply (UPS) part of this RFP and should be included into overall COMMUNICATION SYSTEM's design and offer? if so:
What is a current set up for Uninterrupted Power Supply in case of power shutdown, if it exists?
How long the system should remained operational in case of emergency power shutdown?

**Answer #22**

    a.    A UPS is already in place for the existing network, but additional servers or other hardware provided as part of the proposed COMMUNICATION SYSTEM may require additional UPS capacity provided by the responder.

    b.    In addition to the existing UPSs provided in the main communications rooms for each building (but not all communications rooms in the buildings), there is also an on-campus back-up generator that turns on after a few minutes.

**Question #23**

Page 3, Chapter III. 1.
Currently there are 598 mailboxes. Do you plan to increase the amount of the voice mailboxes, and if so, to what number?

**Answer #23**

There are no plans for significant growth.

**Question #24**

Physical Network Topology:
Page 4, Chapter IV, 1.l
Please advise what specific call center features are required to be employed during peak call times.

**Answer #24**

      a.      The ability to block numbers or a series of numbers.
      b.      The ability to redirect numbers, based on time and location, to other phones or to voicemail.
      c.      The LEGISLATURE is also interested in considering other features proposed by a responder in order to provide increased functionality.

**Question #25**

Page 8, Chapter IV, 3.e.iii.
Please advise requirements to "courtesy phone" (whether with a dial pad to be used to call any in-house extension or without dial pad so the call goes directly to a front desk as the phone is "off-the-hook")

**Answer #25**

The courtesy phones need a key pad, but are only used station to station or to contact the operator.

**Question #26**

Page 8, Chapter IV, 3.h.
Please give more details as to the requirements to a "courtesy phone" in committee rooms (as above) and functions and requirements of an "audio phone interface device"?

**Answer #26**

    a.    The courtesy phones need a key pad, but are only used station to station or to contact the operator.

    b.    Audio phone interface device: A device like a J.K. Audio Innkeeper 1rx.

**Question #27**

Page 13, Chapter VIII, 3.a.ix.
A. What specific mobile platforms and operating systems the proposed COMMUNICATION SYSTEMmust be synchronized with?
B. What mobile device platforms the proposed COMMUNICATION SYSTEM must interact --
Windows, Android, iPhone or all? More details of the desired features would be helpful.

**Answer #27**

    a.    For tablets, the COMMUNICATION SYSTEM must synchronize with at least the following platforms: iPad, Android, and Windows. The LEGISLATURE currently uses approximately 70 iPads and 10 Android tablets. We expect these numbers to increase substantially in the near future.

    b.    For cell phones, the COMMUNICATION SYSTEM must synchronize with at least the following platforms: iPhones, Android, Windows, and BlackBerry. The Legislature currently uses approximately 15 iPhones, 140 Android phones, 20 Windows phones, and 20 BlackBerry phones. These numbers can change at any time.

**Question #28**

Page 14, Chapter VIII, 3.i.
To determine if a proposed COMMUNICATION SYSTEM can be integrated into existing physical network layout, including existing wiring, PBX, and endpoints, we need to see existing wiring layout if possible. Do you have a detailed wiring layout drawing?

**Answer #28**

The LEGISLATURE does not have current diagrams or schematics of its telecommunications network. The LEGISLATURE is able to provide the following information:

    a.    The network, including wiring and switches, is all gigabit.
    b.    Trunking is available and the LEGISLATURE can establish VLANs as necessary.
    c.    Quality of Service (QOS) has not been activated on the network, but can be.

d. The number of phones on each floor of each building occupied by the LEGISLATURE is as follows:
  i. Capitol:
    A. Basement: 13
    B. 2nd floor: 1
    C. 3rd floor: 182
    D. 4th floor: 45
  ii. Senate (east) Building, 2nd floor: 43
  iii. House (west) Building:
    A. Basement: 58
    B. 1st floor: 48
    C. 2nd floor: 80
    D. 3rd floor: 70

**Question #29**

Page 14, Chapter VIII, 3.J.)
Please clarify if server(s) on which proposed COMMUNICATION SYSTEM will run must be virtualized. Please indicate if the proposed COMMUNICATION SYSTEM must run on a dedicated server or can share the resources with other applications.

**Answer #29**

Virtualization is not required, but permitted. The proposed COMMUNICATION SYSTEM is not required to run on a dedicated server, but it could run on a dedicated server.

**Question #30**

Attachment 1
The diagram shows just two T1 lines coming into the ATM switch in both West and Capital buildings. We think there should be more. How many incoming T1 lines are there currently?

**Answer #30**

There are 4 T-1 lines. The diagram shows them grouped together in pairs.

**Question #31**

Do you plan to increase the amount of T1 lines?

**Answer #31**

Not unless it is necessary. A responder who believes that increasing the number of T-1 lines is

necessary should indicate this in the response.

**Question #32**

Are there other methods of connecting to a landline telephone network that should be considered and evaluated (analog lines, SIP, etc. Please provide more details of what would work the best for you).

**Answer #32**

We request that each responder propose the options that the responder believes will provide the best solution to the LEGISLATURE.

**Question #33**

How many voice T1s is Integra currently providing to the Utah State Legislature's phone system?

**Answer #33**

Four, two in West Building (which also services the East building through fiber-optic cables) and two in the Capitol Building.

**Question #34**

Are cellular phones allowed in the Senate and House chambers? And can they be answered during general session, or at any other time?

**Answer #34**

Yes.

**Question #35**

Can you please provide a detailed network map of the different buildings involved in the RFP, how many phones are served from each DEMARC/distribution point and how each DEMARC/distribution point is linked to the other or the main DEMARC?

**Answer #35**

The LEGISLATURE does not have current diagrams or schematics of its telecommunications network. The LEGISLATURE is able to provide the following information:

    a.     The network, including wiring and switches, is all gigabit.

     b.       Trunking is available and the LEGISLATURE can establish VLANs as necessary.
     c.       Quality of Service (QOS) has not been activated on the network, but can be.
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**Question #36**

What is your existing disaster recovery plan should your hardware fail, or telecommunications carrier not be able to deliver inbound calls to the facilities? (e.g. Are calls sent to another government facility, routed to cell phones, etc?)

**Answer #36**

We don't currently have a disaster recovery plan. Our only option would be to rely on cell phones and try to find another system.

**Question #37**

I am writing to inquire whether there is an incumbent contract or contractor for this project.

**Answer #37**

Protel is our current service provider. The contract with Protel ends on June 30, 2012.

**Question #38**

Additionally, I wanted to double check about the status. I noticed on BidSync that this opportunity was listed as an RFI. However, on the State Legislature website it is listed as an RFP. I was hoping to confirm with you the status of this opportunity, it is an RFP, correct?

**Answer #38**

This is an RFP.  Bid Sync has to list it as an RFI because it is a courtesy posting only.  Responses are not submitted through Bid Sync.

**Question #39**

This question addresses an error in the diagram (Attachment "1").

**Answer #39**

The diagram shows the T-1 lines for both nodes terminating into the ATM switches. The T-1 lines actually connect directly into the T-1 cards in the Axxess nodes.  The ATM switches are used to connect the Axxess CP Servers (not shown in the diagram) which are then connected to the multiple cabinets of each node.

**Question #40**

Does the Legislature have/need power over ethernet?

**Answer #40**

The LEGISLATURE does not currently have power over ethernet, but the responder should provide power over ethernet a VoIP system.

**Question #41**

How many total employees are housed within the campus?

**Answer #41**

Legislative employees located at the capitol complex total approximately 220, except for during the General Session during which there are approximately 320 legislative employees.  In a addition, we have 104 legislators.

**Question #42**

Is this a campus with various buildings within one location or are these multiple scattered buildings that would all need individual proposals?

**Answer #42**

Responders should submit one proposal to provide a COMMUNICATIONS SYSTEM for all

three buildings.  The campus (i.e. the Capitol Complex) includes three building used by the LEGISLATURE, all in close proximity to each other.  A fourth building on the campus (the State Office Building) is not used by the LEGISLATURE and has no relation to this RFP.

**Question #43**

Do you currently have the data infrastructure to support VoIP today?

**Answer #43**

No.  However, we wanted to inform potential responders that it is currently in use and may be able to be incorporated into a new system.

**Question #44**

What type of wiring is used in the current phone system?

**Answer #44**

All wiring through the walls of the for the PHONE SYSTEM and all wiring to the network switches are category 6.  Wiring between the wall and the patch panels is Category 3 (these are short runs inside communications rooms, approximately 12 foot runs, and can easily be replaced will category 6 if needed).

**Question #45**

If a phone call is recorded on the current phone system, where is the recording stored?

**Answer #45**

Recorded phone calls are stored on the voice mail server in connection with the voicemail account for the user who recorded the call.

**Question #46**

What is the WAN connection for the current phone system?

**Answer #46**

The WAN is made up of category 6 cable (gigabit) except for the Senate which has a 10 gigabit backbone.  The entire system is supported by fiver-optic cable.

**Question #47**

The answer to this question provides additional information on the current phone system.

**Answer #47**

a.      There are two PRIs to the House (west) Building and two PRIs to the Capitol Building.  These provide some redundancy to eachother.  The Senate (east) Building does not have nay PRIs and is connected directly to the House (west) Building by fiber-optic cables.

b.      Communications rooms for the PHONE SYSTEM are as follows:

   i.      House (west) Building:

   A.      One main communication room in the basement.
   B.      One communication room on each of the remaining three floors.

   ii.      Senate (east) Building:

   A.      One communication room in the basement.
   B.      Two communication rooms on the second floor (to support committee rooms and offices).

   iii.      Capitol Building:

   A.      The basement includes one main communication room and an additional communication room.
   B.      The second floor includes one communication room that supports committee rooms.
   C.      The third floor includes one communication room that supports House offices, one that supports the House chambers and offices, one that supports the Senate chambers, one that supports committee rooms, and one that supports committee rooms and offices.
   D.      The fourth floor includes two communication rooms that support committee rooms and offices, one that supports offices, and one that supports committee rooms.