

WRITTEN QUESTIONS AND ANSWERS

SP-16-0174 SIP Trunking **ANSWERS ARE IN BLUE**

Question

1. Is any route diversity to each of the two State of AR data center locations desired or required?
Answer: Optional vendor route diversity can be specified in the Price Sheet Table 5.
2. Does the State prefer to utilize Private IP Addressing or Public IP addressing for SIP service delivery?
Answer: Public
3. Is the intent of the state to have 5000 concurrent SIP sessions on each of the circuits for a total of 10,000 sessions or only 5000 on one circuit with the ability to fail over to the other circuit?
Answer: See 2.17.2
4. Will these services be offered to end user via eRate funding at any time in the future? Is this intended to be an e-rate bid – i.e., is there a 470?
Answer: No
5. Please explain why there is a differentiation between ‘price’ per unit and ‘labor’ per unit in the SIP price spreadsheet?
Answer: In Table 2 the price per unit is considered as a monthly recurring charge and labor per unit is considered a one-time charge.
6. There are certain technical limitations related to VoIP and capturing signature information regarding 911– how do we note the way that VoIP works in this regard given that we cannot attach any additional information or take exception?
Answer: The VoIP solution used by the State will provide call by call 911 signature information. Clarification of the product your company is proposing is allowed to be provided. Additional Terms and Conditions as well as exceptions to requirements may be grounds for disqualification.
7. Are you required to purchase off of state contract?
Answer: The services being bid are not listed on a State Contract and not all State Contracts are mandatory.
8. What is the current phone equipment?
Answer: This is not applicable to your bid response.
9. Do you have a call manger device? Cisco or Avaya and what version?
Answer: Yes. This is not applicable to your bid response.
10. Table 5 in the price sheet is not evaluated. If vendor does not intend to offer that service, does the vendor have to price it?
Answer: The vendor MUST bid Managed Services requested in Table 5. The vendor may also bid other options or features associated with SIP, but not requested by DIS.
11. In the RFP, there is no mention of specific requirements for Table 5. If the State elects to purchase that product, how will it be evaluated or determined?
Answer: The awarded bidder may get all or parts of their Table 5 awarded. If what the vendor bid is cost effective, DIS may procure services or equipment from Table 5. If it is not cost effective, DIS will not procure those services or equipment.
12. Are you looking for a “one source provider model” or a one management provider? If one carrier can’t touch all rate centers – would you accept multiple carriers under one management company?
Answer: Yes, see section 1.11