

## **REQUEST FOR INFORMATION**

**RFI-2022-01**

The Division of Information Systems (DIS) is seeking information regarding best practices for the provision of technology services and products that promote transparency and access to services for the citizens of Arkansas. Information from this RFI will be used in the possible development of a Request for Proposal for the VoIP services described in the document below.

**ISSUE DATE: 09/22/2022**

**RESPONSES DUE: 10/17/2022 5pm CST**

## SECTION 1: OVERVIEW

### 1.1 INSTRUCTIONS TO RESPONDENTS

- A. The State of Arkansas is issuing this Request for Information (RFI) as specified below. Responses are to be submitted by **5PM Central Time on October 17, 2022** as an e-mail attachment in Microsoft or Adobe format. Responses should be submitted to: [Jordan.Phillips@arkansas.gov](mailto:Jordan.Phillips@arkansas.gov) or delivered on a flash drive to the following address:

TSS Office of State Procurement

501 Woodlane Street

Suite 220

Little Rock, Arkansas 72201

- B. Questions regarding the contents of this RFI may be directed to the above email address.

### 1.2 CLARIFICATION OF REQUEST FOR INFORMATION

- A. Submit any questions requesting clarification of information contained in this *Request for Information* in writing via email to [Jordan.Phillips@arkansas.gov](mailto:Jordan.Phillips@arkansas.gov) no later than **10/03/2022**.
1. Written questions **must** be submitted using Template Q-1 Written Questions.
  2. For each question submitted, Prospective Contractor should reference the specific solicitation item number to which the question refers.
  3. Prospective Contractors' written questions will be consolidated and responded to by the State as deemed appropriate. The State's consolidated written response is anticipated to be posted to the OSP website by the close of business on October 7, 2022. If Prospective Contractor questions are unclear or non-substantive in nature, the State may request clarification of a question(s) or decline to answer.

### 1.3 DISPOSITION OF RESPONSES

- A. All responses become the public property of the State and will be a matter of public record subject to the provisions of the Arkansas Freedom of Information Act, Ark. Code Ann. §25-19-101 *et seq.*
- B. Responses should not contain material considered by the respondent to be confidential under state or federal law for any reason including being proprietary, copyrighted, or capable of giving an unfair advantage to competitors.

- C. The State shall have the right to use all ideas, or adaptations of those ideas, contained in any response received to this RFI. While responses to this RFI are optional, all knowledgeable parties are strongly encouraged to provide complete responses.
- D. The Division of Information Systems may exercise the option to further discuss the details of the response with one or more respondents if it is determined to be in the best interest of the State.
- E. Responding or not responding to this RFI **shall not** determine any future partnerships.

#### **1.4 INTENT OF THE RFI**

- A. The Office of State Procurement (OSP) issues this RFI on behalf of the Division of Information Systems (DIS) for planning purposes with the intent to gather information on potential future strategic opportunities related to the program area(s) covered. This RFI **shall not** be construed as a commitment by OSP or DIS to solicit contractual offers or award contracts.
- B. Review of the responses to this RFI by DIS will be undertaken primarily to gauge the aggregate level of qualified interest from potential contractors, assess the overall magnitude of the opportunity identified by potential contractors, and inform the design of any solicitation(s) and/or eventual program(s). Responses will not be reviewed on a competitive basis and DIS does not intend to establish or publish any formal results.

#### **1.5 PURPOSE**

- A. It is the intent of the Division of Information Systems (DIS) to solicit information from qualified Contractors to provide Voice over Internet Protocol (VoIP), Messaging, Contact Centers, and Interactive Voice Response (IVR).

#### **1.6 RESPONSE**

Responses may be delivered for any or all of the following options:

- Option 1: Manage current On-Prem unified communications infrastructure
- Option 2: Cloud hosted unified communications
- Option 3: Cloud hosted, or On-Prem hosted to include tier 1 technical support

#### **1.7 TECHNICAL SPECIFICATIONS**

The following services and capabilities **shall** be required to fulfill Contractor duties, but are not limited to:

- Partnership with the Division of Information Systems.
- **Use of existing statewide WAN ethernet network infrastructure.**
- Use of all existing end point devices and phone sets.

- Provide VoIP services using SIP as the signaling protocol for both incoming and outgoing calls.
- Secure and fully encrypt all voice traffic into and within its network according to IRS and HIPPA requirements.
- Retain ownership and use of all existing State telephone numbers as they are currently assigned, and any additional unused block of numbers currently assigned.
- Provide full 911 and E911 functionality and support.
- Provide modern, standardized, and secure technologies delivered via a hosted solution that resides in a Tier 3 or Tier 4 Data Center within the continental United States.
- Preventatively and proactively maintain, repair, replace and/or upgrade system components for VoIP service including parts and labor at no additional charge to the State. Maintenance coverage **shall** be available 24 hours a day, 7 days a week, 365 days a year.
- Provide Tier 1 tech support for deployments and trouble resolution ranging in scale from 1 line to 20,000+ lines. (Tier 1 defined below)
- Provide Application Programming Interfaces (APIs) for the development of supplementary services.
- Support both analog and fax server capabilities.
- Provide mobility integration capabilities.
- Support desktop video features and functionality.

#### **1.8 TIER 1 TECH REQUIRED SKILLS**

The following Tier 1 Tech Skills shall be required to fulfill Contractor duties, but are not limited to:

- Experience with OSI Protocols, emphasis on Layer 3 (Internet Protocol (IPv4), Internet Protocol (IPv6), IPX, AppleTalk, ICMP, IPSec and IGMP).
- IOS knowledge
- Understanding of VOIP technology.
- Understanding of SIP.
- Knowledge of IP routing and switched network topologies.
- Experience working with Routers, PoE switch, and VLAN configurations.
- Experience working with network equipment.
- Experience working with VoIP phones.
- Experience with cable infrastructures installation and testing.
- Experience with fiber infrastructures installation and testing.
- Experience working with Analog Telephone Adaptor (ATA) and Voice Gateway (VG)
- Technician should be equipped with the following: Laptop, Console Cable, cell phone, and necessary hand tools.

#### **1.9 TIER 1 TECH PRIMARY DUTIES**

The following Tier 1 Tech Primary Duties are required to fulfill Contractor duties, but are not limited to:

- Install test and verification of all VoIP phones installed.
- Verification and repair of LAN infrastructures to support VoIP (Cat5/6 cabling, Fiber, PoE Switches etc.).
- Provide user and DIS support if needed.
- Answer user questions on phone features, Example how to answer a call, how to transfer a call, forward calls, and access voice mail, etc.
- Troubleshoot PoE switch, cabling, jack, and VoIP phone if necessary.
- Report issues to DIS support staff if issue cannot be resolved.
- Coordination with circuit transport vendors on new circuit/DIS router installations and SIP vendor for new conversions to VOIP/SIP.
- Responding to VOIP site troubles that require a dispatch.

#### 1.10 PROJECT MANAGER

Contractor **shall** Provide a Project Manager (PM) who is familiar with Network, VoIP technology and who is experienced in project management best practice methodology. The Project Manager's Responsibilities **shall** include but not be limited to:

- Serve as the main point of contact.
- Work with Arkansas DIS and project personnel to prioritize and plan the activities for the duration of the engagement.
- Establish lines of communication and frequency of reporting.
- Review and communicate the status of the project with periodic status reports and/or conference calls that highlight performance on planned tasks, as well as any issues or other areas requiring attention by DIS, customer, or Contractor.
- Monitor quality of the project and establish effective communications with Arkansas DIS staff, while maintaining focused, high-quality effort through project completion.
- Create an implementation schedule with all necessary tasks and associated timelines.
- Attend any appropriate Customer, Contractor, DIS Systems Engineering and Planning meetings that require PM participation and provide follow-up Action Items.
- Schedule resources for tasks associated with the project.
- Perform risk and issue management.
- Escalate any issues that may inhibit project progress to DIS Management.
- Project closeout and completion.

#### 1.11 EXPERIENCE & REFERENCES

The Contractor **shall** provide the following:

- Number of Years of experience providing hosted unified communications. (15,000 end points or more)

- Customer names of similar size you provide hosted unified communications. (15,000 end points or more)

## **SECTION 2: CONTRACTOR RESPONSE TO RFI**

Responses are encouraged from any and all knowledgeable parties. It is recommended to format responses to coincide with the structure of this section.

### **2.1 APPROACH AND EXPERIENCE**

- A. Describe your organization's overall approach to satisfy the requirements identified herein.
- B. Detail anticipated challenges in your approach to provide these services.
- C. Describe enhancements and/or modifications your organization would recommend.

### **2.2 OPERATIONS**

- A. Describe the funding model(s) your organization would require to provide these services.
- B. Describe how your organization would handle integration with existing State systems.
- C. Describe your organization's record keeping system.
- D. Describe your organization's approach to developing and maintaining a business plan.
- E. Describe your organization's performance monitoring and problem resolution standards.
- F. Describe your organization's approach to providing customer service and support to citizens and the State through the following channels: phone, email, help portal, live chat, and social media.
- G. Describe your organization's security measures and how your organization would ensure compliance with all applicable State and Federal laws, rules, regulations, methods, policies, standards and guidelines; including compliance with the State's technology access provision in Arkansas Code § 25-26-201 et seq., as amended by Act 308 of 2013.
- H. Describe how your organization would track and notify appropriate personnel of legislation that may impact the State's e-government objectives.

### **2.3 IMPLEMENTATION AND TRANSITION**

- A. Describe your organization's approach to implementing and transitioning the services from DIS to the Contractor.
- B. Detail anticipated challenges transitioning the services described.
- C. Describe your organization's experience transitioning and implementing projects of a similar scope and size.
- D. Provide a sample implementation plan and transition timeline from a previous project similar in scope and size.

#### **2.4 GENERAL**

- A. What are the challenges and opportunities associated with the following agreement lengths?
  - 1. Four (4) year initial term with up to three (3) additional renewal periods
  - 2. Alternative periods to consider (not to exceed a four (4) year initial term or seven (7) years total)
- B. Identify any additional pertinent information that was not considered in the RFI.

#### **2.5 ADDITIONAL INFORMATION (OPTIONAL)**

- A. We also request you attach any applicable solicitations from other states for reference or provide information regarding how other states utilize and maintain Voice over Internet Protocol (VoIP), Messaging, Contact Centers, and Interactive Voice Response (IVR) that may be more efficient or beneficial than the approach described in this RFI.