



## STATE OF IOWA – JUDICIAL BRANCH

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# JB060517 – RFP FOR JUDICIAL BRANCH PHONE SYSTEM

## QUESTIONS/REQUESTS FOR CLARIFICATIONS RESPONSE

### 6/19/17

1. After examining RFP I see no reference to what type of trunking is in use presently .PRI,SIP or POTS lines. Are there did's associated with trunking and how many if so?

*Agency Response:*

*No PRI - ICN provides "On-Net" hosting.  
196 - DID (Direct Inward Dialing) numbers-  
25 – non-DID numbers  
10 Fax numbers*

2. On page 6 "hosted" telephone system is mentioned so are we talking about a true off site cloud based hosted system with monthly charges or a virtual on server hosted onsite purchased system. The reason I ask is this issue has been confused in the past with some of my customers.

*Agency Response:*

*We are not looking for a hosted off site cloud based solution. We are looking for a virtual/physical server (on premise) solution.*

3. Are all sites on same domain?

*Agency Response:*

*All sites are on the same Active Directory domain, email, and DNS domain.*

4. How many mobile workers are we talking about? (smart phone application)

*Agency Response:*

*Currently there are two remote users that are a part of our ACD group working at an office off site (Story County Justice Center).*

*The possibility exists for additional staff (perhaps up to 20) wanting the ability to forward their office phones to their smart phones.*

5. Do you want to control phones from the desktop collaboration application? (make and take calls from desktop)? If so how many would need to do this?

*Agency Response:*

*Yes. Potentially all users.*

6. Genesys ACD, Is it staying or does this functionality need to be part of the new system?

*Agency Response:*

*This functionality needs to be part of the new system.*

7. If ACD is to be part of the new system, please explain at the help desk the designations of
  - a. Clerk
  - b. Judges
  - c. External efile 1-800

*Agency Response:*

*We have 3 different numbers for user groups to call: one for the Clerk of Court Staff (Clerk), one for the Judges and one for the External callers that come into the help desk. If the calls from specific incoming numbers can be prioritized please explain that in the response.*

8. How many and why type of outside lines are now in place?

*Agency Response:*

*Please refer to the Agency response to Question #1 on this response document.*

9. For quoting purposes, can you break down the number of phone types that you are looking for. Assign a quantity to: Basic phone • Soft phones • Multiline phones • Expansion ports for secretaries • Wireless phones • Blue-tooth capable phones • Conference phones

*Agency Response:*

*Beyond our current setup (Existing System) we can't articulate the number of each phone type we may need without knowing what possible options will be presented and available.*

*Per the Project Overview/Existing System from the RFP, following is what is currently in place at the Judicial Branch Building:*

**Existing System** - *The Agency currently utilizes a Siemens phone system in the Judicial Branch Building, which is leased from and service provided by the Iowa Communications Network (ICN).*

*Following is an approximate listing of phones, lines and structure of the existing phone system:*

*Siemens system - 170 phones*

- 66 entry level
- 75 Optipoint Standard
- 25 Optipoint 500
- 4 Polycom ( Bat phones )

*144 voice mailboxes*

*9 fax lines*

*ACD Help Desk*

- 5 agents
- 2 agents in Story County w/ VoIP Polycom 410 phones
- 3 agents in Des Moines
- 1 supervisor
- 3 lines
  - Internal ( Clerk )
  - Internal ( Judges )
  - External efile - 1 800
- Current ACD is by Century Link Genesys Interactive Routing w/ Intelligent Desktop

10. You have asked for always on Call Record, can you tell us how many extensions will need this capability?

*Agency Response:*

*The potential for this, depending on variables, including cost, could be all extensions on the system.*

11. What is the expected retention time for recorded calls?

*Agency Response:*

*Depending on variables, including cost, up to 30 days.*

12. What is expected (features/interfaces development) for the Lotus Notes integration?

*Agency Response:*

*Primarily the capability to send voice mail messages to Lotus Notes email for retrieval.*

13. Is there a CRM such as SFDC and if so what type of connector is being used?

*Agency Response:*

*There is not a CRM at this time.*

14. Does the state require and MPLS connection to the contractor's data center?

*Agency Response:*

*We are not looking for a cloud based system, so no connection would be needed. We are looking for an on premise solution.*

15. What is the desired pricing model for this cloud solution. Is this a pure OpEx RFP with a price per user/month. Will there be a mix of CapEx (up front charges) and OpEX (monthly charges)?

*Agency Response:*

*Please refer to the Agency response to Question #2 on this response document.*

16. For payment options, would the Judicial Branch be interested in learning about a lease option for this purchase? If so, would a Contractor be allowed to bid solely on the financing piece of this project?

*Agency Response:*

*The Agency is not interested in exploring a leasing option for this acquisition.*

17. Is contractor to provide T1 connection for dialtone?

*Agency Response:*

*Undetermined; please provide a quote for it.*

18. Is contractor to provide Long Distance service?

*Agency Response:*

*Yes, please provide options in bid responses.*