

Expansion of Judicial Branch Phone System – RFP JB052121: Questions from Prospective Contractors and IJB Responses

June 14, 2021

1. Whether companies from outside USA can apply for this?

IJB Response: There is nothing in the RFP that prevents this.

2. Whether we need to come over there for meetings?

IJB Response: A virtual presentation can be made.

3. Can we perform the tasks (related to RFP) outside USA?

IJB Response: IJB must receive the proposal at the issuing officer's address identified on the RFP cover sheet no later than the Proposals Due Date and Proposal due time listed on the RFP cover sheet, unless such date and time is extended by IJB, at its sole discretion, through the issuance of an addendum to this RFP. Respondents mailing proposals must allow ample deliver time to ensure timely receipt of their proposals. It is the Respondent's responsibility to ensure that the proposal is received no later than the proposals due dated and proposals due time. Postmarking by the due date, or a guaranteed or expected deliver by a courier will not substitute for actual receipt of the proposal. Electronic mail and faxed proposals will not be accepted.

4. Can we submit the proposals via email?

IJB Response: No. Sections 2.8 of the RFP says electronic mail and faxed proposals will not be accepted.

5. Do you have a list of all of the phone numbers at all 10 locations in question?

IJB Response: Yes. The list has been provided to vendors who requested it. If another prospective vendor would like to receive the list, please contact the Issuing Officer.

6. Would it be possible to get a new link to review the contract terms? (broken Link)

*IJB Response: <https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20goods.pdf>
<https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf>*

7. You requested multiple copies of the RFP to be printed and delivered to you. We find that most of our clients have large monitors and printing may be less useful today than it was in the past. We would like to request that we submit our response over digital media only. Is this acceptable to you?

IJB Response: No. See Section 3. Form and content of proposals

8. Would it be possible to get current configuration files from every IP Office location and chassis location, so we can see the exact hardware and software configurations that you have currently?

IJB Response: We are not comfortable providing configuration files.

9. Do you have a network drawing (i.e. Visio) that reflects your network connectivity between all locations? Can you please explain what the network connectivity is between all locations? You mention MPLS network, but what speed do you have between all locations and is there internet

backup at each location as well? How many different Internet circuits do you have at the main site with the IPOSE, and what are speeds and carriers? When do these contracts expire?

IJB Response: All locations have a minimum of 10 Mbps connection to the Judicial Branch Building. There is no internet backup at most locations, at this time. At the main site, we have a dedicated SOP line (5Mbps Metro Ethernet) and a PRI, both provided by CenturyLink. We also have at least two other internet connections, but those are not currently used for the phone system at this time.

10. What is the current utilization of the voicemail ports... based on the number of users you currently have on the system?

IJB Response: 24 ports available and usage typically around 10 or less

11. What type of call center package are you currently using? Would you please provide more details on the vendor, software release, types of agents. What type of server is this setup on? Is it virtualized?

IJB Response: We currently use Xima and it is virtualized.

12. Do you have a virtualized server platform? If so, would you please describe what you use.

IJB Response: Yes, IP Office server is currently virtualized on VMware.

13. What other 3rd party software and hardware packages are you using for E911, call accounting, and fax server? Would you please provide the software and hardware details for each as well as how they are connected to the IPOSE (analog, SIP etc).

IJB Response: Xima is the only 3rd party software we utilize.

14. Is there any overhead paging connected into the IPOSE today? If so what type of amplifier? What is the connection to the IPOSE (ATM4 or SIP).

IJB Response: No

15. Who is the carrier for your PRI and SIP trunks and when are the expirations dates for these agreements?

IJB Response: We have CenturyLink at this time. Expiration dates are not available at this time.

16. Would you please describe the type of SBC that you currently use for your SIP trunks.

IJB Response: Unknown

17. There is a chart on page 5 of the RFP under Existing System. Would you please explain what "Not Portable" and "Non Portable" means on this chart? Would you be able to supply us a list of the individual phone numbers for each of these locations on page 5?

IJB Response: Not portable and Non portable are the same thing. It means they are not portable. The list of individual phone numbers has been provided to vendors who requested it. If another prospective vendor would like to receive the list, please contact the Issuing Officer.

18. We would like to request that we be notified when changes are made to the RFP and new information is released by this project. Would this be acceptable to you?

IJB Response: No changes will be made without an addenda being issued. All addendums will be posted to the web-address listed on Page 2 of the RFP. All vendors who submitted questions will automatically receive the addendum when and if one is issued.

19. Our terms are net 30 for clients. Is this acceptable for this project?

IJB Response: No. See Section 3.3.2 for Payment Terms.

- 20. Under section 4.2.1.1 General, 4.2.1.1 Voicemail, and 4.2.1.3 Per Extension you are requesting features. On your current IPOSE system today, which of these features do you not already have, and what are you looking to add or change?**

IJB Response: This list is what we have and want.

- 21. You have requested new phones. What Avaya model phones would you like for each site? Conference Phones?**

IJB Response: We want phones and conference capable and compatible with the Avaya system we currently have.

- 22. Are you open to an electronic faxing option?**

IJB Response: Yes

- 23. Is there an overhead paging at any of these locations?**

IJB Response: Typically the county owns the overhead paging and we are not tied to it.

- 24. Are you open to cloud voice options for this project?**

IJB Response: We would be, but that option would be opposite of our described need of "expanding our current on-premise IP Office system".

- 25. How important are the insurance dollar amounts in Section 6.3.1.2 to the state for this project? \$15 million is higher than the industry average for insurance on this size of telephony projects. Are you open to considering vendors that have a lessor amount of insurance for this project?**

IJB Response: This is a State of Iowa standard