

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 2 TO BID INVITATION #1594-14

~~DATE OF BID OPENING: 2/21/14~~
DATE OF BID OPENING: 2/28/14

~~TIME OF BID OPENING: 2:30 PM~~
TIME OF BID OPENING: 2:30 PM

FOR: Telephone and Data Service Provider(s)

DATE POSTED: 2/7/14

Clarification:

Q: I am requesting written consent for us to propose IP Centrex replacement, Hosted Voice Service, Fully Managed, Cloud Based, Carrier Class, Unified Communications platform, with per station pricing as a substitute technology for the Group 1 Traditional Telephone Line Services as replacement for existing Centrex requirements?

A: The paragraph under Group 1 Voice Telephone Service Requirements on Page 10 states: "...The service may be made available through a single redundant PBX, linked BBXs, IP based switches or any other proven technology...." The stated IP Centrex replacement is acceptable if the vendor provides all connectivity to services, inclusive of ISP connectivity, and provisions all telephone powering devices allowing the use of basic analog telephones. Vendor must insure that alarm, fax and emergency equipment are provided service at all times, inclusive of loss of domestic power to the operating facility.

Q: Would the State of New Hampshire consider Session Initiation Protocol (SIP) Trunking solution as a substitute technology for the Group 3: Advanced Telephone Services, specifically your PRI technology?

A: No, the state requires ISDN PRI services in addition to SIP services as noted in Group 3 services.

Q: Could you provide an inclusive or sample list of locations where each of the services will be deployed?

A: Primary deployment of PRI services are as follow:

Concord: 45 Fruit Street, 27 Hazen Drive or 110 Smokey Bear Blvd.

Laconia: 50 Communications Drive.

Additional locations may be included as necessary to maintain telephony services as required by the State.

Q: The RFP states that the services are to be installed prior to 06/30/15. Would the State be able to allow some or all awarded services to be deployed immediately upon award?

A: No, current contracts run through the specified dates

Q: Can you confirm your Fiscal Year start date?

A: Fiscal year start date is July 1st.

Q: Would the State consider extending the RFP due date by 2 weeks?

A: The state can agree to extend the due date by 1 week. New response due date shall be 2/28/14 @ 2:30PM.

Q: In the pricing table for Group 5 the DSL service described is 3M Download / 3MB Upload. This is known as a synchronous service. While synchronous services are available they are not as commonplace as Asynchronous services such as 3MB Download / 786K Upload. In fact most of the DSL service consumed by the State is an Asynchronous service. Would the State be willing to change the required service item to reflect a more common and more widely available bandwidth? Doing so would better align the cost table with what the State actually consumes.

A: The State has found the lower speed services to be substandard when deploying new initiatives and is attempting to obtain higher speed services. The Vendor is welcome to propose additional services within the Balance of Product Line table on page 54.

Q: In the bid submission instructions it states deliver of hard copy or fax. With other bids the State has preferred emailed submissions, is that the also the case with this bid? If so, are there any file size restrictions?

A: Email submissions are acceptable. File size should be less than 8MB.

Q: Section 3.1:

In all other bid requests Windstream has terminated on state owned gear. We can supply routers for this solution, please verify that this is indeed the case and the state will not use their own gear to terminate circuits.

A: The Vendor is responsible to provide and manage all equipment on the Vendor side of the point of demarcation. If a service is designed to terminate on a State device such as a router, then the point of demarcation is the plug on the cable connecting to the router or a patch panel. The vendor will be responsible for all cabling, jacks and equipment up to the point of demarcation. If the Vendor service requires equipment prior to the point of demarcation (multiplexing or demultiplexing equipment, fiber cable conversion from outside cable to inside cable, fiber to copper media converters, patch panel etc.), then all such equipment will be owned and maintained by the Vendor. The State will require that SIP Services be delivered in an Ethernet handoff and the State will connect SIP services to State owned and managed Routers.

Q: Section 3.3

What phone systems are currently in use besides the Cisco Call Manager core infrastructure at remote agencies and are these systems capable of terminating SIP natively

A: Multiple telephone systems exists such as those manufactured by NEC, Mitel, Comdial and Nortel to list a few. Most systems are 10 years or older and do not have provisions for terminating SIP natively.

Q: Section 4.3

Can the state verify that they have conduit/pathway to specified MDF/server rooms?

A: Much of the cable pathways are provided through suspended or wall mounted J hooks. There is limited access to ladder tray and conduit. Vendor may make use of any facility currently available for cable runs.

Q: Section 4.11

Is the vendor required to install state owned and configured network termination gear?

A: The Vendor may be requested to install termination point gear as in the case of updated routers required to connect Vendor services to the network. Yes, there may be instances where the State requests these services.

Q: Section 4.12

Is the state planning on sharing existing configurations with vendors for migration purposes prior to rolling out new vendor?

A: The State will share whatever knowledge it has with the awarded Vendor, although much of the information may be limited. For Data Circuits, the State will request the services needed and be part of the implementation of those services as it relates to Networking Infrastructure under the SONH control.

Q: Will State LAN technicians be available for troubleshooting as LAN connections are moved to new vendor?

A: For Data Circuits, the State will request the services needed and be part of the implementation of those services as it relates to Networking Infrastructure under the SONH control.

Q: Section 4.15

For the Performance Monitoring solution is the State requirement for this monitoring solution include snmp and netflow statistics, as well as the monitoring solution to be viewable via an on-line portal to authorized staff members and vendor personnel?

A: In relation to Data Circuits, we want the vendor to provide reports for (but not limited to) utilization of head-end & tail-end circuits, loss, delay, uptime, downtime. The vendors must not "peer into" SONH traffic over their Network to provide reporting, the service should be transparent and only act as a transport mechanism.

Q: Section 6.4

If vendor is responsible for termination equipment as indicated in 3.3, then there will be a need for dedicated power. If vendor equipment is used will power and space be made available in a manner that the SLA of service can be maintained?

A: The State can provide power, rack space would be contingent upon the size of the equipment and available rack space.

Q: Addendum #1 To Bid

Many of the requirements enterprise level feature (QoS, VLAN, jitter and latency metrics) called out in the RFB were removed via this amendment. Will there be any positive weighting to respondents who include these features as part of the standard product offering?

A: All such offerings shall be included in the Balance of Product Lines under the terms outlined in item 17 on page 47:

17. Balance of Product Line: List and price all services proposed by the Vendor, but not defined within the RFB. Add additional pages as necessary. Define all such item including cost labels. This table is for informational purposes only. The Balance of Product Line table will not be used to determine contract award.

Q: There are existing services that have been contracted for that will provide a foundation for many of the unified services requested in the RFB, is it permissible to include these services as part of the solution set?

A: All such offerings shall be included in the Balance of Product Lines under the terms outlined in item 17 on page 47:

- 17. Balance of Product Line: List and price all services proposed by the Vendor, but not defined within the RFB. Add additional pages as necessary. Define all such item including cost labels. This table is for informational purposes only. The Balance of Product Line table will not be used to determine contract award.

PURCHASING AGENT: Paul Rhodes
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NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER _____ ADDRESS _____

BY _____
(This document must be signed)

_____ TEL. NO. _____
(Please type or print name)