

**Additional Response (March 1, 2010) to Questions Associated with Request for Proposals  
For  
Hosted Voice Over Internet Protocol (VoIP) Telecommunications System  
File Number: 40016-01152010  
Solicitation: 2010VOICE OVER IP**

Reference Section 2.3 DELIVERY OF BID RESPONSES

This bid document is available in electronic form at the Office of State Purchasing's LaPAC website:

Please see the corrected URL for access to the LaPAC Site.

<http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp>

If a potential respondent still has difficulty accessing the site from the above URL, please goto <http://www.doa.louisiana.gov/osp/osp.htm>, choose VENDOR CENTER from the side menu and select from drop down menu LaPAC - Louisiana Procurement & Contract Center

Please note that bid documents are also available on the LCTCS web site: [www.lctcs.edu](http://www.lctcs.edu)

Reference Section 3.2.1.1 SERVICE CONNECTIVITY - DIRECT MANAGED ACCESS

Connectivity between the service provider network and LCTCS will be via a dedicated IP point-to-point connection with a quality of service assurance.

We note that the above requirement does not say that the service provider shall connect to LCTCS via dedicated point-to-point.... Is this an oversight, or do you require that the Hosted VoIP proposal include dedicated Service Connectivity? IPacket Networks successfully provides our hosted services using Publicly available call servers via the Internet. This can be managed to meet the customers QOS requirements. Hosted VoIP services, and hosted VoIP services with dedicated bandwidth have very different pricing.

LCTCS requires a dedicated voice transmission service separate from our current data service.

Reference Section 3.2.2 SERVICE FEATURE PACKAGE

- Meet Me Conferencing - Audio conferencing minimum one-hundred (100) seats
- Attendant Console
- Automated Attendant
- Follow-me roaming
- Smart move technology

A. Re: Meet-Me Conferencing - Is this a single bridge dial-in number capable of supporting 100 seats, or 100 accounts and Dial-in numbers, each with X amount of seats? Please clarify.

LCTCS requires a service that allows up to 100 callers to attend a teleconference through the hosted system. The service should be available to all phones in the building. The vendor may specify a maximum number of ports that would be available to host multiple teleconferences.

Example: A respondent offers a maximum of 500 ports that can be used on LCTCS for teleconferences at any one time. LCTCS users may have multiple conferences during a time frame as long as the total does not exceed 500 ports in use during a timeframe.

B. Re: Attendant Console - How many monitoring ports do you require on the attendant console?

Line status monitoring is not required.

C. Re: Automated Attendant - Is this also known as a Menu Routed Announcement where the caller is presented with a welcome and a number of options that can be selected by DTMF input? Please clarify

Automated Attendant is a method for callers to route to their desired party via voice prompts and DTMF responses.

D. Re: Follow-me Roaming - Is this also referred to as SIP Forking? That is, when a DID is dialed, the call is "forked" to multiple destinations and the first destination to answer is extended the call? Please clarify.

Yes.

E. Re: Smart move technology - We assume that this is making reference to the nature of SIP endpoints in that you can move a SIP device, client, or end-point from one location to another and the phone number moves with the end-point. Please clarify any additional implications associated with this feature name.

An IP phone device should be able to be moved by the user without requiring a configuration change to the instrument or onsite intervention by the hosting provider.

#### Reference Section 6.2.5.1 CALL DETAIL RECORDS

The Contractor(s) shall provide access to call detail records which shall provide complete detail on all calling activity.

Please clarify the desired means or access, and the extent of historical content that we will be required to archive? For example, print or electronic access to the previous six months' of CDRs.

Vendor should state access methods provided and retention intervals.

Reference Section 6.2.13.1 WARRANTY/SERVICE GUARANTEE REQUIREMENTS

Service guarantee shall mean it is the responsibility of the Contractor to provide the contracted service and to maintain the service performance levels as required in this bid document during the entire term of the contract at no additional cost to LCTCS.

The Contractor shall repair or replace defective parts as necessary to provision for the contracted service. Service guarantee coverage shall be available 24 hours a day, 7 days a week.

Please clarify if the Service guarantee coverage shall be available 24X7 requirement refers to the hosted VoIP service itself or if it is in reference to the operational hours of our Network Operations Technical Assistance Center for reporting problems. Our (vendor's) standard service agreement provides TAC support 12X7 (8am to 8pm). Do you require that we factor in 7X24 TAC support in to this proposal?

LCTCS requires that the respondent provide 24x7 Technical Assistance Center access for reporting problems by LCTCS users. LCTCS requires that the respondent have 24x7 support available to investigate, diagnose, and resolve all issues associated with the operation of the hosted VoiP service.

Given the understanding that the customer IP network will be used to transport VoIP SIP signaling and RTP streams, can the customer assure that their IP infrastructure is “conditioned” to transport Voice over IP? Specifically, Jitter, Packet Loss and Latency requirements needed for Voice over IP, or does the bidder have a role in conditioning this network?

The bidder is not expected to condition the LCTCS network but should provide support for “end-to-end” performance verification tests.

Reference: Response to Questions Associated with Hosted VoIP RFP

“Does the customer have phones that do not need anything but dialtone such as conference or reception area phone?”

“There are a limited number of basic service phones (less than 10) that will probably remain on the existing service”.

Question – Does the customer require that the Hosted VoIP service provider support Analog services for “Black Phone” devices (POTs phones, analog conference room systems, i.e. Polycom Soundstation)? This can readily be provided on VoIP networks. If so, how many “seats” or lines will need to be analog?

Support of the analog systems is not included in this RFP. LCTCS will initially keep the existing service for these devices.

Reference: Section 7.0.2 IP Telephony Endpoints

Question – Does the customer require that the bidder break-out any/all life cycle costs for endpoints in section 7.0.2? That is, list all initial software licensing and ongoing annual Right to Use (RTU)s associated with IP telephone instruments?

Yes, LCTCS requires that bidder provide total cost for endpoints.

Reference: Section 3.2.4 IP Telephony Endpoints

“The Hosted IP telephony service shall support SIP based IP Telephony end points.”

Question – In section 3.2.4 you have not referenced the SIP standards that you require compliance against.

Is it agreeable that the successful bid will conform to the RFC 3261 from the IETF Network Working Group?

IETF RFC 3261 is the desired SIP standard.

Question – In section 3.2.4, you have specified that the endpoints must, (shall) support SIP based end points, is this to say that you intend to exclusively utilize SIP protocol in lieu of other standards (such as Cisco SKINNY or SCCP)?

No

Please explain who will be responsible for installing the IP sets on the Desk of the LCTCS Employees

Station equipment will be installed by LCTCS.

Please explain how LCTCS currently uses Paging in the Office?

For example Is paging done over the Phone Sets or Over a internal Office Speaker System?

Paging is not currently used in the LCTCS office.

Where will the Managed VOIP Circuit be Installed? Does LCTSC have a Telco demarc or is it shared with BRCC?

LCTCS has a dedicated demarcation point.

Does LCTCS request pricing based on the current Centrex model with paths to the voice network Plus sets?

Clarification needed to answer this question.

Does LCTCS require a WEB Based Operator station with the Current status of all Sets?

Yes.

Will LCTCS provide a DHCP server for the IP Sets?

Yes.

IF LCTCS purchases IP Sets from a Third Party. Who will be required to troubleshoot and warranty the Equipment?

The Third Party will warranty the equipment that is purchased from them.

Meet-Me Conferencing ? You are requiring 100 seats. Are you looking for Dial-in access from the outside to the hosted Conference room? Or do you want all 100 Seats in your office to be able to call in to the conference room. This directly relates to the amount of Managed Bandwidth required to be delivered to your site.. for example 100 calls would require about 8 megs of connectivity to be delivered to your site.

The 100 seats requested is for dial-in access to the hosted conference room from both internal and external parties.

Fax to email services are included in our system is this desired?

This feature is not included in the specification. Analog fax services are to initially remain with the existing carrier.

Does LCTCS require a Video Codec in this system for Phone to Phone Video conferencing?

No

Does LCTCS Require PC Based soft phones?

No

Please explain what Integration with it email systems means to LCTCS?

Do you just want Voice mails to be emailed to the user or are you asking for voice access to your email system?

Voice emails to be emailed to the user. Voice access to email system not needed.

Does LCTCS require the Vendor to install redundant Managed Connections and manage failover as per the requirements in 3.2.8

Section 3.2.8 requires the respondent to describe how they plan to maintain business continuity and mitigate the effects that a disaster would bring upon the hosted VoIP communications services.

It does not require the respondent to install multiple redundant connections directly into the LCTCS facility or to manage the failover of the primary connection to an alternate communication service within the LCTCS facility.

Call Detail Records

Does LCTCS Require Call Detail Records via Paper Invoice?

No

Does LCTCS Require Call Detail Records Down to the each IP Telephone set?

Yes

Does LCTCS Require Call Detail Records of Internal station to Station Calls?

Only if there are associated usage charges.