

ITB 23-017: Vendor(s) to Provide Professional Support of a Voice Switch and Administration of a Toll-Free Number Registry on an as needed basis.

Vendor Questions and ICN Response

Question 1: Would ICN entertain a response for only this portion of the RFP?

Response: Yes, RFP Section 3.2 states the ICN reserves the right to award separate contracts for the DMS administration and the Somos Administration.

Question 2: We also provide our toll-free support services based on an annual fee structure. Is this a viable option for ICN?

Response: ICN is open to various pricing options, Hourly, Daily, Weekly, Monthly, Quarterly, Semi-annual, and Annual are all acceptable options.

Question 3: And last question for you, does ICN plan to investigate new Toll-Free Carriers to decrease your transport costs?

Response: Not at this time due to current contractual obligations.

Question 4: What release is the DMS 500 on?

Response: SN06, using an XaCore front end

Question 5: How many subscribers on the DMS 500, broken down by Residential/Business customers.

Response: We currently have lines for our NOC, Terminal room and less than 25 actual line side subscribers. using as backup service.

Question 6: Are you using both sides of the DMS 500 (100 & 250)? Do you use GR303 or LCM's?

Response: Both are configured but we use the 250 side of the switch. We do not process the line side billing file "SMDR." We use the OCC files for billing.

Question 7: Do you require us to make moves and changes? Can you provide historical data for moves and changes?

Response: Yes, installation and removal of DID's related to LD authorization and account codes/authcodes. Re-translating toll free numbers either to different DNIS or 10-digit routing. Many of these are done for temporary moves during customer events (i.e., fund drives for IPTV, Miracle Health Network) and adding in new toll-free numbers or disconnecting old ones.

Question 8: Does your team do translations, or do you want us to do them?

Response: Yes - some translations will be required.

Question 9: Is this in a remote unattended location?

Response: No, the DMS is located within the ICN NOC within the Joint Forces Headquarters which is staffed 24x7x365.

Question 10: Do you have a Tier 2 organization and/or NOC function?

Response: Yes, ICN has a 24x7x365 NOC

Question 11: Are hardware repair services required?

Response: Yes

Question 13: Are hardware spares on site?

Response: Yes, we maintain our own spares inventory on site, with most cards needed.

Question 14: Please provide a list of past ARs (including hardware and software) over the past years by Severity Level.

Response: ICN does not track the trouble tickets by severity level. At this time ICN declines to share the DMS trouble ticket details, however if/when ICN contracts with a vendor we will share that information, at that time.

Question 15: Is Ribbon currently providing support?

Response: Yes, for hardware failures only.

Question 16: Is on-site support required?

Response: Yes - hands on would need to be included for certain maintenance functions.

Question 17: Remote access is required to the DMS 500 (telnet or dial up). Provide details.

Response: Yes – a secure VPN with ICN credentials will be provided to access the switch via a portmaster (telnet) to a remote PC that is connected to the switch via an EIU (Ethernet connection).

Question 18: Are there any other peripheral Ribbon Management systems that also require support?

Response: No

Question 19: Can you provide details regarding the Voice Mail system?

Response: No voice mail is provided off the DMS 500

Question 20: Can you provide a network diagram showing all trunking and interfaces?

Response: None

Question 21: Identify preferred Pricing options (Time and Material, Unlimited, Bucket of Tickets etc.) and renewal period and payment terms.

Response: ICN would be interested in seeing what pricing options are available. Renewal period, Attachment 2, Section 2 identifies the initial term as 1 year with the potential for five (5) one-year renewal periods. Payment terms - The Iowa Code provides all state agencies with Net 60-day terms with 1% being applicable day sixty-one onward.

Question 22: Define SLA Requirements

Response: Prefer 2-4-hour emergency response time and 1-2-day MAC work.

Question 23: Is a Monthly Report Card required?

Response: Depends on how it is billed. If a itemized monthly bill is provided then that will suffice. If an annual bill is provided then yes will need a monthly activity report.

Question 23: Are there migration plans and timetable for the DMS 500 to an SBC IP based product?

Response: Yes, there are plans but timetable is not currently established.

Reminder, ITB Section 1.2.4 states all, sealed, bids must be received by ICN no later than 3:00PM central time April 28, 2023.

Thank you, we look forward to your ITB response.