Department of Administration
Office of Procurement and
Property Management
State Office Building Suite 801
Juneau, AK 99811-0210

THIS IS NOT AN ORDER   **DATE AMENDMENT ISSUED: 01/03/2024**

RFP TITLE:	**2024-0200-0100** **Core Telecommunication Services**

AMENDMENT 2

NOTE: it is the proposer's responsibility to review and accept all amendments to this solicitation. Please closely review the changes noted in this amendment.

Change 1: This amendment serves to revise the RFP 2024-0200-0100 and replaces the previous version in its entirety with RFP 2024-0200-0100 v2.

Change 2: This amendment also updates the Cost Proposal and Submittal Forms.

Change 3: This amendment serves to extend the RFP deadline date for Receipt of Proposals in section 1.03 to **January 24, 2024, 2:00 PM AKST** and updates the RFP schedule in section 1.11.

This amendment serves to include and make part of the following questions and answers received.

1. Are the services referred to as "in-scope for a fee" that are not enumerated on the Cost Proposal forms at Section 1 – Base Proposal intended to be included in the Section 2 – Hourly Rates?

    Answer: Yes, this will be billed at a separate flat fee or hourly fee.

2. Will the State provide a list of the manufacturers/types and quantity of each of the various PBXs in use at its locations?

    Answer: The vast phone systems are procured independently by the departments, and the information produced is what was provided by each department.

3. Are the services referred to as "in-scope for a fee" that are not enumerated on the Cost Proposal forms at Section 1 – Base Proposal intended to be included in the Section 2 – Hourly Rates?

    Answer: Yes, this would be billed at a separate flat fee or an hourly fee.

4. Lot 1: Will the State provide a list of the manufacturers/types and quantity of each of the various PBXs in use at its locations?

    Answer: The vast phone systems are procured independently by the departments, and the information produced is what was provided by each department.

5. Lot 1: How many SRST dedicated IP telephony routers will be included in the contractor-provided support?

    Answer: This number may grow or reduce due to our customers' IMACD's the current number for the VoIP system is ~104 these devices are not deemed to be dedicated as SRST only.

6. Lot 2: Will the State provide the system and "as-built" diagrams referenced as attached to the RFP on page 14, the bottom of the Existing Infrastructure section.

    Answer: Yes, according to the RFP stipulations.

7. Lot 2: Will the State clarify its requirement for "carrier redundant" connectivity in items 2b and 2b under Data Network Services' Main Service Components on page 21? For example, is the State seeking circuits provided by two separate carriers, or redundant circuits that may be provided by a single carrier?

    Answer: Yes - the State of Alaska needs redundant connectivity between the designated locations listed in 2a and 2b.

8. Lot 2: Does the State desire both the primary and redundant circuits for Layer 2, internet connectivity, and cloud connectivity to be provided at the same bandwidth?

    Answer: Yes - the State of Alaska needs redundant connectivity between the designated locations.

9. Lot 3-Will the State clarify if the selected contractor provides only supplemental support to the SOA's Service Desk staff (as noted on the last sentence, third paragraph of page 38), or provides all tier one Service Desk support on a 24*7*365 basis?

Answer: YES – The selected contractor provides only supplemental support to the SOA's Service Desk staff. OIT intends to provide an in-house Service Desk and would only need supplemental support from the vendor.

10. Lot 3: Will the State provide an estimate of the number of transactions by day of the week and hour of the day?

    Answer: YES – OIT intends to provide Service Desk Support in house. Estimated call volume for these transactions is 15-20 per day.

11. Lot 3: Will the State clarify the security clearance requirement for help desk personnel and if this clearance requires on-site in State offices only, permits hybrid, and/or permits remote staffing inside or outside of Alaska?

    Answer: YES – CJIS clearance will be required for all of these scenarios.

12. Main RFP Sect 1.11, Page 6, RFP Schedule; Should these 2023 dates in January and March be 2024? Should the date of contract issued be March 1, 2024, not 2023?

    Answer: Yes, the correct dates should be March 1, 2024. This update will be noted in this amendment and the RFP 2024-0200-0100 v2.

13. Main RFP Sect 3.04, Terms of Relationship and Disentanglement, page23;   for purposes of this RFP, assume an initial term of 3 years, Is this correct? A 3-year term conflicts with the initial term length of the contract, as specified in Sect 3.03

    Answer: These sections of the RFP have been updated to reflect an initial term of three years. This update will be noted in this amendment and the RFP 2024-0200-0100 v2.

14. Main RFP Sect 3.13, Third-Party Service Providers, page 41; The contractor must provide, on an annual basis, a Type 2 Statement on Standards for Attestation Engagements (SSAE), SOC 2 report(s). Failure to provide these reports may be treated as a material breach and may

be a basis for a finding of default. For the requirement of providing a Type 2 SSAE/SOC 2 report, can you provide an example or describe in more detail what is required within these reports?

> Answer: SOC 2 (Service and Organization Controls) and SSAE (Statement on Standards for Attestation Engagements) criteria is specified by the American Institute of Certified Public Accountants (AICPA). Both are standards for auditing a service organization. The SSAE Standard includes 3 types of reports. One of which is SOC 2. SSAE also covers SOC 1 and SOC 3 type reports.
>
> SSAE 18 SOC 2 REQUIREMENTS
> The SOC 2 report examines the areas of security, availability, processing integrity and confidentiality. A secure organization:
>
> Protects data from unauthorized access
> Makes information and services readily available
> Runs systems that perform their functions correctly
> Keeps confidential information confidential
>
> A Type I SOC 2 is for a specific point in time, and a Type II SOC 2 is for a monitored period of time (typically 12 months).
>
> A SOC 2 Report must be done by only a CPA or licensed CPA Firm that is qualified to SOC 2 compliance audits.

15. Main RFP Sec 3.04, Lot 1, A; page 20; Intrusion Prevention and Detection Systems: In reference to VoIP, what IPS/IDS solutions are deployed today? Is SOA looking at any future IPS/IDS applications?

> Answer: ASA Firewalls for our Cisco VoIP infrastructure is supported by our current vendor.

16. Main RFP Sec 3.04, Lot 1, A , Page; 20 Support for Enterprise virtual faxing service: Is there one or multiple applications/hardware that provides virtual faxing service? If so, can you provide a list of virtual faxing and call recording software applications?

> Answer: Yes - The SOA currently utilizes OpenText xMedius.

17. Main RFP Sec 3.04, Lot 1, A, page 21   Call recording What call recording applications will be used?

Answer: Call recording is provided by 3rd party providers that our customers choice. It is not expected for the award winner to provide support of the call recording systems yet the interties to the supported system.

18. Main RFP Sec 3.04, Lot 1, A; Page 21 maintenance, upgrades, repair: Please provide more detail on how you define software and hardware "upgrades".

Answer: State requires that all hardware and software releases will be kept at levels supportable by their respective manufacturers and that equipment will be replaced or upgraded as required to meet the manufacturer's requirements for continued support.

19. Main RFP Sec 3.04, Lot 1, A, Page 21; Small PBX support: Can you provide a list of PBXs that need support? Can we get a list of support contracts?

Answer: The vast phone systems are procured independently by the departments, and the information on produced is what was provided by each department.

20. Main RFP Sec 3.04, Lot 2, D; page 21 DMZ: Dedicated engineering team (minimum 2 staff) What are the expectations for the dedicated engineering team? Are they expected to be available during regular business hours with on call or available 24/7? Are these resources only dedicated to DMZ, or can also include WAN?

Answer: (1) The State of Alaska's environment is critical to providing services to our customers, the state requires an adequately sized, dedicated engineering team with appropriate training and experience to support this infrastructure. Experience and proficiency with the telecommunications and IT hardware, software, and platforms the State uses are desired. (2) Yes - work is performed within authorized windows and sometimes during large initiative projects we expect this resource to be available during these periods (3) As long as there is experience and proficiency needed in both environments.

21. Main RFP Sec 3.04, Lot 2, D, Page 21   Hardware/Software upgrades: Please provide more detail on how you define software and hardware "upgrades".

Answer: State requires that all hardware and software releases will be kept at levels supportable by their respective manufacturers and that equipment will be replaced or upgraded as required to meet the manufacturer's requirements for continued support.

22. Main RFP Sec 3.04, Lot 2, E, Page 22. WAN: Dedicated engineering team (minimum 2 staff) What are the expectations for the dedicated engineering team? Are they expected to be available during regular business hours with on call or available 24/7? Are these resources only dedicated to WAN, or can also include DMZ?

Answer (1) The State of Alaska's environment is critical to providing services to our customers, the state requires an adequately sized, dedicated engineering team with appropriate training and experience to support this infrastructure. Experience and proficiency with the telecommunications and IT hardware, software, and platforms the State uses are desired. (2) Yes - work is performed within authorized windows and sometimes during large initiative projects we expect this resource to be available during these periods (3) As long as there is experience and proficiency needed in both environments.

23. Main RFP Sec 3.04, Reporting and Communication: Page 26. Although the State fully expects the contractor to assign only its highest quality and most experienced personnel to manage the contractor's responsibilities through the course of this contract, the State is concerned about the potential consequences should the contractor's Program Manager or members of the Account Team prove to be ill-suited to meet the demands of the project. Therefore, the State reserves the right of approval regarding the hiring or transferring of key contractor management personnel. Please provide more detail on how you define "hiring or transferring of key contractor management personnel".

Answer: If the contractor hires staff that may not meet the State of Alaska Requirements, the State of Alaska has the rights to request removal/ replacement of staff.

24. Main RFP Sec 3.04, Security and Confidentiality: Page 25. The contractor will retain Call Detail Records (CDR) and logging as required by the State. CDR records and logging capabilities are defined and limited by the SOA's call manager and logging infrastructure. Is this statement indicating the contractor should offload CDR and logging messages and retain them outside of the SOA's infrastructure? Are there any guidelines on how long records should be retained?

Answer: No. The Awarded contractor is responsible to ensuring that the CDR's and the logging is forwarded to the location of the State of Alaska's choice.

25. Main RFP Sec 3.04, Technology Refresh; Page 24;   Their respective manufacturers and that equipment will be replaced or upgraded as required to meet. may require the refreshment of the involved equipment. Additionally, as hardware and software upgrades. Please provide more detail on how you define software and hardware "upgrades".

Answer: State requires that all hardware and software releases will be kept at levels supportable by their respective manufacturers and that equipment will be replaced or upgraded as required to meet the manufacturer's requirements for continued support.

26. Main RFP Sect 3.04, Lot 1 B Page 21. Support of Teams voice services: Please define what aspects, services, or functions within Teams are covered?

    Answer: Teams Voice services and the infrastructure that supports this service.

27. Main RFP Sect 3.04, Lot 3, Help Desk Staff Page 38. Help Desk staff must be able to troubleshoot some problems on the initial call and be qualified, experienced, trained and/or certified in voice, video, data networks, and other technology-related systems and products. Please clarify the definition of training for data networks.

    Answer: The helpdesk staff must be able to troubleshoot basic network connection issues. This should include network connection issues with the workstation, DHCP server functions, network cables up to the wall jack. Asks end-users questions to determine if network problems are related to hardware, software, or inappropriate action by the user. They should know how to use basic commands like IPConfig, Ping, or Tracert.

28. SLA Attachment I, Priority 2, Page 2. Single to multiple users (10) affected by downed application, network and/or service   Please define what a single user is for Priority 2. Ex: Is a single user defined as a desk phone?

    Answer: No. A user is a person who uses or operates something, especially a computer or other machine.

29. SLA Attachment I, Priority 2, Page 2.Root Cause Analysis: Is there a set number of impacted users that will trigger an RCA? Will the State provide a template for the RCAs?

    Answer: RCA will be request/required based upon the impact scope/services. State of Alaska intends to provide a template for the RCA.

30. SLA Attachment I, Service Level Agreement table, #34 Page 9. Service Ticket Priority 4, Resolution 45 days or customer target Is the 45 days to resolution an error?

    Answer: More information is needed from the requestor. The events are planned.

31. Attachment H, Site List tab Does SOA intend for offeror to manage all Core and Access circuits? And if so, can you please provide the bandwidth amounts per location for the Access circuits?

    Answer: More information is needed - please define manage.

32. Will the State please confirm the address for the location noted on page 13 as "Additional Facility Peger Campus" as either 1979 Peger Road, or 2301 Peger Road, or a different address?

    Answer: The address is 2301 Peger Road.

33. Is there a new deadline for filing questions?

    Answer: There is not a deadline for filing questions currently.

34. Has there been a Q&A session held and are there results from that that can be shared?

    Answer: There was a pre-proposal conference held and the results from that are listed in writing in the RFP 2024-0200-0100 and amendments.

35. Is there the opportunity to bid on one bundle or is it all or nothing?

    Answer: There is opportunity to bid on individual Lots, per section 3.11 in the RFP.

36. Will the state entertain an alternative solution, i.e., one that doesn't fit the exact format asked for?

    Answer: Yes.

37. Does this RFP include managing the WAN/Enterprise network that OIT currently manages?

    Answer: Yes

38. Main RFP Sec 2 Background Page 16: WAN topography map: Is there a better diagram available than what is in the current RFP?

    Answer: As per the RFP stipulations additional information will be provided at the required time.

39. Main RFP Sec 2 Background Page 16. WAN topography map: Can you better define the difference between carrier diversity and route diversity?

    Answer: Carrier Diversity - this is when you choose two entirely different ISPs to provide Internet and networking connectivity. Route diversity - is when you choose two entirely different routes.

40. Main RFP Sec 2 Background Page 16. WAN topography map: The current provider processes less than 1000 help tickets per month for the State of Alaska. In the Help Desk Existing Infrastructure section of the RFP (pages 16 and 17), it says the ITSM ticketing system portal is processing 3,700 incidents plus 3,700 requests per month. Are we correct in estimating the total number is (3,700 + 3,700 + 1,000 = 8,400) ITSM contacts per month, total? And what has been the trend over the last few years; decreased volume, increased volume, and how much of an annual increase/decrease should bidders expect?

    Answer: These numbers look correct, except the 1000 may be included in the number of incidents and requests. End users submit tickets via the portal, by email, and by calling the service desk. These service desk calls are the ones the current provider is processing. That includes assisting the end user with creating AlaskaNow tickets and routing calls to another helpdesk. The current provider is processing less than 1000 in this manner. Recently 63 positions moved back to departments, it is our assumption that end users within those departments will call the department helpdesks in place of calling the service desk to get assistance with ticket creation in AlaskaNow. As more departments join the AlaskaNow ticketing system, the total number of submitted tickets will increase, however this increase should come through the portal, not through the provider.

41. Attachment H, Routers & Switch Device tab: In the past, the State has been responsible for managing and/or replacing this list of Router & Switch asset inventory. For this RFP, is the offeror responsible for replacing/managing this list of asset inventory?

    Answer: Please see page 21 under "Technology Refresh"

42. Attachment H, Site List tab: For each site listed, can you indicate if that site contains a DMZ, and what hardware and software is being utilized in the current solution?

    Answer: There are only 2 DMZs for the State of Alaska. One in both Anchorage and Juneau

43. Main RFP Sec 2 Background, Pae13-15: What vendors are currently being utilized on the existing Virtual Private Networks? What network design is in-place?

    Answer: Depending on the location various carriers are utilized. Cisco Meraki Platforms and other IPSEC tunnels

44. Attachment H: Can you provide a complete Circuit list (similar to "Site List" in Attachment H) including active circuits, associated speeds, and which network device/equipment inventory per site?

    Answer: As per the RFP stipulations additional information will be provided at the required time.

45. Main RFP: Can you clarify the definition of and expectation for 'redundancy' referenced throughout the RFP? Some sections of the RFP show path redundancy only, some show carrier redundancy, some show both.

    Answer: Carrier Diversity - this is when you choose two entirely different ISPs to provide Internet and networking connectivity. Route diversity - is when you choose two entirely different routes.

46. General: Are the services referred to as "in-scope for a fee" that are not enumerated on the Cost Proposal forms at Section 1 – Base Proposal intended to be included in the Section 2 – Hourly Rates?

    Answer: Yes, this would be billed at a separate flat fee or an hourly fee.

47. Lot 1: Will the State provide a list of the manufacturers/types and quantity of each of the various PBXs in use at its locations?

    Answer: The vast phone systems are procured independently by the departments, and the information produced is what was provided by each department.

48. Lot 1: How many SRST dedicated IP telephony routers will be included in the contractor-provided support?

    Answer: This number may grow or reduce due to our customers' IMACD's the current number for the VoIP system is ~104 these devices are not deemed to be dedicated as SRST only.

49. Lot 2: Will the State provide the system and "as-built" diagrams referenced as attached to the RFP on page 14, the bottom of the Existing Infrastructure section.

    Answer: Yes, according to the RFP stipulations.

50. Lot 2: Will the State clarify its requirement for "carrier redundant" connectivity in items 2b and 2b under Data Network Services' Main Service Components on page 21? For example, is the State seeking circuits provided by two separate carriers, or redundant circuits that may be provided by a single carrier?

    Answer: Yes - the State of Alaska needs redundant connectivity between the designated locations listed in 2a and 2b.

51. Lot 2: Does the State desire both the primary and redundant circuits for Layer 2, internet connectivity, and cloud connectivity to be provided at the same bandwidth?

    Answer: Yes - the State of Alaska needs redundant connectivity between the designated locations.

52. Lot 3: Will the State clarify if the selected contractor provides only supplemental support to the SOA's Service Desk staff (as noted on the last sentence, third paragraph of page 38), or provides all tier one Service Desk support on a 24*7*365 basis?

    Answer: YES – The selected contractor provides only supplemental support to the SOA's Service Desk staff. OIT intends to provide an in-house Service Desk and would only need supplemental support from the vendor.

53. Lot 3: Will the State provide an estimate of the number of transactions by day of the week and hour of the day?

    Answer: Yes, OIT intends to provide Service Desk Support in house. Estimated call volume for these transactions is 15-20 per day.

54. Lot 3: Will the State clarify the security clearance requirement for help desk personnel and if this clearance requires on-site in State offices only, permits hybrid, and/or permits remote staffing inside or outside of Alaska?

    Answer: Yes, CJIS clearance will be required for all these scenarios.

55. Lot 1: What are the intended support requirements covered by item F in part 1 of the Lot 1 Cost Form? Is the requirement that Enterprise Fax Service include "migration to the cloud infrastructure…" (page 34) intended to be included in the monthly fee for item F as well?

    Answer: Yes.

56. Lot 3: Will the State provide further clarification on the roles of "Application Specialist," "Automation Engineer," and "Automation Technician," including the specific responsibilities and qualifications associated with these job titles?

    Answer: An Applications Specialist - is an expert in software systems. As an applications specialist, your job duties, include installing new software, altering, or improving the software, and troubleshooting issues.

    An Automation Engineer - is an engineering expert who improves various computer systems by automating specific parts to work independently and automatically. They revise existing technology, so it requires less human interaction, and they monitor the performance of the implemented changes.

Under supervision, an Automation Technician improves various computer systems by automating specific parts to work independently and automatically. They work with the Automation Engineer to revise existing technology, so it requires less human interaction, and they monitor the performance of the implemented changes.