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THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: 01/18/2024

RFP TITLE:

2024-0200-0100

Core Telecommunication Services

AMENDMENT 4

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.

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

1. Can you tell us the locations and existing bandwidth of the Access Circuits so we can calculate the cost of providing connectivity to state locations?

Answer: The State of Alaska is not looking for specific metered bandwidth for our locations. With the changes in cost/bandwidth availability at the locations we are looking for vendors to provide pricing. The bandwidth of today is not adequate with services and cloud. With State of Alaska's initiative of moving to the cloud, customers may need additional bandwidth than what is currently subscribed. Currently, bandwidth speeds are "ok". The State of Alaska does not want to be restricted to specific bandwidths for the duration of the contract, there may be a need for growth for bandwidth. Our focus at the addresses listed but we are hoping that the vendors bring additional cost savings to the state for other locations outside of the list provided.

Examples - Broadband Circuits in regions were not covered by the listed data circuits.

2. Will the provider be responsible for maintaining, supporting, and replacing the 3rd party PBXs or just advising the end user of possible replacement options as these PBXs need replacement?

Answer: It is not assumed that the awarded vendor will support the existing 3rd Party PBX systems currently in place. Yet we are aware of systems that may be coming end of life or a need to place a newer phone system if requested. We are looking for a provider to have the opportunity to provide a system/support.

3. As core equipment, owned by the state, needs replacement, who will be responsible for the equipment costs?

Answer: The State of Alaska has complete ownership of its hardware and intends to continue to have complete ownership of the equipment. We are not looking for a vendor to purchase equipment.

Questions regarding Microsoft Teams:

4. Today the provider has Audio Codes that transfer calls to the state-owned Audio Codes. Is the state asking the provider to be responsible for Managing the state-owned Audio Codes?

Answer: Yes

5. Are the Analog lines expected to be delivered as a traditional plain old telephone service (POTS) lines or can they be delivered using voice gateways and analog adapters?

Answer: We are not concerned with the type of delivery - rather an Enterprise service is provided to our customers to support their systems.

6. Does the state of Alaska expect the provider to support the teams voice application?

Answer: Yes - It is very well known that there are components of the Teams environment - Teams systems are supported by the State of Alaska. Team Voice - support/provisioning is what is expected.