

STATE OF ALASKA

Department of Administration
Division of Retirement and Benefits



Unified Communication and Collaboration System

RFI# 02-114-26

Amendment One

April 8, 2026

This amendment is being issued to provide:

- 1) Questions and Answers;**
- 2) Remove and Replace; and**
- 3) Changes the response due date from April 13, 2026, to April 20, 2026.**

This amendment is being issued for informational purposes only. This document does not need to be returned with your response.

Taylor Ladner
Procurement Officer
Email: doa.oppm.procurement@alaska.gov

Questions submitted by interested parties and answers from the State:

Question 1: Can you please provide a list of locations, addresses, and existing phone numbers? We would like to check portability.

Answer: This is a Request for Information only and this level of detail is not available at this time; if a solicitation is advertised, this information can be provided at that time. Offices are located in Juneau and Anchorage.

Question 2: Is the Unified Communications and Collaboration (UCC) solution intended exclusively for the DRB contact center, or are additional departments or user groups within scope?

Answer: Intended to serve the entire Division of Retirement and Benefits, not just the contact center.

Question 3: How many physical locations are included in the scope of this project?

Answer: Two.

Question 4: Please provide the full physical address for each location included in scope.

Answer: This is a Request for Information only and this level of detail is not available at this time; if a solicitation is advertised, this information can be provided at that time. Offices are located in Juneau and Anchorage.

Question 5: For each location, please specify the number of users who will require UCC services.

Answer: Potential for no more than 130 users.

Question 6: Are all in-scope locations currently supported by the State's Cisco Unified Communications Manager (UCM) platform?

Answer: No.

Question 7: Please identify the total number of Direct Inward Dial (DID) telephone numbers in scope.

- a) Does each user have an individual DID assigned?
- b) Please describe any technical requirements or expectations regarding "direct dial"
- c) functionality.

Answer:

- a) Yes.

- b) Users must be able to dial out to any US phone number and must be able to also receive incoming calls to their direct number.
 - c) Call recording required for contact center agents only.
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Question 8:

- a) Is call recording required for frontline staff only, or for all UCC users?
- b) Please specify the total number of agents/users requiring call recording.

Answer:

- a) Call recording required for contact center agents only.
 - b) Up to 30.
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Question 9: Would the State allow the use of an on-premises PBX controller as part of the proposed solution?

Answer: Potentially. This would depend upon the urgency of the need and the completion/acceptance of a security plan.

Question 10:

- a) Does the existing phone system support remote workers?
- b) If so, how is E911/location-based services currently handled for remote users?

Answer:

- a) Yes.
 - b) For E911/location based services, the remote worker must use a personal device. The current system does not support E911/location based services.
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Question 11: For core Unified Communications functionality, please confirm whether the solution is expected to include the following capabilities:

- a) Voice services (e.g., PSTN connectivity, SIP, softphones, mobile applications)
- b) Video meetings
- c) Messaging (1:1, internal group, and external communication)
- d) Does the department anticipate primarily using softphones, or is there a preference for physical desk phones for end-user devices?

Answer:

- a) Yes.
 - b) No.
 - c) No.
 - d) Softphones.
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Question 12: Is a current network diagram of the existing phone system available for vendor review?

Answer: No.

Question 13: Would the State of Alaska consider extending the proposal due date beyond April 13, 2026?

Answer: Yes, see change one below.

Changes to the RFI:

Change 1: Under RFI Section: Procurement Officer contact information:

REMOVE: Interested parties must submit a written response by April 13, 2026, at 2:00 p.m. AKST.

REPLACE: Interested parties must submit a written response by April 20, 2026, at 2:00 p.m. AKST.

End of Amendment