

WRITTEN QUESTIONS AND ANSWERS

SP-16-0174 SIP Trunking

ANSWERS ARE IN BLUE

Question

With terminating DylP trunks at each of the DIS Data Centers in Little Rock. How will voice calls be transported back to the Data Centers if in:

- a. CLEC Locations
- b. ILEC Location

Customer please give expectations on how locations should be serviced in CLEC locations opposed to ILEC locations.

1. **Answer:** See Section 2.2

2.8.I

The vendor must provide proactive monitoring for the vendor's core network that shall initiate an alarm when part of the service is lost. When the alarm is received, the vendor must initiate action immediately to resolve the problem. If the problem is DIS service-affecting, the vendor must notify the designated DIS contact within fifteen (15) minutes of alarm via e-mail or phone call as selected by DIS if the problem has not been resolved.

2. Please Specify which alarms requested? Core Data Links, or Core Voice links?

Answer: Alarm type is not a requirement.

3. Please discuss specifics and expectations pertaining to database requirements

Answer: See Section 2.9

During the conversions of SIP Trunks the vendor **shall** provide experienced and knowledgeable onsite support at the DIS facilities at DIS' request.

4. Please specify expectations

Answer: See Section 2.13

Diverse Routes: Vendor's SIP feature servers and gateways must be deployed in at least two (2) geographically diverse, redundant locations. Locations must be a minimum of one hundred (100) miles apart.

5. Please clarify if the requirement is Customer CPE, or Vendor PE SBC equipment.

Answer: See Section 2.17

E911: Vendor must have the capability of mapping each DID to a unique physical address provided by the State. SIP Trunking must allow for all call and location information to be passed to the 911 Answering Systems and local Public Safety Answering Point (PSAP). SIP service must provide advanced, non-geographic E911 (commonly referred to as "Nomadic E911") service that enables users to set any address in the United States as the address to be transmitted to the nearest Public Safety Answering Point (PSAP) when a call is placed to 911.

6. Please clarify requirements.

The VoIP solution used by the State will provide call by call 911 signature information. Clarification of the product your company is proposing is allowed to be provided. Additional Terms and Conditions as well as exceptions to requirements may be grounds for disqualification.

Answer:

End To End Connectivity - Centralized The SIP trunk service must allow a connection to the State's Network for accessing the Public Switched Telephone Network (PSTN) from an end-user device, such as an IP PBX or Cisco Unified Communications Manager.

- 7.

Answer: No question present

Do to the delays in receiving answers for the 2nd round of questions, XXXX is requesting the due date for IFB-16-0174 be extended from June 14th to June 21st. Five business days?

- 8.

Answer: No.

9. I wanted to see if you can provide concurrent call paths and existing bandwidth at each location located in Table 9?

Answer: Not Available