

Arkansas Division of Information Systems
 IFB #: SP-20-0022 - Long Distance Telephone Services
 State's Response to Written Questions 9/20/19 - 10/7/19 (Round 2)

Question ID	IFB Reference (page number, section number, paragraph)	Specific IFB Language	Question	State Response
1	Page 2, 1.5 Acceptance Requirements	A Prospective Contractor must unconditionally accept all Requirements in the Requirements Section(s) of this IFB to be considered a responsive Prospective Contractor. A Prospective Contractor's bid will be rejected if a Prospective Contractor takes exceptions to any Requirements in the Requirements Section(s) of this IFB.	<p>We would like to participate in the IFB, however there are a few bid qualifications we technically cannot bid as the technology is older (ISDN BRI), we utilize SIP technology which does not require us to provide traditional TDM T1.5 transport (last mile) and can utilize the states access to the internet and the redundancies it affords while providing 99.999% uptime.</p> <p>While we cannot provide the "old" TDM based solutions, we can however provide voice long distance services to the State of Arkansas as a Primary Long Distance Telephone Service provider. The "backup" TDM switched based services can be provided to the state by their respective local ILEC (Incumbent Local Exchange Carrier) which could, in the event of a failure in our network, the ILEC can use its dated technology to forward your Interexchange calls the an alternate provider using the assigned PIC & LPIC codes associated with the backup provider.</p> <p>Will the State of Arkansas accept bids for services where we have our core competencies and no bid the older technologies? (ie: ISDN BRI 384K TDM, Switched IXC Services and Operator Services).</p>	No - The State wants to continue with the design specified in the IFB.
2	N/A	N/A	Will the state be open to utilizing it's network connections to the Internet as the last mile connection vs. TDM dedicated T1.5 facilities?	No - The State wants to continue with the design specified in the IFB.
3	Page 2, 1.2 Type of Contract	As a result of this IFB, OSP intends to award a contract to a single Contractor.	If the State of Arkansas wishes to utilize a single vendor, how does it plan to provide redundant services in the event of a catastrophic failure related to the LEC or IXC services if the traditional methods are utilized. The services being provided by us utilize three georedundant servers in an Active – Active – Standby relationship. Most ILEC's and CLECS, utilizing traditional TDM technology central offices have single points of failure. Will the State consider multiple providers for redundancy purposes?	The State is in the process of moving to VOIP/SIP statewide utilizing the State data network on other contracts. This IFB provides a bridge for long distance services until we get there. The redundancy VOIP/SIP is addressed with these other contracts.