



Department of Buildings and General Services
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Agency of Administration

REQUEST FOR INFORMATION

VoIP Transition Planning

ISSUE DATE April 19, 2024
RFI RESPONSES REQUESTED BY May 6, 2024 – 4:30 PM EST

PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND ADDENDUMS ASSOCIATED WITH THIS RFI WILL BE POSTED AT:

<http://www.bgs.state.vt.us/pca/bids/bids.php>

THE STATE WILL MAKE NO ATTEMPT TO CONTACT INTERESTED PARTIES WITH UPDATED INFORMATION. PLEASE CHECK THE ABOVE WEBPAGE FOR ANY AND ALL NOTIFICATIONS, RELEASES AND ADDENDUMS ASSOCIATED WITH THIS RFI.

STATE CONTACT: Jim Lipinski, ADS Director of Shared Services
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1 PURPOSE

This Request for Information (RFI) is issued for the Agency of Digital Services to gather information on approaches to transition to the use of Microsoft Teams Voice for the State's primary telephone service.

Information received by the State will be reviewed for purposes of the stated objectives for this RFI. The Agency of Digital Services shall not be held liable for any costs incurred by the vendors in the preparation of their submission.

The State will not award a contract directly resulting from this RFI. This RFI is issued solely for information and planning purposes. This request for information does not commit the State to contract for any materials or service whatsoever. Further, this RFI is not a request for proposals (RFP); the State is not at this time seeking proposals and will not accept unsolicited proposals. Not responding to this RFI does not preclude any company or person from participation in a future RFP, if one is issued. If an RFP is released, it will be posted on the BGS bid opportunities web site: <http://www.bgs.state.vt.us/pca/bids/bids.php>. It is the responsibility of the potential offerors to monitor this site for additional information.

1.1 UNSOLICITED VENDOR-CONFIDENTIAL INFORMATION PROHIBITED

Vendors are hereby expressly directed not to include any confidential information in their response to this RFI. This prohibition reduces the burden on the State while preventing vendor-confidential information from entering the public record.

1.1.1 Disclosure Under Public Records Act

All information received by the State in response to this RFI is subject to the State's Public Records Act, 1 V.S.A. § 315 et seq.

1.1.2 State Not Responsible for Disclosure of Unmarked Vendor-Confidential Information

It is the sole responsibility of the vendor to ensure that, other than where specifically directed or permitted by this RFI and accordingly marked as described below, no information that should not be publicly disclosed is included in their submitted materials, including any 1) trade secrets or intellectual property, 2) proprietary financial or business information, 3) personal information, or 4) any other information that should not be disclosed to the public. For example, vendors should avoid including specific details of their proprietary technologies or methodologies that they consider confidential, and any references to previous client engagements should be presented in a manner that does not disclose the client's confidential information.

2 BACKGROUND INFORMATION

The State of Vermont, Agency of Digital Services (ADS) currently provides Enterprise-wide VoIP Service for State Government. There are approximately 8,400 phone numbers, 5,300 physical devices, and 1,100 softphones. The following functionality is provided via contractor-operated cloud infrastructure, primarily based on Cisco VoIP products, and carrier provided SIP trunks:

- There are approximately 550 Fax Over IP (FoIP) service accounts .
- Current support for 9-1-1 location for hard phones is provided by the carrier utilizing Cisco Emergency Responder (CER) and soft phone location service is user driven with third party software installed alongside the soft phone application.
- The VoIP system provides functionality for hunt groups and other advanced call routing, such as auto attendants.
- To replace all VoIP devices with Teams calling there are many custom configurations that would need to be recreated, such as abbreviated extension dialing, short code outbound calling, PA systems, analog device support, etc.

ADS is considering transitioning to the use of Teams Voice as the default method to make phone calls for its customers. Currently we have the following M365 licenses:

- 10,290 - M365 G3 GCC
- 1,389 - M365 F3 GCC
- 1,054 - Office 365 G1 GCC
- 6 - Teams Phone Standard for GCC

- 88 - Teams domestic calling plan (120min) for GCC (some assigned to Teams rooms)

3 RFI QUESTIONS

As we consider the transition from our current VoIP system to a Teams Voice centric approach to phone service, we are looking for firms with experience undertaking similar work to provide answers to the questions listed below.

1. When transitioning to the use of Teams Voice for phone service, which deployment models are available, e.g., using a third-party carrier, using Microsoft calling plans, hybrid approach, etc. and what are the pros and cons of each?
2. What do you consider to be the leading practices for migrating to Teams Voice?
3. Are there ways for the State to transition to Teams Voice and retain its existing carriers or circuit providers; if so, what is the process and the pros and cons of each approach?
4. Is it possible to transition iteratively or do you recommend a full cutover using a big bang approach?
5. Are there use cases that are not compatible with Teams voice? If so, please provide some examples.
6. What are the options to enable Teams Voice calling from physical devices?
7. What are the options to enable Teams Voice calling from a physical device in a shared space that isn't tied to a specific user?
8. When undertaking this type of project, what have you seen as the largest challenges that occur in the transition?
9. Considering the current state described above, how long should the State plan on this transition taking and what resources will the State need dedicated to this effort?
10. What are some considerations and trade-offs to reduce the overall cost to transition to Teams Voice?
11. What are some considerations and trade-offs to reduce the overall timeline to transition to Teams Voice?
12. Once transitioned to Team Voice, how can the State comply with 9-1-1 requirements for locatability? Vermont's 9-1-1 regulations can be found here:

<https://e911.vermont.gov/statutes-and-rules/rules>
<https://e911.vermont.gov/statutes-and-rules>
13. What level of availability and/or resiliency do you recommend, e.g., 99.9, 99.95, 99.99, etc.? What is the impact on cost to provide higher availability and/or resiliency?
14. What else do you feel is important that we know as we prepare to make this transition?

4 FORMAT FOR RESPONSES

Each submission prepared in response to this RFI must include the elements listed below, in the order indicated. The vendor, when presenting the response, must use the following outline:

- Cover Page
- Company/Supplier Information
- Answers to questions in Section 3

4.1 COVER PAGE

The first page of the vendor's RFI Response must be a cover page displaying at least the following:

- Response of RFI Title
- Company/Supplier Name
- Contact Person
- Telephone Number
- Email Address

All subsequent pages of the RFI Response must be numbered.

4.2 CONTACT INFORMATION

SINGLE POINT OF CONTACT: Please direct all communications concerning this RFI to the State Contact listed on the front page of this RFI.

4.3 TIMELINE OF EVENTS

4.3.1 Submission of Responses

REQUESTED BY DATE: Please submit your response so it is received by the State by the requested by date specified on the front page of this RFI. If a change is made to the requested by date, the State will inform all vendors by posting the change at the webpage indicated on the front page of this RFI.

4.3.2 Electronic Submission Instructions:

Responses will be accepted via email submission to james.lipinski@vermont.gov. Responses must consist of a single email with a single, digitally searchable PDF attachment containing all components of the response.

Multiple emails and/or multiple attachments will not be accepted. There is an attachment size limit of 40 MB.