

ValleyNet RFP-20200530-00 - Questions and Responses - 2020-06-11

Question #	Question	Response
1	Can you share the platform that the incumbent SIP wholesaler is using today – this will help with determining migration/cutover planning	Current platform is FusionPBX.
2	What is the incumbent Billing platform – this will help in scoping the onboarding/integration planning	Current billing platform is Platypus ISP billing. There is currently no integration between voice and billing. Long term plans are to transition to a new state of the art platform for one-touch provisioning and customer service.
3	What is the incumbent provisioning/OSS platform(s) – this will help in scoping potential integration given the desire for an API	There is no current fully integrated OSS platform. Calix CMS is used to provision Calix ONTs, Zhone ONTs are provisioned with a batch script that generates a config file and interacts with CLI. Please provide, where possible, BSS/OSS systems that have proven integration with your system. Platforms we are evaluating are Fibersmith Vision, NISC iVUE, CHR Omnia360, Enghouse Networks WebTop
4	For requirement 2.6 – conferencing – how many conferencing ports are anticipated	We use one conference port internally. We may offer this feature for our customers in the future as we grow. We'd like the selected platform to have the option to add this as a feature in the future without a forklift upgrade.
5	There are a number of legacy features where it's not clear if they are actually in use today and will be required for cutover or are they optional	See Below:
5.1	a. 3.1.a.15 : Speed Dial Short and Long – with the prevalence of phone based directories and smart phones etc. i	This feature is desirable as an option. We had it in the past, some customers lamented the fact that it was gone after we switched to our current platform, but we have not lost any customers over it.
5.2	b. 3.1.a.25 : Account Codes for specialized calling – is this for example 1010 dial around?	We wish to have the option to bar all customers from International calling (and other specialized calling) by default. If the customer desires specialized calling, we provide them with a code they must dial first in order to place a specialized call.
5.3	c. 3.1.a.27 : Revertive Ring (Barn Phone) – how is this handled today with the incumbent SIP wholesale – is it an IAD/ATA?	Revertive Ring is not currently available to us. It is used by dialing ones own number, then hanging up, at which point all phones connected to that line ring. This could, for instance, be used to announce dinner to someone working in a barn without having to walk out to the barn.

5.4	d. 4.1.a.11 : Hot and Warm line – how is this implemented in a SIP environment where the device has “send” the dial string without line state in a traditional TDM switch	The device is set to send a call with no digits. If line is configured as a hotline, the switch immediately dials the call. If line is a warm line, the switch provides dial tone should the caller intend to dial, or times out and sends to the warm line destination.
6	Is the definition of in-Service (Cutover) on the 20th of August include the migration of current customers?	Yes this assumes all customers are on the new platform. This is subject to full understanding of the parameters that will go into the system to go fully in-service.
7	Assuming 2500 lines, can you provide an estimate of the following:	Assuming 3,000 Lines currently - See estimates Below:
7.1	CNAM - Number of Queries per month or per year	50 inbound CNAM queries per busy hour
7.2	Incoming Network Calls - Number of Minutes per month or per year	50 inbound calls per busy hour x 6 min AHT = 300 Min /hr
7.3	Outgoing Network Calls - Number of minutes per month or per year	65 outbound calls per busy hour x 3 min AHT = 195 Min /hr
7.4	Local Network Calls - Number of minutes per month	Not measured included in the above
7.5	Toll-Free Calling - Number of Minutes per month or per year	45 outbound 8XX calls per busy hour x 1 min AHT = 45 Min /hr
8	need a complete list of rate centers	ValleyNet does not distinguish rate centers in the billing or translations as they are billing customers a flat rate which gives them access to the entire USA and Canada. Please refer to questions 41 and 42 below for a list of exchanges.
9	The RFC has stated that as of current totals there are 2500 “Customers”. Does this mean “billable customers” or does it represent “lines”. That is, you have less than 2500 billable customers but some customers have multiple lines.	The number represents the line count, which has now grown to 3000 lines currently.
10	Can the RFP response be divided into sections to address Residential vs. Business solutions?	The response can be divided for residential and business, however information should be included on how ValleyNet can move lines from residential to business or vice versa if two solutions are proposed.
11	Is there a Unified desktop or mobile client currently being offered to ValleyNet subscribers? If so, which one?	Currently there is no desktop or mobile client in use. 99% of lines are delivered using the SIP client / ATA built in to the Calix or Zhone ONT. A small number of customers have Cisco ATAs. An even smaller number use various IP phones - Yealink, Polycom. Mobility client is optional but ValleyNet should be able to add this capability to the solution without a forklift upgrade. Mobility clients should have access to their phone line both inside and outside of the ValleyNet network.
12	How did ValleyNet determine the percentage of Business vs. Residential subscribers?	These percentages were determined based on data in our billing system.

13	Can ValleyNet provide details on the following topics:	See Below:
13.1	IP schema for the customer prem devices? RFC1918 vs. public IP space	RFC1918 addresses are used for customer premises devices.
13.2	Backhaul between ValleyNet and the current Class 5 provider?	We have two core routers, one in Norwich, one in Royalton. Each uses an EPL (Ethernet Private Line) to the current provider's network.
13.3	Are SIP registrations pointed at an SBC (proxy)?	The current provider has an SBC integrated with their switch. ValleyNet does not have its own SBC at this time.
13.3.1	If so, is this a ValleyNet proxy or that of the Class 5 provider?	The Registrations are pointed to the Class 5 provider.
13.4	Does ValleyNet currently acquire their own number blocks from NANP and PAS?	We do not currently acquire our own number blocks. Most lines are ported from ILEC. New numbers should be provided to ValleyNet when end users request them.
14	For the physical switch solution - Will ValleyNet require any TDM connectivity (i.e. media gateway) to the PSTN (e.g. ISUP trunks, SS7 point codes, TCAP, etc) or will a 3rd party SIP trunking provider be used instead?	TDM is not required and there are no plans to introduce TDM. It is planned to utilize a 3rd party SIP Trunking Provider. If TDM does become a requirement a TDM to SIP converter will be used, where necessary.
15	Does ValleyNet have an existing virtual VMware-based environment that can be leveraged for software-based network elements?	We have a VMWare server, we will need to match the expected minimum hardware and software requirements to support software network elements. ValleyNet will handle that internally.
16	For installation related items – the server-based nature of the our solution eliminates the need for many of the traditional installation related items associated with a legacy Class 5 switch. Would ValleyNet consider a self-install (rack/stack/power, IP) of a short stack of servers with remote assistance from the bidder? Or is a full on-site installation service required?	ValleyNet can self-install server and network equipment with guidance from the supplier.
17	Should the base bid include the EOY 2022 subscriber counts (5,500 subs) or the EOY 2020 subscriber counts (3,900 subs)?	Please note that the current subscriber count is 3000 lines as it was stated in the RFP as 2500. EOY 2020 should be considered for the base bid, however the solution should scale to EOY 2022 and beyond projections without a forklift upgrade.
18	In section 5.1.a.11 – can you elaborate on the NoMoRobo compatibility requirement? Is this just allowing the ValleyNet subscriber to configure simring to a nomorobo pilot phone number for screening?	ValleyNet would like SimRing as an available feature. We also want a dynamically updated list of restricted callers to cut down on spam calls. Nomorobo can be used to achieve this with SimRing but access to a direct database lookup performed by the switch seems more efficient. We also would like the solution to work with SHAKEN/STIR.

19	In section 5.1.a.2 – there is a reference to geo-redundancy. Is geo-redundancy part of the initial Day-one plan? Or is that a capability ValleyNet would like to evolve towards at some future time? If this is a day-one requirement, are both data centers live today with a robust IP network between them?	Georedundancy is not a day-one requirement. We will consider it in the future. The second data center is live today with a robust IP network between the two.
20	How many access-side SIP trunks (DS-0 equivalents) towards IP-PBXs/IADs should we include in the pricing? If not known, we can provide a starter quantity and state it in the assumptions list.	Today, there is currently only one access-side SIP trunk. We will consider making a more serious offering of SIP trunks in the future, but our primary focus is to install data services in unserved or underserved areas. Please include a starter quantity.
21	Is there any objection to a contractor utilizing a sub-contractor i.e., channel partner, to deliver all or part of the proposed solution?	Bidders may include subcontractors in their proposal. Please identify the possible subcontractors and their role in the solution.
22	Can ValleyNet share who their current wholesale provider is?	We are not sharing who the current wholesale provider is at this time.
23	Will ValleyNet be willing and able to provide subscriber and call routing data for the purposes of migrating their subscribers to the proposed solution or will this be the responsibility of the successful bidder working directly with the current wholesale provider?	ValleyNet will work with the bidder to build any translations and subscriber data that we can using the data we are able to access. Data we are unable to access may need to be obtained by other methods or rebuilt.
24	Outside of the requirement for interoperability, can you provide any specific requirements for SIP to TDM converters?	ValleyNet has no requirements for SIP to TDM conversion at this time. It may be required in the future dealing with legacy PBX's or other equipment.
25	Is there a network diagram of the existing architecture that can be shared?	This shall be provided.
26	Should vendors bid any ancillary equipment such as Session Border Controllers, TDM to SIP converters, LAN and WAN equipment, firewalls, etc. or is the focus purely on UCaaS services?	We would consider an SBC, other network infrastructure is not necessary. Please identify the minimum requirements for LAN/WAN, Firewall, Ethernet Switches, Routers, & etc.
27	Is ValleyNet also looking for L1 & L2 support in their RFP?	ValleyNet is looking for the vendor to provide L1 and L2 support due to their current staffing levels and capabilities. The main focus is to deliver FTTH as far and wide as they can. Eventually with proper training and experience ValleyNet may take on this additional responsibility.

28	Will the customer require access to their partition of the switch so that they can manage their own customers or will everything be handled, adds/moves/changes, by the service provider?	ValleyNet would like as much access to the switch and databases to perform adds, moves, removals, and feature changes autonomously, and our preference is to also manage number porting.
29	Are both the hard copy response <u>and</u> the electronic version of the response due by 6/26/20 at 4:00 PM EDT or can the electronic version be provided by this date and time with the hard copies to follow?	The delivery of the proposal via a minimum of Soft Copy is required by 26 June 2020 at 4:00pm. <u>Late submissions will not be accepted.</u> Hard copies are expected to follow the soft copy submission and will be used to 'Certify' the soft copy. The Hard copy will be the final standard in case of mismatch of the Hard and Soft copies. The soft copy should be in word, excel, and/or PDF.
30	What is the 'network infrastructure' that will be connected to the public Network?	Network infrastructure:
30.1	Routers	-Cisco ASR 1001-x routers
30.2	Routers and switches	-Potentially a new vendor for switches and routers to upgrade our backbone to 100Gbps, TDB
30.3	Subscriber Network Termination	-Calix E7-2 (EXA)
30.3	Subscriber Network Termination	-Calix E3-2 (AXOS)
30.3	Subscriber Network Termination	-Zhone MXK-319 and MXK-819
30.3	Subscriber Network Termination	Network infrastructure, ONTs/ATAs:
30.3	Subscriber Network Termination	-Calix 844G
30.3	Subscriber Network Termination	-Calix 700 series
30.3	Subscriber Network Termination	-Zhone 42xx series
30.3	Subscriber Network Termination	-Zhone 24xx series
30.3	Subscriber Network Termination	-Small number of Cisco SPA-8008 ATAs
30.3	Subscriber Network Termination	-Yealink T29G IP phones (ECFiber offices)
31	What are the 'number blocks' that are assigned to ValleyNet, if any?	Number blocks: There are no NANP number blocks assigned to ECFiber or ValleyNet. Utilizing a 3rd party for number assignments and porting.
32	Is there a FAX SLA for business customers? (T.38 with G.711 fallback)	There is currently no SLA for Fax, but we generally expect and would like it to work. T.38 with G.711 fallback is appropriate.
33	Is there a Session Border Controller on site? (the answer is no)	ValleyNet does not currently have a session border controller.
34	How is QoS managed through the network?	Currently there is some QoS configured in our Calix infrastructure but not across entire network. Assistance with QoS configuration is desired if available. Voice is using a dedicated tunnel to the current provider and is not intermingled with data traffic. The Calix does segregate the voice from the data utilizing VLAN's and reserved bandwidth for each.
35	Are there any TDM or SIP trunks to the PSTN?	There are no SIP or TDM trunks to the PSTN currently.

36	Is there a mobility client that is being utilized?	There is no mobility client in use today. We want this capability, not on day one, though a forklift upgrade should not be required to deploy this feature. Mobility clients should have access to their phone line both inside and outside of the ValleyNet network.
37	Will there be special branding on client applications?	Special branding is not absolutely required, but it is strongly desired, and we expect to deploy multiple brands. This should be outlined in the proposal as an option.
38	Will there be any 'white label' offering to other smaller ISP's or Providers?	White labelling is not required but will be considered in the future. The solution should be able to add white labeling in the future without a forklift upgrade.
39	What is the current bandwidth for Voice to the Wholesale Provider	Today, ValleyNet has two geo-redundant 30Mbps circuits to the current provider with a plan to increase when required.
40	Porting challenges in Vermont	The only challenges we've had with porting are in VTEL areas where the current provider does not have access; for the most part, we plan to stay out of VTEL territories anyway. Hartland, VT may be a possible exception, 802-269 (Comcast) and 802-436 (VTEL). The list below should not be considered exhaustive, as we aren't really sure what the limits will be regarding the number of Communications Utility Districts (CUD) for which ValleyNet will become the operating company.
41	Lyme, NH exchange for planned upcoming build:	603-795
42	Active NPA-NXX Exchanges served by ValleyNet	603643
42	Active NPA-NXX Exchanges served by ValleyNet	603718
42	Active NPA-NXX Exchanges served by ValleyNet	802234
42	Active NPA-NXX Exchanges served by ValleyNet	802276
42	Active NPA-NXX Exchanges served by ValleyNet	802280
42	Active NPA-NXX Exchanges served by ValleyNet	802291
42	Active NPA-NXX Exchanges served by ValleyNet	802292
42	Active NPA-NXX Exchanges served by ValleyNet	802295
42	Active NPA-NXX Exchanges served by ValleyNet	802296
42	Active NPA-NXX Exchanges served by ValleyNet	802331

42	Active NPA-NXX Exchanges served by ValleyNet	802332
42	Active NPA-NXX Exchanges served by ValleyNet	802333
42	Active NPA-NXX Exchanges served by ValleyNet	802369
42	Active NPA-NXX Exchanges served by ValleyNet	802392
42	Active NPA-NXX Exchanges served by ValleyNet	802431
42	Active NPA-NXX Exchanges served by ValleyNet	802432
42	Active NPA-NXX Exchanges served by ValleyNet	802457
42	Active NPA-NXX Exchanges served by ValleyNet	802476
42	Active NPA-NXX Exchanges served by ValleyNet	802484
42	Active NPA-NXX Exchanges served by ValleyNet	802526
42	Active NPA-NXX Exchanges served by ValleyNet	802546
42	Active NPA-NXX Exchanges served by ValleyNet	802565
42	Active NPA-NXX Exchanges served by ValleyNet	802587
42	Active NPA-NXX Exchanges served by ValleyNet	802625
42	Active NPA-NXX Exchanges served by ValleyNet	802649
42	Active NPA-NXX Exchanges served by ValleyNet	802674
42	Active NPA-NXX Exchanges served by ValleyNet	802685
42	Active NPA-NXX Exchanges served by ValleyNet	802693
42	Active NPA-NXX Exchanges served by ValleyNet	802727
42	Active NPA-NXX Exchanges served by ValleyNet	802728
42	Active NPA-NXX Exchanges served by ValleyNet	802729
42	Active NPA-NXX Exchanges served by ValleyNet	802738
42	Active NPA-NXX Exchanges served by ValleyNet	802746

42	Active NPA-NXX Exchanges served by ValleyNet	802763
42	Active NPA-NXX Exchanges served by ValleyNet	802765
42	Active NPA-NXX Exchanges served by ValleyNet	802767
42	Active NPA-NXX Exchanges served by ValleyNet	802785
42	Active NPA-NXX Exchanges served by ValleyNet	802788
42	Active NPA-NXX Exchanges served by ValleyNet	802793
42	Active NPA-NXX Exchanges served by ValleyNet	802883
42	Active NPA-NXX Exchanges served by ValleyNet	802889
42	Active NPA-NXX Exchanges served by ValleyNet	802952
42	Active NPA-NXX Exchanges served by ValleyNet	802967
42	Active NPA-NXX Exchanges served by ValleyNet	802999
Prepared by Steve Head		
HEADNetworks		
steve.head@headnetworks.com		
+1-603-626-9848		

This is an updated response to question 27 regarding support is the following:

27 Is ValleyNet also looking for L1 & L2 support in their RFP?

Original response:

ValleyNet is looking for the vendor to provide L1 and L2 support due to their current staffing levels and capabilities.

The main focus is to deliver FTTH as far and wide as they can. Eventually with proper training and experience ValleyNet may take on this additional responsibility.

Updated Answer:

To help clear up some confusion the support tree to be included in the proposal should be the following:

1. Customer contacts ValleyNet Customer Service for add, move, change, delete, billing, or repair

2. ValleyNet will work with the customer to determine the purpose of the call
3. ValleyNet will utilize their internal tools which may include troubleshooting tools on the proposed voice system
4. If ValleyNet is unable to resolve the voice issue after troubleshooting a service ticket will be opened and/or a call will go to the voice system support staff
5. Voice System support will work with ValleyNet to triangulate the issue and point them in the right direction on possible resolution.
6. ValleyNet will work with the tools available and with the customer to resolve the issue.
7. If the issue can not be resolved immediately, or it makes sense to conference in the Voice System Support Staff with the customer to help clarify the issue. This would be rare.
8. If the issue is resolved then the ticket is closed.
9. Normal system/network issues will be handled normally between ValleyNet and the Voice System Support along with any escalation depending on the severity of the system issue.

Please provide pricing where there may be special instances where ValleyNet may need assistance that is above and beyond standard troubleshooting. There may be some specific engineering or design that needs to be setup with a new or existing customer, such as a SIP trunk to a new PBX or a special interface to an alarm system.

42 – Active NPA-NXX Exchanges served by ValleyNet
in error

- 802292 - *Not in NANPA or LERG this is*

NEW Questions:

43.1 - Can you please elaborate on the Decision Criteria that will be employed in the vendor and solution evaluation?

- A. The decision criteria (not in a specific order) will be the following:
 - a. Price (we will initially look at the bottom line but this may not be the deciding factor)
 - b. Proposal Response with clear descriptions
 - c. Completeness of Solution (how we will be able to fully implement this platform to meet customer requirements)
 - d. Support Structure (how issues are resolved along with software, patch and documentation updates)
 - e. Feature delivery (part of c above)
 - f. Willingness to accept and incorporate terms and conditions of the RFP into a service contract

43.2 - Can you please elaborate on the Decision Process that will be employed in the vendor and solution evaluation?

- A. The respondents will be reviewed and a short list will be created with the top 4

43.3 - Will vendors be afforded the opportunity to present the solution to ValleyNet?

- A. Once the responses have been reviewed we may have questions that will be individually discussed with each respondent for clarification. Formal presentations are planned for the top 4.

We look forward to your final proposals due **Friday, 26 June 2020 – 4:00pm EDT.**