**REQUEST FOR INFORMATION – TELECOMMUNICATION MANAGEMENT SYSTEM**

## Background

The State of New Jersey currently deploys a Telecommunications Management System (TMS) that functions on the Pinnacle Communications Management software suite. The TMS is hosted and managed by the State Office of Information Technology (OIT), was purchased via public procurement in 2004 and was brought into production in 2008.

The TMS is utilized solely for agency charge-back of voice, data and cellular telecommunications expenses incurred from the State's primary carriers Verizon and AT&T, as well as other carriers such as CenturyLink and Sprint/Nextel. Ninety percent of the monthly billing data is received electronically, either by SFTP transmission or CD-ROM. In addition, OIT is building a shared services voice and video platform for agency use and will require the TMS to be the billing engine for those services as well.

The State of New Jersey also periodically contracts for an audit of its telecommunications expenditures – voice, data and cellular – to ensure that contractor billing is in compliance with existing contracts and/or tariffs. The audit cycle would call for an audit during FY2012 (7/2011 – 6/2012).

The Office of Information Technology is in the process of developing a long-term strategy for the evolution of TMS at the State. This includes the following –

1. Expansion of TMS Functionality – Addition of applications beyond basic agency charge-back billing – Inventory Management; Provisioning; Expense Analysis; Dispute Management

2. Fitness of current TMS platform

3. TMS Environment Options – a) In-house platform, Self-managed; b) In-house platform, Provider-managed; c) Complete Solution Outsourcing

OIT believes that there are advantages to be gained by incorporating a Telecommunications Audit with TMS initiatives. If the TMS direction were to include a new platform and/or provider, a comprehensive audit that includes not only a contract compliance review but also an inventory of all services could be utilized as the foundation of a new TMS platform database.

OIT has determined that gathering information via a Request for Information (RFI) will be invaluable in constructing a TMS RFP that is inclusive of all viable options and contains comprehensive specifications, and which will result in identifying the optimal solution for the State.

A profile of the State's current telecommunications services and providers is located in Exhibit A. This is provided in the event that this information will assist in responding to the Required Information in this RFI.

**Objective**

The State of New Jersey Office of Information Technology is seeking information from TMS providers that will:

1. Shape OIT strategic direction for TMS evolution.
2. Assist in the development of a formal Request for Proposal.
3. Prepare for TMS evolution funding.

From the responses to this RFI, the State expects to enhance its TMS knowledge base in the following subject matter areas:

1. Profile and scope of the TMS provider marketplace – Qualifications; Experience; Leadership.
2. Available platforms and applications
3. Self-managed vs. Outsourced solutions
4. Ability of firms to provide a TMS solution and conduct an audit
5. Order of Magnitude Pricing

**Required Information**

Responders shall provide detailed information on the following topics. Each topic and sub-topic must have a separate response, and responders are encouraged to provide a level of thoroughness that will enable the State to achieve the stated RFI objectives.

<u>Company Profile</u>

1. History; Lines of Business; Organizational Structure; Number of Employees; Staff Technical Expertise; Market Territory; Strategic Relationships.
2. Experience with State and/or Federal government clients.

<u>Solution Suite</u>

1. Platform
2. Applications – Must include but not limited to Billing, Inventory, Provisioning, Reporting and Report Analysis
3. In-house platform, Self-managed – Ongoing Support
4. In-house platform, Provider-managed – Provider management services and responsibilities; Client management responsibilities
5. Complete Solution Outsourcing – Services delivered; client responsibilities
6. E-commerce relationships with telecommunications carriers

Fully Outsourced Candidate Profile

1.  Profile of your clients who have implemented a fully outsourced solution.

2.  TMS Applications most likely to be outsourced.

3.  "Volume" impact – Thresholds likely to drive an outsourced solution – Billing, Inventory; Provisioning

4.  Client resource impact of outsourced solution.


Audit Capabilities

1.  Contract Compliance – To include bill reviews and Carrier Dispute Resolution

2.  Service Inventory Compilation

Implementation Strategy

Responders must provide a high level overview of a TMS implementation plan for 1) a new in-house, self-managed solution; 2) and/or a fully outsourced solution. The plan overviews should include information on:

1.  The process for implementing Billing, Inventory and Provisioning applications. Linear or parallel?

2.  Client tasks and resources required.

3.  Integration of Audit

4.  General timeline determining factors

Pricing

Responders must provide a general overview of the pricing structure/model used for pricing the three TMS options under consideration - a) In-house platform, Self-managed; b) In-house platform, Provider-managed; c) Complete Solution Outsourcing.

RFP Development

Responders are invited to suggest the technical background data required to enable RFP bidders to design and price a TMS solution that includes Billing, Provisioning and Inventory applications. This will direct the State in the compilation of accurate and comprehensive background data necessary for RFP response design and pricing.

RESPONSES

Responses should be submitted via email to Douglas Raynor at: douglas.raynor@oit.state.nj.us.  Responses should be submitted no later than the close of business on December 30, 2011.

**EXHIBIT A**

| Service | Service Provider | Bill Type | Number of Accounts | Bill Description | Procurement Vehicle |
|---|---|---|---|---|---|
| | | | | | |
| Centrex | Verizon NJ | Individual | 1 | Centrex 33,000 lines | Contract/Tariff |
| Centrex | Verizon NJ | Summary | 84 | Centrex 32,000 lines | Contract/Tariff |
| POTS/Trunks | Verizon NJ | Summary | 3037 | POTS 8,000; Trunks 7,000 | Tariff |
| POTS | Verizon NJ | Summary | 103 | POTS 461 | Tariff |
| Data Services | Verizon NJ | Summary | 2023 | PL, Frame, ATM, Ethernet,etc | Contract |
| LD | AT&T | Summary | 1 | Operator Ass't & Non-SDN | Contract |
| LD | AT&T | Summary | 60,000 | OneNet DDD | Contract |
| Toll Free | AT&T | Summary | 600 | 600 Toll Free Numbers | Contract |
| Data Services | AT&T | Summary | 46 | Internet; OC-x | Contract |
| CALLING CARDS | AT&T | Summary | 150 | Calling Card Tolls | Contract |
| POTS/Trunks | CenturyLink | Summary | 1 | POTS/Trunks Centrex | Tariff |
| POTS | Warwick Valley | Summary | 10 | POTS/Trunks | Tariff |
| Cellular | Verizon Wireless | Individual | 9 | Cellular/Blackberry 12,400 Devices | Contract |
| Cellular | AT&T Mobile | Summary | 1 | Cellular 2,900 Devices | Contract |
| Cellular | Sprint Mobile | Summary | 1 | Data Service 600 Devices | Contract |