



Telecommunications Bulletin

Customer Service Center (CSC)

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CSC Manager

Reminder: BCCS FY11 telecommunications order deadlines

Plan now to make sure your projects are completed on time

Telecom projects take time and planning, especially if you want them completed in the fiscal year for which you have budget. As the BCCS Customer Service Center (CSC) continues to standardize telecommunication services for our customers, we have established deadlines for processing FY11 telecommunications orders. In order for the CSC to assist all agencies with planning and completing projects throughout the coming year, the CSC is providing all agencies with advance notification of cutoff dates for all FY11 Telecommunications Service Orders (TSRs), Cellular Service Orders (TSRs), Paging Service Orders (PSRs), Wireless/IWIN Service Orders (WSRs), and Telecommunications Data Orders (TDRs), including large projects.

In setting these dates, the CSC has considered the time needed for processing requests, procuring hardware, and billing processes. The advance customer notification will allow your agency time to plan requests for projects. Adherence to these dates will allow sufficient lead time for proper review and processing of requests. Please notify your staff of the FY11 cutoff dates:

- November 15, 2010 Projects: new voice systems, system up-grades, large office moves or new locations (over 150 stations)
- December 27, 2010 Non-routine data orders for fiber-based service, including GigaMAN, OptEMAN, and orders requiring installation of new facilities
- February 28, 2011 Data orders for T1s, T3s, OCs, analog service, office moves or new locations under 150 stations, and non-contract items for all types of service and equipment
- May 2, 2011 Routine voice/data orders for move, add, and change (MAC) work, and routine paging and cellular/wireless service and equipment analyzing workflow, reviewing staffing needs, and allocating internal resources to better serve state agency telecommunication needs

If the CSC receives your request on or before the designated date and work is completed by June 30, 2011, the order will be processed and billed in FY11. Service Orders must clearly state that the work should be billed in FY11.

If you have questions or are aware of FY11 projects that may be problematic, please contact your assigned CMS Communications System Specialist (CSS) as follows:

George Aguilar	217-785-8665	Richard Freimuth	217-785-9211
Tim Lechowski	312-814-5889	Vernon Burchett	217-785-9033
Rick Nuss	217-524-4794	Betty Russell	217-785-4441
Carol Doerfler	217-524-1000	Ed Fedor	217-524-9911

Mail all original service orders to:

CMS Customer Service Center
Attn: Provisioning
120 West Jefferson Street – 2nd Floor
Springfield, IL 62707-5103

**Department of Central Management Services
Bureau of Communications and Computer Services**

**Customer Service Center (CSC)
800-366-8768 [in Springfield 217-524-4784]**

Telecommunications Service Intervals: Target Timelines

CMS provides state agencies, boards, commissions, universities, offices of the Illinois House and Senate, and Constitutional Officers (collectively referred to as “agencies”) telecommunications service, including:

- Audioconferencing
- Calling Cards
- Data lines, circuits, communications facilities, and associated equipment
- Language Interpretation Service
- Telephone equipment and service, including:
 - Accessories and headsets
 - Adjuncts and consoles
 - Assistive devices (TDD/TTY – and Nextalk Service)
 - Lines: Centrex and Business lines
 - Long distance service
 - Systems: EKS/PBX and ACD
- Toll Free Services
- Wireless service, including:
 - Air cards
 - Blackberry equipment
 - Cellular phones, accessories, and calling plans
 - IWIN (Illinois Wireless Information Network) services
 - Paging equipment

“Provisioning” refers to the service delivery process. Agencies forward completed service requests to the Customer Solution Center, and upon their receipt, CSC staff enter the orders into the State’s inventory/billing system, transmit order specific information to the CMS warehouse for delivery or to appropriate contracted vendors, monitor delivery/installation/testing, and finalize the service orders for billing to the requesting agency.

Routine order Delivery/Service Intervals begin when the CSC receives the service request (and all required accompanying documentation such as floor plans) and end with delivery under terms of the current master contracts.

Non-Routine Delivery/Service Intervals begin upon agreement/agency signature of the BOA and Scope of Work and end with delivery under terms of the current master contracts.

The targeted timelines are provided in “business days” – Monday through Friday 8:00 a.m. to 5:00 p.m. Due to specific order processing requirements, CMS cannot guarantee that the targeted provisioning timelines will always be met.

AUDIOCONFERENCING:

Activation time is lead time between reservation and conference bridge availability.

Service/Equipment:	Notes - Description:	Activation Time:
Phone Reservation:	Less than 75 participants	Instantaneous for 1-time only use
	More than 75 participants	2 hour
Fax Reservation:	For all types of service	24 hour
Internet Reservation:	Automated service with less than 50 participants	Instantaneous

CALLING CARDS:

Service/Equipment:	Activation Time:
AT&T calling cards -	10 – 15 days

DATA LINES, CIRCUITS, COMMUNICATIONS FACILITIES, and ASSOCIATED EQUIPMENT:

Service/Equipment:	Notes - Description:	Installation Time:
On-Net T1s and Analog Circuits	Lottery circuits, point-to-point circuits, ICN T1s: No Hardware needed Hardware is needed	15 – 20 days 30 – 35 days
T1 and Analog Circuits	Circuit installs/disconnects riding AT&T Long Distance and/or riding any other independent carrier	Minimum 45 days
Non-Routine:	Complex, over 15K, requiring BOA	Quoted: case-by-case
Site-to-Site Virtual Private Network	IPSec tunnels connecting remote customer local area networks (LANs) to Illinois Century Network (ICN) over the Internet	30 days from date TDRs received

LANGUAGE INTERPRETATION SERVICE:

Service/Equipment:	Activation Time:
Establishment of agency account	14 – 21 days
Use: Connection to interpreter	5 minutes within initial contact
Service Investigations:	48 hour vendor response

TELEPHONE/VOICE SERVICES: Routine Orders

Service/Equipment:	Installation Time:
Majority of non-specialized and simple orders for equipment or service moves, adds, changes, voicemail boxes, and programming involving a small number of units/stations/lines:	15 – 20 days

TELEPHONE/VOICE SERVICES: Non-Routine Orders

Non-Routine Orders:	INSTALLS	MOVES
* Note: When BOA and SOW are required,		
Assistive Listening:		
TTY/TDD Devices (requires 3 bids)	40 – 50 days	30 days
Nextalk – Textnet Service	20 – 25 days	20 – 25 days
Specialized Circuits (T-1's, PRI's from Local Central Office)	75 days	75 days
T45 (DS3)	95 days	95 days
Gigaman	155 days	155 days
Disconnect Circuits	50 days	N/A
Circuits (T-1's, PRI's from AT&T 800)	95 days	95 days
*Centrex/Business Lines (Facilities Available) S/L, P-Phone Locations		
25 to 100 lines	45 days	45 days
100 to 500 lines	60 days	60 days
Over 500 lines	90 days	90 days
New Facilities/New Building/New Entrance Facilities Needed	180 days	180 days
*Electronic Key Systems (EKS) w/Voice Mail		
Under 25 stations	75 days	45 days
25 to 100 stations	125 days	45 days
Over 100 stations (200 max)	140 days	45 days
*PBX w/Voice Mail		
Under 100 stations	100 days	75 days
100 to 500 stations	130 days	90 days
Over 500 stations	180 days	115 days
ACD (Automatic Call Distributor)	Add 25 days to EKS/PBX schedule based on station count	Use EKS/PBX schedule based on station count
IVR (Interactive Voice Response)	200 days (based on complexity of scripting)	90 days
*Wiring Required		
25 to 100 stations	50 days	50 days
100 to 500 stations	90 days	90 days
Over 500 stations	120 days	120 days
*Locations are considered pre-wired, if wiring is needed add wiring time frames to install & move dates.	Systems with no voice mail will not add or reduce time frames.	

Purchases not under Master Contract:	INSTALLS	
Request for Proposals	1 year	
Sole Source/Amendments Under \$250,000.00	120 days + install interval	
Sole Source/Amendments \$250,000.00 to \$999,999.99	130 days + install interval	
Sole Source/Amendments over 1 million dollars	150 days + install interval	

TOLL FREE SERVICES:

Service/Equipment:	Activation Time:
* 800, 866, 877, and 888 Activation	14 – 21 days
* Note: Availability of true “800” numbers is limited. There is no guarantee that any specific acronym or spelling arrangement can be achieved in selecting a toll free number.	

WIRELESS SERVICES (purchases equipment – not leased):

Routine Service and Equipment Orders:	Notes - Description:	Activation Time:
Cellular phones, accessories and calling plans	New equipment and upgrades	15 – 20 days
Blackberries, accessories and calling plans	New equipment and upgrades	15 – 20 days
Pagers – Alpha & Numeric	New equipment and replacement	15 – 20 days
IWIN	Service activation * Note: Requests for LEADS authorization are processed by the Illinois State Police – CMS cannot estimate service intervals.	15 – 20 days
Non-Routine Service and Equipment Orders:	Notes – Description:	Activation Time:
Non-Standard Cellular	New technologies & products under contract, but NOT currently part of standard CMS offerings. Requires agency documentation identifying technical requirements and purchase justification.	60 days
20 devices (or more)	Large orders require additional processing time.	45 days
Devices/service not under master contract	(Requires 3 bids) Requires agency documentation identifying technical requirements and purchase justification.	90 days