

The State Bar of California  
**Audio Conferencing Services**  
**Request for Proposal: Questions & Responses**

November 10, 2008

1. What is the total number of minutes used under this contract in each of the past 3 years.

*For the last 12 months the number of minutes totaled approximately 602,700.*

2. Based on prior usage, what do you expect the percentage of utilization will be for (1) unscheduled/ad hoc ordinary business conferencing, (2) for scheduled business conferencing, and/or (3) for the facilitation of the appearances of attorneys or litigants at hearings, and/or (4) any other type of use (describe).

*Unscheduled/ad hoc ordinary business conferencing-20%, for scheduled business conferencing-70%, and/or for the facilitation of the appearances of attorneys or litigants at hearings-0%, and/or any other type of use-10% (auditorium/event calls).*

3. Based on prior usage, what is the average number (or range) of conference participants anticipated in a typical audio conference.

6-7.

4. Based on prior usage, what is the largest number of conference participants anticipated in a typical audio conference.

250.

5. Based on prior usage, what do you think the approximate average conference size and duration will be, either per week, per month or per year. Example: Overall, we expect an average of 480 conferences per year with an average of 5 participants averaging 60 minutes each = 144,000 minutes per year total usage.

*Average of 1700 calls per year with an average of 7 participants averaging 23 minutes each=273,000.*

6. Based on prior usage, what do you estimate the typical number of most ports in use at any one time of day will be.

21.

7. Based on prior usage, what is the largest number of ports in use at any one time that you think is foreseeable.

*250-300.*

8. Based on prior usage, approximately how many minutes per year do you think will be operator assisted calls.

*Less than 120 minutes a year if that.*

9. Do you anticipate using this conference service to facilitate appearances by attorneys at motions or other proceedings before the State Bar. If so, describe anticipated frequency and utilization (estimated number of calls and number of participants per call per period).

*No.*

10. Based on prior usage, what is the reason for requesting "3,000 - 5,000 port guaranteed capacity and what do you mean by that phrase. The meaning of "guaranteed capacity" is ambiguous. The meaning would seem to imply dedicated to the exclusive use the State Bar 24/7/365, but I doubt the Bar want to pay for that sort of large dedicated idle capacity, and I doubt any provider would offer it (at any reasonable rate) based on my impression of the bar's prior utilization. Does provider with 3,000 ports on a bridge that also serves customers other than the State Bar comply? It would seem not, since other customers would cut into the capacity to an undefined degree. Different providers would have different approaches to providing for the capacity required to serve the Bar. I believe the State Bar should revise this requirement and ask providers how they intend to assure adequate capacity given the historical requirements of the Bar and the provider's existing coverage. Absent a 100% dedicated portion of the bridge, guaranteed exclusive capacity isn't logically possible. For example, a provider with fewer ports, but a lower utilization factor would have a better ability to assure system availability than a provider with 10,000 ports.

*The State Bar wants the assurance of adequate capacity, port being defined as available lines for callers to dial into.*