



January 31, 2019

Subject: RFP No.: 19-R-37-00 Cloud Hosted VoIP Phone System
Addendum No. 01

Prospective Proposers:

Enclosed is Addendum No. 01 to the Request for Proposals (RFP) for a Cloud Hosted VoIP Phone System issued by San Joaquin Regional Rail Commission (SJRRRC) on January 8, 2019.

Each page in the addendum package has been issued to allow for full replacement of existing pages/sections in the RFP Documents. Changes to the text are indicated by an arrow in the margin next to the changes and are accompanied by an A1, indicating the addendum reference.

Cover Sheet	Addendum Letter (<i>this document</i>)
Attachment 1	A1- Section XX (Revision 1)
Attachment 2	A1 – Price Proposal Form (Revision 1)
Attachment 3	Request for Clarifications and Questions

Please contact Autumn Gowan at (209) 944-6237 or RFP@acerail.com if you have questions regarding this addendum or are missing any of the pages from the enclosure list.

Sincerely,

Autumn Gowan
Contracts and Compliance Assistant

SECTION 4 - SCOPE OF WORK & PROPOSAL REQUIREMENTS

Objective

The objective of SJRRC is to acquire a new plug-and-play based cloud hosted VoIP phone system to serve employees in the daily operations of SJRRC. The SJRRC offices have two locations. The Robert J. Cabral Station (Cabral) located at 949 E. Channel St. Stockton, CA 95202 and the Rail Maintenance Facility (RMF) located at 1020 E. Alpine Ave. Stockton, CA 95204. The SJRRC current employee population is fifty-four (54). Due to future growth, SJRRC anticipates population could reach above sixty (60) within the next 12-18 months. Due to the expected future growth, SJRRC requires a system that is innovative, customizable, robust and flexible.

The current system used by SJRRC is Cisco VOIP solutions with Cisco Call Manager and Unity Server. The hardware and software are outdated by current standards. The system will reach the end of its useful life and will no longer be supported by an annual service agreement in June 2019.

The current system has the following hardware:

- Approximately forty-seven (47) desktop phones (Cisco Model #CP-8945)
 - Thirty-seven (37) located at Cabral.
 - Ten (10) located at the RMF.
- Six (6) Conference Phones
 - One (1) Polycom Soundstation VTX1000 at Cabral.
 - Three (3) Cisco Model #7937 at Cabral.
 - Two (2) Cisco Model #7937 at the RMF.
- Three (3) dedicated fax machines (Canon IR-C5535)
 - Two (2) located at Cabral.
 - One (1) located at the RMF.
- One (1) Gate Phone at the RMF.

Deliverables

Basic Features and Functionality Required:

- Proposed system shall fulfill a complete replacement of existing phone and communication infrastructure with interconnectivity to all facilities.
- Proposed system shall be based on “plug-and-play”
- Proposed system shall include adaptability to expand to additional facilities as needed.
- Proposed system shall be a hosted VoIP solution.

- Proposed system shall have a single reach number (voice, fax, SMS) for each desktop phone.
- Proposed system shall have the ability to manage system online through a secure cloud portal.
- Proposed system shall be a Cloud based system.
- Proposed system shall include mobile phone integration.
- Proposed system shall have a soft phone app that will work on a mobile phone. Shall work on Windows, Mac, iOS, and Android platforms.
- Proposed system shall be easily configured and installed with minimal disruption to existing phone call capabilities.
- Proposed system shall have limitless available lines for distribution.
- Proposed system shall integrate with three (3) dedicated fax machines.
- Proposed system shall call flow to be completely customizable by SJRRC via online portal.

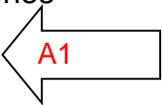
Optional Features

- Proposed system can send SMS/text from assigned single reach number.

Telephone Station Requirements:

Required Features

- Proposed system shall provide approximately sixty (60) phones and required connections.
- Proposed system shall provide six (6) conference phones and required connections.
- Proposed system shall provide **at least two (2) wired or wireless extendable microphones per conference phone. Wireless extendable microphones are the preferred solution.**
- Proposed system shall be VoIP/SIP based.
- Proposed system shall be Power Over Ethernet (PoE) Powered.
- Proposed system shall include long distance service.
- Proposed phone shall have one (1) Gigabit Ethernet Pass-Through (GbE) Pass Through.
- Proposed phone shall be multiple line capable (up to four lines).
- Proposed phone shall be Bluetooth capable.
- Proposed phone shall be headset compatible (standard 3.5mm).



Optional Features

- Proposed phone can be video conferencing capable.
- Proposed phone can be cordless.

Please provide information, if any, regarding trade-in programs your firm may offer for the current SJRRC desktop and conference phones. The fax machines and gate phone

will be kept on site through transition.

Conference Call Required Features:

Required Features

- Proposed system shall include multiple dedicated conference calling lines (up to 50 people on a single line) per phone.

Optional Features

- Proposed system can include personal conference calling lines dedicated for each user.

Voicemail Required Features:

Required Features

- Proposed system shall include personal mailboxes.
- Proposed system shall include group mailboxes.
- Proposed system shall be able to forward voicemails to emails.

Optional Features

- Proposed system shall transcribe voicemails to emails.

Automated Attendant Required Features:

Required Features

- Proposed system shall include day, night and holiday modes.
- Proposed system shall be compatible with a call center environment.

Optional Features

- Proposed system can include on-hold music and messaging.

System and Software Administration Required Features:

Required Features

- Proposed system shall include web based client tool for directory lookup, phone call control and presence indication.

Optional Features

- Proposed system can include third party software integration.

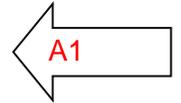
Network Requirements:

- Proposed system shall be compatible with Comcast and AT&T internet service
- Proposed system shall include three (3) dedicated fax lines.
- Proposed system shall include a fax server with fax routing via email for all users.

System Monitoring and Diagnostics:

Required Features

- Proposed system shall include reporting tools such as analytics.
- Proposed system shall include call recording. **Call recordings should have the ability to be retained for at least one (1) year on proposed system.**



System Reliability and Availability:

Required Features

- Proposed system shall include backup, failover and disaster recovery capabilities to ensure system functionality.
- Proposed system shall include crash reporting for both the web based client and the mobile integration solution.
- Proposed system shall include 24/7 support and maintenance.

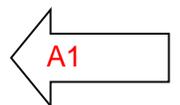
Training:

Required Features

- Proposed system shall include up to twenty (20) hours of in person and/or recorded webinar trainings.
- Proposed system shall include manuals and materials associated with the phones and software.

Security Features

- Proposed system shall over several layers of security including physical, network, host, data, application, business process and enterprise organization.
- Proposed system shall offer transmission security to prevent interception of communications.
- Proposed system shall offer infrastructure security including network and applications, administrative functions, technology, operational functions, and payment processing.
- Proposed system shall offer physical and environmental security.
- Proposed system shall offer proactive fraud mitigation.
- **Optional: Wireless or Wired Panic Button System**
SJRRC is interested in having the option to install a wireless or wired panic button system. The system should have the ability to send distress calls to the Police Department via a panicbutton. Panic buttons would be placed throughout SJRRC buildings. This optional feature should belisted as "optional" as part of the proposal package and noted as a stand-alone cost/feature. This feature does not have to be accepted as part of the award.



Features List:

- **Discreet and portable or fixed panic button with test capabilities. Positive acknowledgement feedback (vibration) is of interest to the City.**

- Precise location in the building and outside
- Immediate notification
- Alarm sending by media choice: cell phone, portable radio, display panel, pagers or computer with audible tones
- Internal response (to colleagues, intervention team, security personnel) or first responders (police)
- User friendly graphical interface
- Proposed system shall include a recommended E-911 plan.

System Reporting and Call Detail Reporting:

- Ability to use one centralized call accounting system to track calls out of all locations on the network. The call accounting system must be able to distinguish which phone originated the call regardless of the phone's physical location on the network. The system should also be able to track an outside call through its destination, including any internal transfers.
- Call Detail Reporting (CDR) records must be in an exportable format for external analysis. Acceptable formats include Microsoft Excel, Open Office Spreadsheet, etc.
- Offerors must indicate whether additional hardware, i.e., call reporting server, is necessary for implementation.

Payment and Implementation:

Proposer shall provide invoices based on two (2) progress payments during the system implantation phase. One at fifty percent (50%) completion and the second fifty percent (50%) upon completion and final acceptance of SJRRC.

SJRRC requires an acceptance period of at least thirty (30) days subsequent to the completion of the cutover. During this thirty (30) day period the system must perform without interruption of services and in compliance with all representations offered in the proposal. If the system or other associated devices fail to perform satisfactorily, the thirty (30) day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of thirty (30) consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

After system acceptance, the on-going operations and maintenance shall be billed monthly in arrears. Proposer shall provide all progress reports in writing to the SJRRC assigned Project Manager.

Project Management: It is important for the selected proposer to provide support for an organized transition from the current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is

emphasized to staff and clients. SJRRC ultimately desires a turn-key solution with regard to the full telephony solution and is expecting to own the hardware. The proposer will be responsible for cable runs to individual workstations.

Required Features:

- Proposer shall assign a project manager to this project to work with SJRRC's IT Proposer and assigned personnel.
- Proposer is required to submit a complete description of the key activities and responsibilities required for the installation of the proposed system.
- A master project schedule, including a detailed timeline, must be included identifying the tasks the proposer will perform and the tasks SJRRC is expected to perform to successfully implement the new system assuming the project is awarded February 2019.
- Proposer shall be involved in the deployment of the system while working with Interwest, the IT Consultant to SJRRC. The proposed system should be plug and play.
- Proposer shall be required to work with AT&T and Comcast to coordinate the ordering and installation of all WAN, PRI and other communication services related to this project. SJRRC currently has an AT&T PRI and Fiber lines. There will need to be coordination with AT&T, the SJRRC IT Consultant, and the successful proposer to discuss the logistics on how to port and strategize the best options to fulfill the scope of work.
- Proposer should include any routers, POE switches, servers and circuits required. SJRRC reserves the option to seek its own pricing for equipment that meets or exceeds the proposer's specifications. The current solution does have PoE switches. The proposer would be responsible for providing any additional switches.
- Coordinate with SJRRC's IT Consultant to install and configure IP telephony management software as necessary.
- Replace current phones with new phones.
- Configure call routing and hunt groups for each location per call routing diagram established during Call Workflow meeting.
- Install and configure IP telephony client software on all workstations, or provide a mechanism to 'push' client software to each workstation. Configuration includes successful integration with locally installed Microsoft Outlook client.
- Proposer shall coordinate the seamless port of phone numbers with existing carriers. These numbers will be provided at time of award. The exact number of phone numbers is unknown but estimated to be between 50 – 150.
- Proposer shall provide porting procedures and any reason existing numbers would not be eligible for porting.

System Warranty:

Required Features

- A complete maintenance and warranty agreement must be included as part of the proposal, including all options available for extended coverage and full pricing details for each level of coverage.
- Telephone system and all associated equipment in the proposal must be warranted by the proposer and the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least three (3) years following system cutover.
- During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to SJRRC.
- All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed by the proposer and at no additional cost to SJRRC other than those charges stipulated to maintain the warranty.

Support:

Required Features

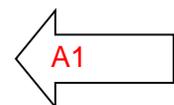
- During the warranty period, the successful proposer must supply 24 hours a day, 7 days a week.
- Proposers must describe their definitions of major and minor problems.
- During the warranty period, the successful proposer must supply and include in its pricing software assurance and other regular software upgrades.
- Proposers should estimate the cost of future software upgrades on an annualized basis beyond the term of the warranty.
- Proposers should estimate the cost of future support services on an annualized basis beyond the term of the warranty.
- Proposers shall provide the availability of spare parts in the area for critical hardware.

Other Requirements:

- Proposer shall be required to provide weekly written progress reports to SJRRC assigned Project Manager during the implementation phase.

Network Configuration:

Please refer to the next page for SJRRC's Network Configuration Map.



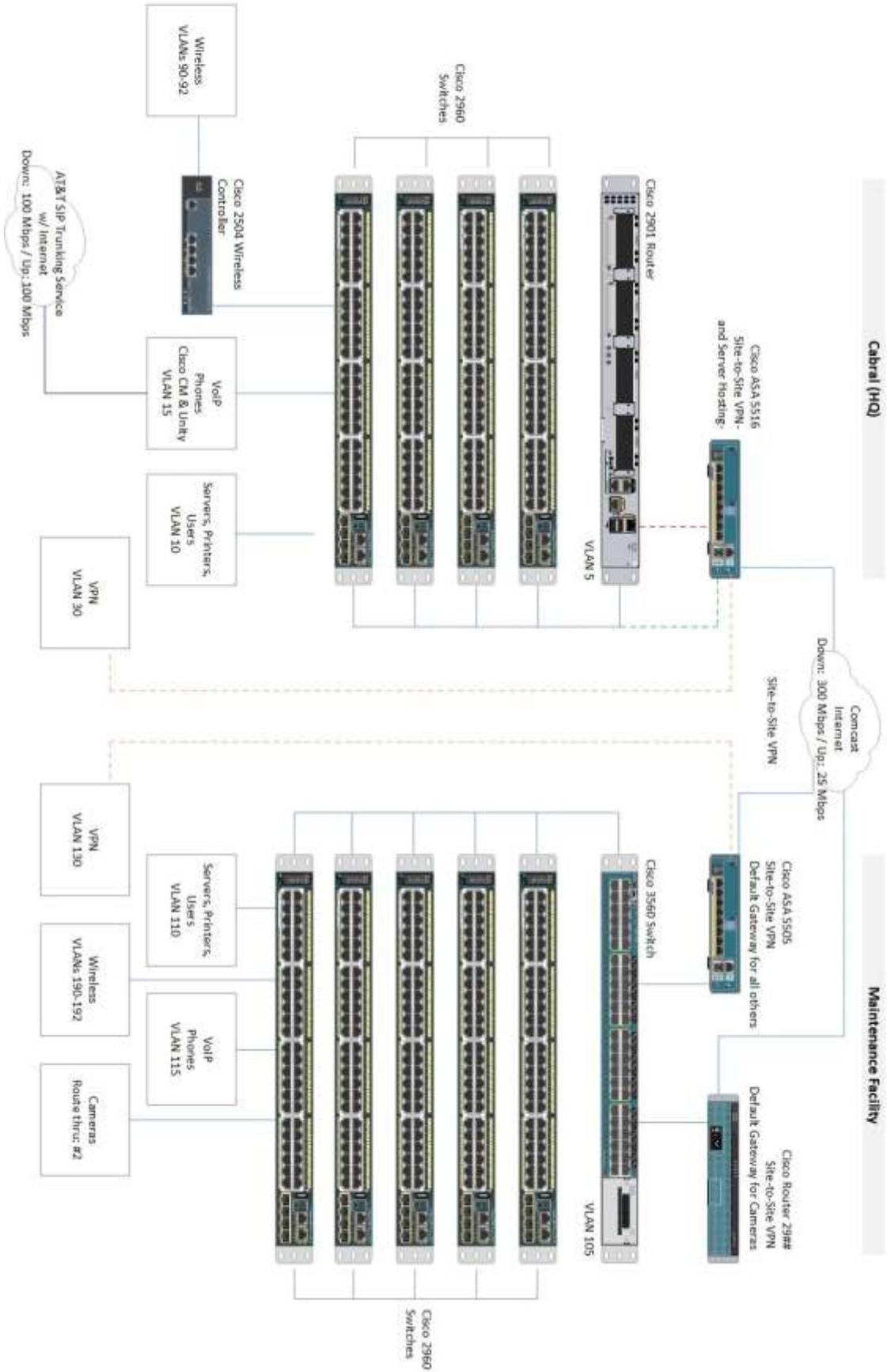


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Network Config
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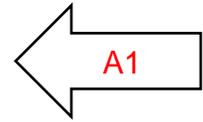
Notes:
Camera network not shown, except for Maint. Facility.

VLANs:
Cabral:
5 - Backbone
10 - Data
15 - VoIP
30 - VPN
90-92 - Wireless

Maintenance Facility:
105 - Backbone
110 - Data
115 - VoIP
130 - VPN
190-192 - Wireless



ATTACHMENT A
(Revision 1)
Price Proposal



All prices should include any applicable taxes, shipping and fees.

First Two (2) Months (May 01, 2019 – June 30, 2019)

ITEM NO.	DESCRIPTION	QUANTITY	UNIT	PRICE PER UNIT	TOTAL PRICE
1	System Hardware: • Desktop phones *Provide list of suggested phones and components	54	EA	\$	\$
2	System Hardware: • Conference Phones • Sets of Two (2) expansion microphones *Provide list of suggested phones and components	6	EA	\$	\$
3	System Implementation and Training	1	Lump Sum	\$	\$
4	User License, Hosting, Maintenance, Service & Support	60	EA	\$	\$
Total					\$

Fiscal Years One – Three (July 1, 2019 – June 30, 2022)

ITEM NO.	DESCRIPTION	QUANTITY	UNIT	PRICE PER UNIT	TOTAL PRICE FOR ONE YEAR	TOTAL PRICE FOR THREE YEARS
1	User License, Hosting, Maintenance, Service & Support	60	EA	\$	\$	\$
Total						\$

Option Year One (July 1, 2022 – June 30, 2023)

ITEM NO.	DESCRIPTION	QUANTITY	UNIT	PRICE PER UNIT	TOTAL PRICE
1	User License, Hosting, Maintenance, Service & Support	60	EA	\$	\$
Total					\$

Option Year Two (July 1, 2023 – June 30, 2024)

ITEM NO.	DESCRIPTION	QUANTITY	UNIT	PRICE PER UNIT	TOTAL PRICE
1	User License, Hosting, Maintenance, Service & Support	60	EA	\$	\$
Total					\$

Rate Card for Additional Services

ITEM NO.	DESCRIPTION	QUANTITY	UNIT	PRICE PER UNIT
1	Additional User License, Hosting, Maintenance, Service & Support	1	EA	\$
2	Additional Phones	1	EA	\$
3	Additional Training	1	Hour	\$

Other Direct Costs *(if applicable)*

ITEM NO.	DESCRIPTION	Estimated Cost
1		\$
2		
3		
4		
5		

**ODCs will be reimbursed at cost with no mark-up charges. All costs proposed for this project must meet the standards for reasonable, allowable, and allocable in accordance with the cost principles of 2 CFR Part 200 Subpart E – Cost Principles*

Signatures on next page

Signature of Contractor's Authorized Official

Name and Title of Contractor's Authorized Official

Date

- 1. Question:** Can we also get some clarity on the following sentence: “The Contract to be entered into pursuant to this NOTICE INVITING PROPOSALS may be subject to a financial assistance Contract between SJRRC and the United States Department of Transportation.”

Answer: SJRRC receives federal funding and is notifying potential proposers.
- 2. Question:** How many bids did SJRRC receive for the first solicitation?

Answer: SJRRC received more than one proposal. However, the exact amount is not available until award of this solicitation.
- 3. Question:** Why was this resolicited?

Answer: Once the proposals were received, SJRRC determined that the scope was not clear and needed to be re-issued.
- 4. Question:** Is there any plans to do a wireless connection besides Comcast and AT&T?

Answer: No.
- 5. Question:** Can you provide a breakdown of your current network?

Answer: Please refer to Attachment 1 - Section 4 “Scope of Services” in Addendum No. 01.
- 6. Question:** Can you provide more information on late proposals and submittals?

Answer: Late proposals are considered any proposal received after the time and date listed in the RFP and will not be accepted. In addition, SJRRC encourages proposers to make sure that all required forms are signed and submitted on time.
- 7. Question:** Term of the contract is 3 years, 2 months. Most providers start services on the start date and do not charge services prior to service start date.

Answer: A contract must be in place if any billable hours will take place in May or June. SJRRC anticipates May and June to be when the purchase of needed hardware, installation, configuration, trouble shooting and implementation take place.

8. Question: On page 15 of the RFP, it mentions progress payments of 50% at start and 50% at completion. With a module recurring charge (MRC), no charges until start of service. Please clarify.

Answer: Progress payments are intended to cover expenses related to the purchase of any needed hardware, installation and implementation.

9. Question: Are you looking for an on premise solution where you pay cash up front or lease? Or are you looking for a true monthly recurring charge? With a supplier where you pay XYZ company? Typically you sign a contract and charges start when service starts.

Answer: Based on other systems SJRRC has done, implementation and hardware expenses occur prior to monthly recurring charges. This is the intent of the progress payments and the May-June term, to allow the awarded firm time to get the system up and running in time for a July 1st service start date. Proposers are encouraged to provide details if the firm or individual utilizes a different method. Negotiations with the intended awardee may be used to agree on the best payment method, if needed.

10. Question: Do you want to buy the phones?

Answer: Yes.

11. Question: Do you buy of any contract lists? CMAQ, GSA?

Answer: Yes. SJRRC has used GSA, CMAQ and CMAS in the past.

12. Question: Is buying off a contract list typical for this type of purchase?

Answer: SJRRC has purchased phones at this capacity since the purchase of the current phones. The current phones were purchased in 2013.

13. Question: What happens when a current phone goes out and no longer works?

Answer: A replacement phone is ordered and reprogrammed by IT which can take several hours. The intention is to have a more efficient way to reprogram new phones.

14. Question: Do you have to pay for those additional phones?

Answer: Yes. We own the phones.

15. Question: When you lease the phones, do you have to pay a charge for a replacement?

Answer: SJRRC does not lease the current phones. SJRRC prefers to own equipment.

16. Question: Do you want to own the system? The RFP is written as a hosted solution, which is a rental. You can own the phones, but the service is a rental.

Answer: SJRRC intends to own any hardware used for this project. SJRRC does not intend to own the software used for the hosted solution. However, proposers are encouraged to propose their best solution in response to the RFP.

17. Question: Do you want a warranty on the phones? “Page 16, second bullet under System Warranty”. I assume that includes phones. Three years is not industry standard and usually only includes the system, not the hardware. Complete maintenance warranty is typical for only one year.

Answer: Any physical equipment should include a warranty for at least one year. Preferably, any equipment proposed would have a warranty and maintenance plan for the life of the contract. Proposers are encouraged to provide their recommended solutions.

18. Question: Can a USB be submitted instead of a CD?

Answer: SJRRC’s preferred form is on a CD.

19. Question: Page 13 “Automated Attendant Required Features”. Do you currently have a call center and if so, how many people?

Answer: Currently there is not a call center. The call center is a future project that is in the early stages of discussions. The new system will need to be able to expand to a call center if needed.

20. Question: How do calls come in now? How many calls a day do you average?

Answer: Calls currently go through to several phones located in customer service. Customer service handles an average of 20-40 calls a day.

21. Question: How many do you expect to have in the expanded call center?

Answer: The expanded call center could potentially have 6-10 employees that handle 500 calls a day.

22. Question: Do you know what the call center will look like, location wise? And are we looking to combine the call center with another call center?

Answer: The future call center would be combined with other call centers and potentially located at a secondary location near the Cabral Station once finalized.

23. Question: Page 16 – 17 of the RFP lists several requirements for the system that are not standard in a hosted system. How do we respond to those? What if they are not applicable?

Answer: Proposers are encouraged to propose their recommended solution that meets the minimum requirements of the RFP. If a requirement is not applicable to the proposed, proposers should state that in their response.

24. Question: What if updates are not included in the overall price?

Answer: SJRRC would like updates included in the overall price. If Proposer does not include updates in the overall price, please list the price for upgrades under the Other Direct Costs portion of Attachment A – Price Proposal Form.

25. Question: For the cell phones, what operating system(s) should they be compatible with? Is Windows one of the operating systems needed?

Answer: The cell phones will only need iOS and Android. SJRRC does not anticipate Windows being on agency devices.

26. Question: Can you please provide more information regarding the wireless microphones?

Answer: Please refer to Attachment 1 - Section 4 “Scope of Services” in Addendum No. 01.

27. Question: How should a firm respond if a requirement of the RFP is not offered?

Answer: Proposers are encouraged to propose their recommended solution that meets the minimum requirements of the RFP. If the requirement is not offered by your firm, proposers should state that in their response.

28. Question: So we should apply what we offer to the system and the phones?

Answer: Yes.

29. Question: Page 15, 5th and 6th bullets – please give more information.

Answer: SJRRC intends to migrate from AT&T to a cloud hosted system.

30. Question: Are proposers expected to supply a circuit? With this type of system, a circuit is not needed.

Answer: Proposers are encouraged to propose their recommended solution that meets the minimum requirements of the RFP. If a circuit is no longer needed with the proposed solution, proposers should notate that in their proposal.

31. Question: Includes PRI, POE switches, servers and circuits?

Answer: The list of equipment was intended to show what SJRRC currently has. Proposers are encouraged to propose their recommended solution that meets the minimum requirements of the RFP. If a piece of equipment is no longer needed with the proposed solution, proposers should notate that in their proposal.

32. Question: For the data network, POE, infrastructure. If SJRRC already has it, why is SJRRC asking for it in the RFP?

Answer: The intention of this language is to show that SJRRC currently has POE infrastructure and that the proposer should have knowledge on how to best implement the proposed system with what is currently being utilized. In addition, any proposed equipment will need to include any additional POE infrastructure required.

33. Question: What happens if the proposals received are not responding to the solicitation like the previous solicitation?

Answer: The scope should clarify the major requirements that were missing in the last solicitation. There may flexibility to adjust scope if feedback from all proposers is the same regarding certain items. Proposals can be requested to be amended and resubmitted, if needed.

34. Question: Are you open to multiple ideas? Good, Better, Best. This is responding to your proposal, however we may have another suggested answer.

Answer: Yes. Proposers are encouraged to propose their recommended solution that meets the minimum requirements of the RFP.

35. Question: Can you elaborate on how the previous proposals did not respond to the RFP?

Answer: The proposals received were much more robust and included more infrastructure than SJRRC needs for this project. The scope was re-written to clarify the need for a plug and play system that is adaptable to take on the road.

36. Question: What do you mean by adaptable?

Answer: SJRRC anticipates the need for a cell phone application. Many SJRRC staff travel and need to be able to communicate using their office number.

37. Question: Are the staff that travels hosting conference calls on the road?

Answer: Yes.

38. Question: Can you provide more information on the fax lines listed on the RFP.

Answer: Number is linked to Telcion numbers. Ran a report for all active phone numbers and there are three linked to fax machines. SJRRC would prefer to keep these lines as hard lines for security purposes.

39. Question: Can you provide more information on the gate phone.

Answer: The gate phone has a data connection which currently rings a phone inside the building to be buzzed into the property.

40. Question: What are the requirements for reporting and analytics?

Answer: SJRRC anticipates the main need is in customer service. SJRRC may need to know which phone is taking the call, the length and have a recording of the call.

41. Question: Transfer points? What is the goal for SJRRC?

Answer: SJRRC would like to have one line ring and then move to other lines if not picked up.

42. Question: Would transfer points be used system wide?

Answer: SJRRC anticipates the need for transfer points to be used for customer service and the future expanded call center.

43. Question: How many current phones in customer service?

Answer: At the most ten.

44. Question: Can you elaborate on call recording and where stored?

Answer: Call recording may be utilized in customer service and stored on the cloud.

45. Question: What would you like the retention time for recorded calls?

Answer: Call recordings should have the ability to be retained for at least 1 year. Please refer to Attachment 1 - Section 4 "Scope of Services" in Addendum No. 01.

46. Question: Any requirements for the hardware?

Answer: Proposers are encouraged to review pages 11-12 of the RFP.

47. Question: for conference phones, are you open to other brands?

Answer: Yes. The information in the RFP is for reference only so that proposers can see what SJRRC currently utilizes.

48. Question: How does the Gate phone work? Is it a separate 7 – 10 digit number? Or is it an extension in the system? Is CAT5 going out there?

Answer: Please see response to question #40 above.

49. Question: How are numbers dialed out currently?

Answer: Currently SJRRC has to dial 9 and then the 10 digit number. SJRRC would like to be able to dial 9 and then the 7 digit entry number.

50. Question: The current preference is to keep AT&T as the internet, but replacing for Voice. Is there room to replace the internet as well or is that different?

Answer: That is a different element and not part of this RFP.

51. Question: Do you have more information on Comcast and were the locations for internet are?

Answer: Comcast is the primary internet. We would like to have AT&T as primary and Comcast as secondary.

52. Question: Do both Comcast circuits terminate at Cabral?

Answer: Yes. There are two separate accounts and circuits at Cabral Station. One for internet, the other for the security cameras. At the Rail Maintenance Facility (RMF) there is also one Comcast cir.

53. Question: What role does AT&T have regarding internet?

Answer: The current AT&T is a secondary back and is not-fiber.

54. Question: Current bandwidth for both Comcast and AT&T.

Answer: Comcast is 250/50. AT&T is 100/100.

55. Question: What is the current requirement for E-911? What is the E-911 plan?

Answer: SJRRC currently does not have an E-911 plan. Proposers are encouraged to propose their recommendations for an E-911 plan. Please refer to Attachment 1 - Section 4 "Scope of Services" in Addendum No. 01.

56. Question: Do you have an emergency/active shooter plan in regards to the phone system?

Answer: Please refer to Attachment 1 - Section 4 "Scope of Services" in Addendum No. 01.

57. Question: Can the price proposal be updated to break out the types of phones?

Answer: Please refer to Attachment 2 – Attachment A “Price Proposal Form” in Addendum No. 01.

58. Question: Are proposers expected to sign the SJRRC agreement? What if they have a standard agreement?

Answer: Proposer’s may submit their standard terms and conditions with their proposal submissions as a request for exemptions to the SJRRC terms and conditions. However, please note, that as a government agency there are some terms and conditions that SJRRC cannot exempt. The proposed terms and conditions will be subject to SJRRC’s Legal Counsel’s approval and shall be determined during the contract negotiations.

59. Question: What is IT’s daily work load? Is SJRRC open to minimizing the need for IT services and having staff trained to work in the system?

Answer: SJRRC’s IT Consultant is considered an extension of staff. An IT consultant is regularly on site to assist staff. Having SJRRC staff trained to use the system would be beneficial but limited to specific staff approved by Executive Staff.

60. Question: Pages 45 and 46. If a proposer is using a supplier, is the supplier required to submit?

Answer: Proposers are encourage to refer to page 8 of the RFP regarding joint ventures. SJRRC suggests submitting proposals as Primes and Subs to avoid suppliers from having to submit their own proposal. If SJRRC will be paying the supplier directly, they will need to fill out the forms.

61. Question: Was today’s conference mandatory?

Answer: No.

62. Question: Please specify any Certifications or System requirements based your Network Security Requests. Proposed system shall include backup, failover and disaster recovery capabilities to ensure system functionality. *** system complies, however are they specifics to what is requested? Type of redundancy you are looking for, type of specific backup and failover, is there any request for Transport Redundancy etc...

Answer: Proposers are encouraged to provide failover/backup options in proposals.

63. Question: Secondly, we did not see any request for referrals, is this an option to submit based on the services and products proposed?

Answer: [Proposers are encouraged to refer to Page 9 of the RFP.](#)

64. Question: Why would we need to work with a PRI if the purpose of this RFP is to go cloud VOIP which can eliminate the need of a PRI?

Answer: [The intention of this language is to show that SJRRC currently has an AT&T PRI and Fiber lines. There will need to be coordination with AT&T, the SJRRC IT Consultant, and the successful proposer to discuss the logistics on how to port and strategize the best options to fulfill the scope of work.](#)