

If you submitted questions to bids@rowan.edu by the due date indicated in the RFP document, but they were not received and answered here, please contact:
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Question #1
900 concurrent calls total across 3 circuits.
We need 300 total spread across both sip trunks. But in the event of a SIP site failover the other should be able to handle the 300 spread.

Question #2
Are all 4 locations in current design going to be connected to one or both Data Centers in the future requested design?
Both DC's. We will internally handle all routing from the CUBE/Carrier Dmarc Router to our DC's.

Question #3
What is the connectivity today between Datacenters and the 4 locations, and does that connectivity need to be in scope for this submission?
Our DC connectivity is not in scope for this RFP.

Question #4
Is the current 854 S. White Horse Pike remote (connected to 201 Mullica Hill Rd. Glassboro NJ) going to stay connected to that location or connect directly back to the 2 datacenters?
We need this OFFNET location to have WAN connectivity back to our 201 Mullica Hill Road location. We need something than can handle and prioritize tagged traffic for VOIP like MPLS. From there we will handle connectivity from the WAN Dmarc to our internal servers.

Question #5
Is there a diagram/Visio of the requested future topology and what exists today?
No.

Question #6
Is there an existing connection between the DCs or is that connectivity in scope to be included in this submission? If it is to be included, what bandwidth is requested?
DC connectivity is not in scope for this project.

Question #7
9 PRIs are listed today, but requirements specify 4 PRIs. Is the request to reduce PRIs to 4, and if so, are they to be located at the DCs as well?
Yes we need 2 PRI's to terminate into each of our 2 DC's. For a total of 4 PRI's. We have slowly reduced our need for the PRI's to explain the 9 to 4.

Question #8
Is the plan for all voice services being centralized out of the 2 DCs in the future?
Yes we are pulling our voice services into the DC. Meaning SIP/PRI and VOIP servers.

Question #9
Confirm that the Senior Director of Contracting and Procurement should be listed as the certificate holder on the Certificate of Insurance.
Confirmed.

Question #10
Will Rowan University be using Federal funds for this contract?
Unknown at this time.

Question #11
Will there be an opportunity to ask additional questions based on the answers to our questions contained herein?
Not unless a specific answer is unclear.

Question #12
Will Rowan consider an extension to the response date?
Not at this time

Question #13-16
On page 4 under C. System Requirements number 1 :
All service provider equipment will be housed in the Rowan University redundant data center:
>Campbell Library Data Center – (215 Mullica Hill Drive, Glassboro, NJ)
>Memorial Hall Data Center (100 Memorial Circle, Glassboro, NJ)
Are you planning on replacing these connections within the solution?
Yes

Question #14
Are these Internet circuits?
We are not requesting Internet Service.

Question #15
Are you looking for the provider to provide MPLS connections to these two sites?
Yes. Circuits for SIP, PRI, MPLS need to be provided at these two locations.

Question #16
If so, what bandwidth are you needing at these two facilities?
Bandwidth requirements based on the 300 concurrent calls and the MPLS connectivity of 50MB for the Hammonton location

Question #17
The sites with multiple PRIs do they need to be concurrent PRIs (having the ability to be used all at the same time) or, can they be separate?
Yes bonded PRI's. We do not want to dedicate certain numbers to certain PRI's. Each PRI must be able to work independently and carrier inbound traffic for ALL Rowan ported numbers to PRI Services

Question #18

The point to point circuit between 201 Mullica Hill Rd and 854 S. White Horse Pike - do you want 300 SIP trunks on that? Or does 201 Mullica Hill Rd need a circuit that goes out to the public internet/PSTN for calls?

No we will handle the VOIP traffic. We simply just need WAN connectivity. VOIP traffic over this MPLS/WAN connection will be considered Data traffic. You must be able to prioritize tagged traffic/MPLS.

Question #19

Are you keeping your current 50MB point to point between 201 Mullica Hill Rd and 854 S. White Horse Pike?

Yes. We are looking to replace that along with the SIP and PRI services requested.

Question #20

Can you give an exact quantity on the total number of circuits needed and the quantity of circuits per location?

2 SIP trunks that can handle 300 calls. Carriers sell SIP sessions differently but we need the ability for a single location to handle 300 calls in the event the other goes down.

Question #21

Can you give an exact quantity on the total number of PRI handoffs needed per location? There are 2 areas of the RFP under "additional requirements" and "scope of services" where the PRI total count differs.

Total of 4 handoffs, 2 per datacenter

Question #22

Will you run the SIP and PRI over the same circuit at each location?

If we are talking the last mile fiber on the poles, then yes. But the handoff from the Dmarc to our routing and switching equipment should be separate circuits to give Rowan flexibility.

Question #23

[We] cannot provide POTS (standalone copper lines). We can provide analog lines broken off of our equipment at the sites but would need to know the addresses and amount of lines per site. What are the address for the POTS lines and how many are at each?

We are working towards decommissioning all POTS lines, with most currently services via Cisco ATA's.

Question #24

The 300 concurrent calls per circuit is that a combination of the PRI and SIP trunks in total or on each circuit/location?

300 concurrent is for SIP ONLY. The requested PRI's are considered separate.

Question #25

[Our] PRI's are terminated with an Adtran 900 series router to the PBX. Where is your PBX or PBXs located? Are they at each site? Or at they at the data centers?

(a) If they are at each site, [We] will provide the PRI and SIP handoffs with our equipment at each site. If they are in the data centers [we] will provide the PRI's and SIP trunks with our equipment to the data centers and it will be the customer's responsibility to distribute the PRI and SIP trunks to the sites.

Our VOIP call processing nodes exist in each DC. Correct we are ok with the ethernet circuit terminating into the Adtran and handing us off a PRI into our customer managed CUBE or Router.

Question #26

Is this RFP in reference to ISDN PRI's over T1?

It's unlikely you can provide us a traditional TDM T1 circuit. We are ok with a ethernet WAN circuit terminating into a Adtran or Cisco IAD that can hand us off a PRI.

Question #27

If we are able to convert your traditional PRI service over to Voice over IP (VOIP), do you still need PRI handoffs to your PBX equipment or can we provide SIP based services throughout the enterprise?

No our need for PRI's has several reasons. Our fax transmissions are large and prefer not to use a SIP solution even with T.38 support. We have burglar alarms and fire panels. We also like the idea of having PRI that can be used in the event of total SIP failure for emergency purposes.

Question #28

In this new Voice over IP (VOIP) environment, and you still need to have a PRI handoff to your PBX equipment where and how many PRI's are required?

No our VOIP server environment is out of scope. Yes we need PRI handoff into our customer managed routers. 4 total. 2 in each DC.

Question #29

You currently have 4 other locations beyond the (2) data centers. It sounds like from your comments in the RFP that you are attempting to consolidate your voice services to those (2) data center sites, but we would like to confirm this statement. If not what other locations require VOIP services?

Yes correct. We have 3 SIP circuits in different physical locations. We are moving the carrier SIP/PRI handoffs back to our two DC's.

Question #30

In terms of the two sites 854 S. White horse Pike & 201 Mullica Hill. If we connect these sites to a MPLS environment along with the (2) data center sites, they will all have the capability to reach each other. In this case, would these two sites need VOIP services or would the voice traffic be sent from one or both of the (2) data center circuits? Secondly...would Rowan need any Firewall or Internet service from the MPLS cloud?

Correct the 854 White Horse Pike location only needs WAN connection. VOIP traffic from there over the WAN will be considered Data Traffic to the winning carrier. However the need for QOS. All other hosted services are considered out of scope for this RFP.

Question #31

Can you please clarify or confirm the Codex for each of the PRI and SIP services that will terminate on the VOIP? G.711 (about 84kbps per concurrent call) or G.729a (about 23kbps per concurrent call) G711. We do not want to do compression of any kind.

Question #32

The RFP refers to 300 concurrent calls total via two separate SIP trunks with the possibility of 300 concurrent calls at each data center for failover purposes. Please explain Rowan's expectation in the failover procedures?

Each SIP trunk needs to be able to handle 300 concurrent. Many carriers sell based on SIP sessions distributed among multiple SIP trunks.

Question #33

For the 30 POTS in various locations in southern New Jersey, Can these be switched to Wireless POT's instead of copper?

No.

Question #34

Within the RFP there are a few locations notated. Would like to get clarification what specific locations that Rowan University is looking to be a proposed within the response?

The two data centers are located in Glassboro, NJ. The two datacenters serve phone services for all other locations.

Question #35

Is Rowan University looking for the proposed provider to include the two data centers within the solution? If so via MPLS? Also at what speeds?
We handle our DC traffic internally. That should be considered out of scope.

Question #36

What value would a voice system that requires no hardware maintenance bring to Rowan University?
We are not looking for a hosted solution.
a. How complex is your deployment for your current unified communication system?
This is out of scope for the RFP.
b. How would an easy deployment and setup benefit your unified communication system and the team that manages it?
This is out of scope for the RFP.

Question #37

1. Does your current system offer artificial intelligence?
This is out of scope for the RFP.
a. Where do you see value in voice recording, transcription, and automated action items for conference calling with participants?
This is out of scope for the RFP.
b. If you could integrate this type of information into your existing systems, what systems would they be?
This is out of scope for the RFP.
c. What departments do you feel would find value in call analytics and artificial intelligence through a unified communications platform?
This is out of scope for the RFP.

Question #38

With the current and changing environment, would a phone system that can be mobile and available on PC, Tablets and/or Cell Phones help communications?
This is out of scope for the RFP.

Question #39

Your business already uses plenty of applications and productivity tools to help everyone work well—your phone system should integrate with them. Whether your team uses Office 365, Google Workspace, CRM tools, or other workflow tools, integrating them into your phone system can minimize the need to switch back and forth between tabs and apps. Would this help your faculty and students?
This is out of scope for the RFP.

Question #40

Would using a college owned number to communicate with faculty, staff, and students for announcements and other pertinent information improve the student and faculty experience?
This is out of scope for the RFP.

Question #41

How would a simple unified communications web interface be helpful for collaborative environments, impromptu meetings, virtual classroom support, and remote office hours to connect students and faculty around the world?
This is out of scope for the RFP.

Question #42

How would a pin free conference bridge experience help deliver your service to your end users?
This is out of scope for the RFP.

Question #43

We understand that, after contract award, the successful offeror will receive a draft contract that the parties will subsequently negotiate. Would you please confirm our understanding?
According to Section VI, yes.

Question #44

Would you consider making the draft contract available to offerors now?
No

Question #45

There are terms and conditions in the RFP, some of which would be part of a final contract. Would you please confirm that offerors are not to redline the contract terms at this time, or clarify which sections/terms should be redlined at this time?
According to Section VI, D.: Any modifications to the bid document prior to award may invalidate entire submission . Proposers are welcome to provide a mock contract with their submission if they want.

Question #46

May offerors propose changes to the terms and conditions included in this RFP? If so, how should those proposed changes be communicated to Rowan University (e.g., in redline)?
See question #46

Question #47

Will the contract that results from this procurement be funded by federal funds such that the Terms & Conditions Specifically Related to all Contracts Funded, in Whole or in Part, by Federal Funds (beginning on page 25 of the RFP) are applicable?
Unknown at this time.

Question #48

Can an extension to the due date be granted?
No

Question #49

Is there a timeline as to when the award will be announced after the submission date on August 27th, 2021?
No

Question #50

Is there a set timeline from the time of the award to the time of deployment of the solution?
No

Question #51

How many vendors will be selected to present an oral presentation?
The University has not determined whether or not a short list and subsequent additional review will be necessary in order to award this project.
a. Will the presentation be face to face or virtual?
Not known at this time
b. Will there be a limit to the number of attendees allowed to present?
Not known at this time

Question #52
1. Please define the criteria in the scoring categories for:
a. Vendor Experience
b. Technical Team Expertise
c. Customer Service
d. Pricing
Per the project overview, the University is seeking to contract with a qualified vendor for these services. By qualified, it is assumed that a vendor would have sufficient knowledge and experience in the areas noted to provide the information requested as it best relates to the scoring categories.

Question #53
Is Rowan University obligated by the State of NJ to purchase based on lowest cost bid?
No, this project is being awarded through a Request for Proposals which allows for vendor selection based on price and other factors.

Question #54
Will there be a single vendor award, or can there be multiple vendors awarded?
At this time we anticipate awarding a single vendor. We reserve the right to award to multiple vendors, however, if deemed advantageous to the university.

Question #55
I.B.2 how does 100Mb connection terminate to remote 854 Whitehorse pike location? By VPN or some other way.
It's a MPLS Data only connection. We do put VOIP traffic over it so QOS would be required thru your network to ours.

Question #56
I.B.4 does Rowen want this bid to replace the 854 S white horse Pike to 201 Mullica Hill rd. as a Point to point or MPLS or something else? Would Rowen just want 3 circuits one each to Mullica hill, White horse pike and 42 e. laurel?
Yes we want to replace that MPLS WAN connection our current vendor provides. MPLS preferred, EVC or equivalent accepted.

Question #57
I.B.6 and 7 is that 12600 total DID's.
Yes. We have a total 12600 DID's spread across the SIP and PRI Services.

Question #58
I.B.8 would Rowen want bidder to price replacement of the fax machines, paper and ink supplies with desktop faxing?
No we are only asking for carrier services in the RFP.

Question #59
I.B.13 what edge routers make and model are used?
Various Cisco models, currently Cisco 3945's which are being upgraded as part of this project.

Question #60
Can we have a copy of the last month of current provider voice and circuit invoices?
No

Question #61
Is there a list of POTs lines and addresses?
Rowan is actively working to replace all POTs lines with Cisco ATA's. There are POTs lines at 14 building locations across all three main campuses.

Question #62
I.E 2 and 3. How many of the 12600 did's will be active. ?
All DID's will be active, although many are not in use.

Question #63
I.E. 2 and 3 will Rowen want each active did to be registered by Address, street an room number in the 911 data base?
We use a on-premise Cisco Emergency Responder. So when a 911 call is made the "real" DID is masked with a "dummy" DID. We need the ability to make online changes to these DID's

Question #64
I.F.6 will 50Mb connection be replaced with this bid?
yes.

Question #65
I.F.7 can Rowen pride a list of foreign counters and usage for its international calling?
No.

Question #66
How many monthly local calling minutes will Rowen require.
Refer to the bid

Question #67
Does Rowen have internet connections that can serve as sip failover connections?
We have a centralized Internet connection to our internet provider. We are not interested in utilizing the ISP for carrier services at this time.

Question #68
We respectfully request Rowan University consider a 2-week extension to allow for more time to respond to the RFP. Is this possible?
No

Question #69

For clarification, will Rowan University consider respondent's standard master service agreement with the inclusion of applicable service schedules as the baseline for developing any contract between the parties?
The University is requesting pricing as outlined on the Proposal page.

Question #70

Can you please clarify if any deviations or exceptions to the Terms and Conditions of the RFP are allowed?
No

Question #71

Will you be willing to negotiate further terms and conditions after bid submission?
No

Question #72

Is the Pricing Table shown on the Proposal Page a complete version?
Yes

Question #73

Section II Pricing appears to be missing, can a revised pricing file be provided?
Section II. PRICING is located on page 4 of the RFP document. The location to provide the requested information is page 11 of the document. We are looking for a lump sum price for implementation (as applicable) as well as ongoing monthly charges. Please review the RFP for further clarification

Question #74

If a vendor chooses to provide options within their offer, would the University consider allowing the vendor to add a detailed pricing page or vendor quotes to their submission?
The minimum information required for consideration and scoring is outlined in the RFP document. Proposers are welcome to provide additional information with this primary package.

Question #75

Regarding Design:
Am I correct to assume that Rowan is expecting quotes for SIP trunks terminated at the two data centers along with 50M WAN service quotes to:
854 S White Horse
401 Broadway Camden
42 E Laurel Rd Stratford
We do not need services in camden or stratford location. That was only describing our current environment. We need 2 SIP circuits and 4 PRI's in our Glassboro DC's along with a WAN connection from the 854 White Horse pike to provide transport of VOIP and Data traffic.
In order to support transport of voice calls back to the SIP trunks at Glassboro?
Yes
Is it a correct assumption that the 4 PRI's will terminate at each of the 4 sites defined above to be utilized for fax and back up to SIP? If not—please provide additional detail
See above answer.

Question #76

Regarding Pricing:
The RFP seems to call for pricing for the following services
SIP, PRI, POTS, Toll Free, WAN connections
SIP, PRI, POTS, Toll Free, WAN connections
Many of these services have monthly service charge, metered allowance, and metered overage charges. Can you provide direction as to how to represent these various services and costs types on the proposal page? Can the proposal page be extended by product type to include line items for each different service as well as contain metered tables for items such as long distance calling and international tables?
The University believes vendors will be able to provide a single price for the monthly services based on the information provided.

Question #77

Page 7, Section III. F.: Can you please clarify what additional costs the University might incur? If the contractual relationship is terminated, neither party is obligated to the other, except for termination pass through charges or damages.
Section III. E and F provide further detail.

Question #78

Page 16, Section 7 – Insurance: Is the Pollution Legal Liability required or applicable to the services requested in the RFP?
No

Question #79

Page 18, Section VII. B.: Have funds been appropriated and made available for this Contract? If so, for how many years of performance? If not, when does the University anticipate funds being appropriated and made available? How will Offerors be so notified?
Yes. See term of contract in the RFP. Not applicable.

Question #80

The RFP reads to request a hybrid - PRI & SIP solution. Will Rowan University consider a fully SIP solution (no PRIs)?
No

Question #81

With regard to your bundle minutes request for 150,000, can you please confirm this is monthly?
Confirmed. 150,000 minutes per month.