Questions & Answers

1. Will the university consider an extension for bid submittals to 4/14? This will allow vendors sufficient time to review university responses to vendor questions and provide a more technically complete response.
    a. No.
2. If a vendor holds an existing New Jersey state contract, may the vendor propose its state contract services and associated rates in place of submitting a formal bid response?
    a. You may offer the state contracted rates, but only formal bid responses will be considered.
3. Is it permissible for vendors to submit a proposal solely for the SIP trunking service?
    a. No
4. We are able to offer an alternative to traditional PRI service by providing a router equipped and configured with a T1 voice module card. This solution enables SIP-to-TDM conversion, delivering PRI service with 23B + D channels, B8ZS, and ESF functionality. Would this alternative be acceptable to the university?
    a. No
5. Regarding the SIP trunking service, does the university have any specific requirements or preferences for the physical media (copper or fiber) or the type of interface/handoff?
    a. Fiber is preferred
6. Section B of the Scope of Services specifies 300 concurrent calls per SIP circuit (which, based on the current sites, would total 600), while Section G indicates a total of 300 concurrent calls. Could you please clarify the university's requirements regarding concurrent call capacity?
    a. Total is 300 shared between both SIP trunks
7. In the Scope of Services, Section B, "Current Calling Capabilities and Design," line #9 references integrated voice and data as well as VLANs. Could you describe how the existing circuits are currently being utilized (for example, WAN via MPLS, public internet access, etc.)? Additionally, is it the university's intention to utilize the awarded vendor's circuits in a similar manner?
    a. The existing circuits are PRI/SIP only.
8. Can the university clarify its diversity requirements for the circuits? It is presumed that each SIP trunk should be diverse from each other. Does the university require diversity for the PRI circuits also? If so, to what extent? (i.e. should the two PRIs at Campbell Library be diverse from each other or just diverse from the Memorial Hall PRIs; should they be diverse from the SIP trunks, etc).
    a. There should be one PRI circuit per data center
9. Could you provide further details regarding the toll-free number requirements—specifically, the intended uses and termination locations of these numbers?
    a. The intended uses are forwarding to one of our DIDs on a 1-1 basis
10. Our service plans do not bundle international minutes; instead, international calls are billed on a per-minute, usage-based basis according to the destination country. Would the university permit vendors to propose usage-based pricing for international calling?
    a. No.
11. To better tailor our proposal, could the university provide additional details regarding typical international calling usage, including the number of calls and total minutes by country?
    a. No.

12. Do all three locations (Campbell Library Data Center, Memorial Hall Data Center, and Neutrality Data Center) need a 50 Mbps connection for SIP trunks and two PRIs? If not, please provide a breakdown of what is needed at each location. If so, is separate transport required for the PRI connection?
    a. The requirement is for 1 PRI and one SIP per physical location
13. Will the CUBE be provided by Rowan University?
    a. Yes.
14. Will the total number of SIP call paths be 300?
    a. Yes.
15. We carry $5 million in Cyber Breach/Privacy Liability Insurance. Will this policy be required for this opportunity? If it does, will $5 million suffice?
    a. $5M in Cyber Breach/Privacy Liability Insurance is sufficient for this contract.
16. You list three different sites and each will require a 50M SIP trunk. You also state that you need 300 concurrent calls (CC) per circuit/site. This totals 900CC across all three circuits. However, you also note that you need 300CC at each data center for failover.
    a. Please define how many trunk groups (TG) are required per site and how many concurrent calls (CC) each will require during normal operations.
        i. 1 SIP per physical location. Total shared calls will be 300.
    b. Please describe the expected failover actions for each site and trunk group and how many concurrent calls the failover path needs to support for each failover scenario.
        i. 300 concurrent calls for SIP total
17. What level of diversity do you require? Carrier Diversity, Headend/Central Office Diversity, Physical Route Diversity, Building Entrance Diversity?
    a. Physical path diversity, headend diversity
18. Would Rowan University consider a fully cloud-based telephony solution as an alternative to the current on-premise Cisco Call Manager environment, provided the solution meets or exceeds requirements for reliability, redundancy, E911 compliance, and call functionality outlined in this RFP? If so, would the University consider granting a three (3) week extension to allow sufficient time to prepare a compliant response?

    a. No