

Addendum 1 to SJVLS RFP 2016-2 Response to question from vendors

1. Cisco Routers
 - a. Currently owned by SJVLS—is a router refresh in scope with this RFP? What is the anticipated refresh cycle for this equipment?
 - i. How many of each (Single or dual routers on site)
Currently SJVLS does not own the routers. Our current provider owns the router under term of our current contract. This RFP does not include the purchase of hardware.
 - b. If no refresh, please provide the following:
 - i. Make & Model of routers by site
 - ii. How many of each (Single or dual routers on site)
Current routers are owned by AT&T.
2. For Wide Area Network, what are the minimum desired speeds by location?
Between 1.5 Mps to 10 Mps
3. Would the organization accept voice and data from different providers with separate invoicing?
Yes
4. Please clarify how many “POTS” lines are required for each location.
One, except ofr the SJVLS HQ , which has 8 POTS lines for telephone notification and 1 OOB support for router.
5. For Long Distance (outbound) and Toll-free (inbound) services
 - a. Switched or Dedicated Access
Dedicated
6. With your current services/vendors, please describe pain points you wish to see addressed and resolved through this RFP process, including but not limited to the following:
 - a. Technology upgrades: **Satisfied with current service**
 - b. Service enhancements: **Satisfied with current service**
 - c. Support/response time: **Quick install time, timely response to chronic issues**
7. From a technology standpoint, what future enhancements to your systems, or foundational steps are you trying to make towards future enhancements are on the roadmap?
Increases in bandwidth