

**CVS Refresh Bidder's Conference**  
**April 15, 2009**  
**Questions and Answers**

Companies represented: BT Conferencing, CENIC, Cisco, Conferencing Advisors, Elluminate, IVCi, Providea, Radvision, Tandberg

Q. Will CENIC accept the "Sealed, written responses . . . in print format" as files on DVD or CD rather than printed and bound hard copy?

A. CENIC will accept proposals in either format.

Q. Is a diagram of the current CVS videoconferencing topology, detailing the deployment of CENIC's gatekeeper/proxy servers, available to bidders? For example, are gatekeepers centralized or decentralized?

A. A diagram of the CVS topology is not available to bidders. However, a description of the topology is provided in Section 4.2 of the CVS RFP. Specific to gatekeepers, it says there are: "three (3) Cisco 3725 routers acting as regional gatekeepers/proxy servers, all located on the CalREN-DC backbone and approximately 150 Cisco 37xx and 38xx series routers acting as local gatekeepers/proxy servers at each videoconference user site, typically campus locations for the institutions served."

Q. What product is CENIC currently using as a scheduler? Please clarify what is meant in Section 4.3.4.e with regard to PC-based solutions integrating with the CVS scheduling software.

A. CVS currently uses the Polycom Conference Suite software. This product provides automated communication between the scheduler and the MCU's. PC-based systems should function in a way that allows the scheduling software to make no distinction between PC-based codecs and room-based codecs for the purposes of scheduling and initiating videoconference connections.

Q. Would CENIC be interested in proposals that include scheduling solutions that provide greater functionality than currently available through the Polycom Conference Suite?

A. Yes. Through this RFP, CENIC expects to purchase a new scheduling program. Section 4.3.1 of the CVS RFP specifies minimum requirements for scheduling software based on the system currently in place.

Q. Is CENIC interested in proposals that include audio conferencing or data collaboration options?

A. This RFP is predominantly focused on videoconferencing services. The current CVS MCU's support audio conference bridging; however, this functionality is only used in a limited capacity. Likewise, data collaboration is not a primary focus of this RFP. If interested, bidders may offer solutions under Section 4.3.7 "Optional Services."

Q. What is the timeline for deployment?

A. The optimum time to deploy is during the summer months when demand for videoconferencing services slows. CENIC is interested in a phased migration, which will require both the old infrastructure and new infrastructure to co-exist while sites are being migrated to the new infrastructure.

Q. What are the standards for High Definition (HD) video currently supported over CVS, and what standards will CENIC require for the new infrastructure?

A. Currently CVS supports Standard Definition videoconferences. Bidders should detail the standards, formats and frame rates for HD supported by the proposed solution.

Q. Does CENIC plan to conduct hands-on evaluation of proposed solutions during the review process?

A. During the year prior to issuing this RFP, CENIC has been given hands-on access to a number of the available products by major manufacturers in this industry. As appropriate, CENIC may request demonstration/evaluation of specific products.

Q. Should PC-based codecs be multi-platform?

A. Yes, codecs should support Mac, UNIX, and Windows workstations per Section 4.3.4.d.

Q. What is the number of room vs. PC-based codecs CVS currently supports?

A. CVS currently supports room based, dedicated use codecs only.

Q. What is the standard bandwidth currently used for individual ISDN connections? Does CENIC plan to increase this with the new system?

A. The current standard call rate for ISDN is 384kbps, with occasional calls at 768kbps. At a minimum, proposed solutions should provide the same capability and describe options for upgrading to support more connections and/or higher bandwidth connections.

Q. Will the MCU locations stay the same?

A. Not necessarily, though CENIC anticipates they will continue to be located on the backbone.

Q. Does CENIC require the same quantity of MCUs as currently in place? That is, should Bidders provide a quote for three (3) MCUs?

A. CENIC does not require the proposed solution to contain the same number of MCU's, and bidders may quote as many or as few MCU's as they determine to be appropriate as long as the proposed solution provides the functionality detailed in Section 4.3.2 of the CVS RFP. However, it should be noted that redundancy/fault tolerance is a technical evaluation factor that should be considered when designing the proposed solution.

Q. In the current CVS infrastructure ISDN functionality is integrated into the MCU. Is integration of ISDN functionality within the MCU a requirement or would CENIC entertain a solution with a separate ISDN gateway?

A. Splitting out the ISDN functionality into a different chassis is acceptable. However, bidders must provide details regarding integration and support.

Q. Would CENIC entertain a proposal that includes a separate streaming video server rather than a solution that is integrated into the MCU?

A. Splitting out video archiving/streaming into a different chassis is acceptable. However, bidders must provide details regarding integration and support.

Q. For quoting of Gatekeeper/Proxy servers, if proposed solution were to replace all gatekeepers, would that be a quantity of 1 and bidder should provide total price or should quote be per unit?

A. Since the exact number of units required has not been calculated, assume CENIC would order approximately 150 units, but provide a per unit price.

Q. Does CENIC plan to continue use of the current 10 digit dial plan?

A. Yes, that is the current plan. If bidders choose, they may propose options for changing the dial plan.

Q. Should proposals provide separate pricing and plans for Installation services and Transition services? Is there a time line for each?

A. CENIC believes it would be difficult to separate these. CENIC is interested in a phased migration, which will require both the old infrastructure and new infrastructure to co-exist while sites are being migrated to the new infrastructure. The timeline for completion of both installation and transition is estimated to be approximately three (3) months.

Q. For gatekeeper installation and transition, is it expected that bidders would physically de-install and install gatekeepers at each location or would that be handled by CENIC?

A. Bidders are invited to propose either option.

Q. Is there a plan to allow Internet connected sites (i.e., sites that are not on CalREN) to participate via IP in CVS videoconferences?

A. This is currently allowed via “guest” connections and expected to continue.

Q. In quoting pricing, should bidder provide an individual quote for each section or one price that includes all sections being bid on?

A. Per Appendix 1 of the CVS RFP, bidders must submit a summary sheet showing all costs. This can be a spreadsheet with breakdown of costs per section, as well as total cost.

Q. Does CENIC expect to award all sections of the RFP to a single bidder or might multiple bidders each be awarded specific sections?

A. CENIC is open to either outcome.

Q. Is CENIC committed to replacing all the gatekeepers at individual CVS sites?

A. Not necessarily. Replacement of site gatekeepers is dependent on the increased functionality provided in proposed solutions for replacement.

Q. Should PC-based solutions describe specific SIP functionality, which requires integration of mixed environments, or should this be covered under Section 4.3.7?

A. Given the increase in SIP-based solutions, CENIC will accept proposals that include SIP functionality in Section 4.3.4 “PC-based videoconferencing” as it relates to support for PC-based codecs. If bidders prefer, CENIC will also accept proposals which place this information in Section 4.3.7 “Optional Services,” with reference back to Section 4.3.4.

Q. How many MCU ports will be purchased?

A. Per Section 4.3 of the CVS RFP, the upgraded CVS infrastructure must provide all the functionality of the current infrastructure. The current maximum port count is 128 simultaneous H.323 endpoints and 12 simultaneous H.320 endpoints. These are minimum requirements for port count; bidders may choose to propose higher port counts or describe upgrade options to increase port count in the future.

Q. The RFP mentions that CENIC currently supports 100 conferences per week. Does CENIC have figures for the average number of endpoints per conference and peak usage times? If part of the

scheduling package bid provided histograms and other usage analytics would that be of use to CENIC?

A. CENIC does not have figures on the number of endpoints per conference or peak times of usage. The ability to provide usage reports is a requirement of the scheduler software, as noted in Section 4.3.1.n of the CVS RFP. It is up to the bidder to describe the types of reports and level of customization of the proposed product.

Q. There is a requirement for up to 1000 endpoints to be registered- is this because of anticipated growth in endpoint population?

A. Yes.

Q. With respect to PC video capability, is it a requirement that the PC's involved in a conference must allow data sharing, (e.g., display PowerPoint, Excel etc.)? Must data sharing also work on room systems involved in the same conference?

A. Yes, per Section 4.3.4.a of the CVS RFP, the infrastructure to support PC-based videoconferencing MUST integrate with the existing and proposed H.323 standard CVS infrastructure. These standards include support for at least two video streams in a single call, using H.239 to request and signal streams beyond the first one.

Q. Does the PC solution have to support H.264 or HD (at least 720P)?

A. Per Section 4.3.4.a of the CVS RFP, the infrastructure to support PC-based videoconferencing MUST integrate with the existing and proposed H.323 standard CVS infrastructure. These standards include industry-standard HD formats (see Section 4.3.2.f of the CVS RFP). Of course, this presumes that the PC hardware, which is beyond the scope of the RFP, is HD capable.

Q. The RFP does not discuss licensing of the desktop video PC software. Does CENIC have any requirements with respect licensing?

A. Per Section 4.3.4 of the CVS RFP, CENIC requires a solution that provides the back-end supporting infrastructure for connecting PC-based codecs. If the proposed solution requires software licenses, licensing requirements must be included in the response.

Q. If bidders have additional questions, how should those be communicated?

A. Additional questions may be directed to Cassandra Patrizio via email to <cpatrizio@cenic.org>. Questions will be answered via email and then both the question and answer will be posted to the CENIC RFP site, [www.cenic.org/rfp.html](http://www.cenic.org/rfp.html). CENIC recommends that all potential bidders subscribe to the RSS feed at the RFP site to receive timely notification of updates.