IT Network Infrastructure Services

November 2026

REQUEST FOR PROPOSAL – QUESTIONS & ANSWERS

ORANGE COUNTY
OCERS
EMPLOYEES RETIREMENT SYSTEM

QUESTION	*ANSWER*
Budget and Hardware 1. Has OCERS set a budget, target range, or not-to-exceed amount for the network scope, either overall or by Lot? If the network is funded within the new building's construction budget, can OCERS share the amount allocated to IT/network infrastructure so respondents can match equipment tiers to it?	OCERS has not published a budget or not-to-exceed amount for this RFP. Respondents should propose the solution that best meets the requirements in Exhibit B with itemized pricing by Lot, and may offer alternate equipment tiers as separately priced options.
2. Does OCERS have a preferred or standard manufacturer for switching, wireless, and firewalls (for example, to match its current environment or its IT staff's skills)? Are any manufacturers excluded?	The RFP does not require a specific manufacturer, and no manufacturers are excluded. Respondents should recommend the manufacturer(s) and platform best suited to a new, best-practice design for the new building. All equipment must be current, supported, non-end-of-life/non-end-of-sale and sized for at least 3–5 years of anticipated growth.
3. Should hardware pricing include multi-year manufacturer support and licensing (for example, 5-year subscriptions bundled at purchase), or should licensing be priced year by year?	Recurring software, licensing, security subscription, circuit and support charges must be shown by Lot and contract year for Years 1–5, including escalation assumptions and renewal terms. OCERS will use Years 1–5 to compare total cost of ownership.
4. What manufacturer and labor warranty length does OCERS expect for Lots 1 and 2?	The RFP does not set a minimum warranty period. Respondents must state all manufacturer warranty terms, clearly distinguished from the Respondent's labor warranty, and propose a post-installation labor warranty with its duration (Section 7, Item 11; Exhibit B, Service Requirement No. 15). Warranty terms are part of the evaluation criteria.
Building and Site 5. Please provide the new building's address, number of floors, square footage, and the expected headcount and number of workstations at move-in and at 3–5 years of growth	The new building address is 1200 N. Tustin Avenue, Santa Ana, CA 92701. The building will be three floors. Square footage of 65,768 SF for a staff of 197 (cubes and offices). Departmental layout and related design information will be provided or confirmed as information becomes available. Respondents should identify assumptions used in preparing their proposals.

6. Are architectural, telecom/low-voltage (T-series), or MDF/IDF room drawings available to respondents? How many telecom rooms are planned, and where?	Departmental layout and related design information will be provided or confirmed as information becomes available. Respondents should identify assumptions used in preparing their proposals.
7. Will there be a pre-proposal site visit? If so, what is the date and how do respondents register?	OCERS will not hold a pre-proposal site visit. The new building is under construction at 1200 N. Tustin Avenue, Santa Ana, CA 92701, adjacent to OCERS' existing facility. Available design information will be provided through the procurement portal and/or addenda; Respondents should identify the assumptions used in preparing their proposals.
8. Who is the general contractor? When are telecom rooms, ceilings, and pathways expected to be ready for cabling and equipment?	The general contractor is Snyder Langston. Based on the current construction schedule, the MDF and IDFs are targeted for completion in late January/early February 2027, and permanent power is currently projected for May 27, 2027. Target ISP circuit installation and testing is May 21, 2027, and Internet connectivity must be available by June 11, 2027. Construction dates are subject to change and will be confirmed with the selected Respondent(s) during design; Respondents should state their schedule assumptions.
9. For the inter-building connection, what is the distance between the existing and new buildings? Is there existing conduit? Will OCERS choose the method (fiber in conduit, trenching, or point-topoint wireless) before award, or should respondents price each option?	The Respondent should evaluate and recommend the most appropriate inter-building connectivity method based on OCERS requirements and site conditions. Potential methods may include fiber, carrier service, or point-to-point wireless. The final method and scope assignment will be subject to OCERS approval.
Quantities 10. Can OCERS provide expected quantities: data drops per workstation, total drops, wireless access points, cameras, access control devices, printers, and AV endpoints? If not, should respondents use a stated assumption plus unit pricing so all proposals are priced on the same basis?	Where final quantities are not available, Respondents shall state the basis of estimate and provide applicable unit pricing and/or allowances. This will allow OCERS to normalize proposals and adjust for final quantities.

11. How many users and devices (computers, phones, printers, IoT) will connect to the network at move-in?	The new building is planned for a staff of 197 (cubes and offices). Final quantities are TBD and will be confirmed during design. Respondents should state their assumptions (e.g., devices per user, printers, IoT/building-system devices) and size the network with capacity for at least 3–5 years of anticipated growth.
Existing Environment 12. What network equipment, firewall, internet circuits, phone system, and monitoring tools does OCERS use today? Will any existing equipment be reused or relocated to the new building?	This RFP is for a new network design for the new building based on current industry best practices. OCERS' existing environment is not relevant to proposal preparation, and Respondents should not base their designs on it. Any information needed for integration or cutover will be shared with the selected Respondent(s) during design. Lot 1 includes supply and installation of new network equipment (Exhibit B, Service Requirement No. 5).
13. Will the existing building stay in service and need to connect to the new building long term, or is this a full move?	The project primarily concerns OCERS' new building and required connectivity with the adjacent existing facility.
Lot 3 - Internet/WAN and Carrier Services 14. What bandwidth does OCERS require for the primary and backup circuits?	OCERS has not set a fixed bandwidth requirement. Lot 3 Respondents should recommend and price a primary fiber-based dedicated Internet access circuit sized for anticipated use (a staff of 197 with capacity for 3–5 years of growth) and a secondary/backup circuit from a physically diverse carrier and should state their sizing assumptions. Pricing for alternate bandwidth tiers may be included.
15. Will carrier contracts be held directly by OCERS, or should the respondent resell or manage them? Is an authorized carrier partner/agent arrangement acceptable?	Lot 3 Respondents are responsible for procuring the carrier services (Exhibit B, Service Requirement No. 7). An authorized carrier partner/agent arrangement may be proposed, provided the proposal clearly identifies the carrier, the contracting party for each circuit, and the support/escalation model. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and

	tracking installation through turn-up and testing.
16. Which carriers currently serve OCERS?	OCERS currently has services with Lumen, AT&T, Crown Castle and Spectrum. Services at the new building will be new, and the general contractor is providing the carrier pathways/fiber entrance to the building. Respondents should confirm serviceability for the new building directly with carriers. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
Optional Lot B – Managed services / ongoing support 17. Does Optional Lot B cover network infrastructure only (switches, firewalls, wireless, circuits), or also end-user support (computers, Microsoft 365, user help desk)?	Optional Lot B covers post-installation monitoring, help desk/on-site support, patch/firmware management and SLA-based support for the network infrastructure delivered under this RFP (switches, wireless, firewalls/security, network management and Internet circuits). Respondents should state their device-count assumptions and provide per-unit pricing where applicable. End-user desktop, Microsoft 365 and user help desk support are not part of this RFP.
18. What help desk hours and onsite coverage does OCERS expect? Are there target response and resolution times for critical outages?	Respondents should propose their support hours, after-hours coverage options, on-site support model, severity definitions and response/restoration SLAs for critical outages (Section 7, Item 11; Exhibit B, Service Requirement No. 15). OCERS' regular business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

19. How large is OCERS's internal IT team, and what does it handle versus the managed services provider?	OCERS has an internal IT department that will continue to manage end-user support and day-to-day administration. Optional Lot B is intended to supplement OCERS IT with network monitoring, support, patch/firmware management and SLA-based response. Respondents should clearly describe their proposed support boundaries.
20. Approximately how many devices will be under management?	Final device counts will be determined during design. Respondents should state their device-count assumptions and provide per-device/unit pricing so OCERS can adjust for final quantities.
Licensing, prevailing wage, and bonding 21. Does OCERS consider any Lot a public works project subject to prevailing wage and DIR registration? If so, which Lots?	Structured cabling and other installation work at the new building may constitute a public works project. Where applicable, the Contractor must comply with California prevailing wage requirements and DIR registration and reporting (Exhibit E, Section 2.4.9). OCERS anticipates this will apply to Lot 2 structured cabling work; Respondents should identify any other proposed work they consider subject to these requirements.
22. Which California contractor license classes does OCERS require for Lot 2 (for example, C-7 or C10)?	Respondents and their subcontractors must hold all licenses legally required for the work performed in California (Exhibit C). Structured cabling work under Lot 2 typically requires a California C-7 (Low Voltage Systems) or C-10 (Electrical) contractor license.
23. Are performance or payment bonds required? If so, for which Lots and at what amounts?	Respondents must be bonded where applicable (Section 3). Any performance and/or payment bond requirements will be confirmed by addendum and/or during contract negotiations.

Insurance 24. The insurance limits in RFP Section 3 differ from those in Exhibit E, Section 2.7.2. Which governs?	The OCERS Services Agreement is a draft agreement; minimum insurance coverage requirements are listed in Section 3. Respondents should identify any requested exception or alternative in their proposal in accordance with Section 11. Any modification would be subject to OCERS' review and approval during contract negotiations.
25. Do the $8M umbrella/excess and $5M fidelity requirements apply to every Lot, or can they be scaled by Lot (for example, a lower limit for Optional Lot B alone)?	Minimum insurance coverage requirements are listed in Section 3. Respondents should identify any requested exception or alternative in their proposal in accordance with Section 11. Any modification would be subject to OCERS' review and approval during contract negotiations.
26. Can a respondent provide certificates showing increased limits upon award rather than at proposal submission?	Insurance will be required upon contract award.
Contract and payment 27. Will OCERS make milestone or progress payments, or a deposit for hardware procurement, rather than paying only in arrears after acceptance?	The draft Services Agreement provides for monthly itemized invoices, payment of undisputed charges net 30, and invoicing in arrears unless otherwise directed in the Agreement. Respondents may identify requested contract exceptions or modifications in their proposals for OCERS' consideration during negotiations.
28. Will OCERS consider a mutual limitation of liability, and narrowing the indemnity in Exhibit E, Section 2.6.1 to established (not "alleged") breaches?	Under RFP Section 11, respondents must identify proposed exceptions to Exhibit E and supply alternative contract language and rationale in their proposals. OCERS has not agreed to a particular liability or indemnification change; any modification is subject to negotiation and approval.

29. Exhibit E, Section 2.9.1 assigns work product to OCERS, including items created before the term. Will OCERS exclude respondents' pre-existing tools, templates, and know-how?	The Services Agreement separately addresses Preexisting IP. If Contractor incorporates identified Preexisting IP into the Work Product, Contractor grants OCERS the license described in Section 2.9.3. A Respondent requesting different treatment must identify the requested contract modification in its proposal in accordance with Section 11.
30. Exhibit E, Section 2.8.1 allows either party to terminate on 30 days' notice, while Section 11 describes termination for convenience by OCERS only. Which applies?	The Services Agreement provides that OCERS may terminate for breach and that either Party may terminate for any reason or no reason on 30 days' written notice. Section 11 additionally establishes requirements for OCERS' final contract, including termination for convenience, lack of appropriated funds and default. Final contract terms will be established through contract negotiations.
31. Exhibit D asks respondents to confirm there are no ambiguities in the scope. Given open items such as building size and quantities, may respondents list their pricing assumptions instead?	Yes. For unresolved quantities or design inputs, Respondents should clearly identify their assumptions, basis of estimate, unit pricing and/or allowances. Respondents should also identify any material assumptions, exclusions, dependencies, scope interfaces, or ambiguities in their proposal.
32. What bandwidth capacity is OCERS requesting for the primary DIA circuit?	OCERS has not set a fixed bandwidth requirement. Lot 3 Respondents should recommend and price a primary fiber-based dedicated Internet access circuit sized for anticipated use (a staff of 197 with capacity for 3–5 years of growth) and a secondary/backup circuit from a physically diverse carrier and should state their sizing assumptions. Pricing for alternate bandwidth tiers may be included.
33. Will OCERS post answers and any updated agenda to all firms that submit an Intent to Respond? Is November 23 still the posting date?	Yes. The currently scheduled date for posting RFP answers is November 23, 2026. OCERS reserves the right to modify the RFP schedule.

34. Is this RFP requesting a service integrator and/or a service provider?	The RFP permits multiple award structures, including a complete turnkey award, individual Lot awards, combination Lot awards and independently awarded Optional Lots. A Respondent proposing Lot 1 must also provide a separately priced Prime Integrator option.
35. When will the detailed information for the requested services be released? Example: details for floor plans, square footage, headcount, wireless AP needed, existing network diagrams, IP/VLAN scheme, equipment inventory, current ISP, bandwidth requirement for primary and backup circuits etc.	The new building address is 1200 N. Tustin Avenue, Santa Ana, CA 92701. The building will be three floors. Square footage of 65,768 SF for a staff of 197 (cubes and offices). Departmental layout and related design information will be provided or confirmed as information becomes available. Respondents should identify assumptions used in preparing their proposals.
36. Section 2 of the RFP mentions a pre-proposal site visit, but the RFP Schedule does not list one. Will a mandatory site walk be provided?	OCERS will not hold a pre-proposal site visit. The new building is under construction at 1200 N. Tustin Avenue, Santa Ana, CA 92701, adjacent to OCERS' existing facility. Available design information will be provided through the procurement portal and/or addenda; Respondents should identify the assumptions used in preparing their proposals.
37. To ensure we provide a comprehensive, high-quality response that addresses all your requirements we respectfully request a deadline extension.	At this time, the proposal submission deadline remains December 4, 2026, 5:00 p.m. PT. OCERS reserves the right to modify the RFP schedule; any change will be issued by addendum through the procurement portal.
38. Please identify the incumbent voice/UC platform, current licensing/subscription model, contract and renewal dates, user count, handset inventory, DID inventory and PSTN/carrier architecture.	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
39. Does OCERS prefer extension of the current platform or will it consider a complete replacement/UCaaS migration?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A may present alternatives as separately priced options, with the recommended option clearly identified.

40. Are contact center, call recording, analog devices, fax, paging, intercom, lobby/common-area phones or emergency phones in scope?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should price additional features (e.g., call recording, analog devices, fax, paging, intercom and emergency phones) as separately identified options.
41. Please provide E911 location requirements and expected number-porting constraints or preferred cutover windows.	OCERS has an existing VoIP provider, which is expected to provide voice service, E911 and any number changes at the new building (1200 N. Tustin Avenue, Santa Ana, CA 92701; three floors). The Lot 1 network design must support dispatchable location for E911. Cutover should be planned outside OCERS' regular business hours (8:00 a.m. to 5:00 p.m., Monday through Friday) where practical and aligned with the June 11, 2027, go-live.
42. What project information will OCERS provide before proposals are due, and when will it be available, including floor plans, building size and floor count, user and workstation estimates, device and data-drop estimates, MDF and IDF locations, construction milestones, and known pathways?	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances.
43. Will OCERS hold a pre-proposal site visit or walkthrough, and if so, when and how can respondents register?	OCERS will not hold a pre-proposal site visit. The new building is under construction at 1200 N. Tustin Avenue, Santa Ana, CA 92701, adjacent to OCERS' existing facility. Available design information will be provided through the procurement portal and/or addenda; Respondents should identify the assumptions used in preparing their proposals.
44. What is the new building's project address, and what site-access or safety requirements should respondents plan for?	The project address is 1200 N. Tustin Avenue, Santa Ana, CA 92701. Respondents shall coordinate site access, construction sequencing and applicable safety requirements with OCERS, the GC and other project participants as applicable.

45. Does the project cover only the new building and its connection to the adjacent OCERS facility, or are other locations included?	The project primarily concerns OCERS' new building and required connectivity with OCERS Data center (DC)colocation/Azure cloud/DRaaS.
46. Are shared network services or connectivity between the new and existing facilities required?	Network services and connectivity must run in parallel, all HQ connections run to the DC/AZURE Cloud/ DRaaS.
47. When will respondents receive available network diagrams, IP and VLAN information, equipment inventory, ISP details, phone and UC information, and security, access-control, AV, and building-system requirements?	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances
48. When will respondents receive available network diagrams, IP and VLAN information, equipment inventory, ISP details, phone and UC information, and security, access-control, AV, and building-system requirements?	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances.
49. What construction drawings and milestone dates are available for telecom-room access, pathway completion, carrier entrances, inspections, and installation access?	Available design information will be provided through the procurement portal and/or addenda. The general contractor is Snyder Langston. Based on the current construction schedule, the MDF and IDFs are targeted for completion in late January/early February 2027, and permanent power is currently projected for May 27, 2027. Target ISP circuit installation and testing is May 21, 2027, and Internet connectivity must be available by June 11, 2027. Construction dates are subject to change and will be confirmed with the selected Respondent(s) during design; Respondents should state their schedule assumptions. Carrier pathways/fiber entrance are being provided by the general contractor.
50. Who is responsible for construction dependencies and unresolved scope boundaries among awarded vendors, the general contractor, the electrical contractor, and other trades?	Each Respondent is responsible for its awarded scope and must identify and coordinate interfaces and dependencies. The Prime Integrator, if designated, coordinates cross-vendor schedules, interfaces, integrated testing and cutover. Only OCERS may authorize changes to another contractor's scope, cost, schedule

	or contractual obligations.
51. Beyond the tests and deliverables listed in the RFP, what performance targets should respondents use for network availability, wireless coverage and capacity, Internet throughput, and automatic failover?	Respondents should state the availability, wireless coverage/capacity, throughput and failover targets their design is intended to meet, consistent with Exhibit B: redundant core switching/power where warranted, wireless validated by a post-installation survey and heat map, circuits sized for anticipated use, automatic failover to the backup Internet service tested end-to-end, and a 48–72 hour burn-in before cutover.
52. What technology or infrastructure changes does OCERS anticipate over the next three to five years that respondents should consider when designing the new building network?	Respondents should design for at least 3–5 years of anticipated growth, including continued growth in cloud/SaaS services, wireless and IoT/building-system devices, and security requirements. Additional strategic information will be shared with the selected Respondent(s) during design.
53. Does OCERS plan to adopt or expand AI tools or AI-enabled services, and what related network capacity, latency, wireless, segmentation, or security requirements should respondents consider?	OCERS has not identified specific AI workload requirements for this RFP. Respondents should design Internet capacity, wireless, segmentation and security controls with capacity for at least 3–5 years of growth, including increased use of cloud and AI-enabled services, and state their assumptions.
54. Are AI workloads expected to run at OCERS facilities, in the cloud, in colocation, or through hosted services?	OCERS has not identified on-premises AI workloads within the scope of this RFP. For proposal purposes, Respondents should assume AI-enabled services will be consumed as cloud/hosted services.
55. Which cloud platforms and services does OCERS use today or expect to use during the planned life of the network?	OCERS uses cloud-based services and expects that use to grow over the life of the network. Respondents should design Internet capacity and security for cloud/SaaS access based on industry best practices. Platform details will be shared with the selected Respondent(s) during design.
56. Should the new building connect to cloud services over the public Internet, private circuits, or a combination of both?	Respondents should assume cloud services will be reached over the Internet circuits procured under Lot 3. Private cloud connectivity is not required under this RFP but may be recommended as a separately priced option.

57. Does OCERS use colocation facilities or external data centers, and what connectivity, carrier, redundancy, or latency requirements should the network design accommodate?	Respondents should design secure connectivity from the new building to OCERS' off-site and cloud environments over the Lot 3 Internet circuits (e.g., VPN), based on industry best practices. Details of these environments will be shared with the selected Respondent(s) during design. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move.
58. Which systems are expected to remain at OCERS facilities, move to cloud or colocation, or operate across these environments?	Application hosting details will be shared with the selected Respondent(s) during design. Respondents should state the assumptions used in preparing their proposals.
59. What connections should be planned among the new building, the existing facility, cloud platforms, and any colocation sites?	Plan for primary and backup Internet circuits at the new building and secure Internet/VPN connectivity to cloud and off-site environments. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move.
60. Does OCERS have current or planned standards for WAN, SD-WAN, SASE, zero-trust security, identity, or network access that should guide the proposed design?	OCERS is looking for the Respondent to recommend the WAN, SD-WAN, security, identity and network-access approach based on industry best practices. Lot 1 includes BGP/SD-WAN/dual-WAN and automatic failover, a next-generation firewall, VPN and Network Access Control (Exhibit B, Service Requirement Nos. 7 and 8).
61. What growth assumptions should respondents use for users, devices, cloud traffic, and AI-related workloads over the required three-to-five-year capacity period?	Respondents should design for the planned staff of 197 with capacity for at least 3–5 years of anticipated growth, and clearly state their growth assumptions for users, devices, cloud traffic and AI-related workloads.
62. If strategic details are sensitive, can OCERS provide the relevant non-confidential architecture requirements or design assumptions through an addendum?	Yes. Non-confidential design information will be provided through the procurement portal and/or addenda to the extent available. More detailed information will be shared with the selected Respondent(s) during design.

63. Does OCERS have preferred, approved, or restricted manufacturers for network, wireless, firewall, NAC, or network-management equipment?	The RFP does not require a specific manufacturer, and no manufacturers are excluded. Respondents should recommend the manufacturer(s) and platform best suited to a new, best-practice design for the new building. All equipment must be current, supported, non-end-of-life/non-end-of-sale and sized for at least 3–5 years of anticipated growth.
64. Are there existing systems, licenses, or support agreements that the proposed Lot 1 solution must accommodate?	This RFP is for a new network design for the new building based on current industry best practices. OCERS' existing environment is not relevant to proposal preparation, and Respondents should not base their designs on it. Any information needed for integration or cutover will be shared with the selected Respondent(s) during design.
65. Are any routing, WAN failover, BGP, SD-WAN, VPN, NAC, network-management, or wireless technologies required or restricted?	The RFP does not require or restrict specific technologies. Lot 1 includes routing, BGP/SD-WAN/dual-WAN and automatic failover, VPN, NAC, centralized network management and wireless (Wi-Fi 6, 6E, 7 or the appropriate current-generation standard) per Exhibit B. Respondents should recommend the technologies best suited to OCERS' requirements.
66. If no specific technologies are required, should respondents recommend the architecture and protocols based on the existing environment and performance requirements?	Yes. Respondents should recommend the architecture, technologies and protocols based on industry best practices and the requirements in Exhibit B. The design should not be constrained by OCERS' existing environment.
67. What user, device, bandwidth, wireless-density, growth, and availability assumptions should respondents use to size the network?	The new building will be three floors and 65,768 SF for a staff of 197 (cubes and offices). Respondents should plan for a minimum of two data drops per typical workstation (subject to final design), size wireless for anticipated device density, provide redundancy where warranted and capacity for 3–5 years of growth, and state all sizing assumptions.
68. Are there security or integration requirements beyond those in the RFP, such as identity integration, logging or SIEM, or monitoring?	Requirements are described in Exhibit B, including centralized monitoring with outage/performance alerting and helpdesk integration where practical (Service Requirement No. 12), NAC and segmentation (No. 8). The design must segment third-party

	systems (e.g., security/access control and video surveillance, AV and building systems) from the internal OCERS network and support secure third-party access for programming and maintenance, as well as AV network requirements such as IGMP, PTPv2 clocking and DSCP-based QoS.
69. Is the Prime Integrator option required with every Lot 1 proposal, including single-Lot and turnkey proposals, and when does OCERS expect to exercise it?	Every proposal that includes Lot 1 must include a separately priced Prime Integrator option, whether the proposal is for Lot 1 alone, multiple Lots, or turnkey. OCERS may exercise that option if it uses a multiple-award structure.
70. If OCERS awards multiple Lots, is the Prime Integrator expected to coordinate Optional Lots A and B as well as Lots 1 through 3?	If designated by OCERS, the Prime Integrator coordinates cross-vendor schedules, technical interfaces, testing, cutover and related activities among applicable awarded contractors. Optional-Lot providers must coordinate applicable interfaces with OCERS and the awarded contractors.
71. What Prime Integrator deliverables, effort assumptions, and pricing format should respondents use?	The separately priced Prime Integrator option should address consolidated project integration, multi-vendor coordination, interface management, consolidated critical-path scheduling, integrated testing/commissioning, cutover, punch-list tracking and final-documentation coordination.
72. How should respondents present individual Lot, combination, and turnkey pricing so OCERS can compare award scenarios consistently?	Respondents must provide itemized pricing by Lot using the RFP pricing schedule, including one-time/NRC and Years 1–5 costs. Combination discounts should identify their applicable conditions. Lot 1 proposals must separately price the Prime Integrator option.
73. Is there a required pricing template or workbook for proposals?	Respondents must provide itemized pricing by Lot using the RFP pricing schedule, including one-time/NRC and Years 1–5 costs. Combination discounts should identify their applicable conditions. Lot 1 proposals must separately price the Prime Integrator option.
74. For quantities that are not yet known, should respondents provide a stated base quantity with unit rates or allowances?	Respondents should state the assumed base quantity and provide unit pricing and/or allowances for unresolved quantity-sensitive items.

75. How will additions or deductions be reconciled once final quantities are established?	The RFP requires unit prices to be usable for additions and deductions when final quantities are established, subject to the final agreement.
76. Please confirm whether three references are required for each Lot proposed and whether each reference must be completed within the past three years?	Respondents must provide at least three references for comparable work completed within the past three years, relevant to the Lot(s) proposed.
77. Can a disclosed subcontractor's references satisfy Lot-specific qualifications?	Qualifications may be satisfied through disclosed subcontractors where permitted, provided that the prime Respondent remains fully responsible for performance and clearly identifies which entity satisfies each requirement.
78. What estimates or drawings are available for Cat 6A drops, fiber runs and strands, racks, UPS units, and connections for access points, cameras, access control, AV, printers, and other devices, including locations by floor or telecom room?	Departmental layout and related design information will be provided or confirmed as information becomes available. Respondents should identify assumptions used in preparing their proposals.
79. For the Cat 6A riser identified for a rooftop Starlink dish, which party is responsible for the dish, mounting, pathway, power, permits, and service?	Lot 2 is responsible for the Category 6A (or better) riser run from the MDF to the rooftop, including the pole mast to support the Starlink satellite dish (Exhibit B, Service Requirement No. 4). Responsibility for the dish, service, roof penetrations, permits and power will be confirmed during design and coordinated with OCERS and the GC.
80. Are there existing pathways or fiber between the new and existing facilities that can be reused?	No. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move.
81. Who is responsible for pathway, conduit, trenching, permits, and fiber installation between the buildings?	Not applicable. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move. Carrier pathways/fiber entrance to the new building are being provided by the general contractor.

82. When are the MDF and IDFs expected to be accessible and ready?	Based on the current construction schedule, the MDF and IDFs are targeted for completion in late January/early February 2027, turned over clean, secure, lockable and with functioning HVAC. Dates are subject to change and will be confirmed with the selected Respondent(s) during design.
83. Who is responsible for rack UPS and telecommunications bonding, and who is responsible for permanent electrical service, generator connections, building grounding, and room cooling?	Lot 2 furnishes and installs rack PDUs, network UPS equipment and telecom grounding/bonding components, including final telecom bonding connections within its licensed scope. The GC/electrical contractor provides permanent electrical service, branch circuits, generator/emergency-power connections and building grounding; the GC/HVAC contractor provides room cooling. Lot 1 provides equipment power and heat-load requirements (Exhibit B, Service Requirement No. 9). The current design provides three 20A circuits and one 30A circuit for rack power, with no 220/240V circuits; Respondents should identify any additional power required.
84. Does OCERS have target bandwidth, SLA or availability, static-IP, or other requirements for the primary and backup Internet circuits?	OCERS has not set a fixed bandwidth requirement. Lot 3 Respondents should recommend and price a primary fiber-based dedicated Internet access circuit sized for anticipated use (a staff of 197 with capacity for 3–5 years of growth) and a secondary/backup circuit from a physically diverse carrier, and should state their sizing assumptions. Pricing for alternate bandwidth tiers may be included. Static public IP addressing is required. Respondents should state proposed SLA/availability commitments for each circuit.
85. If circuit requirements are not yet set, what usage assumptions should respondents use to size the services?	Respondents should size services for a staff of 197 with capacity for 3–5 years of growth and clearly state their usage assumptions.

86. Are any carriers, routes, or building entrances already available or preferred?	OCERS currently has services with Lumen, AT&T, Crown Castle and Spectrum. Services at the new building will be new, and the general contractor is providing the carrier pathways/fiber entrance to the building. OCERS has not designated a preferred carrier. The backup circuit must be from a physically diverse carrier and, where feasible, a physically diverse path. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
87. Can OCERS provide available serviceability results, carrier information, or demarcation details?	The general contractor is providing the carrier pathways/fiber entrance to the new building at 1200 N. Tustin Avenue, Santa Ana, CA 92701. Respondents should confirm serviceability directly with carriers; demarcation details will be coordinated with the general contractor during design. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
88. If permanent carrier delivery is delayed, what minimum capacity and security requirements should respondents use to price temporary connectivity?	Temporary connectivity should be sufficient to support core business operations at the new building (Internet access and secure access to OCERS systems) with security controls equivalent to the permanent design. Respondents should state the capacity assumed and price temporary connectivity separately.
89. Does OCERS have a preferred temporary connectivity approach?	No. Respondents should recommend a temporary connectivity approach (e.g., fixed wireless, cellular or satellite) as part of their written contingency plan.

90. Is carrier-provided private WAN service between the new and existing facilities required, or should it be proposed as an option?	Not required. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move. Each building will have its own Internet connectivity.
91. If private WAN service is required, what service type, capacity, and demarcation requirements are known?	Not applicable. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move.
92. Should respondents show both 36-month and 60-month carrier commitment options in the five-year cost comparison where available?	Yes. Lot 3 Respondents shall provide both **3**6-month and 60-month carrier commitment/pricing options where available. OCERS will select the term at award.
93. Are there specific carrier renewal or escalation assumptions OCERS wants respondents to use?	No. Respondents should state their renewal and escalation assumptions for each recurring charge, including whether pricing is fixed, subject to a stated annual percentage increase, indexed, or subject to carrier renewal pricing (Section 7, Item 12).
94. What phone or UC platform does OCERS currently use, and what compatibility or extension requirements should Optional Lot A meet?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
95. What estimates are available for users, extensions, handsets, soft clients, shared phones, and analog or specialty lines?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
96. What information is available on numbers to be ported and carrier or porting dependencies?	OCERS has an existing VoIP provider, and number porting is not expected to be required under this RFP. Final requirements are TBD and will be confirmed during design.

97. What site address and location data are required for E911, and what implementation or testing dates should respondents plan for?	The E911 location is 1200 N. Tustin Avenue, Santa Ana, CA 92701 (three floors); dispatchable location data by floor/area will be finalized during design. E911 will be coordinated with OCERS' existing VoIP provider and completed before the June 11, 2027 go-live.
98. Should respondents propose a new UC platform, extend the current platform, or present alternatives?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A may present alternatives as separately priced options, with the recommended option clearly identified.
99. What licensing and service term and support responsibilities should respondents include for Optional Lot A?	Optional Lot A is project-based through implementation/acceptance, with any recurring UC service term separately identified. Recurring licensing, service and support costs should be shown by contract year (Years 1–5), including escalation assumptions and renewal terms. Respondents should describe support responsibilities, SLAs and training.
100. What integration with existing collaboration or directory systems is required for Optional Lot A?	Directory/identity-service and collaboration integration requirements will be provided during design. Respondents should describe their platform's integration capabilities (e.g., Microsoft 365/Teams, directory and single sign-on).
101. What devices, services, locations, and user groups should Optional Lot B cover?	Optional Lot B covers post-installation monitoring, help desk/on-site support, patch/firmware management and SLA-based support for the network infrastructure delivered under this RFP (switches, wireless, firewalls/security, network management and Internet circuits). Respondents should state their device-count assumptions and provide per-unit pricing where applicable.
102. What support hours, after-hours coverage, help-desk responsibilities, and on-site support expectations should respondents include?	Respondents should propose their support hours, after-hours coverage options, on-site support model, severity definitions and response/restoration SLAs for critical outages (Section 7, Item 11; Exhibit B, Service Requirement No. 15). OCERS' regular

	business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.
103. How does OCERS define a critical outage?	For proposal purposes, a critical outage is an event that causes loss of Internet connectivity or core network services materially affecting OCERS business operations. Respondents may propose their own severity definitions.
104. What response, escalation, restoration, and on-site response targets should respondents use for each severity level?	Respondents should propose response, escalation, restoration and on-site response targets for each severity level (Section 7, Item 11; Exhibit B, Service Requirement No. 15). These will be evaluated under the Optional Lot B criteria.
105. Must the managed-services provider integrate with a specific ticketing, monitoring, identity, or remote-access platform?	The RFP does not require a specific platform. Monitoring should include helpdesk integration where practical. Respondents should describe their tools and their ability to integrate with OCERS' existing ticketing and identity platforms, details of which will be provided to the selected Respondent.
106. What transition activities, credential handoff, and monitoring start date should respondents plan for?	Respondents should propose a transition plan, including secure credential handoff using an OCERS-approved method, monitoring integration and escalation boundaries. Monitoring is expected to begin at operational go-live (no later than June 11, 2027) or upon OCERS acceptance, as negotiated.
107. Should respondents provide separate annual pricing for each Optional Lot B renewal year, including proposed escalation assumptions?	Yes. Optional Lot B has an initial one-year term with up to four one-year OCERS renewal options. Recurring costs must be shown by contract year, including escalation assumptions and renewal terms.
108. Has OCERS determined whether any proposed Lot is subject to California public-works or maintenance requirements, prevailing wages, or DIR registration and reporting?	Structured cabling and other installation work at the new building may constitute a public works project. Where applicable, the Contractor must comply with California prevailing wage requirements and DIR registration and reporting (Exhibit E, Section 2.4.9). OCERS anticipates this will apply to Lot 2 structured cabling work; Respondents should identify any other proposed work they consider subject to these requirements.

109. If public-works requirements apply, can OCERS identify the applicable requirements and wage classifications?	Where prevailing wage applies, Respondents are responsible for identifying the applicable classifications from the DIR general prevailing wage determinations. OCERS' copy is available for viewing upon request (Exhibit E, Section 2.4.9).
110. Please confirm the controlling insurance requirements by Lot and for subcontractors, since the RFP summary and draft Services Agreement appear to differ on Professional Liability, Fidelity, and Umbrella or Excess coverage limits?	The OCERS Services Agreement is an draft agreement, minimum insurance coverage requirements are listed in Section 3. Respondents should identify any requested exception or alternative in their proposal in accordance with Section 11. Any modification would be subject to OCERS' review and approval during contract negotiations.
111. What payment milestones and acceptance documentation does OCERS expect for project-based Lots 1 and 2?	The draft Services Agreement provides for monthly itemized invoices, payment of undisputed charges net 30, and invoicing in arrears unless otherwise directed in the Agreement. Respondents may identify requested contract exceptions or modifications in their proposals for OCERS' consideration during negotiations.
112. May respondents propose milestone-based invoicing for project-based work?	The draft Services Agreement provides for monthly itemized invoices, payment of undisputed charges net 30, and invoicing in arrears unless otherwise directed in the Agreement. Respondents may identify requested contract exceptions or modifications in their proposals for OCERS' consideration during negotiations.
113. How will payment relate to final acceptance and close-out?	Final payment is tied to completion of the formal punch-list and acceptance walkthrough; all items must be resolved, or an OCERS-approved remediation plan provided, before final sign-off/final payment (Exhibit B, Service Requirement No. 13). Undisputed invoices are paid net 30.
114. What is causing the change in location and services?	OCERS is constructing a new office building adjacent to its existing facility. The network infrastructure is being implemented to support planned move-in and business operations at the new facility.

115. Who do you have services with today?	OCERS currently has services with Lumen, AT&T, Crown Castle and Spectrum. Services at the new building will be new, and the general contractor is providing the carrier pathways/fiber entrance to the building. Respondents should confirm serviceability for the new building directly with carriers. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
116. We need a list of sites that we need to service with internet and the bandwidths needed	The scope covers the new building at 1200 N. Tustin Avenue, Santa Ana, CA 92701, adjacent to OCERS' existing facility. Internet service is required for the new building: a primary fiber-based dedicated Internet access circuit and a physically diverse backup circuit, sized by the Respondent for anticipated use (a staff of 197).
117. What does your current network look like?	This RFP is for a new network design for the new building based on current industry best practices. OCERS' existing environment is not relevant to proposal preparation, and Respondents should not base their designs on it. Any information needed for integration or cutover will be shared with the selected Respondent(s) during design.
118. How are you storing your data?	This information is not required to prepare a proposal. Relevant details will be shared with the selected Respondent(s) during design.
119. Where do you connect to off site, Data Center, Cloud Providers, etc.?	Respondents should design secure connectivity from the new building to OCERS' off-site and cloud environments over the Lot 3 Internet circuits (e.g., VPN), based on industry best practices. Details of these environments will be shared with the selected Respondent(s) during design. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building

	until OCERS completes its move.
120. How do you secure your network for remote access from off-site workers and business partners?	Lot 1 includes remote-access VPN as required and site-to-site VPN where applicable (Exhibit B, Service Requirement No. 8). Respondents should recommend a best-practice remote-access design; details of the current environment are not relevant to proposal preparation.
121. What are your compliance needs for the network?	OCERS is a public retirement system that protects member personal and financial information. Respondents should apply industry best practices, including segmentation, NAC, device hardening, secure management access and logging. Specific security standards will be provided during design.
122. What is your go forward strategy with A.I.?	OCERS has not identified specific AI workload requirements for this RFP. Respondents should design with capacity for at least 3–5 years of growth, including increased use of cloud and AI-enabled services.
123. General RFP Timeline Question General Question Would OCERS consider extending the proposal submission deadline by 4-6 weeks? Given the scope and complexity of the requested services and the impending holidays that will affect business operations, the additional time would provide respondents with sufficient opportunity to thoroughly evaluate the requirements, coordinate proposed solutions, and submit complete and competitive proposals. If the intent of OCERS is to provide an extension, we respectfully request that it be posted as soon as possible given the upcoming holidays.	At this time, the proposal submission deadline remains December 4, 2026, 5:00 p.m. PT. OCERS reserves the right to modify the RFP schedule; any change will be issued by addendum through the procurement portal.
124. RFP Schedule (Section 6) 2, 6 Would OCERS consider either extending the current Q&A period or including a secondary Q&A session to allow potential respondents adequate time to review the existing documentation that was not provided at the time of	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances.

the RFP release date or to date in the OCERS Portal (i.e., building floor plans outlining square footage, floor count, architectural drawings, occupant/workstation counts, departmental layout, along with any available current network design diagrams, IP/VLAN information, and current and desired future state equipment inventory list(s) to ensure compatibility requirements can be satisfied)?	
125. Section 2: Project Background and Existing Environment 3 Within the Project Background and Existing Environment section of the RFP, when does OCERS anticipate sharing the final physical and/or logical floor plans for the new facility?	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances.
126. Will OCERS publish floor plans, workstation counts, and estimated data-drop/AP quantities before proposals are due, and when is the pre-proposal site visit?	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances.
127. Does OCERS have a preferred or incumbent network/firewall/wireless manufacturer, or is the platform open to the Respondent's recommendation?	The RFP does not require a specific manufacturer, and no manufacturers are excluded. Respondents should recommend the manufacturer(s) and platform best suited to a new, best-practice design for the new building. All equipment must be current, supported, non-end-of-life/non-end-of-sale and sized for at least 3–5 years of anticipated growth.
128. For Optional Lot B, please provide the expected number of users, devices, and sites to be supported, and the required after-hours coverage.	Optional Lot B covers post-installation monitoring, help desk/on-site support, patch/firmware management and SLA-based support for the network infrastructure delivered under this RFP (switches, wireless, firewalls/security, network management and Internet circuits). Respondents should state their device-count assumptions and provide per-unit pricing where applicable. The new building is planned for a staff of 197. Respondents should

	propose after-hours coverage options and SLAs.
129. Are the stated insurance limits (including $8M umbrella and $5M cyber aggregate) required for Respondents proposing only Lot 1 and/or Optional Lot B, or can limits be scaled by awarded Lot?	Minimum insurance coverage requirements are listed in Section 3. Respondents should identify any requested exception or alternative in their proposal in accordance with Section 11. Any modification would be subject to OCERS' review and approval during contract negotiations.
130. Section 2: Project Background (site visit referenced) 3 Is a pre-proposal site visit anticipated to scheduled and added to the RFP schedule?	OCERS will not hold a pre-proposal site visit. The new building is under construction at 1200 N. Tustin Avenue, Santa Ana, CA 92701, adjacent to OCERS' existing facility. Available design information will be provided through the procurement portal and/or addenda; Respondents should identify the assumptions used in preparing their proposals.
131. Insurance requirements (Section 3 summary; Exhibit E agreement) 3–4, 34–35 Would OCERS consider amending Cyber Security Insurance requirements on a per claim rather than per occurrence?	Minimum insurance coverage requirements are listed in Section 3. Respondents should identify any requested exception or alternative in their proposal in accordance with Section 11. Any modification would be subject to OCERS' review and approval during contract negotiations.
132. Not located in RFP text reviewed; confirm TBD For subscriptions/support, should Year 1 begin at shipment, activation, acceptance, or operational go-live?	This will be determined during negotiations.
133. Exhibit B: Lot 3 - Internet/WAN & Carrier Services 15–16 How many sites are in scope? Can you send addresses, building owners, and the expected go-live date for each?	One site is in scope: OCERS' new office building at 1200 N. Tustin Avenue, Santa Ana, CA 92701 (new construction; OCERS is the building owner). Target ISP circuit installation and testing is May 21, 2027, and Internet connectivity and the operational core network must be live no later than June 11, 2027. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move.

134. Exhibit B: Lot 3 - Internet/WAN & Carrier Services 15–16 What bandwidth do you need for primary and backup at each site? Do you need symmetrical service, and do you expect growth over the contract term?	OCERS has not set a fixed bandwidth requirement. Lot 3 Respondents should recommend and price a primary fiber-based dedicated Internet access circuit sized for anticipated use (a staff of 197 with capacity for 3–5 years of growth) and a secondary/backup circuit from a physically diverse carrier and should state their sizing assumptions. Pricing for alternate bandwidth tiers may be included. Respondents should indicate whether proposed services are symmetrical and include bandwidth upgrade options for growth over the contract term.
135. RFP Schedule / Exhibit B: Lot 3 6, 15–16 What drives the go-live dates, such as an office move, a contract expiring, or a migration? Which dates are fixed and which can move?	The required operational deadline is tied to the planned move-in/operations for OCERS' new building. Internet connectivity and the operational core network must be live no later than June 11, 2027.
136. Exhibit B: Lot 3 (customer discovery) 15–16 Which carriers and circuits do you have today? When do those contracts end, and are there early termination fees to plan around?	OCERS currently has services with Lumen, AT&T, Crown Castle and Spectrum. Services at the new building will be new, and the general contractor is providing the carrier pathways/fiber entrance to the building. Existing contract terms are not relevant to this RFP. Respondents should confirm serviceability for the new building directly with carriers. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
137. Customer discovery (not tied to a specific RFP page) General Question What has gone wrong with your current Internet or WAN service, such as outages, slow installs, or poor support? What would you do differently this time?	This information is not relevant to the RFP. Services at the new building will be new; Respondents should confirm serviceability directly with carriers, identify quoted lead times and provide a written contingency plan for temporary connectivity if installation is delayed (Exhibit B, Service Requirement Nos. 1 and 7). Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and

	testing.
138. Exhibit B: Lot 3 (carrier construction/demarc coordination) 15–16 For buildings without carrier fiber, what construction costs and lead times will you accept? Who signs off on special construction charges?	Respondents should identify any anticipated special construction charges and lead times in their proposals. Special construction charges require OCERS' written approval; only OCERS may authorize changes to scope, cost or schedule.
139. Exhibit B: Lot 3 (carrier construction/demarc coordination) 15–16 Who is responsible for landlord access, building riser and conduit rights, and any extension of the demarc to your equipment room? Is that the carrier, you, or us?	The general contractor is providing the carrier pathways/fiber entrance to the new building; OCERS is the building owner. Lot 3 is responsible for ordering service and coordinating carrier construction, demarcation and access requirements with the general contractor (Exhibit B, Service Requirement No. 7). Respondents should state whether extension of the demarc to the MDF is included in their pricing. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
140. Section 2: Project Background 3 Is the new headquarters site new construction, historic or a restricted building, or a location where permitting could add delay?	The project involves construction of a new OCERS office building adjacent to the existing facility. Respondents must account for permitting and construction dependencies in their project schedules.
141. Exhibit B: Lot 3 (static public IP allocation) 15–16 How many static public IPs do you need at each site? Do you bring your own IP space or need BGP, and do you need IPv6?	Static public IP addressing is required (Exhibit B, Service Requirement No. 7). Final requirements, including BGP and IPv6, will be defined by Lot 1 during design. Lot 3 Respondents should state the block size included in their base price and provide pricing for larger blocks, BGP support and IPv6 where available.
142. Exhibit B: Lot 3; inter-building solution selection 15–16, 22 What does “carrier-provided private/inter-building WAN where assigned” cover: dark fiber, wavelengths, Ethernet links between buildings, MPLS? Which sites does it apply to?	Carrier-provided private/inter-building WAN is not required. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move. Lot 3 applies only to Internet services at the new building.

143. Managed Services General Question Do managed services need to be bid for every lot we are proposing, or can we bid managed services for some lots and not the others? What is the preference of OCERS?	Optional Lot B is independently awardable and is not required for any Lot. It covers ongoing support of the network infrastructure delivered under this RFP; Respondents may propose it with or without Lots 1–3.
144. Optional Lot B Voice / Unified Communications 19-20 What voice/Unified Communications platform does OCERS currently use, including manufacturer, product, version, and deployment model?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
145. Optional Lot B Voice / Unified Communications 19-20 Is OCERS' preference to extend the existing UC platform to the new building, or will OCERS consider a new cloud-based UCaaS platform?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A may present alternatives as separately priced options, with the recommended option clearly identified.
146. Optional Lot B Voice / Unified Communications 19-20 Are there existing licensing or enterprise agreements that the proposed solution must leverage?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
147. Optional Lot B Voice / Unified Communications 19-20 Does OCERS have an established UC platform standard that vendors are required or preferred to maintain?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A may present alternatives as separately priced options, with the recommended option clearly identified.
148. Optional Lot B Voice / Unified Communications 19-20 How many users at the new building require voice services?	The new building is planned for a staff of 197. OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.

149. Optional Lot B Voice / Unified Communications 19-20 How many users require physical desk phones?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
150. Optional Lot B Voice / Unified Communications 19-20 How many users require softphone clients?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
151. Optional Lot B Voice / Unified Communications 19-20 How many users require both physical phones and softphone clients?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
152. Optional Lot B Voice / Unified Communications 19-20 How many common-area phones (phones that are not assigned to a specific user such as conference rooms, break rooms, lobbies, etc…) are required?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
153. Optional Lot B Voice / Unified Communications 19-20 Does OCERS have preferred handset manufacturers or models?	OCERS has not specified a handset manufacturer or model. Respondents should recommend endpoints suited to the proposed platform.
154. Optional Lot B Voice / Unified Communications 19-20 Are specific endpoint features required, such as touch screens, Bluetooth, Wi-Fi, Gigabit Ethernet passthrough, expansion modules/sidecars, or headset support?	Respondents should propose endpoints suited to typical business use and price optional features (e.g., expansion modules, headsets, Wi-Fi or Bluetooth models) as unit-priced options.
155. Optional Lot B Voice / Unified Communications 19-20 Who is OCERS' current PSTN/voice carrier?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.

156. Optional Lot B Voice / Unified Communications 19-20 Is the Optional Lot A provider responsible for procuring new PSTN services, or should those services be coordinated with Lot 3?	Optional Lot A should include any PSTN/SIP services required by the proposed UC solution. Lot 3 covers Internet/WAN carrier services; the Optional Lot A provider must coordinate with Lots 1 and 3.
157. Optional Lot B Voice / Unified Communications 19-20 How many existing DIDs must be migrated or ported?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
158. Optional Lot B Voice / Unified Communications 19-20 Will users retain their current telephone numbers when relocating to the new building?	OCERS has an existing VoIP provider, and number porting is not expected to be required under this RFP. Final requirements are TBD and will be confirmed during design.
159. Optional Lot B Voice / Unified Communications 19-20 Are any new DID blocks required?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
160. Optional Lot B Voice / Unified Communications 19-20 Are toll-free numbers included in the migration?	OCERS has an existing VoIP provider, and number porting is not expected to be required under this RFP. Final requirements are TBD and will be confirmed during design.
161. Optional Lot B Voice / Unified Communications 19-20 Are there analog numbers, alarm lines, elevator phones, fax numbers, or other specialty services that must be migrated?	Specialty and analog services will be identified during design. Specific requirements will be confirmed during design. Respondents should describe their capabilities and price this item as a separately identified option with unit pricing.
162. Optional Lot B Voice / Unified Communications 19-20 Is a single coordinated number-porting event expected, or will migration occur in phases?	OCERS has an existing VoIP provider, and number porting is not expected to be required under this RFP. Final requirements are TBD and will be confirmed during design.
163. Optional Lot B Voice / Unified Communications 19-20 How many auto attendants are required?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.

164. Optional Lot B Voice / Unified Communications 19-20 How many call queues or hunt groups are required?	OCERS has an existing VoIP provider. Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should state the quantity assumed in their base price and provide unit pricing.
165. Optional Lot B Voice / Unified Communications 19-20 Does OCERS require emergency calling notifications via email, SMS, Teams, security consoles, or another mechanism?	Respondents should describe their emergency-calling notification capabilities (e.g., email, SMS, Teams, security console) and identify any associated costs.
166. Optional Lot B Voice / Unified Communications 19-20 Does the new building require overhead or IP paging integration?	OCERS has an existing VoIP provider. Specific requirements are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should describe their capabilities and price this item as a separately identified option with unit pricing.
167. Optional Lot B Voice / Unified Communications 19-20 If paging is required, how many paging zones are needed?	OCERS has an existing VoIP provider. Specific requirements are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should describe their capabilities and price this item as a separately identified option with unit pricing.
168. Optional Lot B Voice / Unified Communications 19-20 Does OCERS have an existing paging platform that must be integrated?	OCERS has an existing VoIP provider. Specific requirements are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should describe their capabilities and price this item as a separately identified option with unit pricing.
169. Optional Lot B Voice / Unified Communications 19-20 Are analog devices required, including fax machines, elevator phones, door/intercom systems, alarm panels, or modems?	OCERS has an existing VoIP provider. Specific requirements are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should describe their capabilities and price this item as a separately identified option with unit pricing.
170. Optional Lot B Voice / Unified Communications 19-20 Is an emergency notification or mass notification system, such as Singlewire InformaCast, required?	OCERS has an existing VoIP provider. Specific requirements are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should describe their capabilities and price this item as a separately identified option with unit pricing.

171. Optional Lot B Voice / Unified Communications 19-20 Are SIP speakers, strobes, intercoms, or other IP notification devices required?	OCERS has an existing VoIP provider. Specific requirements are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A should describe their capabilities and price this item as a separately identified option with unit pricing.
172. Optional Lot B Voice / Unified Communications 19-20 Are fax services included in Optional Lot A?	Fax requirements will be confirmed during design. Respondents may propose a cloud/digital fax solution and/or analog support for physical devices, separately priced with unit pricing per number/device.
173. Optional Lot B Voice / Unified Communications 19-20 If fax services are required, how many fax numbers/DIDs are needed?	Fax requirements will be confirmed during design. Respondents may propose a cloud/digital fax solution and/or analog support for physical devices, separately priced with unit pricing per number/device.
174. Optional Lot B Voice / Unified Communications 19-20 Will OCERS consider a cloud/digital fax solution, or are physical fax devices required?	Fax requirements will be confirmed during design. Respondents may propose a cloud/digital fax solution and/or analog support for physical devices, separately priced with unit pricing per number/device.
175. Optional Lot B Voice / Unified Communications 19-20 Does OCERS require call recording?	Call recording requirements, if any, will be confirmed during design. Respondents should describe their call recording capabilities (always-on, on-demand, user-initiated) and retention options and price call recording as a separately identified option.
176. Optional Lot B Voice / Unified Communications 19-20 If call recording is required, how many users or lines require recording?	Call recording requirements, if any, will be confirmed during design. Respondents should describe their call recording capabilities (always-on, on-demand, user-initiated) and retention options and price call recording as a separately identified option.
177. Optional Lot B Voice / Unified Communications 19-20 Should call recording be always-on, on-demand, user-initiated, or a combination?	Call recording requirements, if any, will be confirmed during design. Respondents should describe their call recording capabilities (always-on, on-demand, user-initiated) and retention options and price call recording as a separately identified option.

178. Optional Lot B Voice / Unified Communications 19-20 What call recording retention period is required?	Call recording requirements, if any, will be confirmed during design. Respondents should describe their call recording capabilities (always-on, on-demand, user-initiated) and retention options and price call recording as a separately identified option.
179. Optional Lot B Voice / Unified Communications 19-20 Should the Optional Lot A provider supply voice network requirements to the Lot 1 provider, with Lot 1 responsible for implementation?	Yes. OCERS' existing VoIP provider (or the Optional Lot A provider, if awarded) will supply voice network requirements, and Lot 1 is responsible for implementing the network configuration (PoE, VLAN, QoS).
180. Optional Lot B Voice / Unified Communications 19-20 What availability and redundancy requirements should the voice solution meet?	Respondents should propose availability and redundancy appropriate for business-critical voice service, including survivability/failover and alignment with the redundant network and dual Internet circuits being implemented under Lots 1 and 3.
181. Optional Lot B Voice / Unified Communications 19-20 Does OCERS expect the Optional Lot A provider to perform a formal voice/network readiness assessment before deployment?	Yes. Respondents should include a voice/network readiness assessment as part of implementation, coordinated with the Lot 1 design.
182. Optional Lot B Voice / Unified Communications 19-20 Does OCERS currently utilize Microsoft Active Directory, Microsoft Entra ID, or another identity provider?	Directory/identity-service information will be shared with the selected Respondent(s) during design. Respondents should describe their solution's support for directory integration, single sign-on and multi-factor authentication.
183. Optional Lot B Voice / Unified Communications 19-20 Is Single Sign-On required for UC clients and administration?	Directory/identity-service information will be shared with the selected Respondent(s) during design. Respondents should describe their solution's support for directory integration, single sign-on and multi-factor authentication.
184. Optional Lot B Voice / Unified Communications 8, 10, 25 Are references required for Optional Lot A? There is not an evaluation metric for them listed in the RFP currently.	Yes. The common minimum qualifications require at least three references for comparable work relevant to the Lot(s) proposed, including Optional Lot A.
185. Optional Lot B Voice / Unified Communications 6-7, 19-20 What is the expected UC/voice production date for the new building?	Voice/UC service must be operational for move-in; Internet connectivity and the operational core network must be live no later than June 11, 2027.

186. Lot 1 Network Security/Cybersecurity 15, 19 Please clarify the network security and cybersecurity capabilities that are included within Lot 1 and identify any security capabilities that OCERS considers outside the successful bidder's scope.	Lot 1 network security includes a next-generation firewall with intrusion prevention, URL/content filtering and gateway anti-malware; site-to-site VPN to the existing building if applicable and remote-access VPN as required; VLAN/firewall segmentation; Network Access Control; device hardening; and DDoS/carrier-level protection recommendations (Exhibit B, Service Requirement No. 8). Permanent physical access-control systems are furnished by the security vendor, and ongoing monitoring is part of Optional Lot B.
187. Lot 1 Network Security/Cybersecurity 15, 17-23 For Lot 1 cybersecurity requirements, should respondents scope implementation and configuration solely for the new building, or should the solution include changes, integration, or remediation within the existing OCERS environment where required to support the new facility?	Lot 1 scope is the new building. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move. Respondents should identify any changes to the existing environment they believe are needed to support the new facility.
188. Lot 1 Network Security/Cybersecurity 17-23 Which security integrations with existing OCERS systems are the responsibility of the Lot 1 contractor and which will be performed by OCERS or other contractors.	Lot 1 is responsible for network/security integration of the infrastructure it delivers, per the Cross-Lot Responsibility Matrix (Exhibit B, Service Requirement No. 20). Integration details will be provided during design; Respondents should identify their assumptions and interfaces. The design must segment third-party systems (e.g., security/access control and video surveillance, AV and building systems) from the internal OCERS network and support secure third-party access for programming and maintenance, as well as AV network requirements such as IGMP, PTPv2 clocking and DSCP-based QoS.
189. Lot 1 Network Security/Cybersecurity 20-23 What cybersecurity validation and acceptance criteria will OCERS use for Lot 1, and which party is responsible for performing and documenting security testing prior to production acceptance?	Acceptance includes end-to-end testing, automatic failover testing, a 48–72 hour burn-in, and a formal punch-list and acceptance walkthrough (Exhibit B, Service Requirement No. 13), with devices hardened to manufacturer and industry best practices. Lot 1 performs and documents its security validation, which OCERS will review prior to acceptance.

190. Lot 1 Network Security/Cybersecurity 19-21 Is the Lot 1 contractor responsible for vulnerability assessment, configuration assessment, penetration testing, or remediation prior to acceptance? If so, please identify the required scope and expected remediation/acceptance threshold.	The RFP requires Lot 1 to harden all network devices and validate configurations before acceptance. Penetration testing is not specifically required; Respondents may offer vulnerability/configuration assessment or penetration testing as a separately priced option.
191. Lot 1 Network Security/Cybersecurity 20-23 Please clarify the Lot 1 contractor's cybersecurity responsibilities during migration and cutover, including responsibility for temporary security controls, policy/rule migration, validation, rollback, and post-cutover security testing.	Lot 1 is responsible for cybersecurity within its scope during migration and cutover, including temporary security controls, policy/rule migration, validation, rollback planning and post-cutover testing, coordinated with OCERS and the Prime Integrator if designated.
192. Lot 1 Network Security/Cybersecurity 15, 17, 19 Will OCERS provide the approved cybersecurity architecture for the new building, or is the Lot 1 contractor expected to develop and recommend the detailed security architecture as part of its scope?	Lot 1 develops and recommends the detailed design, including the security architecture (Exhibit B, Service Requirement No. 3), subject to OCERS' written approval before procurement.
193. Lot 1 Network Security/Cybersecurity 19-21 Is the successful Lot 1 bidder responsible for integrating new network/security infrastructure with OCERS' existing security monitoring, logging, alerting, or incident-response capabilities? If so, please define the required integration and acceptance deliverables.	Lot 1 must provide centralized monitoring with outage/performance alerting and helpdesk integration where practical (Exhibit B, Service Requirement No. 12). Integration with OCERS' existing logging/monitoring should be included where practical; details will be provided during design and Respondents should state their assumptions.
194. Lot 1 Network Security/Cybersecurity 15, 18-19 Please clarify whether Lot 1 includes modifications to existing Internet, WAN, remote-access, or perimeter security services necessary to support the new building.	Lot 1 includes WAN-edge, firewall, remote-access VPN and perimeter security for the new building. Because the buildings will operate in parallel until move-in, changes to the existing building's services are not expected. Lot 3 provides the carrier circuits through the demarcation.

195. Lot 1 Network Security/Cybersecurity 20-23 Please identify third-party contractors or project workstreams upon which completion of Lot 1 cybersecurity activities depends and clarify responsibility for coordinating those dependencies.	Dependencies may include the general contractor (Snyder Langston) and its electrical, low-voltage and AV subcontractors, the physical-security vendor, building-system vendors, Lot 2 cabling and Lot 3 carriers. Each Respondent coordinates its own interfaces; the Prime Integrator, if designated, coordinates cross-vendor schedules, interfaces, integrated testing and cutover.
196. Lot 1 Network Security/Cybersecurity 21 For security information that OCERS cannot provide during the solicitation, please identify the assumptions respondents should use to establish a consistent pricing and level-of-effort basis.	OCERS will provide available design information before proposals are due through the RFP, procurement portal and/or addenda to the extent available. Where information remains unresolved, Respondents should state their basis of estimate and provide applicable unit pricing and/or allowances.
197. Lot 1 Network Security/Cybersecurity 21-23 If post-award discovery identifies material differences between the solicitation assumptions and the existing OCERS security environment, will resulting design or implementation changes be addressed through the project change-control process?	Yes. Material differences identified after award will be addressed through change control. Only OCERS may authorize changes to scope, cost or schedule (Exhibit E, Section 2.3.3).
198. Lot 1 - LAN infrastructure 17-20 Do you know the expected LAN PoE power budget what devices do you plan to connect? (IP phones, cameras, security devices, and how many require PoE+ (30W) or UPoE++ (60w-90w)?	Final quantities are TBD and will be confirmed during design. Respondents should assume PoE for wireless APs, VoIP phones, security cameras, access control, AV and other powered devices, provide PoE+/PoE++/UPOE capacity as required (Exhibit B, Service Requirement No. 5), and state their PoE budget assumptions.
199. Lot 1 - LAN infrastructure 17-18, 21 Do you have an estimate for the location headcount / per floor expected, indicating what percentage would be WLAN versus LAN based traffic flow? (total wired ports or wiring closets expected).	The new building will be three floors and 65,768 SF for a staff of 197. Per-floor layout will be provided as available. Respondents should plan for a minimum of two drops per typical workstation, subject to final design, and state their wired/wireless assumptions.
200. Lot 1 - LAN infrastructure 17-18, 21 Could you provide the estimated port density per closet, per floor?	Port density per closet and per floor will be determined during design. Respondents should state their assumptions and provide access-switch unit pricing.

201. Lot 1 - LAN infrastructure 17-19 Is dual power redundancy required for the LAN devices?	Redundant power is required for MDF core switches (Exhibit B, Service Requirement No. 5). For access switches, Respondents should recommend redundant power where warranted and identify it in their pricing.
202. Exhibit B, Service Requirement 16: Project Management 21 Is OCERS requiring a project manager for the optional lots as well as lots 1-3?	Yes. Each successful Respondent must assign a named project manager as OCERS' primary point of contact for its awarded Lot, including applicable Optional Lots.
203. Exhibit B, Service Requirement 16: Project Management 21 Can the project manager for each lot be the same? Or can a project manager cover more than one lot at a time?	The RFP does not prohibit one qualified project manager from supporting multiple awarded Lots. The Respondent must demonstrate adequate staffing, availability and capacity to perform all awarded responsibilities within the required schedule.
204. Exhibit B, Service Requirement 6: Wireless Network 18 What is the density of clients at this site?	The new building is planned for a staff of 197 in 65,768 SF across three floors. Respondents should size wireless for anticipated device density, including multiple devices per user, guests and IoT, and state their assumptions.
205. Exhibit B, Service Requirement 2: Project Background and Existing Environment 17 Can you let us know the square footage of the site per floor and how many floors?	The building will be three floors with a total of 65,768 SF. A per-floor breakdown will be provided as available.
206. Exhibit B, Service Requirements 2 and 6: Project Background and Existing Environment / Wireless Network 17–18 Can you provide site drawings to help us scope the number of APs needed and the cost of the validation survey?	Available design information will be provided through the procurement portal and/or addenda. Preliminary access point locations in the construction documents are based on typical installation practice; final placement will be based on the selected Respondent's predictive heat map and post-installation validation survey. Respondents should state their AP-count assumptions and provide unit pricing.
207. Exhibit B, Service Requirement 6: Wireless Network 18 What AP models are you planning on using?	OCERS has not selected an AP model. Respondents should recommend the AP models best suited to the requirements.

208. Exhibit B, Service Requirement 6: Wireless Network 18 Is this for wifi 6, wifi 6e, or wifi 7?	Respondents should design and install Wi-Fi 6, Wi-Fi 6E, Wi-Fi 7 or the appropriate current-generation standard at installation, sized for anticipated device density (Exhibit B, Service Requirement No. 6).
209. Section 7, Proposal Requirements, Item 12: Pricing Proposal 8 How many years of licensing would you like?	Respondents should identify applicable recurring licensing costs by contract year for Years 1–5, including escalation assumptions and renewal terms, for five-year TCO comparison purposes.
210. Exhibit B, Service Requirements 6 and 8: Wireless Network / Network Security 18–19 Are you implementing 802.1X for wireless at this site?	Yes. Lot 1 must implement Network Access Control (Exhibit B, Service Requirement No. 8), and 802.1X authentication is expected for corporate wireless.
211. Exhibit B, Service Requirements 6 and 8: Wireless Network / Network Security 18–19 If so, what are you using for your solution?	Respondents should recommend the NAC/802.1X solution. Directory/identity-service information will be provided during design.
212. Exhibit B: Lot 3 - Internet/WAN & Carrier Services 15–16 How many sites are in scope? Can you send addresses, building owners, and the expected go-live date for each?	One site is in scope: OCERS' new office building at 1200 N. Tustin Avenue, Santa Ana, CA 92701 (new construction; OCERS is the building owner). Target ISP circuit installation and testing is May 21, 2027, and Internet connectivity and the operational core network must be live no later than June 11, 2027. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move.
213. Exhibit B: Lot 3 - Internet/WAN & Carrier Services 15–16 What bandwidth do you need for primary and backup at each site? Do you need symmetrical service, and do you expect growth over the contract term?	OCERS has not set a fixed bandwidth requirement. Lot 3 Respondents should recommend and price a primary fiber-based dedicated Internet access circuit sized for anticipated use (a staff of 197 with capacity for 3–5 years of growth) and a secondary/backup circuit from a physically diverse carrier and should state their sizing assumptions. Pricing for alternate bandwidth tiers may be included. Respondents should indicate whether proposed services are symmetrical and include bandwidth upgrade options for growth over the contract term.

214. RFP Schedule; Exhibit B: Lot 3 6, 15–16 What drives the go-live dates, such as an office move, a contract expiring, or a migration? Which dates are fixed and which can move?	The required operational deadline is tied to the planned move-in/operations for OCERS' new building. Internet connectivity and the operational core network must be live no later than June 11, 2027.
215. Exhibit B: Lot 3 - Internet/WAN & Carrier Services (ISP details provided during design: Section 2) 3, 15–16 Which carriers and circuits do you have today? When do those contracts end, and are there early termination fees to plan around?	OCERS currently has services with Lumen, AT&T, Crown Castle and Spectrum. Services at the new building will be new, and the general contractor is providing the carrier pathways/fiber entrance to the building. Existing contract terms are not relevant to this RFP. Respondents should confirm serviceability for the new building directly with carriers. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
216. Customer discovery (not tied to a specific RFP page) N/A What has gone wrong with your current Internet or WAN service, such as outages, slow installs, or poor support? What would you do differently this time?	This information is not relevant to the RFP. Services at the new building will be new; Respondents should confirm serviceability directly with carriers, identify quoted lead times and provide a written contingency plan for temporary connectivity if installation is delayed (Exhibit B, Service Requirement Nos. 1 and 7). Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
217. Exhibit B: Lot 3 - Internet/WAN & Carrier Services (carrier construction/demarc coordination) 15–16 For buildings without carrier fiber, what construction costs and lead times will you accept? Who signs off on special construction charges?	Respondents should identify any anticipated special construction charges and lead times in their proposals. Special construction charges require OCERS' written approval; only OCERS may authorize changes to scope, cost or schedule.

218. Exhibit B: Lot 3 - Internet/WAN & Carrier Services (carrier construction/demarc coordination) 15–16 Who is responsible for landlord access, building riser and conduit rights, and any extension of the demarc to your equipment room? Is that the carrier, you, or us?	The general contractor is providing the carrier pathways/fiber entrance to the new building; OCERS is the building owner. Lot 3 is responsible for ordering service and coordinating carrier construction, demarcation and access requirements with the general contractor (Exhibit B, Service Requirement No. 7). Respondents should state whether extension of the demarc to the MDF is included in their pricing. Ordering the new circuits is in scope for the project manager of the awarded Lot 3 vendor, or of the Prime Integrator if one is designated, who will assist OCERS with circuit ordering, carrier coordination, and tracking installation through turn-up and testing.
219. Section 2: Project Background; Exhibit B: Lot 3 3, 15–16 Are any sites new construction, historic or restricted buildings, or locations where permitting could add delay?	The project involves construction of a new OCERS office building adjacent to the existing facility. Respondents must account for permitting and construction dependencies in their project schedules.
220. 94 Exhibit B: Lot 3 - Internet/WAN & Carrier Services (static public IP allocation) 15–16 How many static public IPs do you need at each site? Do you bring your own IP space or need BGP, and do you need IPv6?	Static public IP addressing is required (Exhibit B, Service Requirement No. 7). Final requirements, including BGP and IPv6, will be defined by Lot 1 during design. Lot 3 Respondents should state the block size included in their base price and provide pricing for larger blocks, BGP support and IPv6 where available.
221. 95 Exhibit B: Lot 3 - Internet/WAN & Carrier Services; inter-building solution selection 15–16, 22 What does “carrier-provided private/inter-building WAN where assigned” cover: dark fiber, wavelengths, Ethernet links between buildings, MPLS? Which sites does it apply to?	Carrier-provided private/inter-building WAN is not required. No fiber or cabling will be run between the existing and new buildings. The existing building will remain in service and operate in parallel with the new building until OCERS completes its move. Lot 3 applies only to Internet services at the new building.
222. 96 Exhibit B: Service Requirement No. 10 - Voice / Unified Communications (Optional Lot A) 19–20 What does Service Requirement No. 10 require in practice? Is it hosted UCaaS, on-premises, Microsoft Teams Phone integration, contact center, or a mix?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design. Respondents electing to propose Optional Lot A may present alternatives as separately priced options, with the recommended

	option clearly identified.
223. Exhibit B: Service Requirement No. 10 - Voice / Unified Communications (Optional Lot A); Section 2 (phone/UC information provided during design) 3, 19–20 What is your current phone system, carrier, and contract end date? How many users, phones, DIDs, main numbers, and toll-free numbers are in scope?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
224. Exhibit B: Service Requirement No. 10 - Voice / Unified Communications (Optional Lot A) 19–20 Which features are must-haves, such as auto attendants, hunt groups, call recording, voicemail-to-email, analog/fax lines, paging, or a contact center for member services?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
225. Exhibit B: Service Requirement No. 10 - Voice / Unified Communications (Optional Lot A) (handsets or soft-clients) 19–20 Is Microsoft Teams (or another collaboration platform) your standard? Do you want native Teams calling or a separate UC client?	OCERS has an existing VoIP provider, which is expected to provide voice service at the new building. Lot 1 designs must support voice service (PoE, voice VLAN and QoS). Final quantities and features are TBD and will be confirmed during design.
226. Exhibit B: Service Requirement No. 10 - Voice / Unified Communications (Optional Lot A) (number porting) 19–20 Are all numbers with one carrier? Are any numbers tied to alarm lines, elevators, or fax that must stay on analog or POTS replacement?	OCERS has an existing VoIP provider, and number porting is not expected to be required under this RFP. Final requirements are TBD and will be confirmed during design. Specialty services (alarm, elevator, fax) will be identified during design.
227. Exhibit B: Service Requirement No. 10 - Voice / Unified Communications (Optional Lot A) (E911 registration) 19–20 How do you want E911 handled under Kari's Law and RAY BAUM'S Act, including dispatchable location for remote and hybrid workers? Who maintains the location data after go-live?	OCERS' existing VoIP provider will provide E911 at the new building, compliant with Kari's Law and RAY BAUM'S Act, including dispatchable location and any remote/hybrid worker requirements. The Lot 1 network design must support dispatchable location for E911. Respondents electing to propose Optional Lot A should describe their E911 approach as part of that option.

228. Not located in RFP text reviewed; confirm (related: Exhibit B security requirements) TBD Do you have recording, retention, or public records requirements for calls, voicemail, or chat? Do you also have security requirements such as SSO, MFA, encryption, or a SOC 2 report?	OCERS is subject to the California Public Records Act and records retention requirements. Respondents should describe their recording/retention capabilities and security controls (SSO, MFA, encryption) and provide a SOC 2 report or equivalent if available.
229. 2.7.2 Insurance Requirements / Section 3: Scope of Services 35 / 4 Please confirm which Automobile Liability insurance requirement applies. Section 2.7.2.B requires business automobile liability insurance covering all owned, non-owned, and hired automobiles, with a combined single limit of not less than $1 million per accident for bodily injury and property damage. However, Section 3, Scope of Services, requires Automobile Liability coverage of $1 million per occurrence and $2 million aggregate.	The OCERS Services Agreement is a draft agreement; minimum insurance coverage requirements are listed in Section 3. Respondents should identify any requested exception or alternative in their proposal in accordance with Section 11. Any modification would be subject to OCERS' review and approval during contract negotiations.
230. Lot 2 - Structured Cabling & Telecom Room Infrastructure 19–21 Please provide a list of all items including items numbers and manufacturers used in the neighboring building for all cable types, equipment, devices, and components related to Lot 2 - Structured Cabling & Telecom Room Infrastructure, including but not limited to per-drop copper distance estimate, fiber backbone, inter-building cabling infrastructure, racks/cabinets, patch panels, cable management, telecom grounding/bonding components, rack PDUs, and UPS equipment serving network racks, and trenching/conduit.	Not applicable. The new building is a new design and is not intended to match the existing building. Lot 2 Respondents should comply with ANSI/TIA-568, 569, 606 and 607 standards and state their proposed products.
231. Lot 2 - Structured Cabling & Telecom Room Infrastructure 19–21 What items including items numbers and manufacturers are requested for all cable types, equipment, devices, and components	OCERS has not specified manufacturers for Lot 2. Respondents should propose products meeting Exhibit B, Service Requirement Nos. 4 and 9 (e.g., Category 6A or better copper, minimum 12-strand single-mode fiber backbone), itemized by manufacturer

needed for Lot 2 - Structured Cabling & Telecom Room Infrastructure, including but not limited to per-drop copper distance estimate, fiber backbone, inter-building cabling infrastructure, racks/cabinets, patch panels, cable management, telecom grounding/bonding components, rack PDUs, and UPS equipment serving network racks, and trenching/conduit.	part number, with unit pricing per drop, per fiber run/strand and per rack/UPS.
232. Network Infrastructure Requirements / Lot 1 and Lot 2 17–21 What are the estimated details for each of the following items as of 11/23/26: building square footage, floor count, architectural drawing drafts, occupant/workstation counts, estimated number of network printers/copiers, estimated number of WAPs, number of cables required per WAP, estimated number of cameras, number of cables required per camera, estimated number of other network-connected locations, estimated number of MDFs, estimated number of IDFs, departmental layout, and construction milestones.	The building will be three floors. Square footage of 65,768 SF for a staff of 197 (cubes and offices). Departmental layout and related design information will be provided or confirmed as information becomes available. Respondents should identify assumptions used in preparing their proposals