

Next Gen Wi-Fi Questions & Responses

- Date

Wednesday, November 07, 2018

#	Document Section	Document Clause	Question	Response
1	N/A	N/A	Wiring diagrams for at least one café and intermediate car to show the existing system.	We have posted schematic wiring diagrams to the CCJPA opportunities webpage.
2	N/A	N/A	Photo or drawings of the existing café car roof showing the cellular and GPS antennas as currently installed.	Photos from the original roof installs have been posted to the CCJPA Opportunities website in the Next Generation Wi-Fi section.
3	N/A	N/A	What is the maximum number of passenger cars which can be on either end of the café car? In addition, what is considered as the typical configuration for number of cars from each end of the café car?	There are typically two cars on either side of a café car. This would generally remain this way, but sometimes with one more or one less cars so we vacillate between 4 and 6 cars including the café car in most cases. A high-end for consist size for now is up to about 8 cars total.
4	N/A	N/A	In terms of passenger WiFi loading, how many concurrent users need to be supported per car and per train? Related to this, are there any metrics for the average loading per user?	The train cars can hold up to about 80 people per car. All passengers could have multiple devices connecting to Wi-Fi. The number of SSID sessions is currently capped at a capacity that would exceed nearly any consist we could put out in service. CCJPA does not have direct access to Wi-Fi usage metrics through Amtrak but based on our uptake numbers we think the high end for usage is at 50% with maybe about 30% update being more typical. We are unsure what the meaning of average loading per user is referring to. With the existing system, we use a data cap of 200 MBs per device and then throttle there after.
5	N/A	N/A	In terms of the On-Board Information System: What loading on the trainline is being budgeted for this system?	The loading of an OBIS solution will be minimal when in use. At a departure station situation, prior to passenger boarding, the conductors will be the only ones on the network and the entire OBIS initiation may be only about in the tens to hundreds of Mbps.
6	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Is there an established maximum height above the existing roof defined for any new antennas to be considered?	The SOW contains the gauge envelope that defines maximum height.
7	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Please confirm these photos are for the café car only, and there are no existing roof top antennas on the other cars.	There are no other roof top antennas used in service for the Wi-Fi system on any cars other than café/diner cars with the existing system. This does not mean that must stay the case but at the time it was the most cost effective deployment option.
8	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do the existing antennas support 4G frequencies, or only 3G?	The existing antennas supported 4G and 3G across various standard spectrum frequencies for cellular carriers.
9	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Can you lay out your timing vision of when Work Directives would be issued based on the December 11, 2018 interview, subsequent award, contracting, etc.?	Once CCJPA is in contract negotiations with the winning team, the Conformed Statement of Work will require some time to develop. However, we can work in parallel on the first work directive such that we shorten the time frame before actual Work Directive delivery. Our rough estimation is that probably by March to April 2018 we will be issuing a Work Directive or two for implementation. As mentioned in the Pre-Bid meeting, a first work directive will likely be installing on the new Siemens single level cars probably followed by the Northern California fleet.
10	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What is some of the timeframe of delivery for the Siemens cars?	Siemens has not committed to allowing contractors on site during their production in a blanket manner but they did say it is conceivable with the proper mitigations in place for liability, etc. Of the coach types that would be appropriate for equipment installation, the first would be available for retrofit on the customer site likely July of 2020. The other two types could conceivably be equipped at the builders site, assuming the proper agreements were in place, from August 2020 through September of 2022. This answer has come from Caltrans' affiliated consultants who are working with Siemens. We can't say at this time what the timeframe for delivery will be or how it will be delivered. Regardless, we will be sure to have an early on winning vendor, Caltrans and Siemens staff meeting to discuss methods for moving forward. Other than as a mention, this response should not alter the core RFSOQ requirements and is instead background for possible timing of a Siemens install.

11	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What is the OBIS system function for on the train?	OBIS - stands for On-Board Information System - is an on-train customer information system comprised of video screens, new audio/PA units, and inductive hearing loop installs for the California Intercity Passenger Rail fleets. Like Wi-Fi is today, it is installed on the train with a master controller in the cafe car and sub-controllers on each coach/cab car. It will utilize minimal bandwidth to/from the train and is automated to play canned announcements at particular geo-fenced points along the route. It is also able to be remotely controlled with messages in the event of a service disruption or emergency situation. The car to car delivery of the system relies upon a gigabit digital train-line (DTL) ethernet network running from switches in each car. OBIS utilizes these switches and their ports in a manner that effectively uses up much of the switch capacity meaning that a next generation Wi-Fi system should probably count on their own DTL and switches thus making OBIS and that architecture just an application running on the on-train network as a specially permissioned application to the Wi-Fi system. Please see the additional technical write up provided on the CCJPA opportunities page about OBIS and other technical addendums.
12	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Will we be getting any information about OBIS so we can size Wi-Fi correctly?	OBIS details will be presented at a work directive based time when it will be encountered so that bidders can adjust their specific offerings at that time. OBIS effectively uses an ethernet cable, but in terms of the existing DTL OBIS uses most all the ports available which will likely require another DTL install with OBIS running as an application on the Wi-Fi network. More details about OBIS can be found in the technical addendum.
13	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Will we get information about what API data you want?	We are approaching this from the basis that all your data that is generated from your system install can be monitored. If there are data elements that you do not share or share yet but are planning to share, you will need to note the current exceptions and any long term exceptions to data access.
14	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do you have a plan about how the CCJPA's monitoring system will monitor the data we provide?	CCJPA is working on our monitoring suite at this time but has identified the specific protocols for API sharing of data. We have an idea of what data we need to monitor but access to the data that a vendor provided will be worked out in parallel with the ongoing evolution of the system over time.
15	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Can we get access to the cellular survey that has been completed for the CA IPR services?	At this time T-Mobile has a good network and commercial arrangement whereas the Verizon commercial plan is not as attractive commercially. The vendors ability to have SIM management is critical so that we can tailor SIM card management to the commercial offering and usage demands. We have posted the April 2018 survey and report on the CCJPA opportunities webpage.
16	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Are SIM cards thought of as being part of the subscription plan or not?	We have access to pricing and commercial offerings via the NASPO contracts available to the state of California. Unless there are specific commercial reasons for a vendor to offer SIM cards at a competitive rate or through
17	Pre-Bid Meeting/General	Pre-Bid Meeting/General	You mentioned that you would give some overview of the legacy system moving to the new system. Can you provide that now? Will the existing system managers be obligated to give up their IP schema to the next generation system installers?	There are quite a few layers to the legacy system and arranging how this will function will probably need to be the subject of a specific study-based work directive. We will describe the legacy system in a technical addendum which should allow vendors a means of considering how they would approach the transition in their response document and presentations.
18	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do you run multiple brains on a single consist?	CCJPA has not typically done that and the only exception would be if there were two café cars put together, which is extremely rare but there would need to be a dominant "self-learning" one in that circumstance. We are not dictating the way a next generation system would be provided but rather give our experience that the one brain-car system and several intermediate cars has worked well and been cost effective. We are not requiring any particular design but matters of cost and disruption to equipment (holes in roofs for antennas) must be considered.
19	Pre-Bid Meeting/General	Pre-Bid Meeting/General	You mentioned about some specific work directives that might be brief design efforts. Would those go into the subscription model?	While they could, it would probably be more practical to handle those as separate one-time occurrences paid via traditional capital outlay rather than rolling this into an ongoing subscription model. Subscription would be better suited for the ongoing service, not one-off design work. Pilot programs like testing media entertainment may be another non-subscription model whereas if a media program was to go permanent it would go under the subscription model. Overall, the pro forma should convey what information would apply to a capital or a subscription model.
20	Pre-Bid Meeting/General	Pre-Bid Meeting/General	So a pro forma is expected but is it more than a rate card? And there is no sample form, is there?	Yes it is more than a rate card, which may be appropriate for labor costs. We need to see all categories of your costs, from labor costs by position (those rates) and then hardware, shipping, etc., all as detailed in Attachment C of the RFSOQ. Materials would be a category of items that would need a cost buildup approach and those should be shown according to the various cost buildup approaches the vendor is sharing. CCJPA did not make a sample form because we did not want to dictate a format that would shape or limit a vendor's approach. The pro forma clarity by vendor is one of the aspects that will be reviewed in the submittal. The pro forma can change over time, with refinement, with interaction, but the starting pro forma should present a very clear and transparent insight into the component costs of delivery to a work directive. We have outlined in Attachment C the parameters for keeping the pro forma current over the course of the project and the justifications for price changes over time.

21	Pre-Bid Meeting/General	Pre-Bid Meeting/General	With variable consists, do the coaches rotate physically?	Yes - the coaches can face in any direction.
22	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Is a cab coach a potential brain car?	There are no hard and fast rules about which car is the brain car (with the exception of coaches), or even if there is just one brain car, and instead every car is a brain car. This would depend on the vendor concept but at some point price will come into play and the cost of a per-car brain deployment would seem to get significant, not to mention the installation. Cab cars and cafe cars could each be brain cars but it would depend on the proposition. There is always a Cafe car but sometimes there are consists without cab cars. There will also be new fleets over time and so a new fleet could have different needs.
23	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Legacy scenario - who is responsible? How? What about retaining some of the legacy hardware?	The vendor is responsible for migrating from the legacy system to a new solution. CCJPA will support the vendor with discussions with the existing system solution provider to ensure a clean migration but the overall migration strategy will be the responsibility of the vendor. If the vendor decides to retain any of the existing hardware then it is the vendors responsibility to validate condition and performance of this and incorporate into any support regime necessary for the overall solution
24	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Is access to the clear route survey or kinematic survey available?	The gauge of the cars is known for California fleet and the acceptable gauge profile for the route will be provided to the vendor. It will be the vendors responsibility to provide sufficient design and analysis data to allow the design to be assessed by CCJPA and/or Caltrans' engineering department before an antenna design is accepted. Any fleet covered by work directives CCJPA shall be responsible for providing details of the vehicle bodyshell to allow the vendor to undertake the necessary gauge analysis.
25	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Have you selected data plans yet? Can you get overage on those plans?	We have gotten data plans from T-Mobile, AT&T, and Verizon. They have different commercial qualities via NASPO and we have reasonable pricing. A vendor can propose to bring their own commercial opportunities. We don't want to pursue overage rules and instead suggest managing the SIMs we can provide from the 3 leading carriers.
26	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Are there going to be 8 SIMs?	We could have up to 8 but it may be 7 initially. We are purchasing the SIMs we need now for our legacy system, and those may carry forward to the Next Gen.
27	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do you think privacy will be an issue in California in terms of complying with the data rules.	The vendor is providing the solution as a service for CCJPA and as such are responsible (as an ISP) for complying with any state, national or industry standards relating to this service including data privacy and security, CALEA etc.
28	Pre-Bid Meeting/General	Pre-Bid Meeting/General	There is no compliance matrix for this. What is going on?	CCJPA is requesting that the vendor to propose a service that they feel best meets CCJPA's technical and business requirements without imposing specific design limitations. A key part of the system design is the provision of API's which will allow CCJPA to have insight into the system performance and user experience.
29	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Are you giving any weighting to revenue generation capabilities?	We are not valuing in this RFSOQ to have revenue built in. You are welcome to show these opportunities but the SOQ review will certainly not hinge on this. The various revenue models may have a different reception depending on the nature of the proposition.
30	Pre-Bid Meeting/General	Pre-Bid Meeting/General	On the SLA, would it be an intention to provide a live feed?	There would be an intention to have an Amtrak AERIES feed - and a context driven landing page to allow for service differentiation. There would be an ICD for this to work.
31	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do we know how many passengers would be on the train?	It ranges from quite low - 10 on a very late night unbusy train to 340 at this point for a peak hour train. We think we have about a 30% to 50% system usage.
32	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Is there a requirement for a 5 Gig link at stations or at a maintenance depot?	This would be case by case dependent in a work directive but the vendor should show their capability for that in the proposal. This would especially be useful in media content updates. Demonstrating the capacity for this is important. Showing how proposed roof antennas could support such technology would be of interest to CCJPA.
33	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Installation labor - is that union labor or sub-contractors?	It could be either. We need to pursue first right of refusal with Amtrak for union issues and the Amtrak union labor did the installs for the Southern CA fleet in 2011. In Northern CA it was Alstom. Vendors should be prepared for either situation.
34	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Why is CCJPA being the lead on this project?	CCJPA has been in the Wi-Fi on Train business for a long period of time, longer than the other two JPAs have been in existence. CCJPA has played a lead role in many of the State Intercity Passenger Rail technology projects and so it seems we are becoming the 'center of excellence' for the three state intercity passenger rail services with respect to technology. With the shift from Amtrak's oversight of Wi-Fi, the California State Transportation Agency (CalSTA) and Caltrans Division of Rail and Mass Transit memorialized a plan done in consultation with the other intercity authorities to have the former funds that were previously distributed through each authority to Amtrak to instead be collectively run through CCJPA, where in CCJPA would be the single point of contact for oversight, cellular card subscriptions and payments, and for a relationship to the existing W-Fi system vendor and future vendor. As such, the CCJPA is now leading the effort for the CA IPR services.
35	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Is there a reason why CCJPA does not have a goal to have a trackside network in the plans?	The Capitol Corridor, San Joaquins and much of the Pacific Surfliner are hosted by private freight rail operators who have not been amenable to allowing the infrastructure for a trackside network to be put in place on their property. Other partners, such as Caltrain, will not have that barrier.

36	Pre-Bid Meeting/General	Pre-Bid Meeting/General	You are open to hearing about things are not necessarily in the document, is that correct?	Yes. After being sure to meet the core requirements of the SOW, any vendor is welcome to provide details of their other offerings, business models/drivers for other features, applications, etc.. These will not influence the technical/ commercial scoring but may provide necessary differentiation between other vendors when considering similar propositions.
37	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What about the stations - are those your assets?	Stations are not our assets just like track areas are not our assets. If we were to do station Wi-Fi we would have to work with partners to ensure it could be delivered.
38	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Are you interested in getting revenue from the use of the Wi-Fi next generation solution?	The proposition is interesting but would just be an additive, and not part of the core needs of providing a fundamentally working system per the SOW.
39	Pre-Bid Meeting/General	Pre-Bid Meeting/General	The MSA let's work directives be issued over time - and then in year 8, a work directive runs over the 5+5 situation. What happens then? And how are we amortizing the various factors?	We can maintain flexibility on the length of the contract to extend beyond the up to 10 years for precisely the reason that if things are going well, there would be no reason not to continue, especially if in year 8 a new feature was added. But out that far, we just can't be definitive. General - if things are going well, we can keep things going. We will just have to see. In terms of the amortization, we are aiming for steady streams of costs be that hardware or labor, are paid out over a reasonable term of years, but also that we are not still paying for an item that has already been removed from service and replaced with a new model that is adding costs. Overall, the approach is to anticipate the road map, the costs of upgrades and gradually adjust to cost differences as they modify over the years. Obviously we will have to pay off items if they stil have payable life to them but the contract is slated to end.
40	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do you have any granular rideship data? How about with Wi-Fi usage data?	CCJPA's particular data is found here: https://www.capitolcorridor.org/ccjpa-performance/ and we expect the other CA JPAs may have similar ridership/performance data shared on their websites. Unfortunately we do not have current Wi-Fi usage data to share. This has been one of the problems with not having connection to the usage data through Amtrak. The California State Rail Plan is also another source of overall California rail ridership.
41	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Are you looking for an entertainment solution to be able to acquire digital rights or are you looking for the entire package?	We are intersted in a complete package entertainment solution that we do not need to chase down content - that is offered from the media partner. And the media partnership can also affect the design, so that should be considered.
42	Pre-Bid Meeting/General	Pre-Bid Meeting/General	In the presentation you talked about the speed of installs - can you qualify that?	The brain car eventually got down to about 8 hours and an intermediate car to 4 hours. With a crew that was not much more than 4 to 6 people (about the limit of workable space). This was double in the beginning of the project but the team got more efficient.
43	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Can you describe the cellular plans you have access to? Will you provide the SIMs?	The contracts for the SIMs are purchased through a NASPO contract and they have varying commercial propositions from carrier to carrier. They have been acquired at this time for swapping out SIMs that were previously Amtrak provided on the legacy equipment. The mix of SIMs can be adjusted over time based on needs or vendor opportunities and a solid reason for making adjustments. A vendor may have a better cellular deal and that can be offered.
44	Pre-Bid Meeting/General	Pre-Bid Meeting/General	The responsibilities of the OSS - it says in the RFSOQ that CCJPA will provide Tier 1, and Tier 2 and beyond by the vendor. Does Tier 1 support need visibility in to the backend to determine system status?	Tier 1 is the first layer of remediation, simple diagnostics, then if not resolved the issue is escalated to Tier 2. Tier 1 will not be undertaken by the vendor. Tiers 2 thru 4 will be undertaken by the vendor representing different levels of escalation to address a specific type of issue and should be priced accordingly, CCJPA are not specifying how you might provide API insight into your system but Tier 1 must have visibility into the status of the overall solution both byusing API's and also any specific tools that the vendor provides for this purpose. CCJPA does not want to resolve a Tier 2 or greater issue but will want insight into the issue from Tier 1, perhaps a reboot remote or very basic action at most. Beyond that, we do not want any permissions via the API that would go any deeper.
45	Pre-Bid Meeting/General	Pre-Bid Meeting/General	The data APIs that you want, do you want to get down to knowing what the bandwidth level is on an ICL link?	Yes - that is an example of a level of the API detail we will want.
46	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What are the facilities like where the installs would take place?	The Oakland Maintenance Facility (OMF) was visited during the pre-bid but even then, it is difficult to really understand how this facility might function in an install condition. The Los Angeles Maintenance facility, like the OMF, will have suitable facilities for successfully completing the install, such as overhead access and secure storage facilities. Other facilities that partners may offer will be case by case. Overall, work directives will be developed with a direct and interactive look into the facilities and conditions for performing installs. In a pre-award situation it is difficult to convey all the unique working conditions. The RFSOQ responses are higher than detail that would be needed in a work directive so in your response it would suitable to explain your assumptions about secure storage, roof access, and certainly rolling stock access. In your response it would come down to demonstrating your experience in yards, compliance with safety regulations, safety record, etc.

47	Pre-Bid Meeting/General	Pre-Bid Meeting/General	You identified 184 cars, which included 36 café cars. In term of the 148 intermediate cars: How many of these are cab cars? Do the cab cars have the same trainline and WiFi wiring configuration as the other intermediate cars? In terms of Capitol Corridor trains, is the normal configuration to have one locomotive and one cab car on each end of the train? Is this also typical for all California passenger trains?	The number of Cab Cars across the CA fleets are 30. The cab cars today, with the existing system, do have the same configuration as coach cars. It is typical for cars in CA to run with a Cab car on one end and a locomotive on the other side. There can be exceptions where two locomotives may be on either end but that is not a normal situation. Cafe cars are the brain units and all other fleet vehicles are intermediate or dependent on the brain cars under the current legacy condition. There is no requirement that this may need to be the same design with a next generation system however, the economics and car modifications that would be needed make it challenging to imagine a different approach being as cost effective but that is not to indicate that another cost effective solution couldn't be suggested.
48	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What do we deliver on November 9 - is it conceptual and conceptual pricing? Is that an accurate assumption?	Our expectations are that you would be able to demonstrate that a brain car configuration has a X, Y, Z components at A, B, C price, and coach cars are built up similarly but with just Y and Z parts, the servers, the license, a rough estimate for metal work, the O&M, etc., all is built up and shown in the SOQ. The clarity of those assumptions, showing your elements, their pricing, should all be able to roll into a work directive with specific actions in the future. And if there were adjustments, e.g., you need two X's instead of just the one shown in the SOQ, we could see how the pricing built up on that item and how that was reflected in labor, etc., to become more concrete in a specific work directive.
49	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Data usage question - when we consider a Radius server outside of the usual; how extensive could that become?	Client authentication details are not typically a detail we would need to see in your SOQ but showing being capable for some additional secure client authentication is a good measure to consider in your proposal. A little bit of future proofing for particular applications is useful but we do not need to see documentation and process flows in the SOQ - just that you are built to cover a modest need or can adjust your system architecture in the future should a new initiative come along.
50	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Health monitoring or other data initiatives - what do we need to build in for future capacity? Where would we show other application futures in the SOQ?	Typically the largest applications, such as OBIS, will need content upgrades that could have bursts of data needed, but in typical operations would be quite low. Most data applications, be it GPS or health monitoring are relatively low on the scale of bandwidth needs. We do not foresee any applications that would overwhelm capacity with the exception of how a media system might be delivered. That would create its own needs and must be considered in an architecture sense (e.g., Wi-Fi backhaul at depots or stations) but without video streaming to/from the train, all the applications used in operations, even including OBIS, are all known to be manageable under the cellular aggregated bandwidth available. Each vendor can certainly showcase some of their application road maps in the SOQ - however they choose to do so - but in understanding those future applications, there should be disclosure about how the application might affect bandwidth that can be delivered with the system and, as mentioned, typically most applications we are aware of do not jeopardize deliverable bandwidth. The big exceptions are those that would deliver video content, either media or streaming cameras. It would a glaring omission to showcase bandwidth intensive future applications without making acknowledgement of bandwidth effects.
51	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Dynamic self-configuration. What is the scope of dynamic configuration for instance with train car assignments as consists are made up?	The onboard network should be detect all WiFi enabled cars in a consist and then self-configure in a manner that requires no manual intervention considering both standard and degraded operating conditions. The "official" consist data derived from the AERIES back office system will allow the vendor to validate that the consist detected is consistent with the consist that is used by the train planners (which may in itself not be always accurate).
52	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Rolling stock drawings - can we know what the envelopes are?	For gauge, these are included. We will provide details, to the extent we have them, for cars in the work directive level.
53	Pre-Bid Meeting/General	Pre-Bid Meeting/General	On DTL systems that are installed - how might we react to that situation?	Of 184 cars there are legacy ones that do not have DTL so the total is 127 bilevel cars that are equipped and 17 single level cars that do have DTL. But most cars do have DTL. The existing DTL is largely dedicated to OBIS given the switches and ports, so generally, it could make sense to retain the existing DTL because that is largely OBIS dedicated and propose a new one. Other options can be proposed if in your evaluation you would like to propose a different arrangement.
54	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Typically there is mention of some implementation schedule but we did not see it. Can you explain that?	Because this is work directive based, there were no clearly identified fleets or details to provide. A conceptual schedule is worthwhile delivering to demonstrate the experience and skill sets necessary to deliver to a schedule.
55	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Interoperability is a question for us with the legacy system in that overlap time. How do you want us to deal with it?	There are many ideas about how working with the legacy system might transpire. But we are looking to see that your team has the mindset to go through that transition. We anticipate a focussed work directive to work through that transition planning but demonstrated awareness of HOW you would deal with things is important to show.
56	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What about cars moving around on various fleets?	Typically, W-Fi installed cars will not be moving around between fleets but for periods of time, NorCal cars could be in SoCal which was the case when there was a highway mudslide and SoCal fleets needed the seating capacity and NorCal lent cars for that purpose. Amtrak leased cars could be subject for removal from the fleet but that would have to be planned at a work directive level so that a replacement vehicle could be outfitted. Other partner agencies may have unique needs that affect fleets as well but typically, most fleets are captive to an operation.

57	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Will you provide us thresholds of throttling, session management, etc., that you want?	We will need to see your capabilities in managing the user sessions and including traffic management. We need to see individual user experience but also how you can manage usage of a particular modem to allocate data dynamically between carriers.
58	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Will the provider provide the labor or just supervision for the installs?	The vendor is responsible for the installation, the train maintenance yard is given first option if they want to undertake the installation and if they choose not to then the vendor will provide installation labor. In each case the vendor will provide site supervision and management oversight during the installation to ensure that he installation is undertaken in accordance with the agreed design
59	Pre-Bid Meeting/General	Pre-Bid Meeting/General	You mentioned that OBIS installs will be going on during the same period. Will work on the cars be a combination of effort or separate? Will there be a situation where configuration was challenged between legacy and new systems with OBIS?	At this stage it is anticipated that the OBIS and Next-Generation WiFi installations will not be undertaken at the same time or with the same resource. As part of the work directive design process it will be necessary to demonstrate interoperability with the OBIS solution to ensure that any changes required by either system are undertaken during the transition.
60	Pre-Bid Meeting/General	Pre-Bid Meeting/General	If we wanted to replace the DTL switch with new higher capacity switches, what happens with the DTL used for OBIS?	The OBIS vendor will stick with their DTL legacy switches whereas new DTL is advised for the new Wi-Fi system. There are also limited cases where there is no existing DTL and in that event, under a work directive focus, the OBIS system and new vendor system could interact to determine if a two DTL or one DTL system could be utilized however, it would make sense to replicate the situation of a more or less dedicated OBIS switch and Next Gen switch in all cars for a common architecture.
61	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do the Siemens cars have DTL on them?	We believe they do but we will update this answer further with more detail once we get a response on those specifics.
62	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do you want us to detail in our response without breaking the existing communication system?	We do not expect that detail as we have not given you all necessary details. We expect to describe at a high level, in concept, the way in which you would do a switchout knowing that CCJPA operates dynamic consists and how legacy/new equipment would interoperate. The approach to this is what to share in the SOQ but the exact details are not required. Demonstration of understanding the challenges is critical.
63	Pre-Bid Meeting/General	Pre-Bid Meeting/General	DRM entertainment - monetization - cost to incorporate that - that is all in our pricing. Is there any risk for CCJPA going directly to our DRM providers?	CCJPA will absolutely not be interested in doing that. The offering would entirely be via the lead vendor whether that changes over time or not. Our relationship is with the vendor. But we do have the opportunity to judge and review how that is all done - rider perception and user experience. So those go forward in partnership, but CCJPA is not going to dictate your media vendor partnerships or select a new partner. This has to be a strong integration with the vendor - not CCJPA's. If there is a monetization model or variations for media entertainment, aka different business models, you will want to share what options you have with your partnerships with media providers. Media is part of your approach but not part of the core delivery of a really high functioning Wi-Fi system as described in the BESOO
64	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What is an example of a one-time capital outlay? Example, can you pay for labor for install?	We would generally expect labor for installs to be amortized over time. For the most part we will expect things to be wrapped into the service model but particular capital outlays may be smart steps for one-off items, like preliminary designs. Also, some partners may want a more capital model. One example is that Amtrak labor can't usually be wrapped into a service model.
65	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Cloud services - does it need to be owned by CCJPA?	CCJPA would not be involved with ownership or access to the cloud service. You just need to disclose who and how you are using whatever cloud service you propose.
66	Pre-Bid Meeting/General	Pre-Bid Meeting/General	You mentioned the various car types and numbers in your document - so do you want to see our proposal come back with a budget breakdown for the entire fleet? Do you want implementation built into the service model?	We do not want you to propose for the entire fleet but instead want a described install concept approach (e.g., brain car with intermediate cars) and then a concept design (that makes sense and answers to the RFSOQ) that is priced according to the needs in that concept design. An example was given in an above question about pricing per units on a brain car and intermediate car. Those prices based on a per car type install concept should be clear so that if we use your concept type and pricing WE could calculate the entire fleet cost - but you do not have to do that. These concept costs will be applied to work directives and there should be a consistent and reasonable evolution of those costs over time as conveyed in the RFSOQ, especially in Attachment C. We do want to see implementation costs and how those were generated but those also rolled into the service delivery costs.

67	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Cost fluctuations were mentioned as anticipated. Can you elaborate on those? Should O&M pricing be broken down as well?	In the pro forma sheet that will be maintained and updated and explained in Attachment C, we expect that costs of any of the elements may change over time. Labor may go up, tariffs on certain products may change, or sudden world events may change the price of transport and shipping - we allow for fluctuations that would mean pricing changes in one year to the next or drastically changes in the upgraded hardware after 4 years from the amortized prior version. Most things do NOT fluctuate too much over the years but if they were to go up more than CPI or 3%, we allow for reasonable and explained increases (or decreases). These just need to be well documented and reasoned. For instance, if a unit cost goes up 10% and that is somehow defensible, we would not assume that profit margins also go up that same amount - they should stay fixed. Transparency and consistency is critical. O & M pricing should be able to be shown as part of the service model. The SLA and your knowledge of your product/system should guide an anticipated O & M scheme and using labor and time to perform planned O & M with a caveat for some risks, should be calculable and therefore shared as part of those costs. This is done for capital procurement today anyhow. If you find that an estimate was low for year one and cost you more, you can defend that with documentation so you mitigate your risk for year two and raise the costs in a defensible manner.
68	Pre-Bid Meeting/General	Pre-Bid Meeting/General	On APIs - there may be APIs that are already built, and others can be built. Is that something we can put into the SOQ?	Yes- show what you have now, what you expect over a road map period that can be committed. But the commitment needs to be met or if it is not, then the next year negotiations on price will need to reflect that or if terms of the contract expectations can't be fulfilled as promised, the CCJPA and partners may opt to cancel this contract and work with a provider who can deliver on their commitments.
69	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Do you specify that a router has to be in each car?	We are not making any specifications about the architecture your firm thinks is necessary to deliver a system that does what it needs to deliver as a service. If it makes sense from a cost, install, and delivery model based on the characteristics of the ridership, the usage, the equipment, etc., then you can defend/sale any approach you want using the pro forma sheet costs. We are going to weigh in on your approach in the manner specified in the RFSOQ using our knowledge and what we read in your SOQ and see/hear in the presentation. We will say it is difficult to see a distributed system and not a brain/intermediate car work in our particular system. Other partners may not have that same situation. However, that said, technology is changing all the time and there could be a more effective system to consider in the future, including over the future of the life of the contract. There is great flexibility here but it needs to be done smartly.
70	Pre-Bid Meeting/General	Pre-Bid Meeting/General	How much detail do you need on your subcontractors that may be needed in certain settings?	We really need more a generic and reasoned rate of install cost for subcontractors doing installs on trains for the SOQ. We will get into specific details using each work directive later but for the SOQ, please show us a reasoned subcontractor labor costs in any areas you feel are needed.
71	Pre-Bid Meeting/General	Pre-Bid Meeting/General	At the pre-bid meeting, there were a mixture of integrators and manufacturers here today. Is there a restriction of how either could bid?	No - there is no restriction.
72	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Have you established an overall budget over the timeline of this project - the 5 +5? Is your intention to upgrade these 184 cars for sure? What about Caltrain?	The State of California has budget to support the service as described and we know there is enough budget to support any reasonable proposal. This RFSOQ is meant to make eligible next generation installs on all the CA intercity passenger rail fleets. Caltrain, presuming they remain interested, would be another roughly 130 new cars. Some of the cars involved would be Amtrak leased vehicles and provision to install, maintain, and retain that car in service where intended, will be the responsibility and pursuit of the local entity, such as CCJPA or LOSSAN, but that will be worked out in the work directive.
73	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Who is Amtrak in all of this? Are there Amtrak cars that would go across the boarder?	Amtrak is, at this time, the operator that provides operational services for the Capitol Corridor, the San Joaquins, and the Pacific Surfliner services. Caltrain or other services may or may not have Amtrak involved. In situations where Amtrak is involved, there will need to be engagement with Amtrak to move ahead with installation on a number of levels (rolling stock & yard access, scheduling, storage, etc.). It would be imperative with the management agency and it's annual operational contract with Amtrak to establish a process to retain CA Next Gen Wi-Fi systems and the cars they are on in California, and if, for some reason that car must leave and get swapped out, provisions for replacing an equipped Next Gen car should be in place. No part of this Next Generation RFSOQ will be intended for any of the Amtrak vehicles outside those that will be used in California or through any other state partners that may partner to this RFSOQ.
74	Pre-Bid Meeting/General	Pre-Bid Meeting/General	What is the idea on Siemens new car installs?	Those details are for a future work directive but the anticipation is that the identified winning vendor would work out an installation process with Siemens.

75	Pre-Bid Meeting/General	Pre-Bid Meeting/General	On your subscription model, how do you deal with the risk over the year you committ for?	The term of your amortizations matter but those may change with anticipated hardware change out. Lifecycles of some hardware upgrades may be four years, where as others may be only 2 years. We want you to identify, knowing your roadmap and hardware, what you are thinkng but then be sure to capture the full value of that hardware over a period that does not result in us paying for a piece of equipment that is no longer part of the system. Intall labor might be captured over a period that is intensive at first but spread out over time, but then again it may not be labor that is amortized, especially if Amtrak is doing the install. But hardware types change over time, but liscenses would persist annually. The bundle of payoff is something to be shown in the pro forma, and the assumptions played out over reasoned times to build up the costs.
76	Pre-Bid Meeting/General	Pre-Bid Meeting/General	With system design, how do you deal with that versus a build/operate/maintain phase. How do you see this split?	We expect to see your system design in concept now. We largely let your team design this system in concept today but when it comes time to install, that will only get more specific, and there will be design effort for detailed cars, etc, so there will be a refinement of generic install costs to now be specific costs. The core way this will be architected will stay quite similar, but maybe your need four widgets now instead of three. In that case you still have your unit costs and then you escalate those by one more from the original concept. But overall - the labor to do a final design, possibly the installation (depends on circumstances), the hardware, the certification and commissioning and everything else - all gets wrapped into the cost of every item, line by line. Line by line a decision is made based on amortization over certain numbers of years based on each line item. In year four there may be a replacement widget per car and then again, probably in year eight. In those cases, those costs are amortized over four years. In the year 8 example, the contract might end in two years, but with options may continue. That year 8 item will need to be discussed as to fitting in a two year or four year period but either way, it is all part of your service offering. We don't have to solve year 10 in this proposal but we do need to lay the thought process by hardware line item up now in your pro forma and we will carry those amortizations forward working with you and your product roadmap. We do want to couch this service model answer against on-off tasks that may be capitalized, such as figuring out the transition plan from legacy to next-generation Wi-Fi. That is a one-time solve and most suitable for capital. Thereafter, once solved, the plan from that capital work directive is relied upon and all things thereafter (with some possible exceptions, e.g., Amtrak labor) would fall into the service model.
77	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Where do you see your timeline - is your first year a design effort?	A high level generic system design should be provided in the response to the RFSOQ, on initiation of a work directive a detailed design process can be initiated for the first car type/s. This is not expected to be a year long process.
78	Pre-Bid Meeting/General	Pre-Bid Meeting/General	Who is managing the cyber security?	You will need to present a cyber-security approach in your proposal and that would be managed through your contract.
79	Pre-Bid Meeting/General	Pre-Bid Meeting/General	When the system goes in for maintenance how do we build in the support cost? Do we replace a box if it fails, or does Amtrak, or CCJPA? Are there defined depots where we work? Would you give access to the vendor to do our maintenance when you do regular whole train maintenance?	You will need to build in an anticipated approach to maintain SLAs in your service model. In your example, it would be your staff or your subcontractor that replaces a box if it fails. There are no provisions for Amtrak or CCJPA personnel to support your service model except by paying for the service you are to provide. You will be working, based on work directives, at specific maintenance depots. Access to do your mainteance will be subject to working with the host depot managed site but it is conceptually possible for your team to work in concert with preventative maintenance. The details would just have to be worked out and an assurance that SLAs will be met
80	Pre-Bid Meeting/General	Pre-Bid Meeting/General	If there is a better product offered in 2 years from what we started with, can we install that?	You can but we hope that your roadmap is sufficiently understood and you have planned the pricing accordingly. As this refines over time, it may be sensible to assume modems need to be upgraded every two or three years, so you would assume those are amortized every two or three years even if you jump the gun one year early on them because the latest best thing is out and available. You notify us and document it all, we can plan for the very next pro forma to be updated accordingly and the costs catch up in the next year.
81	SOW Section 3.6.7	SOW Section 3.6.7	In 3.6.7 it states that "the whole solution and its individual components shall be UL approved" As UL test for different approvals, which approvals do CCJPA specifically require?	For UL compliance we would look for UL94-V0 for all non-metallic items. (this is a fire standard) The vendor should state what their compliance level is under UL 50 for all devices (including connectors and when connectors, or blanking plugs, are attached. An IP equivalent rating can be provided if the vendor doesn't have existing UL conformance testing.

82	SOW Section 4.7.3	SOW Section 4.7.3	<p>In relation to 4.7.3 what is the process after the end of the warranty period for replacing an item of hardware? In relation to 4.7.3 who would be responsible for removing any faulty hardware once the warranty period has finished – CCJPA/Contractor? In relation to 4.7.3 what is the process for repairing/replacing the hardware and re-stocking the spares pool once the warranty period has concluded? Would it be acceptable to include a multi-year warranty i.e. 5 years as part of the submission, which would ensure the Contractor manages all hardware replacements throughout the lifetime of the contract (including any upgrades). In this scenario CCJPA would be kept informed of repair and replacement activity and the Asset Database would be maintained.</p>	<p>In a service model there would be no relationship of CCJPA to any warranty items since the items are owned by the vendor, it would be the vendor that would have to pursue any and all warranty issues with their supplier to maintain the system to the service standards. In a service model it is always the vendor's responsibility to ensure it meets service standards and stays true to the overall product/service road map approach. This includes how the vendor manages spare parts with or without warranty expiring. In effect, on a service model basis, there is ALWAYS a service warranty in effect - how that is delivered by the vendor is a large part of the vendor's SOQ.</p> <p>For any capital based work directives that involve hardware (this could be a partner agency's approach - not CCJPA's), there still would need to be a service approach to installed hardware so that SLA's are maintained. It would be the vendor's responsibility to access and perform repairs/replacements after a warranty period expires. This would be the same with the system spares pool. The proposed multi-year system warranty suggested in the last bit of the questions would be an acceptable approach, but I would suggest that the duration of the warranty period would be settled at the time of Work Directive execution. A plan for replacement via spares or some future smaller direct capital cost to replace an old out of warranty part under any future conditions should be identified. We anticipate that it would always be the vendor that would be tasked to replace faulty hardware.</p> <p>CCJPA will update the SOW to eliminate confusion between items mentioned like warranties and service models. We anticipate we will insert some wording in the SOW in the appropriate section that clarifies what applies under a service model and what applies under a CapEx model. Please look for that update in a bit. But for now, the gist of this difference is answered here with regards to service models vs. CapEx models.</p>
83	Section L2	Attachment E	<p>Can you please clarify the format for responding to RFSQ where a Proposer may wish to suggest amendments? We note that in Section L2 of the RFSQ it states that, "If a Proposer desires to propose any changes in the Agreement, refer to Attachment E, PROTEST PROCEDURES". There is no Attachment E. There is an Attachment D which is entitled, "PROTEST PROCEDURES". Attachment D seems to outline a procedure where a Proposer may have "protests" to the content of the Agreement, rather than suggested changes. For example, if a Proposer wishes to suggest changes only and not make a formal protest, can this be done by sending in a Word version of the Agreement with marked-up changes? We look forward to your clarification of this point."</p>	<p>Our apologies. Attachment D is the proper reference to the PROTEST PROCEDUES - it is not ATTACHMENT E (we used a template we have where ATTACHMENT E is usually the PROTEST PROCEDURES). The Protest Procedures are meant for calling out issues in the template contract, which are entirely legitimate to call out as wanting to change, but also for protesting the recommended award.</p> <p>Since it is appropriate to suggest changes, a Proposer can and should make a section of their SOQ about those changes. They should call out the section and at a minimum indicate they would not find signing a contract with those terms - as identified - acceptable. However, beyond just calling it out, we encourage Proposers to suggest language they would find acceptable. All of this can be put in the SOQ in a section identified as "Exceptions to the Example Contract" or something of that nature. It is important to make these identifications IN ADVANCE. We should know about these in advance, not if we get into negotiations and then realize the #1 Proposer has a fundamental flaw we can't collectively overcome. So we strongly suggest each Proposer be up-front in their exceptions to the example contact as written - this is VERY IMPORTANT.</p> <p>Protest Procedures can also be for protesting the selection of the initial winning vendor. Should there be a perception that some element of the RFSOQ process was unfairly conducted, after the tentative award, documented exceptions to the process can be identified in a letter as identified in the PROTEST PROCEDURES (Attachment D). This could cause a re-release of the entire RFSOQ if the protest was successful. It would not force selection of the protesting Proposer. If a Proposer that was NOT selected for negotiations wishes to protest, it should be done as outlined in the recommended award phase in the PROTEST PROCEDURES - which is noticed just as CCJPA may be entering into negotiations with the winning Proposer.</p>

84	Section P Evaluation Criteria and Selection Process	"SS c Solution Approach"	<p>There is no page limit as with the project team qualifications, but it will behoove the SOQ to be organized and clear without extraneous information muddying the solution approach understanding for readers.</p> <p>The CCJPA RFSOQ is seeking a very comprehensive system and we find it difficult to add the detail needed to describe the complete functional aspects of the Solution without adding a lot of clarity. Therefore, is it acceptable to add images of the design that can visually show functionality with detailed captions? Also, is it acceptable to add separate data sheets, system function specifications and engineering design approaches? We are trying to balance adding color to the technical Solution without muddying the delivery.</p>	<p>It is acceptable to add images, data sheets, system function specifications, and engineering design approaches. These should be added in an organized manner (e.g., appendices, attachments, etc.) and referenced in your SOQ properly. We understand and respect the need to have clarity and encourage your responses to support a level of clarity with regard to the matters listed above.</p>
85	General	General	<p>I am requesting as to whether it would be possible to extend the deadline of the CCJPA Next Generation WiFi tender by no more than 1 week to Friday 16 November to allow us more time for all aspects of the RFSOQ to be considered, therefore ensuring CCJPA receives a high quality proposal which will effectively and efficiently meet the overall goals of the project</p>	<p>CCJPA will not be entertaining an extension of time for the delivery of the SOQ.</p>
86	M.2. b	<p>Page 5 of 9 - Reference Section: One (1) additional copy, excluding Exhibit 2, CONFIDENTIAL STATEMENT OF QUALIFICATIONS AND BUSINESS REFERENCES. This copy shall be clearly marked "PUBLIC RECORDS COPY" in conspicuous letters.</p>	<p>This section refers to the Exhibit 2. This exhibit is not included in the document and there are no instructions for a format for a required Exhibit. Please provide clarification if there is a specific form or format required for submissions, or what specific information should be excluded.</p>	<p>The instructions are arguably misleading about Exhibit 2 but the discussion here should help clarify. The notation of Exhibit 2 was a regrettable reference for a prospective vendor to include as their Exhibit 2 their business references and label it in the SOQ as such. This came from a prior template that we did not catch; so please follow this clarification:</p> <p>There are two hard copy version of the SOQ required. One hard copy is the full original including CONFIDENTIAL STATEMENT OF QUALIFICATIONS AND BUSINESS REFERENCES as a section (in concept this would be marked as Exhibit 2 as it is implied in the RFSOQ) - this is the ORIGINAL full-version hard copy. A second version should also be produced which REMOVES the CONFIDENTIAL STATEMENT OF QUALIFICATIONS AND BUSINESS REFERENCES (i.e., labeled as Exhibit 2) and this version will be on record as the PUBLIC RECORDS COPY VERSION where we DON'T want the CONFIDENTIAL STATEMENT OF QUALIFICATIONS AND BUSINESS REFERENCES. CCJPA seen by the public and therefore we provide the PUBLIC RECORDS COPY VERSION to satisfy those requests. The ORIGINAL version will not be shared with the public.</p> <p>You may call this section in the ORIGINAL VERSION Exhibit 2 or Section 2 or whatever makes it clear for the hard and soft versions. Just do not include it in the hard copy (or even soft) PUBLIC RECORDS COPY version you send.</p>
87	1.3	page 4 of 86 - 1.3 Working Directives	<p>Working directives will be different for each CCJPA entity. Is it expected by CCJPA and entities that each WD will have a different SLA from the CCJPA SLA?</p>	<p>We would expect that in a general sense there would be target SLA's provided from the vendor for their solution and we will see that in the SOQ. However, based on detailed analysis and documented reasoning, there could be a different SLA for a different WD, it really will depend on the train fleet/ scope of work etc.</p>
88	3.2	<p>page 9 of 86 - Where they exist, any physical end-of-life Wi-Fi solution components that are deemed not reusable shall be removed by Contractor prior to installation of the Solution.</p>	<p>Who is the determining entity of end-of-life components? If a technology is still operational but unable to integrate with technology available today, is this considered not reusable?</p>	<p>Fundamentally the contractor should determine and then share with CCJPA and CCJPA's team the end of life period for components based on the vendor's road map. This would also enter into the pro forma sheet regularly updated. And if the end of life value as calculated has been paid yet the component for whatever reason remains in place, there would be a corresponding drop in annual cost since those components have been cost recovered. However, the intention is to road map certain components so that CCJPA is annually paying an amortized price for componentry before it is replaced with a newer model offering better performance. Thus, it is ultimately the winning vendor that is responsible for the decision and risks of retaining something but in both their pro forma and road map, there should be clear communication and understanding of the compentry used, its expected life, and its cost amortization. In effect, the CCJPA is intending to pay for a system that stays on or close to the performance edge as that evolves over the years. The vendor must mitigate introducing risky and untested equipment, but once they are comfortable with replacement technology, we would expect to see that technology upgrade in an upcoming cycle of planned renewal.</p>

89		3.2	page 9 of 86 - Where they exist, any physical end-of-life Wi-Fi solution components that are deemed not reusable shall be removed by Contractor prior to installation of the Solution.	Will the legacy vendor provide a benchmark for system performance prior to any interoperability integration with the NextGen OBN?	We do not believe the legacy vendor will provide a benchmark for system performance prior to interoperability integration. The performance of the new system is expected to be different and may place different demands on existing infrastructure and so again it is the responsibility of the contractor to validate the legacy components either through testing or analysis of the system specifications which will be provided. We have indicated that there would probably need to be a legacy testing WD that precedes and sets its own benchmarks for that <u>transitional period</u> .
90	Pre-Question		Number 78 & 3.5.1	Cybersecurity is to be managed by the Contractor. While frameworks are provided via NIST and other channels, is CCJPA expecting the Contractor to make cybersecurity decisions on behalf of CCJPA? What is the approval process? Additionally, should a future technology require connectivity leveraging the Contractor's Router, does CCJPA accept the risk on behalf of the contractor?	The contractor should have a process and an environment to provide adequate protection against cybersecurity threats. CCJPA expects that the contractor will be able to provide a risk assessment of the cyber threats and how these have been mitigated through the system components and processes within their control. Where a third party system is being integrated then it is a responsibility for all parties to agree on how potential cyber threat on their own system is mitigated with the integration - for example if a door controller is integrated to the train backbone for monitoring purposes: the contractor should be able to satisfy themselves that there risk is mitigated from either accidental or intentional intrusion from the physical controller or from the back end monitoring system. CCJPA would expect the contractor to conduct a risk assessment of a new integration, identify new threat surfaces and then suggest how these could be mitigated to protect the wifi system from intrusion and also prevent users on the wifi system from intruding onto the door system. The security of the door system would not be the responsibility of the contractor in this example but preventing users on the wifi system from accessing the door system would be.
91	Pre-Question		Number 78 & 3.5.1	For existing legacy and potential future technologies that would route through the NextGen technologies, will CCJPA accept risk that are out-of-scope of this opportunity?	Please see the answer above.
92	Questions		Question 27 - Data Privacy	If the Contractor assumes the role of data owner (controller), will CCJPA accept that additional costs will be incurred for securing, storing, and transferring of data? To ensure the data is secured and protected in their possession, CCJPA will be bound by all applicable state and Federal data privacy rules as a processor of this data.	Contractor PRICE should include and highlight these costs by showing this as a cost element in the pro forma sheet. CCJPA is only responsible if they move data to their own environment and it is not our expectation that would ever be the case. We expect to get data reports, data feeds, etc., through APIs that provide insight into performance but the data itself would not reside with CCJPA. While CCJPA will have access to data it is the Contractor hosting and providing security for that data it is the responsibility of Contractor to secure this. Where CCJPA extracts this data through the API and stores in a CCJPA owned data repository then CCJPA owns that data and are responsible for its security.
93	3.5.2		page 17 of 86 - CCJPA prefers to retain this centralized model to reduce the impact of external work on rail cars, for example when installing roof antennas, and for a Next Generation Solution to utilize the space made available following removal of the existing Wi-Fi system	For each WD, will a physical diagram be provided that captures existing connectors and wiring? Existing cables could be leveraged for future updates, so long as technology allows.	This is recommended to be undertaken as both information transfer from CCJPA to the Contractor and also by inspection of equipment on the trains by the Contractor.
94	3.7.11		page 40 of 86 - The Solution shall not interfere with an Internet Service Provider's obligations to law enforcement agencies under the Communications Assistance for Law Enforcement Act (CALEA). Contractor shall explain if and how CALEA obligations, if any, have been satisfied with other Contractor Solution deployments in the U.S.	We believe there is a lack of clarity between CCJPA's desire for the Contractor to be the ISP while CCJPA owns all the data. Can you clarify the relationship between CCJPA, the ISP, and the Contractor?	CCJPA only needs access to performance metric data - a disclosure in the SOQ as to what is available today and is on the API roadmap to be exposed. So to be clear, CCJPA does not intend to be the owner of the raw data - that should be the job of the vendor UNLESS in a specific work directive that is carved out (e.g., we have to preserve the option that Caltrain or another partner may want to host the data). The Contractor should be the ISP in most all cases and we would make this argument to any partners. The Contractor/ISP can utilize the data if they can identify a commercial purpose so long as they adhere to privacy concerns, privacy law, and disclose, subject to CCJPA review and modification, their identified commercial purposes. At this time CCJPA can't imagine such a commercial case being made but we do not want to close that off without a chance to review and approve, possibly with modifications.
95	General		General	This portion asks for a signature? I don't see where else it instructs us to sign or whom. Rejection of SOQs may be rejected if they show such items as: alterations of form; additions not called for; conditional SOQs; incomplete SOQs; irregularities which make the SOQ incomplete, indefinite, or ambiguous; improper markings and identification; or a signature by other than an authorized person	Typically the signature is on the intro letter signed by someone that appears authorized to represent the vendor - so for instance your PM, your VP, your CEO, etc., as opposed to a 3rd party. This has never been an issue before since it is a fairly customary thing to have somebody in a position of authority to represent the SOQ. If you were going to have, for instance, the CEO of another company (such as a parent company) that does not appear to have any correlation between the vendor and the submittal, then there would be a problem.

96	General	General	<p>The answer to the "public records" copy, Exclude "Statement of Qualifications and References", is on the question / answer list. The RFSOQ and References make up most of the submittal. The SOW is our main package, which is mostly all confidential. Do you want the pro forma for public record or is that up to us?</p> <p>We plan to submit the following for public record...</p> <ul style="list-style-type: none"> Letter of Interest Project Team experience Data sheets Pro forma if advised to. Redacted SOW if advised to. Any guidance would help. 	<p>The pro forma does not need to be in the public record version at vendor's discretion - or it could be redacted. A redacted SOW, at vendor discretion, is something that should be in the public record.</p>
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