WRITTEN QUESTIONS AND ANSWERS

SP-15-0050 TELECOMMUNICATIONS SERVICES

ANSWERS IN BLUE

1. Category B: Must a vendor bid all aggregation points?

   Please refer to Addendum 1, Addition of 2.2.I. and 2.5.H.

2. Category B: Are the circuits between aggregation points "point to point" (i.e. LTRK-HOPE) or as your drawing "point to multi point circuits" (i.e. MNTI-HOPE-LTRK)?

   Please refer to Addendum 1, addition of 2.3.D.

3. Category B: Will all aggregation points have the same bandwidth on the circuits? Not necessarily Will any of the non-ARE-ON aggregation point(s) charge for collocation service and if so what is their pricing?

   Please refer to Addendum 1, addition of 2.3.E.

4. Category B: Non-ARE-ON aggregation point(s) have any space limitations?

   Please refer to Addendum 1, addition of 2.3.E.

5. Category C: Can the internet be delivered to any aggregation point?

   Please refer to Addendum 1, addition of 2.4.F.

6. Category C: What is the location for the delivery to of the Internet?

   Please refer to Addendum 1, addition of 2.4.F.

7. Page 11, 1.19 "Award Criteria" outlines the four categories of service for which ADE is seeking proposals and you have indicated in 1.19F that vendors may bid on one, some or all of the four above categories. Sections 2.6 through 2.11 outline the technical, support, and e-rate requirements associated with these services. If a vendor responds to multiple categories, should separate responses to Section 2.6 through 2.11 be provided for each category of service that the vendor is responding to, or is one single response to these sections acceptable?

   Sections 2.6 through 2.11 are not category specific and therefore do not require multiple acknowledgements.

8. Beginning on page 35 ADE has outlined the evaluation information matrix for each of the four categories of service. Are you seeking a direct response to each of the items listed in each matrix or should respondents simply use that for information purposes and address these items throughout the response to Sections 1 through 3?

Please refer to Section 3, Page 35. “NOTICE TO VENDORS: Vendor(s) may submit evaluation information only for those categories of service for which they are bidding. Vendor(s) are encouraged to answer each question as comprehensively and concisely as possible to ensure a complete evaluation.”

9. Is it ADE’s desire for providers to utilize all eight aggregation points outlined in the RFP, or is it acceptable to utilize fewer than eight aggregation points as long as all the requested last mile connectivity can be supported via this design?

Please refer to Addendum 1, addition of 2.3.D.

10. Regarding the statewide backbone - If it is acceptable to utilize fewer than eight aggregation points to connect all required sites listed in the RFP, is it also acceptable for only those aggregation points to be connected to the statewide backbone?

Please refer to Addendum 1, addition of 2.3.D.

11. Under Category A, what is the required MTU size? Will jumbo frames be required?

Please refer to Addendum 1, addition of 2.5.J.

12. Under Cat. A, is there a requirement for traffic to be provisioned as “any-to-any” among school district hubs?

Refer to RFP Section 2.3.B.

13. Under Cat. A, what is the estimated start date for Phase 1? Phase 2? (2.2.C)

Please refer to Addendum 1, replacement of paragraph 2.2.C.

14. Under Cat. D, can we hand off traffic from districts in one region to an aggregation point in an adjacent region?

Please refer to Addendum 1, Addition of 2.2.I. and 2.5.H.

15. Is there a specific demark required for Category C (Internet)? Can it be delivered to any one of the aggregation points listed in Section 2.2.F?

Please refer to Addendum 1, addition of 2.4.F.

16. If the bandwidth requirements are 1 Mbps per user by 2017, and there are 541,688 users now, shouldn’t the state consider bids for Internet access (Cat. C) and backbone access (Cat. D) up to 550 Gbps, instead of the maximum of 50 Gbps requested in this RFP?

Please refer to Addendum 1, replacement of paragraph 2.1.C.

17. Page 21 – 2.4.B says: “The network handoff at the school district and the ADE designated hub shall be 1000Base-T Gigabit Ethernet with the exception of 10 Gbps services which will be specified at the time of contract.” Can you be more specific as to the type of hand-off required for speeds of 10 Gbps or higher? Would multiple 10 Gbps hand-offs be acceptable?

Please refer to Addendum 1, addition of 2.2.J.

18. Under Cat. A, will multiple 10 Gbps hand-offs be acceptable at the aggregation points?

Please refer to Addendum 1, addition of 2.2.J.

19. Section 1.4 Given the extensive nature of the bid, any consideration to extend the bid due date by 15 days?

No.

20. Section 1.9 Who will be on the bill of record?

Please refer to Addendum 1, addition of 2.1.J.

21. Will ADE or the individual schools be responsible for filing E-rate?

Please refer to Addendum 1, addition of 2.1.J.

22. Section 2.4.B CAT C Are you asking the provider to supply internet at the school district?

Please refer to Addendum 1, addition of 2.4.F.

23. Price sheets for CAT A/D from district hub to aggregation points, does not allow vendor to price aggregation points. How do we provide pricing?

Please refer to Addendum 1, addition of 2.3.D.

24. Pricing Sheet for CAT C does not allow vendor to specify which central aggregation point it chooses.

Please refer to Addendum 1, addition of 2.4.F.

25. Section 2.1.A. Is routing equipment being requested at the aggregation point?

Please refer to Addendum 1, addition of 2.3.D.

26. Section 2.2.E If vendor already provides internet services to a school district and is not awarded services as a result of this RFP, can the new vendor offer the services to the school prior to start date listed in this RFP and void existing contract?

Please refer to Addendum 1, addition of 2.1.J.

27. We have concerns that the majority of the K-12 locations listed in this RFP currently have XXXXX service and are under state contract for Ethernet services through 2016 (SP-11-0142). Is it your intention to continue to honor that contract through the full term?

Please refer to Addendum 1, addition of 2.1.J.

28. XXXXX is requesting clarification on Section 2.9 Security Requirements of the RFP and the Arkansas Public Schools Security Policy (Ark. Code Ann. § 6-11-128) reference in the RFP for mandatory compliance by each school district within the State.

A. In Ark. Code Ann. § 6-11-128 Section ITSP-3 Subsection 3A mandates each school district shall maintain network perimeter controls to be implemented to regulate traffic moving between trusted internal (District) resources and external, untrusted (internet) entities. All network transmission of sensitive data should enforce encryption where technologically feasible.

Please refer to Addendum 1, replacement of paragraph 2.9.A.

29. Based on the wording contained in Section 2.9 of the bid is the Department of Education mandating the service providers assume the liability of compliance for the districts as outlined in the Security Policy for and within each Category (A, B C or D) bid upon?

Please refer to Addendum 1, replacement of paragraph 2.9.A.

30. In your descriptions of Section 2.2 and Section 2.5 you do not define the firewall feature set you requested in Section 2.1 (g). Can you explain the functionality that you require? Can you provide use case of ACL?

Please refer to Addendum 1, addition of 2.5.J.

31. Will all conduit, power and space be the responsibility of ADE?

Please refer to Addendum 1, replacement of paragraph 2.1.G.

32. Are the SLO's listed in this RFP negotiable?

Please refer to Section 1.7, page 8: "Any statement in this document that contains the word **"must"** or **"shall"** or **"will"** means that compliance with the intent of the statement is mandatory, and failure by the Vendor(s) to satisfy that intent **will** cause the proposal to be rejected."

33. If CAT B is not awarded, how do you intend on connecting CAT A, CAT C or CAT D?

In the event that happens, ADE will make the determination at a later date.

34. Are the speeds in CAT A & CAT D the only speeds you intend to order at the school district hubs? How do you intend to order additional speeds for growth if pricing sheet does not allow pricing for growth?

Please refer to Addendum 1, replacement of paragraph 2.1.C.

35. Providing Engineering studies is not a standard practice, can you provide explanation of why this is needed?

Please refer to Section 2.1.D: "If special construction charges are not waived, vendor(s) **must** submit a copy of the associated engineering study to substantiate cost prior to the start of the construction."

36. Section 1.7 - Compliance with "will", "must" or "shall" is mandatory. Please confirm that failure, will cause the bid to be absolutely rejected, or will it be up to ADE to determine if a bid will remain subject to consideration?

Please refer to Section 1.7, page 8: "Any statement in this document that contains the word **"must"** or **"shall"** or **"will"** means that compliance with the intent of the statement is mandatory, and failure by the Vendor(s) to satisfy that intent **will** cause the proposal to be rejected."

37. Section 2.2 (G) Are there any additional costs associated with placing equipment in the AREON & DIS Hubs?

Please refer to Addendum 1, addition of 2.3.E.

38. What type of physical access will vendors have to the AREON and DIS hub locations for both installation and maintenance?

Please refer to Addendum 1, addition of 2.3.E.

39. Will the Arkansas Department of Education (DOE) allow for a 2 week extension for bid responses (Due Date Requested 1/30/2015)? Due to the regionalized approach requested, we need additional time in order to provide our best response.

No.

40. For Category C, does the state have a preferred location for Bulk Internet or is up to the vendor to select from the any of the aggregation points for Bulk Internet access locations? Does the state require or prefer a diverse location for a redundant Internet access port?

Please refer to Addendum 1, addition of 2.4.F.

41. Please confirm that the state has not provided a designated aggregation point assigned per ISD Demarc location. On table 1 Category A column K is blank. Is it at the liberty of the vendor to make that designation?

Please refer to Addendum 1, addition of 2.2.I. Column K on the Official Bid Price Sheet Table 1 is intended for specifying the date of which service can begin, if different than rquested.

42. Does the state desire the topology of the Core WAN (between aggregation points) to be hub and spoke, partial mesh, or full mesh?

Please refer to Section 3, Service Category A evaluation matrix, Question 10: "Describe the network topology proposed and type of design for each region bid."

43. Some regions do not have an aggregation point (i.e. Region 9) within the region while others (i.e Region 1) have more than one. Is the intent of this to have an aggregation point in every region?

Please refer to Addendum 1, addition of 2.2.I.

44. Will the state support link aggregation for bandwidth exceeding 10 Gig?

Please refer to Addendum 1, addition of 2.2.J.

45. In the sp150050price.xls attachment column P often multiplies by twelve months in spite of being listed in the "Phase 2" (24 month) term from column J (example Cells P36-P39). Does there need to be a Phase 3 or will these multiplication formulas be changed?

Please see SP-15-0050 Telecommunications Services AMENDED 12/23/14 Official Bid Price Sheet with Addendum 1.

46. In some cases, the requested bandwidth from column H exceeds the state mandate of 100K/1 Meg per student in column G (i.e. Arkansas Virtual Academy on table 1 line 30). Can you share with us the reason for the additional capacity?

Please refer to Addendum 1, replacement of paragraph 2.1.C.

47. In several Categories you have asked for "Managed Transport" services, essential a Layer 2 transport service but you have also requested the routing equipment for the demarc. Do you have any interest in a full MPLS L3VPN service where the CPE equipment and management of those services would be included in the pricing because it's required for the product?

Please refer to Section 3, Service Category A Evaluation Matrix, Question 21: "Describe if the services proposed are Layer 2 or Layer 3."

48. Should the routing equipment be broken out on the pricing, separate from the layer 2 transport? Do you have any interest separating those pieces or will one provider win both pieces at the same time?

Please refer to Addendum 1, replacement of paragraph 2.1.G.

49. Does the State have any interest in “Managed Router” type of service for the equipment at the Categories A & B locations?

Refer to RFP Section 2.1.F.

50. Should Categories A & B “Managed Transport” be quoted out as redundant?

Please refer to RFP Section 2.10 Service Level Objectives for the transport requirements for Categories A and B.

51. Should Categories C “Bulk Internet” be quoted out as transport redundant? Would you prefer two 10 Gbps circuits that originate from diverse provider POP’s?

Please refer to Addendum 1, addition of 2.4.F.

52. The Category A schools that require over 10 Gbps, do you prefer 100 Gbps transport or Multiple 10 Gbps handoff’s?

Please refer to Addendum 1, addition of 2.2.J.

53. On page 24 you have requested the service providers “supply a public address space pool for network address translation”. Do you have any estimation on the prefix size this pool needs to be?

Please refer to Addendum 1, replacement of paragraph 2.6.D.

54. On page 16 paragraph “C” you are saying the schools need 1 Mbps per student. On page 15 you re-enforce this saying a user count of 1-499 users would require 500 Mbps. However on the pricing spreadsheet line 1 “Arch Ford Educational Service” you have the User count at 156 but are requesting 1 Gbps, this is repeated throughout the pricing spreadsheet. Why are their much higher bandwidths requested than specified in the documentation?

Please refer to Addendum 1, replacement of paragraph 2.1.C.

55. Is ADE working with outside consultants for this RFP? If so, can they be identified?

This information is not pertinent or needed for a proposal response.

56. If this RFP is ultimately awarded, will the schools identified in this RFP be required to purchase services under this RFP from ADE or can they go direct themselves?

Please refer to Addendum 1, addition of 2.1.J.