



July 31, 2008 (emailed to all proposers on this date)

ADDENDUM # 4
RFP #020901
Network Services

Please note the following answers to questions that were asked prior to the deadline for inquiries date of August 14, 2008.

Q1: 8.1.1.1 Please provide the detail on the costs paid by ASU to other entities besides the proposer.

A1: This information is on the Sharepoint site at <https://uto.sharepoint.asu.edu/Ops/Network/NetworkRFP/default.aspx> under 'ASU Networking Services Budget for RFP'.

Q2: Are all ASU departments required to participate in the new contract, or can any/all departments opt out of this contract?

A2: All departments will be participating.

Q3: How are MACD requests currently prioritized and what is the prioritization criteria (if any).

A3: First in First out with exceptions on a case by case basis.

Q4: Are there any known issues separating MACD requests by priority levels?

A4: No

Q5: 5.1 What are the current Service Level Agreements (SLAs) for Voice, Data and Video network maintenance? Please provide historical SLA reporting for the last 12 months.

A5: There are no SLAs for internal ASU customers.

Q6: Appendix 1.1 Are any router connections at the excluded locations to be considered part of this agreement?

A6: No

Q7: Appendix 1.7 How many licenses is the CMS currently subscribed for? How many Call Centers are in place? How many seats are there per Call Center?

A7: There are currently 400 CMS licenses and 700 ACD agents in the PBX. There is Avaya Call Center software in the Tempe Communications Manager with 600 agent licenses, and the West Communications Manager

with 100 licenses. There are a variety of groups or departments using Call Center features with agent counts ranging from 1 to 38.

Q8: Appendix 1.7 What information is collected by the Avaya Conversant IVRs?

A8: We use the Conversants IVRs for a variety of advanced speech applications that go beyond the range of normal vectoring and announcements in the Communications Manager or Auto Attendants in the voice mail system. We are not using it to collect information at this time.

Q9: 2.2 Which company provides the 3 contract technicians and how long is their term of contract?

A9: Kearney, on a month to month basis.

Q10: Appendix 2.2.3 Please provide copies of the current ASU managed network services contracts and associated addenda. Please include information on early termination or note where not available.

A10: This information will be available on the Sharepoint site as soon as it is compiled.

Q11: Is it mandatory to use the existing cabling contractors?

A11: No, however we require adherence to Industry Standards and approved SYSTIMAX Certified contractors in the State of Arizona.

Q12: Appendix 2.2.2 Please provide a copy of the City of Tempe Internet Service Agreement.

A12: This information is posted as Attachment 4 to the RFP.

Q13: Appendix 2.2.3 What current projects and/or contracts are on hold pending the signing of the new Networking Services Vendor contract?

A13: None

Q14: Q: 5.1 Please provide historical metrics for Voice & Data incidents for the last 12 months, ASU's detailed by month. How are the incidents reported - via email, Help Desk, etc.? How are incident tickets currently prioritized and what is the prioritization criteria (if any). What is expectation for the mean time to repair by severity level?

A14: This information will be available on the Sharepoint site as soon as it is compiled.

Q15: Appendix 2.2.4 Please provide copies of the contracts for products received.

A15: This information will be available on the Sharepoint site as soon as it is compiled.

Q16: Appendix 2.2.5 Please provide copies of the current Maintenance Agreements, including discounts where applicable. Are all devices covered under a maintenance agreement?

A16: This information will be available on the Sharepoint site as soon as it is compiled.

Q17: 2.2 Please provide detailed information of the existing staff by job title, job description, skill set, salary, benefits and hire date.

A17: This information will be available on the Sharepoint site as soon as it is compiled.

Q18: 5.1 Please provide historical metrics for Voice & Data moves, adds, changes & deletes (MACD) for the last 12 months?

A18: This information will be available on the Sharepoint site as soon as it is compiled.

Q19: Appendix 1.3.1 Would you please add detail to the equipment inventory to be managed by this outsourcing agreement by location. Please include serial number, software version, warranty information and a full product description.

A19: This information will be available on the Sharepoint site as soon as it is compiled.

Q20: Section 7, Paragraph 1: states the proposal submitted needs to be in a specific format and index tabbed to match. Could you define the requirements for 7.4 and 7.5 and what documents should be included in Section 7.4 Management Interview and Section 7.5 Past Performance Information.

A20: There are no documents required in 7.4. 7.4 is just informing the vendor that the critical components will be interviewed and that the same individuals that are interviewed and have past performance collected on them need to be the individuals that will be actually working on the project.

In 7.5 the documents that need to be submitted are the Excel reference list files and the survey forms. There should be a separate Excel reference list file submitted for each of the critical components listed in Appendix 8, and also as many survey forms as they get filled out by clients for each component. Please follow directions in Appendix 8.

It is important to note that the Corporate Technical Expert does not need any past performance information.

Q21: Appendix 9, Bid Proposal Form, Could you confirm that the bid submittal requires the Financial Worksheet and Growth Cost spreadsheet is only emailed to ASU and not submitted in hard copy with our response or in a separate submittal?

A21: Yes. The bid submittal requires the Financial Worksheet and Growth Cost spreadsheet to only be emailed to ASU and not submitted in hard copy in a separate submittal.

Q22: In the Excel spreadsheet file (ASU Network Services Annual Budget for RFP) posted on ASURITE, there is an addition of \$661,164 for Qwest Managed Services – Cronkite which is noted to be enacted after the RFP release. Should this \$661,164 be added to the overall \$11.1 budget for a new baseline total of \$11.8M to be reviewed in the Phase I financials?

A22: No, the addition of the Cronkite building should not be included in the financials for Phase I. It will be taken care of in the pre-award phase.

Q23: 5.1 What ASU tools are used for performance metrics, billing, change and problem tickets? What access will be provided to these ASU tools?

A23: ASU uses a number of tools for measuring performance, such as Spectrum, Spork! (a multi-faceted application custom-developed internally), Cisco WCS, CiscoWorks and Avaya Site Administration Tools. For change and trouble tickets, ASU uses both PeopleSoft CRM and an internally-developed custom application called the TSR Tracker (for voice). TSR Tracker is slated to be integrated into PeopleSoft CRM so that there will be one tracking system for all data- and voice-related tickets. Access to these tools and systems will be negotiated based on the service package proposed by the successful bidder.

Q24: Appendix 1.6 The network diagrams provided by ASU are physical. Are there high level logical diagrams available that reflect the campus topology network?

A24: The following additional drawings have been added to the Sharepoint site at <https://uto.sharepoint.asu.edu/Ops/Network/NetworkRFP/default.aspx>: ASUMain-Core(Hierarchy).vsd and ASUMain-Core(Hierarchy) – Wireless.vsd.

If you have any questions regarding this notice, please contact me at 480.965.8860 or Stacie.malekooti@asu.edu.

Thank you,

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Purchasing & Business Services