October 10, 2018

ARIZONA STATE UNIVERSITY

ADDENDUM 15
RFP 341901 Integrated Technologies Collaborative

Please note the following answers to questions that were asked prior to the deadline for inquiries date of 10/09/18 at 3:00 P.M., MST.

Q1: What type of fixtures are each of the outdoor lights: cobra head, pole top, etc.?
A1: Fixtures in use vary depending on location and may change with new building construction.

Q2: Are light poles powered 24x7?
A2: No, they are on Central timers and run on 277V AC.

Q3: What Camera models/Video Management System are used today?
A3: ASU currently uses Lenel camera/video management systems.

Q4: Does ASU own any of the intersection traffic lighting?
A4: All traffic lights are on City streets, and owned by City.

Q5: How many locations does ASU need for digital kiosks?
A5: ASU has not identified all the possible kiosks locations but we do operate on five major campuses in the Phoenix metro area and have locations across the US as well as across the globe.

Q6: Is ASU interested in including a ‘smart venue’ for the stadium?
A6: ASU is always interested in improving the quality of experience in any and all the buildings it operates including the stadiums on campus. ASU is open to recommendations for architecture and implementation of services to be fully described in respondents’ proposals.

Q7: Is ASU interested in a Public Private Partnership?
A7: RFP responses that may include approaches to teaming and collaboration structure will be evaluated by ASU. Vendor offerings, pricing structure and operation models in each area of the RFP will be considered in our evaluation.

Q8: Please provide an overview to the ASU fleet and asset tracking/monitoring requirements.
A8: Relative to the services provided under this RFP’s scope of work, the current third-party managed services provider manages their own fleet. ASU is open to recommendations to be fully described in respondents’ proposals, which may include respondents’ private fleet management, contracted fleet, or possible integration with ASU’s other departmental fleets. ASU has not stipulated specific requirements in this area.

Q17: Does ASU currently have a GPS Fleet Management Solution or dispatch system? Which system / provider? How is it working?
A17: See above response

Q18: Are there any specific problems ASU is hoping to solve by capturing data about your fleet?
A18: See above response
Q19: Please elaborate on the mobile assets that need tracking? Type of asset? Frequency? Does the asset have power?
A19: ASU will have a number of mobility tracking use cases and we are looking to align, in terms of power, frequency, and type of information collected, to best fit each use case. We expect to have different solutions for different mobility problems but also expect those to be supported by the ASU network were appropriate.

Q20: Do you have a Network Operations Center? What tools do you use?
A20: ASU NOC services are 24x7. In addition, ASU has a Situational Awareness Center (SAC) that operates 24x7, monitoring Solarwinds and other tools/sources.

Q21: Is the winning bidder required to use any existing client tools?
A21: ASU is open to recommendations for architecture and implementation of services to be fully described in respondents’ proposals. ASU has not stipulated specific requirements in this area. In many cases, ASU expects the Integrated Technologies Collaborative members to utilize existing ASU tools that span beyond the scope of this RFP (eg. ServiceNow, Splunk, etc.)

Q22: What are the applications that are critical to your network?
A22: ASU manages a comprehensive portfolio of application software which, as described in the RFP, is under continual change. Selected providers will have access to the software portfolio as needed in order to provide contracted services. At ASU’s discretion, additional information may be provided after the initial evaluation of proposal(s).

Q23: What are the current routing and routed protocols that are used today on your network? (WAAS, VOIP signaling protocols (H323, SIP or MGCP))

Q24: Question number 45 “What environment segmentation strategies will be employed in order to support the engineering process of infrastructure deployment and management?” – Please explain the requirement in detail.
A24: Providers are expected to be familiar with, and contribute to the reference architecture of, the various segmentation techniques applied at the cloud and network, and be able to combine these techniques to develop an optimal deployment and management strategy.

Q25: Is there a SPOC or Single Service Desk in place today?
A25: ASU’s Experience Center (Help Desk) provides Tier 1 support.

Q26: Will the transition period be included in the contract term length or is it in addition?
A26: ASU anticipates the contract term will include the period of transition from the existing providers to selected providers. Additional information may be provided after the initial evaluation of proposal(s).

Q27: Do you need billing consolidation for all its services into single invoice or multiple invoices?
A27: Billing consolidation approach will be defined per contract. ASU is open to recommendations for implementation of services to be fully described in respondents’ proposals. ASU has not stipulated specific requirements in this area.

Q28: What media are you looking for bill presentation? (e.g., CD/DVD, paper, etc.)
A28: Electronic billing is preferred.

Q29: Do you need online electronic ticket creation?
A29: Yes.
Q30: What kind of reporting will the ASU require?
A30: ASU is interested in proposals that outline mature reporting, analytics development, metrics, and processes. ASU is open to recommendations for implementation of services to be fully described in respondents’ proposals. ASU has not stipulated specific requirements in this area.

Q31: Who, or which group at ASU are responsible for supervising, managing, directing, correcting, or enforcing SLA’s?
A31: ASU is interested in proposals that outline mature Service Level requirements, metrics, and processes. The RFP states the Orchestrator in collaboration with ASU will "provide master synchronization, planning, coordination and communication across the enterprise and at every level". ASU expects our UTO to work directly with selected respondents to manage and enforce SLAs.

Q32: Will ASU provide a complete list of application software used on the ASU network, but not in scope for this RFP?
A32: ASU manages a comprehensive portfolio of application software which, as described in the RFP, is under continual change. Selected providers will have access to the software portfolio as needed in order to provide contracted services. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q33: Regarding Network Architecture Assessments, has ASU undergone such an assessment by any third party? If so, when? By whom? What were the results?
A33: Yes, through current engagements with Cisco Advanced Services and regional consultants Hye Tech, ASU has engaged partners for such assessments. Best practice and segmentation recommendations are being implemented.

Q34: Does ASU have a formal security policy? If so, can you share it with vendors?
A34: Many of ASU's policies and standards are published on our Get Protected site (getprotected.asu.edu). Our standards state that ASU is working to align with the CIC CSC 20 security controls. Additional information may be provided after the initial evaluation of proposal(s).

Q35: Regarding tools and reports, what tools are currently in use by all or any ASU agencies regarding security, including but not limited to network and infrastructure security, web security, endpoint security, application security, data security, mobile security, risk and compliance, security operations and incident response, threat intelligence, IoT, messaging security, identify and access management security, data risk management, blockchain, fraud and transaction security, or cloud security?
A35: The list of tools in use within ASU is complex and dynamic. A non-exhaustive list of security tools include: Qualys, Risksense, Burpsuite, Identity Finder, Cisco Umbrella, Proofpoint, Splunk, Gigamon/Plixer, Paloalto Firewalls, Cisco FTD, F5 AFM,
The following summary response applies to Q36-Q51:

Summary Response: As outlined in the RFP, ASU anticipates undertaking numerous future initiatives and projects as part of our Next Generation Network and Smart Campus/Smart Cities programs. We have asked that respondents’ proposals outline your capabilities and experience in performing the types of tasks and initiatives that might be considered consistent with or necessary to achieve the goals outlined in the RFP. We are also interested to receive recommendations for how your team might work with ASU to complete such programs. We anticipate that selected respondents will be tasked to undertake this type of initiative in their work with ASU, and at that point we will determine together or ASU will provide the details necessary to complete such future endeavors.

For the submitted questions listed below, please refer to the Summary Response above:

Q36: How many outdoor lights does ASU own and operate? If ASU doesn’t own, who does?
Q37: How many on street parking spaces are there?
Q38: Does ASU manage water distribution on the campus and if so how many water meters?
Q39: How many campus police officers does ASU employ? Do they also have vehicles and if so how many? If so, how are these supported today?
Q40: What size water meters and how many does ASU manage?
Q41: How many of those water meters are irrigation only meters?
Q42: How many cooling towers does ASU have and are they currently metered on the incoming and outgoing sides?
Q43: How many irrigation controllers does ASU utilize today?
Q44: How many irrigation zones total or per controller does ASU have?
Q45: How many vehicles are in your fleet? Are they heavy or light duty?
Q46: Do you track and monitor fuel costs? Are drivers responsible for keeping track of their fuel purchases?
Q47: How do you communicate with your drivers while they are on the road?
Q48: Does ASU use any type of dispatching software?
Q49: How does ASU track when trucks are due for maintenance?
Q50: Do you need to know how your drivers are performing? Are they idling, speeding?
Q51: Are your drivers using company vehicles for personal use or after hours usage?
Please remember that Proposals are to be mailed or delivered to Arizona State University Purchasing and Business Services 1551 S. Rural Rd. Tempe, AZ 85281, no later than 3:00 P.M., MST, 10/30/18.

If you have any questions regarding this notice, please contact me at 480-965-3849 or Lorenzo.Espinoza@asu.edu. You may also find RFP 341901 and any updates at http://www.asu.edu/purchasing/bids/index.html