October 11, 2018

ARIZONA STATE UNIVERSITY

ADDENDUM 16
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: Exhibit-A - Executive Summary - Page 1 of 24 [states] "ASU's overall objective is to improve safety, visibility, sustainability, and the quality of life for our students, faculty, and staff, as well as for the surrounding municipalities, state agencies, tribal communities, and constituents throughout the state of Arizona and beyond." Can you please list example uses cases for the surrounding municipalities, state agencies, tribal communities, and constituents throughout the state of Arizona and beyond?
A1: While the list of specific use cases is not entirely clear today, ASU anticipates undertaking numerous future projects and initiatives as part of our ongoing efforts to engage with and bring value to ASU constituents and the surrounding community. We are interested for respondents’ proposals to outline your capabilities and experience in performing these types of tasks and initiatives as well as recommendations for how your team might work with ASU to complete such initiatives. We anticipate that selected respondents will be tasked to undertake this type of initiative in their work with ASU, and at that point these details will be provided or determined together in collaboration for such future endeavors.

Q2: Exhibit-A - Call to Effect the Vision - Page 2 of 24 [states] "Universal Learning — an evolving model of higher education that is defined as “capable of being of service to all learners, at all stages of work and learning, from all socioeconomic backgrounds, through educational, training, and skill-building opportunities.” Can we read "Universal Learning" as "Universal Design for Learning (UDL)?"
A2: Providers are encouraged to read Attachment 1 to the RFP to familiarize themselves with ASU’s Universal Learning initiative and how ASU’s vision may extend beyond the definition of Universal Design for Learning.

Q3: Exhibit-A - 50 BIG INNOVATIONS - Page 3 of 24 [states] 50 BIG INNOVATIONS. Should we consider these 50 big innovations as part of the scope and deliverables for this RFP?
A3: ASU’s 50 BIG Innovations is provided as context for the landscape and strategic direction defined for the RFP. These innovations are not specifically to be considered in scope for the RFP.

Q4: Does ASU have a documented regression suite. If so, what % of it is automated
A4: ASU does not have a documented regression suite, however the adoption and automation of such processes is desirable. As ASU progresses in this area, we anticipate that selected providers will be asked to engage in the use and implementation of such processes.

Q5: What is the current average number of concurrent users for different portals. Has this been stress tested in the past
A5:
The information requested is considered by ASU to be either proprietary or beyond the scope of the RFP. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q6: RFP Main document, SECTION XIV – SECURITY REVIEW PROCESS Page 63 of 84 [states] “Any URLs that are not found by automated testing should be manually tested for potential security vulnerabilities.” Does ASU have reusable Automated testing suite for web server testing for security or vendor is expected to build a new suite?
A6: ASU currently uses Trustwave app scanner and a third-party provider for automated scanning of web applications.

Q7: Can you please provide the non-functional requirements such as security, performance, SOA?
A7: For security, non functional requirements vary by type of system and data sensitivity. Much of what we require is on getprotected.com and in the standard security review document included in the RFP.

Q8: Can you please provide the architectural diagram of integrated systems such as ERP, CRM and other connected systems?
A8: The information requested is considered by ASU to be sensitive or proprietary. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q17: Exhibit-A [states] “Unified Communication”. Request you to share volumetric details of last 6 months pertaining to tickets (Requests and Incidents) with adequate categorization to size the opportunity in a better way
A17: Yes, ASU has an active license for Office 365.

Q18: Exhibit A - Page 14 to 18 [states] “Unified Communication”. How is the current ringing voltage provided to Analog phones. Is terminated to MDF patch panel?
A18: Analog endpoints requiring the aforementioned ringing voltage are served either by the Avaya system, terminated to MDFs, or by 1FBs.

A19: The question is too ambiguous for ASU to provide a response.

Q20: Attach_6 “Unified Communication”. Pls share the site wise phone distribution of Analog and VoIP phones.
A20: Numbers of analog and VoIP phones have been provided in previous addendums. Additional information may be provided after the initial evaluation of proposal(s).

Q21: Attach_6 “Unified Communication”. Is Video collaboration part of RFP. Any existing video conferencing solution
A21: Video collaboration is outside the scope of this RFP. Video Conference tools in use currently consist of Zoom and Adobe Connect, and are managed by an ASU Video Conferencing team.

Q22: Attach_6 “Unified Communication”. Is instant messaging present at ASU currently
A22: Instant messaging is outside the scope of this RFP. ASU currently utilizes Slack and a number of other IM tools managed either centrally by UTO (Slack) or departmentally (other).

Q23: Attach_6 “Unified Communication”. Who is the audio conference vendor? Is ASU willing to change the audio conference numbers
A23: Global Meet is the current platform. ASU is open to recommendations to be fully described in respondents’ proposals. ASU remains vendor agnostic and has not stipulated specific requirements in this area.
Q24: Exhibit A - Page 14 to 18 [states] “Unified Communication”. What type of deployment does ASU have in their present infrastructure? physical or virtual? Are all Avaya applications installed on Virtual or Physical platform?
A24: The Avaya servers are Virtual servers installed on physical hardware.

Q25: Attach_6 “Unified Communication”. How Avaya IP Softphones as being used in ASU’s network? Are they being used in conjunction with Digital or Analog phones?
A25: No Avaya soft phones are in use.

Q26: Attach_6 “Unified Communication”. Who are their current Service Providers?
A26: The question is too ambiguous for ASU to provide a response.

Q27: Exhibit A - Page 14 to 18 [states] “Unified Communication”. How does the Incoming and Outgoing Call routing happens in the ASU network
A27: The information requested is considered by ASU to be sensitive or proprietary. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q28: Exhibit A - Page 14 to 18 [states] “Unified Communication”. What are their present challenges being faced on a daily basis pertaining to Telecom Infrastructure management?
A28: Answered in Addendum 9.

Q29: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. What Building Management System Software is deployed in ASU campuses (For eg. Siemens Desigo, Schneider, etc) -->For each installation of HVAC
A29: ASU has a variety of Building Management Systems deployed across our campus. These include Johnson Controls Metasys, Siemens Desigo, Alerton, Trane, and Siemens Apogee.

Q30: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Whether Energy Meters are analog or digital. Whether each of the energy meters have connectivity to internet. If yes, what capability.
A30: ASU’s metering system communicates via MSTP to a campus wide SCADA system using Modbus Serial and HART based protocols. From there, the data transmits via ModbusIP back to a centralized SQL database where it is then displayed in our Energy Information System dashboard.

Q31: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. What are the current in-flight programs that are implementing smart city/smart campus solutions-->What are the current sensors that are deployed-->What are the various wireless technologies that are deployed – like LORA/NbIoT, etc
A31: ASU is current exploring a wide variety of technologies to support the Smart Campus + City + Region. These include various network bands along with different sensor arrays to solve the use case. Additional information may be provided after the initial evaluation of proposal(s).

Q32: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Have ASU deployed any renewable energy solutions-->Solar Farms-->Wind Farms
A32: Yes. See https://cfo.asu.edu/faq/559

Q33: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does the student carry any RFID based ID cards/badges. -->If not RFID what sort of ID cards do they have
A33: All students, faculty and staff are provided ASU Sun Cards for access to campus facilities. The ISAAC System (Integrated System at ASU for Access Control) is the keyless door access system. ISAAC uses the latest iClass proximity/smart card technology integrated into ASU Sun Card.

Q34: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. What are the critical facilities that are access controlled, highly secured-->Data Centers-->Research Facilities-->Medical facilities--
A34: The ISAAC System (Integrated System at ASU for Access Control) is the keyless door access system which provides physical access to secured facilities. The specific details of critical facilities are considered by ASU to be sensitive or proprietary. At ASU’s discretion, additional information may be provided after the initial evaluation of proposal(s).

Q35: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does the Faculty like Professors/Teachers carry any RFID based ID cards/badges. -->If not RFID what sort of ID cards do they have
A35: All students, faculty and staff are provided ASU Sun Cards for access to campus facilities. The ISAAC System (Integrated System at ASU for Access Control) is the keyless door access system. ISAAC uses the latest iClass proximity/smart card technology integrated into ASU Sun Card.

Q36: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does the ASU buildings have smoke detectors, fire detectors installed
A36: Yes, all ASU facilities have functioning smoke and fire detection.

Q37: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does each room has WiFi Coverage--Residential rooms--Class rooms--Common areas like parks/malls"
A37: ASU facilities provide comprehensive wireless coverage, including learning centers, residential facilities and other parts of the ASU campus including common spaces. The RFP has described the various types of components and coverage. ASU is open to recommendations for enhancements to architecture and implementation of wireless services to be fully described in respondents' proposals.

Q38: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU have waste water management plants-->Waste water treatment plants and disposal plants"
A38: ASU waste water is disposed of through each campuses City Sewer system. ASU owns and operates state-owned storm sewer systems which are similar to separate storm sewer systems in municipalities.

Q39: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU have any Solid waste management plants
A39: No. ASU has a zero waste program. Custodial Services empties all of the recycling and landfill bins in common areas and brings the waste to appropriate dumpster locations. Waste is then hauled by Republic Services to either ReCommunity, (blue bin/commingled recycling), City of Phoenix Compost Facility (green bin/food waste), or a landfill.

Q40: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. How does ASU get the supply of water--From the city municipal corporation ?
A40: City of each campus delivers water supply.

Q41: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Who manages the water distribution system/pipeline/infrastructure within the campus
A41: Facilities Management for daily operations/maintenance and Capital Programs Management for infrastructure planning and projects.

Q42: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU have residential hospitals and residential doctors
A42: No, ASU is not a teaching Medical school. We are however partnered with regional hospitals doing medical research.
Q43: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU campuses has any Diesel Generator based power backup systems-->If yes what is the diesel storage mechanism/capacity and safety of the same
A43: Yes. We have multiple diesel generator backup systems tested regularly. Additional information may be provided after the initial evaluation of proposal(s)

Q44: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU any liquid storage tanks/systems-->Fluid level monitoring for water-->Fluid level monitoring for Diesel/Gas
A44: Yes. Additional information may be provided after the initial evaluation of proposal(s)

Q45: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU campus has any cooking gas pipelines running inside the campus
A45: The information requested is considered by ASU to be sensitive or proprietary. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q46: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU campus have any emergency response vehicles-->Fire Engines-->Ambulances
A46: ASU Police Department has squad cars. Fire and Ambulance are operated by regional municipality of each separate campus.

Q47: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU have any power distribution stations inside the campus-->If yes what KV substations would these be-->Are these maintained and monitored by power utility companies
A47: Yes, but each campus has independent solutions. Additional information may be provided after the initial evaluation of proposal(s)

The following summary response applies to Q48-Q62:

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 are requesting that respondent’s proposals outline their capabilities and experience in performing the types of tasks and initiatives that are being considered or which are necessary to achieve the goals as outlined in the RFP. Proposals should also include recommendations on how your team might work with ASU to complete such programs.

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

Q48: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Which make and model of energy meters have been used in the campus

Q49: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. How many energy meters are there in the campus

Q50: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. How many water meters exist in each campus.?

Q51: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. What make and model are the water meters
Q52: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Whether these water meters are legacy and are digital with connectivity capability

Q53: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. How many number of buses does ASU own and run them in the campus

Q54: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. How many number of public transport busses ply within ASU campus

Q55: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Whether the buses inside the campus has been instrumented with location sensors

Q56: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Are the buildings have occupancy/motion sensor based lighting system deployed

Q57: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU have deployed any mobile payment solutions in their campus for buying food at the food courts/malls any other

Q58: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU has any turnstiles or access for each building -->Reason : can we get occupancy for each building and real time occupancy for each building. This can be student residence halls

Q59: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does the Campus have security and surveillance camera -->Does the campus have any ANPR based vehicle detection -->Does the parking lots have ANPR solution -->How many security or surveillance cameras are deployed in the common areas -->Does the security cameras or the application have any security alert features

Q60: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does the common area lighting is controlled by (day light) automated lighting sensor controls

Q61: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. What is the residential capacity of each of the campus -->No. of residential rooms/buildings -->No. of residential capacity in terms of students staying -->No. of faculty residence inside the campus

Q62: Exhibit-A - Smart Campus + City + Region - Page 6 & 7. Does ASU campus has water pumping station -->If yes how many for each campus"

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

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