



October 10, 2018

ARIZONA STATE UNIVERSITY

ADDENDUM 14

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: RFP, 341901_exhibit_e_tab_1: Please clarify what “Refresh Cost” includes.

A1: “Refresh Cost” refers to the cost or fees built in to the proposed overall cost model that is attributable to technology refresh. To provide further context, as conveyed throughout the body of the RFP, ASU seeks providers who understand the need for a proactive rather than reactive approach to technology refresh. Providers’ proposed solutions should consider not only asset lifecycle, but also for example, an application modernization roadmap, new business requirements, technology optimization, and cost optimization to improve capacity and operational expenses. ASU views this type of integrated approach to technology refresh as driving toward significant improvement in performance, availability, recoverability, and agility, which reflects the type of innovation that differentiates the New American University from the traditional like-for-like upgrade approach.

Q2: The RFP mentions teaming with others to provide solutions to ASU. Are you able to share who is participating in this RFP for potential partnerships?

A2: Please reference Addendum 5 for the Pre-Proposal Registration list for the contact information of potential collaborators. Please also understand that this list is not exhaustive in terms of teaming candidates with whom you or your partners may elect to collaborate. You may describe the most effective, collaborative team in your proposal response to the RFP.

Q3: Also, is there or was there another RFP out specifically for Managed Services for Cyber Security or is this it?

A3: All ASU RFPs are posted publicly. Managed security services are not in scope for this RFP.

Q4: Please provide ASU's building wise access and distribution switch network.

A4: A typical building access and aggregation topology was provided in the RFP.

Q5: [In reference to A12 under Addendum 13] Can you elaborate on whether we need to include sections 1-7 for each partner within the collaborative bid. In other words if we have (4) partners we are collaborating with, will we need (4) separate partner proposals each with the (7) required sections in addition to our own.

A5: The sections required from each respondent in a joint response varies by the nature of proposed collaboration.

If the response is submitted as a contractor-subcontractor relationship, only the contractor will need to provide all sections of the Appendix 1 - RFP Checklist/Cover Page referenced.

If the response is submitted as a collaboration of partnering companies, all sections of the Appendix 1 - RFP Checklist/Cover Page of the checklist are required from each organization, WITH THE EXCEPTION of:

Section 3 - Response to the Scope of Work, Section V, and
Section 4 - Price Schedule, Section IX.

ASU expects that proposals submitted as a collaboration of partners will include a blended or shared Response to the Scope of Work, Section V and Price Schedule, Section IX of the RFP.

Q6: This compute platform seems to be implied, but not specifically addressed in the RFP. Is the overall compute platform in-scope for this RFP? If so, please verify the number of users that we should plan for. Would the following numbers mentioned in Addendum 11, Question 103 be correct?

A6: As outlined in the RFP, one of the key objectives of this initiative is to: "Upgrade and expand the ASU's connectivity infrastructure with the goal of creating a system designed for dynamic changes..."

Except where interoperations and integration are outlined, management of the overall compute platform is not considered in scope for this RFP.

Q7: The in the Pre-RFP meeting there was an interest expressed for creative pricing. But it was also expressed that there will be limited edits accepted to the contract terms. Would there be more flexibility in contract terms if it's in an effort to provide creative pricing? Or could you like us know which is a higher priority for ASU?

A7: ASU operates within Arizona Board of Regent's (ABOR) Policies. That said, ASU remains open to recommendations to be fully described in respondents' proposals and will, to the extent possible under the law, exercise flexibility in contract terms to award in any manner perceived most beneficial and sustainable for both ASU and the provider(s).

Q8: Does ASU have a PPM tool that can be leveraged for the Orchestration of this program?

A8: ASU currently uses Jira and Big Picture tools. Collaborators may utilize these solutions when engaging with ASU resources, depending on the number of licenses required.

Q9: In the RFP, the expectation is stated that there could be multiple vendors, what is the expected role of the Orchestrator when it comes to negotiating contracts and managing contracts?

A9: As stated in the RFP "the University may choose to enter into multiple contracts under this solicitation. During the course of the Agreement(s) resulting from this solicitation, the University, at its sole discretion, may add additional individuals or firms, provided that they meet the stated requirements of this Request for Proposal." The RFP also states the Orchestrator will "provide master synchronization, planning, coordination and communication across the enterprise and at every level". ASU is open to proposals that define an approach and model for an Orchestrator to assist and support ASU in negotiating and managing contracts, though entities cannot bind ASU in any contracts or act as an agent on ASU's behalf in executing contracts.

Q10: Tools: Supplier understands currently ASU has following tools

- a. Solarwinds
- b. Cisco Prime
- c. Nysansa Voyence Wi-Fi Analytics
- d. ServiceNow

Please let us know if these are owned by ASU and can be leveraged by provider?

A10: Yes, these applications or subscription services are owned by ASU and can be leveraged by provider.

Q11: Please confirm the SolarWinds module licenses ASU currently owns? (e.g. NPM, NCM, UCC, etc.)

A11: NPM, NCM and IPAM. We do not currently use IPAM as Infoblox is used for that function.

Q12: Please elaborate on the road-map for Cisco Prime? Does ASU envision continuing with Cisco Prime?

A12: Provider may suggest alternative Wireless Management platforms, with explanation of operational and cost benefits. Current integrations with WiFi location analytics and SPLUNK would have to be replicated.

Q13: Are the element monitoring tools (Solarwinds/Cisco Prime) integrated with ServiceNow?

A13: Solar Winds performs API pushes with Service Now to auto generate Incidents for specific kinds of alerts. Solar Winds is monitoring the Wireless AP up/down status. Prime is not integrated with Service Now.

Q14: Which tool does ASU use for Configuration management and can provider leverage it?

A14: Solarwinds. ASU owns the Solarwinds environment so any future provider can leverage it.

Q15: What is the asset refresh cycle for ASU?

A15: ASU has not prescribed a specific refresh cycle for this RFP. As conveyed throughout the body of the RFP, ASU seeks providers who understand the need for a proactive rather than reactive approach to technology refresh. Providers' proposed solutions should consider not only asset lifecycle, but also for example, an application modernization roadmap, new business requirements, technology optimization, and cost optimization to improve capacity and operational expenses. ASU views this type of integrated approach to technology refresh as driving toward significant improvement in performance, availability, recoverability, and agility, which reflects the type of innovation that differentiates the New American University from the traditional like-for-like upgrade approach.

Q16: Field Services: Provider understands that ASU currently has a field services team for IT services such as end user, datacenter, etc. Should provider leverage the same team for Network hands and feet Support as well?

A16: ASU has internal field teams for deskside (PC) support and data center operations. The current field services team for network operations is provided through a third party. ASU is not making recommendations regarding which team/provider to use; rather, ASU is open to recommendations to be fully described in respondents' proposals.

Q17: Can ASU share the last 12 months Incident, Change and Service Request data for in scope services?

A17: Incident data was addressed in Addendum 7. Request data was addressed in Addendum 11. Additional information may be provided after the initial evaluation of proposal(s).

Q18: Kindly provide more details on the environment and support expectations for the following services

a. Contact Center

b. Video Conferencing

A18: Central voice system Contact Center, design, management, configuration, ongoing support, user training, and reporting tools/training are the responsibility of the Voice Services responder. Details of this environment have been provided in the RFP. Additional specifications or details may be provided after initial evaluation of proposal(s).

Video Conference tools in use currently consist of Zoom and Adobe Connect, and are managed by an ASU Video Conferencing team.

Q19: How are DDI (DNS/DHCP/IPAM) services currently provided?

A19: This is a hybrid environment: primarily Infoblox via a managed service for DDI across campus, with select address blocks allocated to and autonomously managed by departments.

Q20: Can ASU share the WAN diagram depicting connectivity between different locations (e.g. Connectivity between Downtown Phoenix Campus, Tempe Campus, Polytechnic Campus, West Campus)?

A20: 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).

Q21: Question 80.3 in document "RFP 341901 Integrated Technologies Collaborative Exhibit C Supplier Summ...xls" covers software image compliance checking. Kindly define Software compliance checking. Does this also include vulnerability check for each software?

A21: This question refers to 80.3, but we believe it actually references question 80.4, which asks: "Does the recommended platform support configuration compliance checking to detect configuration drift (e.g., manual configuration changes that no longer match templates or automated configurations)?" In this question, ASU asks whether the respondents' proposed platform or solution supports checking of configuration compliance against existing - or to be defined - compliance criteria. Examples of configuration change that may require checking include changes applied manually by a technician or administrator, rather than code managed by a programmatic change management system.

Q22: [In regards to RFP 341901] Questions number 80.11 "Are there tools that provide APIs that allow integration to custom or commercially available change management systems? Please outline tool sets and explain potential use cases" – Please share details for this requirement. What does ASU mean by change management systems.

A22: As indicated for #80: "ASU requires configuration and deployment automation to achieve new operational business models, improve reliability, report on compliance, reduce risk and reduce human errors." Toward that end, question 80.11 asks whether the respondent's proposed platform incorporates tools or components that provide APIs that allow integration to custom or commercially available change management systems. In this case, ASU refers to change management systems used for the purpose of maintaining and managing the provisioning of configuration code changes (e.g., GitHub, etc.)

Q23: Exhibit A : Page 10 : Supplier understands ASU plans to extend research network to 75 more additional buildings. Does supplier need to provide commercials for the same. If yes, please share details around number of HPC clusters that will be deployed at each of these locations.

A23: ASU's expanding number of Research Centers require network access and security with ability to utilize ASU's centrally managed HPC and storage, Internet2 based compute facilities, and Cloud based services. Each Research Center may have its own requirements, or need only standard network services. Provider will participate in design and be responsible for implementation to meet any special requirements. As outlined in the RFP, ASU anticipates undertaking numerous future projects and initiatives as part of our Research initiatives. 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 work. 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. ASU is interested in respondents' proposals to define any suggested commercial approaches to achieving these goals.

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: Please describe what ASU means when referring to "integrated wireless services" and the scope of services this includes within the context of this RFP.

A25: As outlined in the RFP, ASU's intent and goal is to provide a convenient, ubiquitous, secure wireless experience for customers. SSID availability, access permissions, and security requirements are determined by users' credentials and affiliation with ASU.

The "integrated wireless services" include the implementation, management, maintenance and ongoing operational support of the infrastructure and related components as well as the collaboration with ASU and other partner teams necessary to achieve this goal and the other objectives of the RFP. ASU will evaluate and likely deploy emerging wireless technologies, such as mmWave, private LTE, CBRS, and integrated wireless services would include a plan to combine these with our legacy wireless in order to improve performance, expand coverage, and enhance service delivery.

Q26: Is the expectation that if submitting a response for Exhibit B you would also submit a response for Exhibit C? What would be the advantages to submitting both? Do both have limitations to the amount of words allowed per question for both?

A26: Exhibit B has the same questions as Exhibit C. ASU expects that both Exhibit B and Exhibit C be submitted completely. Both documents will be reviewed. Exhibit B allows for additional freedom in format. Exhibit B does not have a word count limit and allows for marketing materials, pictures, etc. Conversely, Exhibit C has a 100 word count limit and is to be used to concisely summarize your answer.

Q27: In the response checklist Section 3, specifies Response to the Scope of Work, Section V - SPECIFICATIONS/SCOPE OF WORK also includes Exhibit B Questionnaire (word document) and Exhibit C Summary Questions (excel spreadsheet).

- a. Could ASU please provide/describe what the Response to Scope of Work, Section V include?**
- b. Is this an opportunity to incorporate content, which addresses the Scope of Work fully or partially?**
- c. Exhibit B and Exhibit C Summary Questions reflect the same questions. Is the Proposer required to complete both Exhibits or can one Exhibits be completed over the other?**

A27: As stated, "Exhibit B is provided for respondents to provide their complete answers in narrative form to the requirements in Exhibit A, the scope of work. This document allows space to add any additional graphics and/or other attachments desired to be submitted for marketing purposes. Exhibit C contains the same questions as Exhibit B but only requires major highlights/summary responses for comparison purposes."

For an Excel version of the referenced exhibits, please contact Lorenzo Espinoza.

Q28: Given the broad scope of services requested and collaboration across multiple service providers that may be required, we are requesting an extension to the deadline for response submission. Is the University willing to extend the due date of proposal response?

A28: Already answered under Addendum #13. The original due date has been extended in response to requests.

Q29: Can you please clarify the 1% administration fee for the use of this contract? Who is it paid by and to whom is it paid specifically? And what is the rationale behind this fee? Would appreciate clarification on the response to question 2 from Addendum 8.

A29: The 1% administrative fee is paid by the awarded proposer of this RFP from any resulting sales of goods or services from other Arizona Entities or other similar entities in any other state who utilize this contract as part of Arizona State University's Cooperative Purchasing Agreements. The administrative fee is then paid back to ASU per the instructions of paragraphs 20-22 of Section IV of the RFP.

Q30: What format should be used as a template for the Scope of Work Response? Should we use Exhibit B as the Scope of Work Response? Question 59 in Addendum 11 seems to speak to Exhibit B as the response to the Scope of Work.

A30: As stated, "Exhibit B is provided for respondents to provide their complete answers in narrative form to the requirements in Exhibit A, the scope of work. This document allows space to add any additional graphics and/or other attachments desired to be submitted for marketing purposes. Exhibit C contains the same questions as Exhibit B but only requires major highlights/summary responses for comparison purposes."

For an Excel version of the referenced exhibits, please contact Lorenzo Espinoza.

Q31: Could ASU please clarify the response to question 146 of Addendum 11?

If an orchestrator/lead collaborator is selected as a result of this RFP, it appears they can choose to expand the portfolio of collaborators they partner with post RFP award. If so, will it suffice for each of the new partners/collaborators to submit a subsequent response to the RFP, clearly defining their relationship with selected lead collaborator?

(For committee's reference from Addendum 11, Q146:

Q146: If as a result of an ASU technology need, a new partner / collaborator is added after the award date(s), will they need to fill this form out as well? If so, does [company] need to re-fill in this form again?

A146: As specified in previous answers, the RFP will remain open after the initial selection period and submissions will be reviewed on an annual basis. Subsequent proposal responses must meet the full requirements of the original RFP in terms of forms and questionnaire completion. The orchestrator/lead collaborator does not fill out the form on behalf of each individual company.)

A31: In short, yes, subsequent responses to the RFP, intended to expand the collaborative, teaming offering of one or more selected partners, should clearly define the new respondent's relationship with selected collaborators, and articulate how the new proposal will extend or complement the previously selected portfolio of collaborators.

Q32: Please provide a list of each Residence Hall and Apartment Building/Complex that ASU currently provides Internet Service to and provide Maximum Occupancy numbers for each.

A32: 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).

Q33: Please provide a 5 year schedule of the residential buildings and Maximum Occupancy numbers for each expected to be turned over to ACC (during the course of this potential contract).

A33: 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).

Q34: Does ASU wish the Partnering Provider to utilize ASU's existing Internet circuit for providing service to the Residence Halls and Apartments or is it preferred that the Partnering Provider supplies/manages their own Internet Bandwidth Circuit(s)?

A34: ASU managed Residence Halls utilize the existing campus hub and spoke fiber optic plant for their campus internet connections. ASU expects to continue to utilize existing fiber circuits.

Q35: Are all Residence Halls interconnected through a contiguous Fiber Optic Cable Plant? If Yes, is the Fiber Optic Cable Plant Singlemode or Multimode or a mixture, please describe? Will the Provider be granted use of the needed strands of the existing Fiber Optic Cable Plant to provide service to the Residence Halls and Apartments? Will there be a charge to the Provider for the use of this Fiber?

A35: ASU managed Residence Halls utilize the existing campus hub and spoke fiber optic plant for their campus internet connections. Fiber is a mix of 62.5 micron, 50 micron, and Single Mode. Majority of Residence Halls have SM fiber, and those that do not are targeted for SM installation in the next 3 years using funds outside of the scope of this RFP. ASU fiber will be available to

provider in delivering services to the ASU Managed Residence Halls under terms that will be identified in the final service contract. The current contract has no charge for this use.

Q36: What is the existing in-building Copper cabling specification (Cat5, Cat5e, Cat6, lesser) in all Residence Halls and Apartments? Is there a Copper Data Port per bed or per room? Will the Provider be granted use of the existing Copper Cable Plant to provide service to the Residence Halls? Will there be a charge to the Provider for the use of this Copper Cable Plant?

A36: Of 28 ASU managed Residence Halls, 23 have CAT5e or CAT6 copper and 5 have CAT3 copper to resident rooms. Copper upgrades must occur during building renovations, due to need for cable pathway upgrades. Current design specifications call for one active copper data port per pillow. Network copper plant will be available to provider in delivering services to the ASU Managed Residence Halls under terms that will be identified in final service contract. Current contract has no charge for this use.

Q37: [Section XII] 57. Data Protection. Supplier will ensure that all Services are performed in compliance with applicable privacy and data protection laws, rules, and regulations. If Supplier will serve as a Processor of ASU Data that includes Personal Data of Data Subjects who reside in the European Union or other jurisdictions that have adopted the GDPR or similar laws, Supplier will cooperate with ASU to comply with the GDPR and similar privacy laws with respect to such Personal Data and Data Subjects. This includes ensuring that all Data Subjects have signed appropriate Consents, and signing and complying with all documents and agreements reasonably requested by ASU, including any data processing agreements. All capitalized terms in this section not otherwise defined in the Agreement are defined in the GDPR.

a. Will we have direct access to the Personal Data of Data Subjects that reside outside of the US?

b. Do you have or are you requiring us to sign a Data Processing and Transfer Agreement?

A37: ASU does receive and store GDPR data. The ASU Privacy Statement and the European Union Supplement are the best tools to refer to for details. Yes, depending on the proposed service category, selected partners may be working with, processing or storing EU data. Most of the data processing terms are included in ASU standard provisions, so an additional DPA may not be required.

Q38: AVST Voice Mail systems are shown on the diagram, however do not seem to appear in the inventory listings. Are these in scope?

A38: Yes. AVST contract with on-prem Virtual Machine/appliances are in currently in use.

Q39: If so, how are these supported today?

A39: Current Managed Service provider supports, manages, and operates.

Q40: Is there a desire to Transition this support to another provider?

A40: 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.

Q41: Which users are the AVST platforms providing services for? i.e. Avaya users? Other?

A41: Avaya and Cisco. AVST is ASU Enterprise Voicemail system integrated with all Enterprise voice systems.

Q42: Does ASU have plans to migrate/transform the Avaya estate to another technology? i.e. Cloud based, Cisco, other?

A42: 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.

Q43: How is the Avaya estate supported today?

A43: Avaya maintenance contract and current managed service provider.

Q44: Is there a desire to Transition this support to another provider?

A44: 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.

Q45: How is the Cisco estate supported today?

A45: The current ASU Cisco estate is managed by an existing Cisco maintenance contract and current managed service provider.

Q46: Is there a desire to Transition this support to another provider?

A46: 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.

Q47: Are there currently onsite resources for MACD and remedial maintenance purposes?

A47: Onsite MACD resources are in scope for this RFP,. ASU is looking for respondents' proposals to define how these services will be fulfilled through support partnerships.

Q48: If so, what is the size of the onsite resource pool?

A48: Provider varies size depending on project, construction, and MACD work demands for field service voice/data network technicians. Student workers, interns and contracted technicians are utilized to supplement FTE staff.

Q49: Does this same resource pool support any other platforms or technologies? i.e. Avaya MACDs, AVST support, other?

A49: Yes. All network voice/data field services are provided by this resource pool at present. ASU is open to responder proposals for field service support. Responders are highly recommended to establish partnerships in order to provide dedicated field services support on ASU premises. Security and access controls will limit effectiveness of changing support personnel.

Q50: Are the Cisco platforms remotely managed via an ASU or other Network Operations Center?

A50: These platforms are managed by ASU Managed Service NOC and Voice Engineering teams.

Q51: Is there a desire to Transition this support to another provider?

A51: 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.

Q52: Does ASU permit off-shore resources to be engaged in remote management?

A52: Must comply with ASU and State of AZ contract terms and conditions.

Q53: Does ASU currently use Jabber or other soft clients for provisioning users?

A53: ASU Experience Center currently utilizes BOMGAR for chat interaction for customer support.

Q54: If so, is this just for new users provisioned in the Cisco environment or are there migration efforts underway to migrate hard phone users to soft clients?

A54: 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.

Q55: If soft clients are in use, are these supported by a Voice support team, desktop computing team, other team or combination thereof?

A55: Limited soft client voice deployment at present. Mostly call center based. Support is combination of Voice Support and Dept. Deskside Support.

Q56: Do external service providers currently use the ASU ServiceNow platform for receiving Incidents and Service Requests?

A56: Yes, ASU's service providers use the ASU ServiceNow platform for Incidents and Service requests.

Q57: Is there a desire for external service providers to participate directly in the ASU ServiceNow platform?

A57: Yes

Q58: If not, how are Incidents and Service Requests communicated to external service providers currently?

A58: N/A

Q59: Is ServiceNow self service in use for the reporting of end user Incidents and Service requests?

A59: Yes, thru integration with the My.ASU.edu portal.

Q60: Does ASU have specific Voice related ServiceNow queues in use?

A60: Yes

Q61: Are there separate queues for the different platforms? i.e. Avaya, Cisco, AVST?

A61: There are separate workflow branches by product line. All branches involving voice services are currently queued to a single Voice support group.

Q62: If so, is there a desire to consolidate support with a single provider?

A62: N/A

Q63: Are queue assignments managed by the ASU Experience Center or other service desk?

A63: Many queue assignments are automated based on customer selections. Otherwise they are managed by the Experience Center during triage.

Q64: In Addendum 7, Question 9, the 2017 incident volume was reported at 847 Incidents. Is this the volume across all technologies or some subset?

A64: The incident volume reported was across all technologies related to network voice and data services.

Q65: Is ASU interested in providers offering part time roles and internships for students in IT & Networking related degree programs? i.e. Information Technology, Applied Computing, Informatics, etc.?

A65: ASU is open to proposals that may include options for the use of student workers and student internships, training programs or any other value added services or programs which may contribute to the overall value of the proposal. Please see the section titled, "Corporate and Social Responsibility, and Value Added Services" in Exhibit A to see ASU's requirements in this area. ASU is open to recommendations to be fully described in respondents' proposals.

Q66: If so, does the University have specific programs and qualification requirements to offer such opportunities to students?

A66: ASU often engages with social program providers to offer such opportunities. Additional information may be provided after the initial evaluation of proposal(s).

Q67: Is there available work space on campus for such activities?

A67: ASU may have available work space, depending on the nature of the proposed opportunity. Additional information may be provided after the initial evaluation of proposal(s).

Q68: Re: the tools mentioned by ASU in responses to previous questions. Is the provider expected to use these tools (Solar Winds, Cisco Prime, Splunk, Nysansa Voyance, ServiceNow, Gigamon, Plier etc.)?

A68: ASU is open to recommendations for architecture and implementation of services to be fully described in respondents' proposals. In most cases, ASU expects the Integrated Technologies Collaborative members to utilize or integrate fully with existing ASU tools that are outside the scope of this RFP (e.g., ServiceNow, Splunk, etc.)

Q69: In reference to 341901_exhibit_d, Page 1, "Service Definitions: "Must provide an active services catalog to manage and facilitate all managed services configuration items." Please specify if a service catalog already exists, and, if yes would the provider be granted access to use the tool?

A69: The ASU service catalog currently exists in ServiceNow and the provider will be granted access.

Q70: Does ASU need the provider to serve an IT Service Desk function, or can it be assumed that ASU will provide the IT Service Desk function?

A70: ASU's Experience Center (Help Desk) provides Tier 1 support.

Q71: Please provide the NW element asset sheet. In the Attachment #3, there is no clear demarcation between cards and racks.

A71: 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).

Q72: Regarding "Service Assets and Config Mgmt", is there a current tool, which needs to be used by the provider?

A72: The ASU service catalog and CMDB exists in ServiceNow and the provider will be granted access. ASU is interested to receive proposals to improve the extent of use of CMDB to be integrated with automated change management of device and asset configuration.

Q73: Please provide an overview of the spares management handling process.

A73: ASU has an inventory of onsite spares for desk sets and some gateways. Other core components are covered under maintenance agreements.

Q74: In regards to Capital Fund Management, is ASU willing to enter into third party financing agreements with an approved bank for the purchasing of products and services? If so, would this ITC contract be the contract vehicle for financing, and/or would ASU consider using a cooperative contract vehicle such as the current Master Lease the ASU has in place?

A74: Yes. ASU is open to recommendations to be fully described in respondents' proposals.

Q75: Where is Schedule A of Section 12 the Terms and Conditions (T&C) is referencing?

A75: With respect to Schedule A, this and its sentence are removed from Section 70 on page 36 of the RFP. Per page 41 reference of Schedule A, this will remain.

Q76: Where is Exhibit X of Section 12 the Terms and Conditions (T&C) is referencing

A76: With respect to Exhibit X, this will be replaced with "Consent and Agreement to be Bound".

Q77: Will bonds be required to fulfill the entire contract or for those pursuing portions be required to supply bonds based upon the project and duration?

A77: Bonding and bonding limits, if any, will be determined based on the scope of work awarded.

Q78: If one is pursuing a small portion of the bid and not its entirety, can we recommend a different insurance level than listed in the RFP based on the current state contract

A78: All exceptions to Section XII – Terms & Conditions must be submitted with justification and alternate language, and MUST be submitted with the proposal. Statements such as "We will negotiate in good faith if awarded" is not an acceptable response.

Q79: Is there a setup charge for Sunrise and if so, how much?

A79: There is no setup charge for ASU SunRISE.

Q80: Does Sunrise/ASU have any recurring charges and if so, how much is the transaction fee?

A80: There is no recurring charges for ASU SunRISE.

Q81: Will ASU consider paying by check as opposed to a charge card to avoid processing fees charged, saving ASU money?

A81: Yes, ASU can pay by check. When registering as a new supplier in ASU's financial system, the supplier will have the opportunity to indicate their preferred method of payment.

Q82: Will ASU provide parking passes to keep costs down to ASU?

A82: ASU will assist vendors in working with ASU Parking and Transit services to obtain necessary permits and endorsements to provide services under the scope of this RFP, but ASU cannot provide free parking passes to vendors, as it is considered a taxable fringe benefit.

Q83: Please verify that we are to fill out Exhibit B - Questionnaire with full responses and a summary of said answers in Exhibit D

A83: Yes, vendors are to complete Exhibit B with full responses. The summary responses are to be completed in Exhibit C.

Q84: Where does current Network Inventory reside?

A84: Inventory is managed by ASU's current third-party provider.

Q85: Please provide the format of the data stored in current inventory system.

A85: Inventory is managed by ASU's current third-party provider.

Q86: Is ASU Inventory using any third-party software system? If yes, please specify which system. For example, is it in Excel or another format?

A86: Inventory is managed by ASU's current third-party provider.

Q87: Which integrations are implemented in the current Inventory environment?

A87: Inventory is managed by ASU's current third-party provider.

Q88: Where is the services inventory stored?

A88: Inventory is managed by ASU's current third-party provider.

Q89: How is provisioning done and where are the provisioned services stored in ASU's current system?

A89: The question is too ambiguous for ASU to provide a response.

Q90: What is ASU currently using for its management of IP addresses?

A90: Infoblox is the authoritative repository of ASU's IP address assignments.

Q91: What is division of responsibility between service providers and ASU for existing DAS systems?

A91: The current multicarrier DAS/oDAS offering is owned and operated by Crown Castle. ASU highly recommends aligning with ASU's current provider, regarding DAS/oDAS solutions and divisions of responsibility.

Q92: Please provide an inventory of existing on-campus DAS solutions.

A92: The current multicarrier DAS/oDAS offering is owned and operated by Crown Castle. 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).

Q93: Is the coverage issue only at downtown Phoenix campus or it is also present in other campuses? Please clarify.

A93: Coverage is a challenge in downtown areas as well as other areas of ASU campuses. The current multicarrier DAS/oDAS offering is owned and operated by Crown Castle. ASU highly recommends aligning with ASU's current provider, regarding solutions to coverage issues.

Q94: Should the bid include smart city solution for partner communities/cities?

A94: As outlined in the RFP, ASU anticipates undertaking numerous future initiatives and projects as part of our 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, including increasing ASU's engagement with surrounding communities and municipalities. 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.

Q95: After review of the Jaggaer application specs, our understanding is that the EDI integration with billers is provided by a third party company Global Digital Post (GDP). Can you confirm if GDP provides the EDI integration for ASU, or is an alternate third party used? Purchasing will respond.

A95: JAGGAER does not have a standard list of EDI providers. Suppliers are able to choose their own EDI providers and can work with the Jaggaer supplier enablement team in order to set up the new EDI integration.

Q96: Collaboration: How many distinct users of collaboration capabilities are required annually for the next 10 years? If the users include employees and students, please provide a breakdown.

A96: ASU students and employees utilize video and collaboration tools in ever-increasing levels. We anticipate that the use of these tools will continue to expand. As with other technologies that leverage the ASU network infrastructure, ASU expects respondents' proposals to outline how they will work with ASU to manage the connectivity infrastructure with the goal of creating a system designed for dynamic changes and exponential growth potential, including expansion of workloads such as the use of collaborative software.

Q97: Contact Center: In a previous answer to a question regarding contact center, ASU stated, "Excluding ASU's Experience Center (Help Desk) and EdPlus environments, ASU has a number of smaller call centers currently totaling approximately 700 agents enterprise-wide." What percent of agents will be simultaneously logged into the contact center during the busiest period?

A97: As may be expected, the number of contact center agents simultaneously logged into the system varies. There are critical engagement periods when virtually all active agents are simultaneously using the contact center system.

Q98: Contact Center: Is ASU expecting respondents to propose solutions for ASU's Experience Center and EdPlus environments? If so: What are the quantities of agents for ASU's Experience Center and EdPlus environments?

A98: No, these solutions are not in scope for this RFP.

Q99: Contact Center: What contact center capabilities are required (queuing, announcements, routing, ACD, skills selection, etc) for ASU's Experience Center and EdPlus environments?

A99: The Experience Center and EdPlus contact centers are out of scope for this RFP.

Q100: Contact Center: What percent of contact center agents work outside of a contact center environment (i.e., work from home)?

A100: None.

Q101: Contact Center: What is the highest quantity of contact center supervisors which are simultaneously logged into the contact center?

A101: 50-60 supervisors may be logged in simultaneously.

Q102: Toll Free: From which countries does ASU require international toll free service?

A102: ASU currently has toll free service for the following countries. ASU expects providers to be able to accommodate changes (adds/deletes) to this list as needed:

Canada, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, South Korea, Latvia, Lithuania, Luxembourg, Malaysia, Mexico, Monaco, Morocco, Netherlands, New Zealand, Norway, Oman, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, Uruguay, Venezuela, Vietnam

Q103: Toll Free: Per country, how many minutes of international toll free are used in a typical month?

A103: This information is not currently available. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q103: Toll Free: In a previous answer to a question regarding toll free minutes of use, ASU stated usage exceeds 4 million minutes of use per year. What is the upper bound on the annual minutes of use? (e.g., does ASU use 4.1 million minutes per year, 4.9 million minutes per year, or more?)

A103: The previous answer of 4 million minutes of usage was specifically referring to audio-conference bridge usage, regardless of whether the dial-in was toll-free, local, or long-distance. Additional information may be provided after the initial evaluation of proposal(s).

Q105: Toll Free: Does ASU require the same international toll free numbers in use by ASU currently be maintained during and after the transition to the UC solution provider, or can new numbers be assigned?

A105: 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.

Q106: Toll Free: Are any of the international toll-free numbers UIFN numbers ("Universal International Freephone Numbers")? If so, in which countries are these used?

A106: No.

Q107: Network Environment: Does ASU currently use private IPv4, public IPv4, or both on the LAN portions of the network?

A107: ASU uses both private IPv4 and public IPv4 on the LAN portions of the network.

Q108: Network Environment: Does ASU currently use the same IPv4 space at multiple locations? For example, does Tempe Old Main have any IPv4 subnets that are also used at SkySong Building 1, Poly Campus, West Campus, or Downtown?

A108: Each of ASU's campuses, and many of its buildings have their own L3 router. Therefore different IP subnets are assigned to the VLANs behind each Router.

Q109: Legacy PBX Support: Avaya: What is ASU's current annual cost of vendor support maintenance for the Avaya PBX solution set (incl GWs, Licenses, SW, endpoints)?

A109: 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).

Q110: Legacy PBX Support: Avaya: What is ASU's current capital investment in the Avaya PBX solution set (incl GWs, Licenses, SW, endpoints)?

A110: 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).

Q111: Legacy PBX Support: Avaya: Is ASU's current support maintenance agreement for the Avaya PBX solution support transferable?

A111: ASU's current support maintenance agreement is directly between ASU and Avaya.

Q112: Legacy PBX Support: Cisco: What is ASU's current annual cost of vendor support maintenance for the Cisco PBX solution set (incl GWs, Licenses, SW, endpoints)?

A112: 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).

Q113: Legacy PBX Support: Cisco: What is ASU's current capital investment in the Cisco PBX solution set (incl GWs, Licenses, SW, endpoints)?

A113: 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).

Q114: Legacy PBX Support: Cisco: Is ASU's current support maintenance agreement for the Cisco PBX solution support transferable?

A114: ASU's current support maintenance agreement is directly between ASU and Cisco.

Q115: General: Can [company] or ASU sell the old equipment, SW, licenses, etc that [company] replaces in order to recoup some cost of the new solution?

A115: Possibly. ASU is open to recommendations to be fully described in respondents' proposals. ASU remains open to innovative ideas, and has not stipulated specific requirements in this area.

Q116: Exhibit D: Architecture: Do respondents describe features/functionality or do respondents also need to call out specific vendor/platform names? Does ASU care about capability only, or the vendor for each capability (IBM, SolarWinds, etc) also?

A116: Although ASU remains vendor agnostic, there may be benefits gained from understanding synergies between vendor/platform across multiple environments/solutions. Respondents are encouraged to describe system features, partner capabilities and collaborative solutions.

Q117: Exhibit D; Section 3: The questions ask for narrative responses but the fields they created are only configured for Yes/No and Pricing answers. Where do we put the narrative response?

A117: This question was answered previously. "Exhibit B is provided for respondents to provide their complete answers in narrative form to the requirements in Exhibit A, the scope of work. This document allows space to add any additional graphics and/or other attachments desired to be submitted for marketing purposes. Exhibit C contains the same questions as Exhibit B but only requires major highlights/summary responses for comparison purposes. Exhibit D does not ask for narrative responses but rather, yes/no responses to the service management inclusions. It also asks if the fees proposed are included and if they are in what manner. Exhibit E contains the pricing schedule for actual pricing submissions. As stated on the bid board, providers need to request Excel and/or Word versions of the documents from the ASU Procurement buyer, Lorenzo Espinoza."

Q118: Exhibit D; Section 3: Do we need to fill this out for all types of services provided?

A118: This question was answered previously. "Where applicable, yes."

Q119: Exhibit C : Page 4 : Please provide the list of Security compliance directives and regulations to be supported apart from GDPR, HIPAA, FERPA.

Please share list of applicable laws that govern the processing of customer data.

Please provide current compliance level for GDPR, HIPAA, FERPA, PCI

Please share if any Cloud Security Policy/Controls are implemented

A119: In addition to HIPAA, FERPA and GDPR, PCI, ITAR, and any other regulations that govern the data being processed apply. State, Federal, and any other laws that govern the data being processed are applicable. Please refer to getprotected.asu.edu for our current compliance levels. We are currently aligning with CIS CSC 20 version 6.1.

Q120: RFP 341901 : Page 27 : Service Provider (HCL) would like to understand what are the various audits that are conducted at ASU.

As part of the Audit Management, would Service Provider perform audits through Internal/external entities? How many audits perform in a year?

Is the Service Provider to separately certify its operations on SOC2 standards or Will Service Provider rely on the Service Provider SOC2 certification which Is conducted annually across its facilities?

Who Will assign SOC auditors?

A120: ASU is audited annually by the Auditor General's Office for the Financial systems, and every ten years for the Performance Audit. We also have an internal audit department that completes numerous audits every year. Last year information security had 4 to 6 internal audits or internal compliance audits performed. The service provider will have a 3rd party perform a SOC2.

Q121: RFP 341901 : Is there a tool for Governance, Risk and Compliance (GRC) requirements in the current environment?

If yes, will the Service Provider be granted access to perform GRC tasks?

If not, the Service Provider would like to understand if any e-GRC (Governance, Risk and Compliance) tools is required for Automation for compliance reporting and Audit Management?

A121: The provider is responsible for compliance. Regarding specific tools to be used, 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.

Q122: RFP 341901 : Page 27 : Service Provider would like to understand if any Data Privacy Principles are considered as part of this requirement. If yes, please list the privacy regulations that are applicable.

A122: HIPAA, FERPA, GDPR, PCI, ITAR and any other regulation that governs the data being processed.

Q123: Is there an existing BCP-DR plan in place? If YES who is managing it?

Provide the list of applications currently used and their criticality.

Provide RTO and RPO values for the existing system.

Are there any regulatory requirements around DR?

How many DR drills are to be performed by HCL during a year.

Provide details about DR tools in place and documents regarding current DR practices.

A123: ASU actively engages in the design and management of existing BCP and DR plans. ASU is open to recommendations for methodology and best practice, and looks for respondents' proposals to outline experience in working toward RTO and RPO metrics. ASU typically performs semi-annual DR testing for major infrastructure systems. Additional information may be provided after the initial evaluation of proposal(s).

Q124: RFP 341901 : Service Provider would like to understand if there is any tool currently being used as an event management tool in ASU environment for event correlation, suppression and root cause analysis? If yes, please share the tool version details and also integrations with this tool.

A124: ASU uses Nyansa Voyance SAAS service for the wireless network, Solar Winds built in features as well as Splunk for custom built alerts, triggers, and API pushes. 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.

Q125: RFP 341901 : We would like to understand if there is any Cloud Lifecycle Management solution present in the environment that does auto-provisioning, metering and chargeback functionalities being used by ASU for managing the Cloud environment?

A125: Jenkins is used as the automation platform in a GitOps workflow for the provisioning of infrastructure and configuration using primarily Packer, Terraform, and Ansible. CloudCheckr is used for billing and chargeback.

Q126: RFP 341901 : Is there any tool being used for Capacity management. Please let us know for what all components of IT infrastructure like Servers, Network devices, Storage etc. is it being used for?

A126: Nutanix Prism and Turbonomics are used for Servers and Storage capacity management

Q127: RFP 341901 : Service Provider would like to know if we can provide monitoring tool as a service (SaaS model)

A127: ASU is open to recommendations to be fully described in respondents' proposals. ASU has not stipulated specific requirements in the area of mobile development or mobile back-end platform services.

Q128: Exhibit C : Page 4 : Around Identity Management strategy, does ASU want the Service Provider to provision new identity management solutions or leverage the existing one in view of its management. Please clarify.

If there is an existing identity management solution, please share the current tool running in ASU environment

A128: ASU's existing Identity Management solutions are complex and dynamic. Identity Management system management and core strategy is out of scope for this RFP. Selected service provider(s) will work with ASU's existing and evolving identity management solutions.

Q129: Exhibit C : Page 4 : Under Security Top down approach does ASU want Service Provider to provision a security monitoring tool for proactive prevention and detection. Please clarify.

Please share the details if there is an existing security monitoring tool which HCL can leverage for operations

Please share the count of EPS and the number of devices integrated with the existing SIEM tool

A129: The intention of ASU's "top down approach" is to select a framework such as NIST 800-53 or CIS CSC 20 and define the solutions that meet the controls dictated. ASU uses Splunk as our log aggregation/integration tool. ASU is open to recommendations to be fully described in respondents' proposals.

Q130: Attachment 3 : Page 11 : Please clarify if the scope around 60 Palo Alto devices is related to operations or ASU wants the Service Provider to analyze and propose new devices as a tech refresh project

A130: ASU intends to continue to use existing deployed technologies and infrastructure components, but is open to recommendations for architecture and implementation of services to be fully described in respondents' proposals.

Q131: Exhibit A : Page 14 : Current State : While referring to 341901_attach_6 (Voice Architecture) and 341901_attach_7 (Voice inventory), Service Provider has not seen any information on video conferencing platform and its architecture, while Service Provider has identified Video Conferencing Codecs in Network inventory sheet 341901_attach_3.

Service Provider would like to know:

What are the core components of Video Conferencing (TMS, TP, MCU etc.) and associated make & model along with application version? What is the licensing used and how codecs are registered to core video platform?

How many rooms to be supported for video conferencing services and at what locations? please share the VC Codecs per location/campuses

Please share high level Video Conferencing architecture and associated components

A131: Video Conference central enterprise applications offered currently for various business cases consist of Skype for Business, Google Hangouts, Adobe Connect, Zoom Enterprise, and TechSmith Relay. All centrally managed subscriptions and services are managed by an ASU Video Conferencing team.

Q132: Exhibit A : Page 14 : Communication Systems At A Glance : This section mentions that there are 60% VoIP and 30% TDM digital, however while referring to 341901_attach_7 there are 8256 Cisco IP Phones (~41%) and 1750 Avaya IP Phones (~9%). please provide information for remaining 14% of phone inventory as current inventory provides information for 86% (50% IP + 36% digital) of phone inventory only

A132: Answered in a previous addendum

Q133: Exhibit A : Page 14 : Communication Systems At A Glance : Supplier would like to request the information for Life safety devices, fax machines - Site/campus wise counts, Current technology, how currently they are deployed (Configured/registered/integrated)

A133: The information requested is considered by ASU to be unnecessary for current scope consideration, sensitive or proprietary. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q134: Exhibit A : Page 16 : Telephone User Interface : Provider would request more detailed information on "Octel Aria Telephone User Interface" and how this is currently used and integrated with existing telephony system

A134: AVST is ASU Enterprise Voicemail system integrated with all Enterprise voice systems, and uses the Octel Aria interface.

Q135: Exhibit A : Page 17 : Conferencing Services : Provider would like to know if provider can leverage the existing audio conference bridge services or need to provide new conference bridge platform. Who is the current provider for Conference bridge services? Please provide requirements specifications if new conferencing solution is required.

A135: 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.

Q136: Exhibit A : Page 17 : Analog & Digital Voice Service : Please provide details of fax machines, modems, special systems, point of sale machines, courtesy phones, and Blue Light Phones/Areas of Refuge, building controls, fire alarms and elevators. Please provide how they are currently deployed and integrated with existing systems, make and model and quantity per campus/site

A136: Voice systems providing life safety or security services are connected on high availability analog or 1FB lines. At ASU's discretion, additional information may be provided after the initial evaluation of proposal(s).

Q137: Exhibit A : Page 17 : Critical Emergency Services : Please provide details of ASU standard life-safety hardware, how these devices are deployed and what integrations has been done currently. What is detailed scope of provider for the same

A137: These specifications are detailed in Attachment 4

Q138: Attachment 6 : Provider understands that there are 5 sites/campuses that are required to be supported for Voice infrastructure (Tempe Old Main, Skysong Building 1, Downtown, West Campus, Poly campus and additionally (ABOR, DC, Santa monica, Lake Havasu). Please validate. Please provide site wise inventory (Number of Users per site and No of IP Phone Analog user per site)

A138: This additional information may be provided after the initial evaluation of proposal(s) at ASU's discretion.

Q139: Attachment 6 : Provider understands that, Avaya Core infrastructure is hosted in Tempe Old Main campus, please validate. Please share a high level architecture of Avaya platform deployment

A139: Yes, ASU's current Avaya Core infrastructure is hosted on the Tempe campus. Information related to architecture and location 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).

Q140: Attachment 6 : Provider understands that Voicemail services (Cisco Unity Connection) has already been deployment but not displayed in the architecture diagram, provider would like to know if Cisco Unity Connection (CUC) is already deployed in high availability mode? If not, does provider need to consider the deployment of CUC, how many users would require licenses on CUC for voicemail and other associated feature

A140: ASU Voicemail is run on AVST VM Servers integrated with the Avaya and Cisco Voice systems.

Q141: Attachment 6 : Provider understands that, contact center deployment is based on Cisco UCCX platform, Service provider would like to know:

Total number of Agents provisioned and Concurrent Agents

Are all the agents inbound or outbound or blended, please provide the number of agents per category of inbound, outbound or blended

What is the purpose of using Current Contact Center, is it used for internal helpdesk, students or external subscribers?

If all agents are at single location or multiple location, if single location then which campus, if multiple locations, please share the number of agents per locations

What is the current version of UCCX deployment?

What are third party application integrations been done and what is provider's scope for managing those integrations

Is there any recording platform also in place which needs to be managed - if yes, please provide the make and model and application version of recording platform? If all the agents are using audio recording, screen recording or both. What is the recording retention period and are the recordings stored locally?

Is there any WFO/WFM solution also in scope to be managed. If yes, please provide the details of WFO/WFM platform to be managed

A141: The information requested has been provided through various and multiple addendums. Please review. Additional information may be provided after the initial evaluation of proposal(s).

Q142: Attachment 7 : Inventory reflects multiple UCSC C240 (M3/M4) series servers, Supplier understands there are 11 physical servers (based on qty of host machine) and subsequent virtual machines, hosted at different campuses, please validate

A142: The inventory supplied in the RFP was current as of the report date. Specific counts and deployment are ever-changing within the ASU environment.

Q143: Attachment 7 : Supplier understands all Cisco Unified Communications applications (CUCM, CUC, EMERGENCY RESPONDER, UCCX) are hosted on v10.x please validate. Are there any other applications also hosted apart from listed applications?

A143: The previously provided inventory and platform information is considered current as of posting.

Q144: Attachment 7 : Supplier understands that ASU currently have Avaya Aura platform running on Avaya Aura 7.0 for Avaya IP Phones and rest on Digital platform, please validate

A144: This information has been provided in previous addendums and the original RFP.

Q145: Attachment 3 : While comparing "341901_attach_3" and "341901_attach_7" there is inconsistency in number of devices e.g.

Attach_3 states 2839 Avaya devices, while attach_7 states close to 8000 Avaya devices.

Attach_3 has 28 qty of ISR 28xx, 29xx, 38xx, 39xx while attach_7 has 15 qty of 29xx & 39xx

Attach_3 has 36 qty of VG2xx while attach_7 has 28 qty of VG2xx

Attach_3 has Video Codecs while attach_7 doesn't

Similarly, there is difference in number of phones for different make and model. Please provide a guidance, which sheet requires to be referred for accurate asset information

A145: This information has been provided in previous addendums. Additional information may be provided after the initial evaluation of proposal(s).

Q146: Attachment 3 : Supplier has observed 10 Cisco Unified Communications Manager and 6 qty BE7H-M4-K9 based deployment (in attach_3) while attach_7 has mention of 11 physical hosts (UCSC C240 M3/M4). Please validate if all Cisco applications running are hosted on BE7H-M4-K9 with 11 physical hosts on which different Cisco Unified Communications applications are running hosted at different locations

A146: The inventory supplied in the RFP was current as of the report date. Specific counts and deployment are ever-changing within the ASU environment. Additional information may be provided after the initial evaluation of proposal(s).

Q147: RFP 341901 : Provider would like to know what are the current Monitoring tool for monitoring Voice and Video infrastructure and what are the key capabilities of the proposed tool

A147: The question is too ambiguous for ASU to provide a response.

Q148: RFP 341901 : Telecom Expense Management : Provider understands that ASU requires a telecom expense management system, can provider assume that they can leverage existing Telecom Expense Management system or a requires new system required? In case of New System, please provide below mentioned information:

What is the current spend on fixed line telecom? (is this mobile only or fixed/mobile?)

If fixed TEM is included, do they need procurement/fulfillment for fixed orders?

How many mobile devices broken down by country (does not need to be exact, but we need to know what geos are being supported)

Is there any requirement to be able to purchase new mobile devices via portal?

Do the device orders need any type of staging/kitting before they are sent to the client (cases added, Bluetooth keyboards etc.)

Is there a requirement of a service desk to support those orders? If so, how many languages does the service desk need to support

Is there any requirement of assistance with EMM management?

Is there any requirement of repair/replace services for mobile devices?

Is there any requirement of reverse logistics (recycling, spare pool)?

Is there any requirement of audit/optimization services?

A148: 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.

Q149: Exhibit C : Page 8 : Item no 100 in Unified communications states "Would you provide and fully support dedicated MPLS circuits for current cloud-based contact center solutions?" Does it mean ASU already have a hosted contact center? While referring to Attach_6, there seems to be multiple UCCX clusters hosted in On Prem Model. Please clarify the current state and expectations from Service provider. HCL understands that Service provider needs to support the current system and recommend for transformation, if suitable.

A149: No, the question does not mean that ASU already has hosted contact center; however, 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.

Q150: Exhibit C : Page 8 : Service Provider would like to know what is the current mechanism of E911 services delivery, is it via soft phone, physical phone or both. Supplier understands that ASU already has deployed Emergency responder system and hence E911 functionality is already in place. Provider need to leverage the existing system, Please validate.

A150: Intrado is the current e911 provider. 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.

Q151: Exhibit A : Service Provider would like to know the service window for the operations support of each of the following:

Orchestration

Data Network – Wireless, Cellular, Wired, NOC, Border/Firewall, Research, IoT

Unified Communications & Collaborations - SIP, E911, Collaboration, Contact Center, Mobility

A151: The question is too ambiguous for ASU to provide a response.

Q152: Exhibit A - Page 14 to 18, "Unified Communication". How many Avaya and Cisco SIP clients (SIP Endpoints) are being used in the ASU's network at present?

A152: Cisco: 2960
Avaya: 0

Q153: Exhibit A - Page 14 to 18, "Unified Communication". What is the software version of Avaya IVR used ?

A153: There is no Avaya IVR in use at this time.

Q154: 3. Exhibit A - Page 14 to 18, "Unified Communication". Provide the below details of the IVR

i. IVR Software Details, License details along with Version.

ii. Integration details (Java/.net/Web service / Database / CRM/Rest Apl) being used in the IVR call flow.

iii. Total IVR Ports

iv. Total number of Languages used in the call flow.

v. Daily Average IVR calls.

vi. Average number of calls transferred to Agent

vii. Reporting Application used

viii. CTI application used.

A154: N/A

Q155: Exhibit A - Page 14 to 18, "Unified Communication". Is Speech enabled on IVR ? If yes what is the software version

A155: N/A

Q156: Exhibit A - Page 14 to 18, "Unified Communication". Does AHU use Omni channel ? If yes please provide the following information. Omni Channel high level architecture, Applilcation Name and version details

A156: No.

Q157: Exhibit A - Page 14 to 18, "Unified Communication". Does AHU use Voice Recording ? If yes please provide the following information. IVR Software Details, License details along with Version.

A157: A single department at ASU uses Telstrat version 3.6.1 for recording of approximately 30 Agents.

Q158: Main RFP- rfp_341901.pdf, "SECTION VII – PROPOSER QUALIFICATIONS". 3 references have been requested, can you clarify if these references have to be in Education sector or can they be of any sector.

A158: References should be comparable to the size and scope of ASU, but may not necessarily be from higher education. Higher education is desired.

Q159: Exhibit-A - Smart Campus + City + Region - Page 6 & 7, "Smart Campus + City + Region". How many user's are currently using ASU mobile apps hosted in play store? -->How is the feedback. Are students and faculty using it on a daily basis? -->Who is currently supporting it? -->Provide hardware and software details used to develop this mobile app."

A159: We have seen ~50,000 downloads of the ASU mobile app since August launch. Users are averaging 2x/day access and usage is staying pretty strong near that level since launch. Administration is planning push and in-App notification strategies which will likely lead to additional daily usage. Students are the predominant users; central IT (UTO) is supporting. No hardware, all cloud services. Built on react native front-end and AWS back-end.

Q160: Main RFP- rfp_341901.pdf, "Campus Architecture". We understand ASU has 4 main campuses with multiple buildings in each campus connected over a fiber network. Can you confirm if the MPLS network is only between the 4 main campus or do you have any other lcoations connected on MPLS

A160: ASU is actively installing MPLS routers as the aggregation device on each building network. Enterprise MPLS is being extended into all buildings on all campuses.

Q161: Main RFP- rfp_341901.pdf, “Research Network”. For research network RFP is asking for a partner who understands and can co-design with ASU. Can you confirm as part of the response what is expected for this submission

A161: ASU expects providers to be well versed in the leading-edge performance, service, and usage needs of research groups - both in general and ASU in particular - and be capable of designing (in partnership with ASU) solutions towards those needs.

Q162: Main RFP- rfp_341901.pdf, “Research Network”. For the new 75 research facilities is ASU expecting the vendors to install new fiber cables or will that be owned by ASU

A162: ASU owns its on-premise fiber. The providers will be responsible for managing and maintaining all network cable plant, and will be expected to accommodate incremental growth when additional strands are required. Single Mode fiber feeds and risers are being installed in buildings which do not currently have Single Mode. Additional information may be provided after the initial evaluation of proposal(s).

Q163: Main RFP- rfp_341901.pdf, “DMZ network”. How many DMZ zones are currently configured in the each of the camps core

A163: ASU maintains virtual network segmentation to define our DMZ. We manage Guest Wifi with limited access to internal resources (DNS, DHCP excepted). Additional details may be provided after the initial evaluation of proposal(s).

Q164: Main RFP- rfp_341901.pdf, “IPv4 to IPv6”. Has ASU completed the design for migrating from IPv4 to IPv6.

A164: ASU has reserved IPv6 space. We are routing IPv6 to Internet2 from our Research department, but enterprise-wide implementation has not yet begun.

Q165: Main RFP- rfp_341901.pdf, “Infoblox”. Can you confirm if infoblox is used for DNS/ DHCP and IP address management

A165: Yes it is.

Q166: Main RFP- rfp_341901.pdf, “Wireless”. How are students registering to be connected to the wireless for first time. Is it a self service or does ASU have to provide the login details

A166: ASU provides the login details as part of the new student orientation. The students then use those credentials to connect to the wireless network.

Q167: Main RFP- rfp_341901.pdf, “Wireless”. Do guests have self service for registering to wireless network or does the access have to be enabled once requested.

A167: Guests have self-service registration.

Q168: Main RFP- rfp_341901.pdf, “Wireless”. ASU currently has 11000 Access points, do these access points support all areas within a campus. Are there any areas which are currently not supported.

A168: Outdoor public gathering areas are covered, but not other outdoor areas. Indoors mechanical spaces, large warehousing spaces, and spaces not generally occupied may not have coverage. Parking areas and structures do not have coverage. Coverage has been added in these spaces upon reasonable business cases being presented.

Q169: Main RFP- rfp_341901.pdf, “Wireless”. In the current ASU wireless environment is Voice also supported or is it for data only. If voice is also supported are there any challenges on the current bandwidth

A169: ASU does not design its WiFi to support voice, and does not provide ASU Voice services on WiFi. Smartphone users are not restricted from using ASU WiFi for voice calling, but service is best effort. No bandwidth issues have been reported due to voice.

Q170: Main RFP- rfp_341901.pdf, “Inventory management”. What tools does ASU have for inventory management. How accurate is the current inventory.

A170: Inventory is managed by ASU's current third-party provider.

Q171: Main RFP- rfp_341901.pdf, "Field Services". It was clarified most of the field services is required for phone moves and install. Can you provide on an average how many IMAC are performed and what is the % split between Data and voice

A171: The requested additional information may be provided after the initial evaluation of proposal(s) at ASU's discretion.

Q172: Main RFP- rfp_341901.pdf, "Inventory management". Will ASU provide space for inventory management and receiving of goods. On Shipping can we leverage ASU current shipping vendor.

A172: ASU may negotiate use of ASU space/facilities for inventory receiving and management as well as specific shipping vendor(s).

Q173: Main RFP- rfp_341901.pdf, "cabling". What is the current cabling deployed at ASU for copper is it CAT 6

A173: Standard for new installation is CAT6. For new Wireless AP installs standard is 2-CAT6a. Legacy CAT5e is used and not being replaced. A small number of facilities still have CAT3, and will be upgraded when renovations are scheduled.

Q174: Others, "Infra Security". Please confirm whether the Vulnerability Management / security assurance solutions are to be limited to target Infrastructure or need to be extended for the hosted applications also.

A174: ASU's current vulnerability management solutions can extend to hosted applications.

Q175: Others, "Infra Security". Are there any existing Vulnerability Management tools and/or controls that are expected to be reused for the target landscape? If yes, please provide details of the same.

A175: Current toolset: Risksense, Trustwave Appscanner. Qualys. ASU currently engages with a third-party service provider to perform vulnerability management and pen testing.

Q176: Others, "Infra Security". Are there any specific VM guidelines and/or compliances that need to be adhered to? If yes, please provide the details of the same.

A176: "Network Vulnerability Management Standard", "Web Application Security Standard" are on getprotected.asu.edu

Q177: Others, "Infra Security". Are there any preferences and/or restrictions on the tools to be used for Vulnerability Management, can pen source tools be used? Can cloud-based tools be used? etc. ? If yes, please provide details.

A177: We can evaluate open source and cloud based tools, they are not precluded from use. Kali, ZAP, and Qualys cloud based scanner are examples of tools that may be appropriate for use.

Q178: Others, "Infra Security". Are there any preferences and/or restrictions on the location from which the vulnerability management scans can be conducted? If yes, please provide details.

A178: ASU's current landscape includes systems that require access via the secure network or VPN. Border defenses have required whitelisting of outside IP addresses to facilitate external access (not a desirable solution). ASU is open to respondents' proposals to include recommendations for enhancements or best practice in this area.

Q179: Others, "Infra Security". Please share the Business Use cases/Services details are identified as part of the Smart Campus + City + Region program ?

A179: 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. ASU is current exploring a variety of Smart Campus/City/Region business use cases that revolve around safety, transit, engagement and many others. Additional information may be provided after the initial evaluation of proposal(s).

Q180: Others, “Infra Security”. Please explain the current Identity and Access management mechanism used in the current smart city/campus program.

A180: ASU's Smart Campus initiatives are in a nascent state. ASU is currently exploring a variety of access management mechanisms from mobile auth, smart cards, bio-metrics, etc. 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.

Q181: Others, “Infra Security”. Are there any identify vendors to perform the Physical/hardware and Firmware testing as part of Smart Campus program?

A181: ASU is open to recommendations for architecture and implementation of hardware and firmware testing services to be fully described in respondents' proposals.

Q182: Others, “Infra Security”. What is the current Remote OS patch management and Remote firmware upgradation strategy ?

A182: The question is too ambiguous for ASU to provide a response.

Q183: Others, “Infra Security”. Are there any Threat Detection mechanism/tool used in the IoT Env at present ?

A183: 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).

Q184: Others, “Infra Security”. What all IoT Compliances and regulatory to be fulfilled as part of the program?

A184: ASU's Smart Campus initiatives are in a nascent state. We are open to recommendations for architecture, implementation and compliance expertise from respondents in their RFP proposal(s).

Q185: Others, “Infra Security”. What are the current privacy and security issues (Threats, Vulnerabilities and Risks) in the smart city program which needs to be addressed?

A185: ASU's Smart Campus initiatives are in a nascent state. We are open to recommendations for architecture, implementation and compliance expertise from respondents in their RFP proposal(s). Additional information may be provided after the initial evaluation of proposal(s).

Q186: Others, “Infra Security”. Are there any recent security attacks happened in the smart city/campus program ?

A186: ASU's Smart Campus initiatives are in a nascent state. We are open to recommendations for architecture, implementation and compliance expertise from respondents in their RFP proposal(s). Additional information may be provided after the initial evaluation of proposal(s).

Q187: Others, “Infra Security”. Will it be an Single or Multi cloud Hybrid deployment ? Please share the details of different cloud platforms?

A187: ASU is interested in proposals that address ASU's evolving integrated hybrid public/private multi-cloud architecture.

Q188: Others, “Infra Security”. Data storage landscape, number and types databases used ?

A188: ASU's systems use a combination of database and storage solutions including MySQL, Sybase, Oracle, MSSQL as well as multiple Cloud PaaS and storage services.

Q189: Others, “Infra Security”. What is the current deployment model for these applications hosted in premises, cloud data center ?

A189: ASU utilizes SCVMM Templates on premises, Powershell and JSON for Azure, Terraform for AWS.

Q190: Others, "Infra Security". Any specially sensitive data classification for research and ip other than PII, PHI data ?

A190: ASU is open to recommendations to be fully described in respondents' proposals. ASU has not stipulated specific requirements in this area.

Q191: Others, "Infra Security". Any application level encryption, masking methodologies followed?

A191: ASU does not proscribe any specific application level encryption methodology to product engineering teams. Design architecture, security, and compliance considerations are evaluated on a case by case basis. ASU is open to recommendations to be fully described in respondents' proposals.

Q192: Others, "Infra Security". Any Data protection or Data Loss preventions products currently in use?

A192: Yes, ASU uses a variety of data protection and data loss prevention products. ASU is open to recommendations to be fully described in respondents' proposals. ASU has not stipulated specific requirements in this area.

Q193: Others, "Infra Security". Application technology stack and catalogue. E.g. No of legacy applications, desktop applications, web applications.

A193: 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).

Q194: Main RFP- rfp_341901.pdf, "Wireless". Do guests have self service for registering to wireless network or does the access have to be enabled once requested.

A194: Guests are able to register through a self-service portal to access ASU's Guest Wireless network.

Q195: Main RFP- rfp_341901.pdf, "Wireless". In the current ASU wireless environment is Voice also supported or is it for data only. If voice is also supported are there any challenges on the current bandwidth

A195: Voice services are not currently deployed over wireless.

Q196: Exhibit D - Item 1, ""Service Management Requirement - Service Definitions". How many catalog items currently exist and needs newly included in the environment ? Does Self Service portal currently exist and hosts the Catalog items ?

A196: ASU uses the ServiceNow system. There are currently 14 catalog items related to network services in the existing self-service portal.

Q197: Exhibit D - Item 1, ""Service Management Requirement - Service Definitions". Are the customer satisfaction report setup and monitored towards higher user experience? Can we know the average score ?

A197: Customer satisfaction was rated at 97.5% in September. 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.

Q198: Exhibit D - Item 1, ""Service Management Requirement - Service Definitions". How many Catalog items are currently orchestrated / automated and how many potential user stories are identified? Please elaborate.

A198: None of the catalog items are currently orchestrated or automated; however, 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.

Q199: Exhibit D - Item 3.4, "Provide all service management activities for all network elements and network services applicable and included in the periodic charges for each network service and element. Cite and describe any exceptions to this requirement." All the ITSM Processes shall be common to all the tracks irrespective of the Infrastructure component. Do we anticipate track level processes?

A199: ASU is open to recommendations to be fully described in respondents' proposals. ASU has not stipulated specific requirements in the area of this topic. Since the RFP allows respondents to respond to one or more than one category of service, this item anticipates a response specific to each respondent's proposed solution.

Q200: Exhibit D - Item 2.1, "Event Management". Should the service provider be responsible for the on-going management of the monitoring tools? If yes, then what are the tools currently used by ASU?

A200: Yes. Monitoring tools have been specified in previous documents.

Q201: Exhibit D - Item 2.1, "Event Management". Is there any event co-relation solution currently being used that the service provider would leverage or need to manage ?

A201: The question is too ambiguous for ASU to provide a response.

Q202: Exhibit D - Item 2.1, "Event Management". What is the geographical spread and approximate count of all the components/nodes to be monitored or expected to be monitored?

A202: 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).

Q203: Exhibit D - Item 2.2, 2.3 & 2.4, "Service Level 1, 2 & 3". Is it possible to share the architectural layout of the ITSM Platform and its interactions with 3rd party tools?

A203: 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).

Q204: Exhibit D - Item 2.2, 2.3 & 2.4, "Service Level 1, 2 & 3". How many integrations and data feeds / loads are in scope towards the entire Service Management tooling landscape? Please elaborate each.

A204: 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).

Q205: Exhibit D - Item 2.2, 2.3 & 2.4, "Service Level 1, 2 & 3". Is there any discovery solution that SIs can reuse or shall suggest newly ?

A205: 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.

Q206: Exhibit D - Page 3, "Release Management". Is Release Automation in scope? Does ASU currently use any Release tools apart from core ITSM solution towards the automation of releases?

A206: 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.

Q207: Exhibit D - Page 3, "Service Asset & Configuration Management". Does the ask include Software Asset Management ? What are various asset / CI classes to be configured and tracked?

A207: 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.

Q208: Exhibit D - Page 3, "Service Asset & Configuration Management". How effectively are the the CI & Asset data used in the root cause analysis and infra accuracy currently ?

A208: ASU is open to recommendations for best practice in the use and management of data in this area.

Q209: Exhibit D - Page 3, "Service Asset & Configuration Management". Please list the number and types of Assets / CIs in the environment.

A209: 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).

Q210: Exhibit D - Page 3, "Knowledge Management". How many knowledge articles are developed and could be slated in the future road-map ? What are the current formats of the Knowledge Articles ?

A210: Knowledge Articles are collected and the number increases regularly. Most articles are captured in PDF format. ASU is open to recommendations for best practice in the use and management of data in this area.

Q211: Exhibit D - Page 4, "CSI Monitoring Verifying that improvement initiatives are proceeding according to plan and introducing corrective measures, where necessary." Are there identified CSI Stakeholders from ASU to work/review/injest ideas to Service Providers ?

A211: Yes, ASU UTO and other stakeholders will work in an ongoing, collaborative fashion with selected providers.

Q212: Are there any ASU locations to manage outside of Arizona?

A212: Yes. ASU's ever expanding list of locations currently includes Santa Monica, CA and Washington D.C.

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>