September 10, 2018

ARIZONA STATE UNIVERSITY

ADDENDUM 7
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: Can you please post the video recording of the Pre-Proposal Conference?
A1: The pre-proposal conference video recording can be found at https://www.youtube.com/watch?v=AY1yJLGFOxM&feature=youtu.be.

Q2: Will ASU provide unfettered rights and access to its vault system as well as right of way on all campuses, poles, power etc…?”
A2: ASU will facilitate rights and access to its tunnel and vault system, and rights of way to its poles, power, and other equipment, areas, environments, etc. as necessary and appropriate to support the services under the scope of the RFP. Some areas will require an ASU escort and/or pre-arranged clearance.

Q3: How old is the current core Wi-Fi network?
A3: 50% installed 2018; 50% 5 years old; upgrades ongoing.

Q4: Has ASU maintained alignment with the latest Cisco software releases and is there a robust manner administrated to update impacted access points?
A4: Yes.

Q5: Of the major issues that Wi-Fi networks typically experience, which are of significant concern on ASUs campuses at this time? (i.e. congestion, interference, security, etc.)
A5: Interference.

Q6: Does ASU currently have a robust process to address illicit downloads and violations of DMCA over Wi-Fi?
A6: Yes. In general, our next gen firewall blocks most download attempts. Any complaints are handled by ASU’s SOC. The SOC validates the complaint and takes action, as ASU deems appropriate.

Q7: What equipment, operating systems, etc do NOC technicians use?
A7: The NOC currently uses Solar Winds & Cisco Prime running on virtual machines; ASU SPLUNK dashboards; Nysansa Voyance WiFi cloud analytics through on-premises collectors.

Q8: Are we to using existing tools or Cox Tools?
A8: Proposals may include plans to use existing or different best-in-class Network Management systems with improved functionalities.

Q9: What is the trended volume of issues & or Outage reported to the NOC?
A9: During 2017 academic year, there were 847 incidents reported to the Network Operations Center (NOC) via the ASU ticketing system, ServiceNow. 68% Fall semester, 27% Spring semester, 5% Summer semester. The year was higher than typical due to two initiatives: first was complete core and border network upgrades prior to Fall semester startup; second was network segmentation of Wi-Fi users, with security enforcement between segments.

Q10: What volume / quantity of the outages/issues is resolved by the NOC?
A10: The current ASU Network Operations Center (NOC) is staffed by core network engineers. Therefore, all issues were resolved by the NOC team. Many of the resolutions required network engineering problem triage, workaround, and or change control during scheduled maintenance periods. Data regarding the number of issues resolved strictly from within the NOC physical location is not currently available.

Q11: Are there defined Service Assurance SLAs?
A11: ASU is interested in proposals that outline mature Service Level requirements, metrics, and processes. As stated in the RFP, ASU would prefer to engage in SLAs that are not solely punitive in nature, but those that will incent innovation and performance above minimally acceptable requirements, to the mutual benefit of ASU and the provider(s).

Q12: Are the auditoriums &/ stadiums to be included in our proposals?
A12: Yes.

Q13: For each campus, would you please provide a list / count of buildings/addresses that currently have or will require network connectivity?
A13: ASU building details information is available at the following site. https://fdm-apps.asu.edu/ufrm/cds/default.aspx

Q14: For each campus, is there conduit &/of fiber in place to each building that requires network connectivity?
A14: ASU campus buildings are accommodated by communication conduits or ASU tunnel. ASU fiber is present within the ASU campus locations.

Q15: For each campus, are there future buildings planned that we should design to?
A15: Yes, ASU is continually growing and expanding, both physically (brick and mortar) and online (number of connections/users). Current expansion plans include research facilities at the ASU Tempe campus and satellite campuses in Mesa, AZ and Los Angeles, CA. An average of two to three new facilities are added on a yearly basis.

Q16: Does ASU own all of the hardware listed in the rfp in 341901_attach 3 & 7?
A16: Yes.

Q17: Does any of the hardware have a current support agreement in place? If yes, please provide summary details.
A17: ASU typically covers core Cisco network equipment through SmartNet agreements. Switches, WAPs, and other edge devices are typically not included by those agreements, but a sparing model is employed. Similarly, voice core equipment is covered under maintenance agreements, while voice gateways and smaller appliances are addressed through inventory sparing.

Q18: What type & size of equipment racks is utilized in each facility?
A18: Attachment 4 of the RFP calls out 110v/208v outlets and the use of UPS devices.

Q19: Are there redundant ac power feed? Is DC power allowed to be used, and if so are there any environmental concerns that need to be considered with our battery backups systems?
A19: Legacy 23" and current 19" two post and four post racks. Legacy 48 VDC power is available at ASU West and ASU Old Main, limited basis. UPS/Generator power is available at ASU West,
Polytechnic, Tempe and DPC campus locations. 120/208 VAC are typical receptacles at the head-end locations. Building and Emergency AC power are utilized within the facilities, UPS systems are maintained by a current 3rd Party contract.

Q20: For each campus, what are the network requirements at each site?
   - Users per site/ bandwidth expected per user basis
   - Bandwidth of Internet circuits needed

A20: 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.

Q21: In the Current State diagram, in Attachment 6: What is the use/purpose of the Physical – ISDN Connections between the PSTN cloud and the router icons for the Poly Campus, West Campus, and Downtown sites? What functions are served on the AVST VM1, VM2, and VM3 platforms?

A21: The ISDN connections between the PSTN cloud and the campus routers provide inbound/outbound calling and Survivable Remote Site Telephony (SRST) support for the campus and life safety devices. The AVST VM1, VM2, and VM3 platforms support the AVST voicemail system: 2 system servers, 1 web server, and 6 call servers.

Q22: Does ASU require voice application services be dedicated to ASU, while being on cloud infrastructure?

A22: 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.

Q23: Does ASU require voice application services operate on cloud infrastructure provided by ASU?

A23: 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.

Q24: Does ASU require voice application services operate on cloud infrastructure in an ASU facility?

A24: 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.

Q25: Does ASU require PSTN gateways reside in an ASU facility?

A25: 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.

Q26: Beyond the Basic Calling Features and the Additional Features listed, are there other call features provided by ASU’s PBXs that need to be supported? If so, please specify the vendor specific (where applicable) feature names.

A26: Please reference published documentation from existing manufacturers for complete feature listings. ASU is not interested in reducing features available to its community. As described in the RFP, in pursuit of improving digital fluency and advancing the mission, vision, and aspirations of ASU/UTO, ASU is interested in increasing awareness, education, adoption, and use of existing and new features.

Q27: What are “Call Logs” as part of the basic calling features? What quantity of Call Logs does the customer expect to be available for each subscriber?

A27: In the context of basic calling features, "call logs" refers to displayed call history on the handset. Current log capacity varies by model. ASU will evaluate proposed offerings for maximum value to the ASU community.
Q28: What are the “Attendant Soft Console” requirements? How many lines will the soft console have to monitor? How many queues are required?
A28: Currently there is one instance of a Cisco Attendant Console in use. It has 2 users on it and answers 1 line. The single queue has a maximum of 13 simultaneous calls.

Q29: Is there a known required depth of queue for automated attendant IVR tree? Or How many levels of call screening/directing are needed in the automated attendant IVR tree?
A29: 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.

Q30: What level of integration does ASU expect with their Email system?
A30: The current voice systems are not integrated with MS Active Directory, although this type of integration is desired.

Q31: Does ASU require the Octel Aria TUI system, or may the provider emulate the Octel Aria TUI?
A31: The Octel Aria TUI may be emulated.

Q32: What size conference bridges are needed? Total number of conference ports. Total number of bridges. Maximum # of parties per bridge. How many minutes of use are anticipated on the toll-free conference bridges? How many toll-free number conference bridge are required? E.g., how many toll-free numbers are required? Regarding custom reports: How many custom reports are anticipated annually?
A32: The current audio conferencing solution for ASU is a cloud solution, offering unlimited ports and number of bridges. That said, we currently have about 1,500 domestic bridges and 25 international bridges. Each bridge has a 300 party capacity. Usage exceeds 4 million minutes per year, ranging from 300,000 to 500,000 per month, depending on season, and we expect that number to continue to grow. The current system offers a domestic toll-free number that is shared by ASU users, but each moderator has a unique ID and meeting passcode. We have toll-free numbers for dialing internationally from 70 countries. Standard reports detailing minutes used and calling numbers are emailed to moderators at the end of each call, and this data is typically sufficient.

Q33: Please provide a list of the call center requirements? How many levels are needed in the menu tree for the IVR? Is customer relationship management (CRM) needed? What reports are needed? A sample report would be helpful.
A33: 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. These smaller call centers require queuing, announcements, logical routing, ACD, skills, and reporting. Most departments with these small call centers utilize basic reporting. Some require more in-depth, custom reports.

Q34: Does ASU require PS-ALI updates to be performed by ASU, or may a service provider perform the PS-ALI updates?
A34: ASU prefers that PS-ALI updates be performed by the provider. Location data that is used in populating the PS-ALI database must be kept up-to-date by the provider.

Q35: For the migration to the provided voice application service, does ASU prefer to use their existing IP handsets? If so, what are the handset brands and models in use?
A35: To the latter, ASU currently has primarily Cisco and Avaya handsets for desktop use, and a number of other manufacturers for life-safety, fax, and conference phones. The VoIP and digital models were listed in the inventory attached to the RFP. The analog devices are not inventoried by model. To the former, as stated in the RFP, ASU is interested in a vendor-agnostic approach to technology adoption and is open to creative proposals that will maximize value and sustainability for ASU (considering life-cycle, refresh rate, support costs, etc.). All that said, business continuity is essential in any proposed transition plan.
Q36: Does ASU require any IP handset features not met by their current handset models? If so, please list those features.
A36: The VoIP handsets currently deployed at ASU offer many features that are not necessarily being fully leveraged in the present ASU environment. ASU is interested in capitalizing on features (existing and new) that will advance the mission and vision outlined in the RFP. Mobility (ext.-to-cell), plug-and-play (ability to move phones and have them automatically detected and updated in the e911 database), video calling, email and AD integration, and presence are a few features that come to mind in this vein, but that is certainly not an exhaustive list. That said, vendors should keep in mind that the ASU voice environment is less than half VoIP. The current mix of voice technologies at ASU is roughly VoIP: 9,400 (43%), Digital: 5,900 (27%), Analog: 6,700 (30%). The large majority of analog endpoints are not desktop devices; rather, they are call boxes, elevator phones, fax machines, and the like. The digital sets are desktop phones. Providers may wish to consider the user desktop experience differently than the many-to-one endpoints. As well, providers may recommend solutions that drastically reduce deskset usage, or shift usage to cellular, soft, or virtual phones where feasible and appropriate, for example. ASU seeks providers' solutions that will address/resolve the challenges of managing disparate systems and endpoints, while maximizing ASU’s investments in existing and new equipment. Finally, it is important to reiterate that ASU is open to creative, innovative change.

Q37: We need clarity “Third-Party Connections. Provider will support third-party Session Initiation Protocol (“SIP”)-based or VoIP connections for ASU department applications.” Provide a list of “ASU department applications”.
A37: ASU department applications will need to be addressed on a case-by-case basis. A specific list of the department applications will not be provided. Examples that have been encountered to date include A/V equipment and conference phones.

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, 10/23/18.

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