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: Please clarify for which RFP sections ASU is requesting a proposal/quote for a future state architecture and the required professional services to plan, design, and implement the solution. It appears that primary data in the RFP supports a detailed proposal for Managed Network Services.
A1: ASU has stated in our RFP that we are looking for vendor responses to assist in the design of future state architecture across each area of the Enterprise Network, as well as the professional services to implement the architected solution.

Q2: How should vendor represent one-time, set up, or pre-purchase pricing?
A2: Assuming this question applies the first tab of the Pricing Schedule, labeled "1. Infrastructure Component Mgt.", there are no columns for setup costs, pre-purchase pricing and one-time fees. If your proposal includes a cost that will not recur monthly, please add your prices into the column labeled installation costs and add a comment in the supplier comments section outlining that the cost is not for installation but rather for a charge that will only apply one-time.

Q3: How should vendor represent optional pricing elements?
A3: In the Pricing Schedule (Exhibit E) there is a tab labeled "2. Service Pricing Models". That tab can be used by a supplier to outline their own Service Pricing Model. In fact, there are empty rows after line 20 that allow for optional pricing elements if the ones above do not apply. A vendor is able to add additional pricing elements for their optional prices there. If your model does not follow a service pricing model and will be completely unique, a separate attachment outlining the strategy, assumptions, estimates and metrics can be attached.

Q4: Exhibit D: Will there be a classification of service level expectations based upon a heat map of service level and priority?
A4: We anticipate working with the providers to define service level expectations based on prioritization and service utilization. Responses to the RFP should include suggestions regarding approach to service metrics, measurement and prioritization.

Q5: Exhibit D: [Company] has standard definition for SLA – Does customer have SLA requirements or should definition and credits be provided with vendor submission?
A5: Vendor suggested definition and credits should be provided with vendor submission.

Q6: Exhibit D: Please provide additional clarity on question 3.4. What do you mean by service paths? Is ASU referring to the ability to analyze packets in the service path?
A6: Exhibit D Section 3.4 response/clarification; Question asks What services are included within the monthly service charge and what items are excluded. Two sections below 3.4 refers to Service Path: A Service Path consists of sets of global network elements and network services in use by ASU, along the end-to-end (source to destination) path of an event (as listed in Section 2), that
may provide useful data regarding that event, and thus should be monitored and managed accordingly.

Q7: Exhibit D: Does device management include end-user hardware (phones, laptops, etc)?
A7: Desk phones require support for installation, programming, configuration, consultation, training, troubleshooting, etc. ASU’s Deskside support team provides support for PC workstations and laptops; however, coordination may be needed in troubleshooting network connectivity issues. Also, where soft phones are involved, coordination and additional administrative support would be necessary. ASU invites proposals that reduce the need for in-person technical support through standardization, automation, self-service, training, or other options.

Q8: Outside of the scoring matrix, how is success measured?
A8: Success of the selected supplier(s) will be measured based on the service level agreements (SLA) that will be mutually agreed upon and clearly outlined in the contract. All SLAs will be measured at pre-defined intervals during the course of the agreement. The SLAs that are negotiated with provider(s) will incent and reward continuous improvement and excellent performance and will not be solely punitive in nature. Although hard to measure, any supplier/customer relationship is based on effective communication, respect, trust and the integrity that is built between all parties.

Q9: Please describe/elaborate specific drivers behind the cloud first strategy? (Ease of use, cost, etc...)
A9: Drivers include the following: rapid elastic scaling; reduced waste due to peak demand sizing; lowered risk (increased security and availability assurances); refocused resources on “core vs. context” for productivity efficiency/agility/growth; increased technology accessibility to internal customers (brokered by IT governance vs. resource limits); opportunity to reinvest cost savings; shift costs from capex to opex; push content/compute to the edge to reduce latency to a global audience; increased application/product engineering capabilities to refactor traditional software and build net-new solutions using cloud-native architectures.

Q10: What are some of the biggest challenges today that warrant new designs for each of the technologies in this RFP?
A10: ASU’s RFP outlines our objectives to both address current and typical challenges as well as to prepare our organization to meet the challenges that may be associated with an organization that is growing, pursuing technology initiatives, and identifying new technologies that will allow us to bring new value to our community. That said, we do have challenges in our current operations that include (not an exhaustive list):
- Research Network: data acquisition; HPC & networking;
- Data Network: device lifecycle management; redundancy/failover; programmatic configuration; change management;
- Cloud-first Initiatives: dynamic provisioning; usage audit/economics;
- Voice Services: disparate systems; life cycle and security vulnerabilities with VoIP phones; inability for user plug-n-play due to e911 location information requirements, primarily with legacy TDM endpoints; high cost of desk phones.

Q11: What do you consider “advanced mobility”? Location based services?
A11: Wireless AP triangulation or BLE based location and tracking services with customer-centric location services are examples. As indicated in the RFP, we anticipate this area of technology to continue to advance.

Q12: Is ASU interested in XaaS proposals? If so, for which technologies?
A12: Yes, 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.
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