**E-Rate – Telecommunications Services and Equipment**

**Request for Proposals (RFPs)**

**Offerors’ Conference**

**(January 27, 2016)**

**QUESTIONS & ANSWERS**

**Wireless Access Point Equipment – RFP# 2016-100**

**Q**: Do we need heat maps before or just after install of APs?

**A**: No.

**Q**: How did you come up with the given number of APs?

**A**: Visual surveys.

**Q**: Do you have locations with a high density of users where you will need more than one AP?

**A**: No.

**Q**: Do you want an active or passive site survey?

**A**: No.

**Q**: Do you need a post-site survey?

**A**: No.

**Q**: Are there drawings indicating the location of the current APs and where the new APs are to be installed along with new cable for each school?

**A**: No.

**Q**: The MR 18 is 2 x 2, can we go with R500 2 x 2 or R600 3 x 3?

**A**: Vendor may substitute any equipment as long as the specified equipment is equivalent to the MR 18.

**Q**: What are the coverage requirements/expectations?

**A**: The best performance we can get based on the number of APs estimated.

**Q**: Do you have a wireless design to work off of (predictive)?

**A**: No.

**Q**: What types of endpoints will be used?

**A**: Desktop Computers, Laptops, Tablets and Cell Phones.

**Q**: What are the core applications what will be used?

**A**: Standard, non-time-sensitive, applications.

**Q**: Are we looking for the solution to be fully managed?

**A**: RFP does not ask for a fully managed solution. Vendor may offer one as an option if they wish.

**Q**: Have you confirmed compatibility of the existing APs already on the network?

**A**: No. Existing devices are Meraki MR16s

**Q**: Are you interested in doing a complete upgrade?

**A**: RFP does not ask for a complete upgrade. Vendor may offer one as an option.

**Broadband Services – RFP# 2016 101 and Router Services – RFP# 2016-102**

**Q**: Why do you need a separate MINI-PIM module for SRX 240, when it comes with 16 Ethernet ports?

**A**: For the following reasons;

1. On some of our SRXs all 16 ports are already populated so the MINI-PIM is the only option in that situation.
2. It’s our understanding that Juniper’s best practices recommendation is to separate the WAN from the LAN as much as possible. That means we use a MINI-PIM instead of one of those 16 ports. That would be the preferred solution.
3. We want to standardize as much as possible. That means configuring all routers so that the WAN cord plugs into the MINI-PIM. All the LAN cords go into one of those 16 ports.

**Q**: You have requested “Services for installation of Mini-PIMs” for all the sites but in the RFP you have also mentioned that you want winning bidder to train/show installation for one of the sites during normal business hours and the rest service installation would be done by him? Could you please clarify?

**A**: We understand this project is going to take place over several months. We have a number of remote locations. We understand that we won’t be able to get these all wired for broadband instantly. We need assistance installing the proper Mini-PIM in our M7i core router and configuring that router to handle both our current network and the new broadband services as they come online. We’re going to have to run those two networks side by side until we get all the sites converted to broadband. We need help configuring the M7i for that purpose. After full transition to all broadband, we need to look at the configuration of the M7i and modify it appropriately to be all broadband. For the SRXs at the remote sites, we need assistance in configuring one of those SRXs for the broadband service, installing the Mini-PIM, testing the configuration, and making sure it works properly. As long as the winning bidder gives us training along the way to show us what they have done and how to do it then we are fairly confident we can handle the rest of the remote sites on our own and won’t need the services of the vendor after that.

**Q**: Do you have any J-care contract on the existing SRX’s and M7i?

**A**: Yes.

**Q**: Are you looking to renew that contract?

**A**: Yes.

**Q**: In the RFP you are requesting quotes for 5Mb and noted the circuits must be upgradeable to 1 Gig. If a location is fed via copper will you accept a CIR of 4.5mpps?

**A**: Yes. We understand that we have a number of remote sites that are in residential areas that are going to be challenging at best to upgrade to broadband service. So, if the best a vendor can do is bring it via copper phone lines into the site and all you can get is 4.5 megs because of that limitation, we’ll be willing to live with that. We understand it’s going to be challenging. Right now they all have T1 service which it 1.5 megs at best. If we could bump it up to 4.5 megs for most of those sites that would be acceptable.

**Q**: Relative to above question, you want a quote on 5 megs and 10 megs and nothing higher than that?

**A**: Yes. Vendor may offer options for higher bandwidths if they wish.

**Q**: How is class of service (COS) handled 802.1g tag pass through or acting on COS levels through the provider network?

**A**: Our only concern is that highest priority VoIP packets get preferential routing over data packets thru the provider’s network. We do not care how the provider does that as long as VoIP calls are given highest priority and everything possible is done to minimize jitter on those calls.

**Q**: Is there any non-standard framing or data transmission?

**A**: No

**Q**: Section 3 askes for a layer 2 service whereas section 4 is asking for a layer-3 service. What is the request?

**A**: We want EVPL or equivalent with a copper hand-off to our Juniper SRX 240 and M7i routers.

**Q**: What bandwidth matrix would you like to see for bid? 5,10,100,1 Gig? Any other options?

**A**: The spreadsheet as Exhibit A asks for 5Mb service for most sites with some asking for 10Mb. The vendor may add any other options they wish to offer.

**Q**: Will we be given the location of the Demarc at each site so that we can estimate the Demarc extension costs?

**A**: All locations currently have T-1 circuits that were installed by AT&T. We asked AT&T to extend the Demarc wherever possible to provide us a hand-off in close proximity to where our SRX routers are mounted. Anywhere that could not be done, we hired a separate wiring contractor to run a Cat5 cable from AT&T’s smart jack to the patch panel near our SRX. We anticipate most sites will utilize the existing AT&T circuit and extended Demarc. If the vendor brings in new wiring, we request they extend the Demarc to the location of the SRX. It will be acceptable to give us ‘NTE’ (Not to Exceed) pricing for each extended Demarc.

**Q**: If you extended the Demarc would that have been done already at these locations?

**A**: Yes

**Q**: Do you have Ethernet from the Demarc at each of your locations to the router?

A: Yes.

**Q**: It shouldn’t be a problem just extending a Cat 5 cable from the Demarc?

**A**: That is what we currently have at each site where AT&T was not able to extend the Demarc to the router location.

**Q**: Are there any locations where your router sits over 300 feet from the MAFO where the service will be terminated?

**A**: No.

**Q**: On your site listing there’s 37 sites, but on the price listing there are 39.

**A**: There is a correction. There were 2 sites that we were initially going to solicit service for and equipment across the board and we decided to eliminate service to both of them. The 2 to be eliminated from the price list are Marina Vista and Country Woods. If by accident you include costs for those, we would just deduct that.

**Q**: Do you have site drawings with measurements and ceiling heights?

**A**: No, however, we will attempt to provide site plans via addendums to the RFPs, as applicable.

**Q**: Will we be able to visit the sites in order to do precise bids for cabling and extended Demarcs?

**A**: Your best option for that is to just give us an NTE “not to exceed” estimate for each site for any cabling that might be involved there knowing that each site has already got a cable going from where ever AT&T put their smart jack to our routers. That piece is in place. If you can just bring your service to where AT&T put their smart jack, then we can just switch our cable over to your service to get it to our router. We don’t really anticipate there’d be any need for interior wiring other than bringing your service to where our AT&T smart jack is currently located.

**Q**: Based on amortizing installation/build out costs, can SETA accept a 3-year term with 2 one-year extensions in addition to the 1-year term with 4 one-year extensions?

**A**: No.

**Q**: Comcast offers hybrid over fiber/coax solution (up to 10 Mb), does SETA went to see pricing model for this solution?

**A**: If Comcast can get that service to all our sites, we’d definitely look at that. The challenge we’ve had in the past is Comcast couldn’t get to all the sites. Make sure whatever service is proposed can be brought in to all our sites.

**Q**: What bandwidth are you looking for at the Headquarters site?

**A**: We currently have two 30Mb connections to the internet thru two different providers, ELI and Surewest. We currently use only one circuit, Surewest, for our main internet traffic with BGP set up to fail-over to the ELI circuit in the event the Surewest circuit goes down. We will keep the ELI circuit because they own our IPv4 address space. The Surewest circuit will be replaced with the selected vendor’s internet connection. We want that connection to be at least large enough to handle the aggregate bandwidth of all the remote locations plus an appropriate amount to handle the 200 users at HQ. We also want to be able to run BGP between the two circuits with preference given to the new circuit and fail-over capability to the ELI circuit.

**Q**: You’re not looking for another provider to run BGP with right? You’ve already got 2 service providers to run BGP with?

**A**: We plan to keep our 30Mb ELI internet circuit. We want the successful bidder on this project to provide a broadband internet connection that can handle the aggregate bandwidth of all the remote locations plus an appropriate amount for the 200 users at HQ. We want to run BGP between the two circuits with preference given to the new circuit and fail-over to the ELI circuit in case the new circuit goes down. We want all our remote locations to be able to access the internet if the Head Quarters location goes down.

**Ethernet Wiring – RFP# 2016-103**

**Q**: Type of ceiling in buildings, drop or hard lit?

**A**: Varies by site.

**Q**: Does work need to be performed during regular business hours or after hours?

**A**: Vendors should plan on doing the majority of the work after 5pm or on weekends. Agency will work with vendor to arrange a schedule that is as flexible as possible. If vendor needs to do work during normal business hours (8-5 M-F) agency will work with vendor to schedule the work as non-disruptively to the school sites as possible.

**Q**: Does cable need to be surface mounted?

**A**: No. We just don’t want any exposed cables. It either needs to be in the ceiling, walls, or secured inside conduit.

**Q**: Cat 5e or 6?

**A**: The preference would be for Cat 6, but 5e will be adequate. If there is a significant price difference, go with Cat 5e, but give us a bid to substitute Cat 6 if we wish.

**Q**: Do we need to provide patch cords for AP rack side?

**A**: Yes

**Firewall, End Point Security, and Caching Appliances – RFP# 2016-105**

**Q**: Are there specific brands or manufacturers that you are interested in?

**A**: Yes. We would prefer the vendor specify Palo Alto Networks. However, we are willing to consider equivalent brands.

**Q**: This RFP is for caching and firewall. Is it possible to just get on the firewall piece or is it required to provide a caching solution as well?

**A**: We want both caching as well as firewall.