

Request for Information No. I

RFP No. 17/18-01IT, Wide Area Network Project

January 11, 2018

Response to Proposers' Questions

- 1.1 Question: If we [the provider] are going to propose a multipoint network, which is what is in place today, can we either provide our own pricing form or can you update your form so we can provide pricing for the aggregate bandwidth required at the NOC?

Answer: Providers may alter the editable pricing form provided in the Response Template to accommodate a multipoint network solution. Providers who must alter the pricing form to accurately represent the proposed solution and pricing form must:

- Detail all costs associated with the project, including taxes, surcharges or additional circuits/components necessary to deliver the solution;
- Allow for IUSD evaluators to easily compare the proposed products, services, and costs to proposals submitted on the pricing form template; and,
- Provide dedicated/guaranteed bandwidth equivalent to the requirements listed in the pricing form.

Alterations to the pricing form that result in omissions or unclear information essential to the District's evaluation process may result in the rejection of the proposal.

- 1.2 Question: Is there a discrepancy on the address for Eastwood Elementary? Some records show 98 Meander and others show 99 Meander.

Answer: The correct address is 99 Meander. The original address was 98 Meander, but was changed by the City of Irvine during school construction.

- 1.3 Question: Will the District allow providers to see the Data Center/Network Operations Center (NOC)?

Answer: District staff added the NOC site (100 Nightmist) to the job walk. Providers were escorted to the site after the school site visits.

- 1.4 Question: Are there size/space limitations for provider equipment?

Answer: Providers may anticipate two (2) units of available rack space at each MDF location. Providers needing additional space beyond this baseline, specialized equipment or other accommodation must describe their needs in the RFP response. IUSD staff will review and evaluate against current conditions and space availability.

- 1.5 Question: May providers install a separate UPS for their equipment?

Answer: A provider UPS will be permitted consistent with the space allocation in the response to Question 1.4 above.

1.6 Question: What is the current fiber handoff? What is IUSD's preference for fiber handoff from the new provider?

Answer: The current customer handoff is SC-Multimode OM4 fiber. The following customer handoff are accepted:

- LC-Multimode OM4 (Preferred)
- ST-Multimode OM4
- LC-Single mode OS2

1.7 Question: What type of interface is currently in place at IUSD sites?

Answer: 1 Gbps.

1.8 Question: Is there existing conduit from school MPOEs to the street/curb?

Answer: Yes.

1.9 Question: Can providers place an additional backboard/equipment in MPOE rooms where needed?

Answer: IUSD will work with providers on placement of equipment at all sites. Where space permits, and the proposed placement does not interfere with school/department needs, an additional backboard/equipment could be installed consistent with applicable standards/building codes.

1.10 Question: Is a redundant connection at each site or at the NOC within the scope of this RFP?

Answer: No. Redundant connections are not included in this procurement.

1.11 Question: What is IUSD's anticipated bandwidth needs? Do current technology plans call for 10 Gbps connections at each site?

Answer: IUSD's initial bandwidth requirements are anticipated at 1 Gbps for most sites, with 10 Gbps to the County Office of Education. We have incorporated the ability to scale up at all sites into the RFP based on rapid growth in the District's technology program.

1.12 Question: What switches are currently in place at each site? Are they ready for 10 Gbps?

Answer: Each site has a Cisco Catalyst 4500X L3 switch capable of 1Gbps or 10Gbps connection.

1.13 Question: Does IUSD currently filter YouTube and other sites that impact bandwidth needs?

Answer: IUSD currently filters YouTube for most students. Most staff have access to streaming sites and social media. However, IUSD plans to expand student access to digital content. This is included in the future bandwidth estimates that informed the requirements defined in the RFP.

- 1.14 Question: BYOD was mentioned in the IUSD Tech Plan. Does the District currently have BYOD in place?

Answer: Yes, some schools have implemented BYOD at select grade levels. This has been a site-based decision, with support from the IT and EdTech teams.

- 1.15 Question: What is the size of IUSD's IT support staff?

Answer: The District has a team of 60 IT staff, including technical support services, information services, education technology and administration/project management. The Network Services team includes a supervisor and six (6) full-time team members. Three (3) of the team members will be engaging regularly on this project.

- 1.16 Question: Is July 1, 2018 a hard transition date for the new provider? Is IUSD willing to go month to month with current provider if the new provider cannot provide service to all sites by 7/1?

Answer: July 1, 2018 is the expected transition date for the provider. Providers who cannot meet the July 1 cutover deadline, should articulate a proposed mitigation strategy for the District. Contingency plans may include coverage of month-to-month costs, abatement for loss of E-Rate funding, etc. For the price/cost component of the evaluation process, IUSD will incorporate additional costs anticipated for a delayed implementation where indicated or anticipated in the providers' proposal.

- 1.17 Question: Is the plan to stay at the bandwidth today and increase in the future?

Answer: IUSD anticipates initial bandwidth requirements of 1 Gbps for all sites and 10 Gbps for the NOC to OCDE connection. This is consistent with current secondary sites, administrative office and NOC to OCDE levels. Elementary sites are currently at 500 Mbps and would be increased under this contract.

- 1.18 Question: How soon could the selected Provider start work after being awarded a contract?

Answer: The selected Provider could commence work after the contract is finalized, IUSD Board approval is obtained, and the contract is fully executed. The Board meeting following the anticipated Intent to Award date is scheduled for March 13, 2018. Typically contracts are executed within the same week that contracts are approved. Work can be commenced when the contract is fully executed. This is dependent upon the finalization of the contract, and the responsiveness of the selected Provider's legal department in negotiating contract terms. IUSD will work closely with the selected provider to expedite contract reviews, feedback and approval.

- 1.19 Question: When does the school session end for summer?

Answer: The 2017-2018 school year will end on June 8, 2018 for students and teachers. IUSD recognizes that the timeline for installation is compressed. Our team will work with Providers to allow access to sites during the school year, including during school hours, on early release days, and nights and weekends. Providers should be clear about expectations for site and IUSD staff availability during the implementation phase.

1.20 Question: Is the District open weekends and nights?

Answer: When scheduled in advance, IUSD can schedule access during nights and weekends. If provider anticipates requiring access frequently during nights and weekends include this in the proposal. Please also include your expectations for IUSD staff.

1.21 Question: Will there be a facilities contact to schedule access during the school day?

Answer: IUSD will provide a dedicated point of contact to coordinate site access to the selected provider. All provider personnel who will be onsite must be fingerprinted/cleared.

1.22 Question: Can the District provide a parcel map for Future PA6N Site (K-6); Opening August 2019; 500 Tomato Springs, Irvine, CA 92618. [Lot 1 of Tract 18041]?

Answer: Yes, see attached.

