

Questions and Answers
Network Upgrade
RFP# 15-10-01

- Q. What type of fiber optic termination connectors on the patch panel?
A. **SC or LC.**
- Q. In the RFP it is stated that both the current backbone and new infrastructure must operate in parallel. It is also understood that the City of Roanoke will be providing racks and Rackspace. Can the City confirm that there is sufficient availability in the current racks to accommodate both sets of equipment prior to the "old" backbone being removed?
A. **Please refer to List of Rack Space Document posted on 6/15/15 which can be found at the following link:
<http://www.roanokeva.gov/DeptApps/PurchasingBids.nsf/4e32059a94cec9ea85256fb2006ac38b/e378200f01ad413a85257e49004d6921?OpenDocument>**
- Q. We understand that the City would like the current equipment disconnected once the new backbone is installed, tested and in production mode. Is the Vendor responsible for disconnecting and removing the current backbone equipment? Who is responsible for the disposal of that equipment?
A. **It is dependent on the Trade-In situation.**
- Q. With respect to the backbone architectures running in parallel (current and newly installed), is there sufficient power/HVAC sources (that are properly ground) to support all the devices? If it is discovered that additional power is required for an interim period of time, will the City of Roanoke provide or will the Vendor be responsible for the additional power supply?
A. **It is dependent on the requirement of the new equipment. The City will provide the AC Power.**
- Q. Are the current facilities between City offices listed on this RFP still under lease by the City with a provider, or are they City owned facilities and will the existing facilities continue to be available through the duration of this new response?
A. **By franchise they are the City's to use and will continue to be used.**
- Q. Are there any planned changes, upgrades, new routes or any other changes currently planned for facilities interconnecting City offices listed on this RFP?
A. **No planned changes at this time.**
- Q. If there is no change anticipated to the facilities can the City describe the nature, status and condition of these facilities?
A. **Please refer to the List of Locations Document posted on 6/15/15 which can be found at the following link:
<http://www.roanokeva.gov/DeptApps/PurchasingBids.nsf/4e32059a94cec9ea85256fb2006ac38b/e378200f01ad413a85257e49004d6921?OpenDocument>**

- Q. Will the City grant an extension on the RFP response due date given the short time frame between Q&A finalization (June 19th) and the response due date (June 29th) to allow adequate time for accurate responses from the large pool of vendors possible?
- A. **At this time, the opening date will remain the same. Should an addendum be issued, it will be posted on the purchasing web page. Offerors will be notified by the City's Vendor Self Service System.**
<https://VSS.roanokeva.gov>
- Q. Reference page 12 Section 6- Network: Each Proposal should provide multiple options of different configurations using the following guidelines: and Reference page 12 Section 6- Network: Item 1. Provides a minimum of 10G or higher.
Can the City define the minimum bandwidth requirements? Is the total aggregate bandwidth minimum 10G for the entire network or a minimum of 10G for each location (circuit)?
- A. **Minimum 10G for each location. In the case of DWDM each light wavelength is 10G minimum.**
- Q. Reference page 12 Section 6- Network: Item 2. Ability to scale to higher capacity (40G, 100G, etc.). Can the City define if this represents future bandwidth requirements per location or for the total aggregate network?
- A. **Represents per location.**
- Q. Reference page 13 Section 6- Network: Item 4. Include upgrading/replacing the Avaya ERS8010 backbone switches (Noel C. Taylor Municipal Building Operations Center), ERS8006 (at the Police Annex site) and Avaya site switches to handle 10G or higher. Attachment D depicts the current Municipal Data Center SONET Ring to Backbone Core Layer3 Switches set up.-
- Q1. Can the City provide more information on what equipment functions are to be replaced?
- A. **ERS8010s(at Municipal) are backbone Layer 3 devices. ERS8006(at Police Annex), 5530, 5698(at other sites) are Edge Layer3 devices.**
- Q2. Can the City provide more information on the current configuration of the switches and the extent of changes required on configurations?
- A. **As long as replacement supports OSI Model 7 layers it should work. Configuration comes later.**
- Q3. Are switches listed above the only hardware being considered for replacement?
- A. **The Optera 3500 & ERS8006, 5530s & 5698s connected to it & ERS8010 are to be replaced. The new replacement must either work with other equipment such as Avaya 5520, 5698, 5650, 4850, 4826 currently either directly concatenated to or trunked to from the closet to the replaced equipment or must be replaced.**

Q4. Will access to new equipment be required by both vendor and the City staff if the vendor quotes managed services?

A. Yes.

Q5. For equipment, are leased or purchased options both being considered?

A. The City will consider options for both.

Q. Reference page 13 Section 6- Network: Item 5. Provide capability to manage and monitor the network. Include a detailed list of all software and tools for monitoring and managing the network and include options for monitoring/managing via in-house staff, cloud software, vendor managed, and/or other monitoring/managing solutions. Does the City have a preference to vendor managed or a City managed network? Can the City elaborate on the extent of management and what is expected from vendors in terms of support in a vendor managed scenario? What are the hours of support required (24/7/365)? In a vendor managed option will the City only need access to reporting functions? Can the City describe the current level of City management of equipment? Is there currently a VAR or Integrator contracted to perform any device/network management functions today?

A. The City will evaluate the overall 'value' of the options in the proposal. Currently, City staff manages the equipment 24/7/365 augmented by a vendor that has a maintenance contract which requires an engineer to be on site within an hour for problem resolution.

Q. Reference page 13 Section 6- Network: Item 6. Include training for network engineers:

Q. Can you elaborate on detailed description of training?

A. Training for the designing, configuration, control, operation, management, and reporting of the new system.

Q. Can you elaborate on training location?

A. Training offered in Virginia, and surrounding states, is preferred however not required.

Q. Can you elaborate on class duration?

A. Duration should be of sufficient length for the amount of training required.

Q. Can you elaborate on when training is provided and recommended?

A. Dependent on the nature of the training either prior to and/or after the implementation of the system.

- Q. Who will provide training?
Can the City define the extent and scope of training required under a vendor managed option? What functions and access to the network will City personnel require under a vendor managed option?
- A. **The City would like for the Vendor to provide the training or for training to be offered by the Vendor's authorized institution. City engineers must be proficient in the configuration, control, operation, management, reporting of the new system.**
- Q. Reference page 13 Section 6- Network: Item 8. Ability to interconnect to the City's existing Avaya/Nortel telephony system. Can the City provide more information on interconnectivity requirements, configuration requirements of switches relative to interconnecting to the existing telephone system? Can the City define the point of demarcation with the RFP response and the City telephone system?
- A. **Currently, the Optera 3500 box hands off a RJ45 connection to the CSU which connects to the Avaya 81C or 11C/11Mini for the phone system as depicted in Attachment A of the RFP document. The proposal must be able to accomplish the same directly or indirectly.**
- Q. Reference page 14 Section 6- Network: Documentation: Successful Offeror shall provide complete hardware and software operating manuals detailing all operating information necessary for full use of the network upgrade. Complete "as built" drawings and a spreadsheet of all installed system components shall be provided. Can the City define what documentation would be required under a vendor managed option?
- A. **The City requires complete manuals for all types of managed network options.**
- Q. On Page 2 of the RFP is a form that will be included in the response. A business license number is requested. We have a business license in Virginia Beach. Will that suffice?
- A. **Please include your business license with the proposal. Please be advised that a firm must be registered with the Virginia State Corporation Commission as authorized to transact business in the state of Virginia in order to enter into a contract with the City of Roanoke.**

- Q. The question and answer sheet that was posted states the following:
The scope of this RFP is to replace SONET Ring- Optera 3500 and the switch, 5530, 5698, Passport 8006(at Police Annex site), connected to it.
At some locations the 5530 or 5698 switch connecting to the Optera 3500 is a member of a stack of switches. Is it necessary to replace all of the switches within that stack, or only the ONE switch, in the stack, that currently connects to the Optera 3500; leaving the remainder of that switch stack in place?
- A. **As long as the replacement can be stacked with the other switches in the stack and function properly, then only the one connected to the Optera 3500 needs to be replaced. Otherwise, all must be replaced.**
- Q. The question and answer sheet that was posted indicated that each site should provide 24 or more 10G ports. At some of the smaller sites would a solution that provided a total of 16ea. 10Gig ports but with expansion slots available to add many additional 10G ports in the future be acceptable?
- A. **The City is open to viewing both options.**
- Q. Are you looking for a 24 port 1/10G switch at every location, and if so, are you are only looking for one Switch at each location (other than the Municipal building, The Library and the Police Annex) to meet this requirement?
- A. **The City is looking for a minimum of one 24 port 1/10G switch at each location.**
- Q. In the main RFP and in your responses you have stated that you are looking to replace the current Optera 3500 and just the first switch that is connected to it which could be a 5530, 5698 or 5520 or in the case of the Municipal, Library and the Police which have ERS8000. Are you looking for all the switches listed in the response to be replaced?
- A. **The City is looking to replace the Optera 3500 and the switch attached to it. Other switch(s) currently concatenated to it in the same stack or trunked to it must work with replacement or must be replaced.**