DATE: January 26, 2015
TO: All Prospective Proposers
FROM: Amy Kisloski
Assistant Director, Technology Procurement
301-985-7707
RE: RFP 91263 – Network and Telephony Managed Services
Addendum #1 dated 01/23/2015

The following amends the above-referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

Questions from Potential Proposing Firms:

1. “Who’s the contract incumbent? Is it preferred that a % [percentage] of non-key staff be maintained under the new contract?”

   **UMUC Response**

   UMUC currently has a contract with Presidio Networked Solutions, Inc. It is not required that legacy staff be maintained under the new contract.

2. [Section II. Scope of Work, Paragraph 2. Assumptions., subparagraph 2.1 at page 7 of the RFP] “references a trouble ticketing system. Please provide application name and version (i.e., Remedy, HP OpenView, etc.)?”

   **UMUC Response**

   UMUC currently uses ServiceNow for its trouble ticketing system.
3. [Section II. Scope of Work, Paragraph 2. Assumptions., subparagraph 2.3 at page 7 of the RFP] “references system integration/design. Has new hardware already been purchased, or will part of the design / recommendation include new equipment? Should pricing include anticipated pricing for new equipment?”

**UMUC Response**

Hardware will be procured outside of this contract as needed.

4. [Section II. Scope of Work, Paragraph 3. Roles and Responsibilities., subparagraph 3.5.A. at page 9 of the RFP] “references networking monitoring? Are tools already in place? If so, is a replacement recommendation preferred?”

**UMUC Response**

Vendor is expected to provide tools for network monitoring that will work side-by-side with UMUC’s current monitoring.

5. [Section II. Scope of Work, Paragraph 4. Tasks., 4.2 Network Problem Resolution and Referral:, subparagraph B. at page 10 of the RFP] “references hardware/circuits. Which service provider is currently in place? How long is the existing contract for circuits/services?”

**UMUC Response**

Verizon and Windstream are the current providers. The respective contract lengths are not relevant to this RFP.

6. [Section II. Scope of Work, Paragraph 4. Tasks., 4.3 Network Installation Support:, subparagraph C. at page 11 of the RFP] “references travel. Are expenses 100% reimbursable, or will additional information be provided to ensure travel costs are properly estimated for the purpose of the price proposal?”

**UMUC Response**

Pursuant to Section I. General Information, Paragraph 4. Proposal Closing Date/Due Date and Time., subparagraph 4.2 at page 5 of the RFP, “Price Proposals are not requested at this time. Refer to the Solicitation Schedule for the anticipated due date and time of Price Proposals. Price Proposals will be requested from all shortlisted firms, as applicable, via addendum at the appropriate time.” Additional instructions regarding travel will be provided in the addendum requesting Price Proposals.
7. [Section II. Scope of Work, Paragraph 4. Tasks., **4.9 Telecommunications Voice over Internet Protocol (“VoIP”) Management and Maintenance Services** at page 12 of the RFP] “references the VoIP/Telecom solution. Please provide a list of hardware and software used to compile the unified communications solution?”

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<tr>
<th>UMUC Response</th>
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<tr>
<td>Specifics will be provided upon award.</td>
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8. “Currently, is a 3rd party call accounting application in place?”

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<tr>
<th>UMUC Response</th>
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<tr>
<td>Yes; a limited use third-party call accounting application is in place.</td>
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<tr>
<th>UMUC Response</th>
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<tr>
<td>UMUC needs to know this experience exists within the awarded vendor resources.</td>
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10. “Is there a MBE participation goal?”

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<th>UMUC Response</th>
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<tr>
<td>No; there is no Minority Business Enterprise (MBE) goal for this procurement.</td>
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11. “Does the NOC have to be onsite? If so, is there space?”

<table>
<thead>
<tr>
<th>UMUC Response</th>
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<tbody>
<tr>
<td>No; the Network Operations Center (“NOC”) should not be onsite.</td>
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</table>

12. “If the NOC can be remote, does Maryland allow trouble shooting remotely. This would mean access to the UMUC network. If so, is this restricted to certain staff?”
<table>
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<tr>
<th>UMUC Response</th>
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<tr>
<td>Network Operations Center (&quot;NOC&quot;) services and access to the UMUC network devices will be permitted to all NOC staff of the awarded Contractor.</td>
</tr>
<tr>
<td>13. “What does your ticketing system run off? Is it a COTS product? If so, which?”</td>
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<tr>
<td>UMUC Response</td>
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<tr>
<td>See UMUC’s response to Question 2.</td>
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<tr>
<td>14. “The RFP implied that monitoring could be done remotely. Is this correct?”</td>
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<tr>
<td>UMUC Response</td>
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<tr>
<td>Yes; monitoring can be performed remotely. However, pursuant to Section III. Procurement Phases and Evaluation Process, Article 1. Technical Proposal Requirements, Paragraph 2. Initial Technical Criteria., 2.2. Staffing Organization and Proposed Personnel Qualifications:. B. Key Personnel Qualifications., subparagraphs 2 and 3 at page 20 of the RFP, both the Senior Network Engineer and the Voice Engineer “…will be assigned to the main UMUC campus site.”</td>
</tr>
<tr>
<td>15. “For any on-site staff, does the client provide the computers/laptops, or would the contractor provide them?”</td>
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<tr>
<td>UMUC Response</td>
</tr>
<tr>
<td>UMUC will provide hardware.</td>
</tr>
<tr>
<td>16. “Who is the incumbent performing the work today?”</td>
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<tr>
<td>UMUC Response</td>
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<tr>
<td>See UMUC’s response to Question 1.</td>
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</table>
17. “Can the contractor use subcontractors to meet the requirements of this RFP?”

**UMUC Response**

Use of subcontractors is dependent on the task/function to be performed. UMUC is willing to engage in discussions with vendors regarding their proposed use of subcontractors.

18. “In Table 3” [located in Section II. Scope of Work, Paragraph 7. Adjustment to Equipment Scope at page 18 of the RFP], is all of the equipment listed Cisco?”

**UMUC Response**

No.

19. “Please provide the locations [where] the services listed in this RFP will be performed?”

**UMUC Response**

Please see [http://www.umuc.edu/visitors/about/](http://www.umuc.edu/visitors/about/).

20. “How long has the Voice and Network infrastructure been in place? Are any of these systems new systems?”

**UMUC Response**

The voice environment is currently being replaced.

21. “What is the platform and model for your telecommunications system?”

**UMUC Response**

Currently being migrated to Cisco®.
22. “What is the user base that this system supports? Users, sites and number of lines?”

**UMUC Response**

Approximately 2,500 users, worldwide. Please see [http://www.umuc.edu/visitors/about/](http://www.umuc.edu/visitors/about/).

23. “In” [Section II. Scope of Work, Paragraph 2. Assumptions., subparagraph 2.4 at page 7 of the RFP], “please clarify what is meant by staff oversight. Does this mean tasking or something else?”

**UMUC Response**

Our expectation is the vendor’s Network Operations Center will be staffed 24/7/365.

24. “In” [Section II. Scope of Work, Paragraph 5. Technical Requirements., 5.4 LAN, WAN, and Telecommunications Administrative Support: at page 14 of the RFP], “please quantify the amount of helpdesk calls that will be escalated.”

**UMUC Response**

All network and telco related calls will be sent to the winning vendor.

25. “Please provide a work description of the requirements for the on-site CCIE. Would the requirement of an onsite CCIE be reduced, if there was access to CCIE resources provided by the contractor?”

**UMUC Response**

Adds/Moves/Changes and daily network management/monitoring tasks for the global network. An on-site Cisco® Certified Internetwork Expert (“CCIE”) is required.

26. “Is the contractor responsible for providing additional CCIE resources onsite if the original CCIE is unavailable, e.g. sickness or vacation?”

**UMUC Response**

Yes.
27. “Is there a requirement for Wireless LAN support since wireless equipment is listed in table 3? If Wireless LAN Support and Maintenance is requested, what is the scale and platform of your wireless infrastructure?”

**UMUC Response**

Yes. Wireless coverage is currently provided at UMUC’s Adelphi and Largo, Maryland locations; sites will be increased in the future. Specific platform information will be provided upon award.

28. “Can you clarify what systems and hardware are being load balanced? Table 3.”

**UMUC Response**

There is limited load balancing in the current physical environment; we anticipate that it will likely be retired prior to contract award.

29. [Reference Section II. Scope of Work, Paragraph 2. Assumptions., subparagraph 2.1 at page 7 of the RFP.] “What does UMUC use as their current trouble-ticketing system?”

**UMUC Response**

See UMUC’s response to Questions 2 and 13.

30. [Reference Section II. Scope of Work, Paragraph 2. Assumptions., subparagraph 2.3 at page 7 of the RFP.] What suite of tools does UMUC have in place today to detect anomalies / issues?”

**UMUC Response**

Specifics will be provided upon award, but the expectation is that the awarded vendor provides their own toolset.
31. [Reference Section II. Scope of Work, Paragraph 4. Tasks., 4.1 Network Problem Identification, Troubleshooting and Maintenance: at page 9 of the RFP.] “Does UMUC have maintenance contracts in place today, and is it the awardee’s responsibility to maintain these along with the forecasting future Operational funding?”

**UMUC Response**

Yes; UMUC has vendor maintenance on critical hardware. Maintenance purchases are handled outside of this agreement.

32. [Reference Section II. Scope of Work, Paragraph 4. Tasks., 4.8 Network Capacity Planning: at page 11 of the RFP.] “Is there an inventory of the current network equipment by category with manufacture and model numbers?”

**UMUC Response**

Yes; specifics will be provided upon award.

33. [Reference Section II. Scope of Work, Paragraph 5. Technical Requirements., 5.1 LAN Support: at page 13 of the RFP.] “Does UMUC provide its own Fiber or just provide last mile?”

**UMUC Response**

Just last mile.

34. “Is travel an additional budget line item or to be covered within the SOW of the RFP?”

**UMUC Response**

See UMUC’s response to Question 6.
35. “What is the expectation of support for overseas datacenters? Can UMUC share previous history on overseas visits?”

**UMUC Response**

There are no overseas data centers. There are overseas locations that require network and telco support. Technical staff (UMUC-badged) employees typically are on-site a couple of times a year in the Japan and Germany locations. No travel is expected by the vendor.

36. “Does UMUC currently have 24X7X365 hardware support for all equipment that will be under monitoring?”

**UMUC Response**

No; there are devices that are deemed non-critical.

37. “Will telecom-oriented tickets be assigned to the contractor within the ticketing system prior to their being worked?”

**UMUC Response**

Yes.

38. “What is the historic level of telephony MACD activity per month?”

**UMUC Response**

Approximately 30 incidents per month, but this is fluid.

39. [Reference Section II. Scope of Work, Paragraph 3. Roles and Responsibilities., subparagraph 3.5.J. at page 9 of the RFP.] “Is the license utilization for Cisco voice services specifically?”

**UMUC Response**

Yes.
40. [Reference Section II. Scope of Work, Paragraph 3. Roles and Responsibilities., 3.4 Network Infrastructure and Device Management, subparagraph B. at page 9 of the RFP.] “What is the historical level of wiring required, and will this be limited to the Adelphi location?”

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<th>UMUC Response</th>
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<tr>
<td>No; this could be any Washington, DC Metropolitan Area location. Wiring is typically done about 25 times a year.</td>
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41. “Does the after-hours technical lead and critical issues technical lead require the CCIE certification? Would relevant experience and interview from UMUC be considered as an option to specific certifications?”

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<th>UMUC Response</th>
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<tr>
<td>Relevant work experience and a personal interview may not be substituted for the requisite credentials.</td>
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42. “What are your current device classifications of Severity 1 - 3 devices?”

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<th>UMUC Response</th>
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<td>Specifics will be provided upon award.</td>
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</table>
43. “Can you provide additional information related to KPI’s for Severity classification?”

**UMUC Response**

Additional information will be provided to shortlisted firms during the oral vendor discussions.

44. “Will a 15 minute response for Sev 1 events be acceptable?”

**UMUC Response**

Depends on the definition of response: a simple automated acknowledgement is not acceptable. If an engineer logs in to address the problem, then, yes, a 15 minute response time is acceptable.

45. “Will the contractor be able to bill for travel when appropriate?”

**UMUC Response**

Only if said travel has been pre-authorized by UMUC; reimbursement will be in accordance with UMUC’s travel policy.

46. “Will the contractor be able to use sub-contractors for specific duties? For example, cabling?”

**UMUC Response**

Cabling would be a case where subcontracting is acceptable.

47. “If there is a project to install networking/telephony equipment, and it is deemed too large for the two (2) on-site engineers to handle alone, will the contractor be able to bring in additional resources on a T&M basis?”

**UMUC Response**

UMUC, at its discretion, will classify a project and seek additional resources as needed.
48. [Reference Section II. Scope of Work, Paragraph 3. Roles and Responsibilities., 3.1 Network Fault Management:, subparagraph F. at page 8 of the RFP: Timely response to trouble-tickets from other responsibility areas and drive to resolution.] “Can you clarify or give some examples of what you mean by other responsibility areas?”

**UMUC Response**

Tickets coming from other internal UMUC teams.

49. [Section II. Scope of Work, Paragraph 4. Tasks., 4.9 Telecommunications Voice over Internet Protocol (“VoIP”) Management and Maintenance Services, subparagraph E. at page 12 of the RFP: The contractor will maintain handset inventories.] “Are you looking for maintenance of the number of handsets in use at all times or just the number of handsets purchased overall?”

**UMUC Response**

Both.

50. [Section II. Scope of Work, Paragraph 5. Technical Requirements., 5.4 LAN, WAN, and Telecommunications Administrative Support:, subparagraph B. at page 14 of the RFP: Perform system/configuration backups of managed devices in accordance with agreed-upon procedures.] “Are you referring to LAN equipment backup or server backup or both?”

**UMUC Response**

LAN equipment.

51. [Reference Section II. Scope of Work, Paragraph 2. Assumptions., subparagraph 2.1 at page 7 of the RFP.] “What ticketing systems does UMUC use?”

**UMUC Response**

See UMUC’s response to Questions 2, 13 and 29.

52. [Reference Section II. Scope of Work, Paragraph 3. Roles and Responsibilities., subparagraph 3.5.G. at page 9 of the RFP.] “Is contractor responsible for physical placement of sets during MACD work?”
53.  [Section II. Scope of Work, Paragraph 4. Tasks., 4.3 Network Installation Support:, subparagraph C. at page 11 of the RFP.] “Are expenses for travel outside of DC area to be included in-scope or paid as actual?”

**UMUC Response**

Yes.

54.  [Section II. Scope of Work, Paragraph 4. Tasks., 4.9 Telecommunications Voice over Internet Protocol ("VoIP") Management and Maintenance Services, subparagraph E. at page 12 of the RFP.] “Are you referring to spare handsets or just maintaining record of handsets currently in use? If spares, are spares purchased outside of the scope of work or meant to be included?”

**UMUC Response**

Both; spares are purchased outside of this agreement.

55.  [Reference Section II. Scope of Work, Paragraph 5. Technical Requirements., 5.1 LAN Support:, subparagraph I at page 13 of the RFP.] “Will we have access to UMUC facilities staff for wiring needs?”

**UMUC Response**

No.

56.  [Reference Section II. Scope of Work, Paragraph 5. Technical Requirements., 5.3 Telecommunications Support:, subparagraph A at page 14 of the RFP.] “Please provide any statistics available regarding current MACD work. The average number of MACDs per month and the nature of the work for determining level of effort.”

**UMUC Response**

See UMUC’s response to Question 38.
57. [Reference Section II. Scope of Work, Paragraph 6. Performance Standards and Service Levels., 6.1 Severity Level Classifications:, A. Response and Notification:, subparagraph 3. at page 16 of the RFP.] “Does UMUC maintain vendor maintenance contracts with 4-hour response onsite to meet the 4-hour requirement of this section?”

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<th>UMUC Response</th>
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<tr>
<td>On critical equipment, yes.</td>
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58. [Reference Section II. Scope of Work, Paragraph 6. Performance Standards and Service Levels., 6.2 Performance Reporting:, Table 2 at page 17 of the RFP.] “Resolution of fault within 4 hours: Requesting clarification on fault resolution within 4 hours. Does UMUC acknowledge that this resolution cannot be guaranteed for issues outside of contractor control such as carrier-related outages or UMUC-created events?”

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<tr>
<th>UMUC Response</th>
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<tr>
<td>Yes; UMUC accepts that there may be instances where resolution is beyond the contractor’s control.</td>
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59. [Reference Section II. Scope of Work, Paragraph 3. Roles and Responsibilities:, 3.3. Network Configuration Control and Management:, subparagraph A. at page 8 of the RFP.] “What is the existing database being used for network configuration?”

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<td>Orion.</td>
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60. [Reference Section II. Scope of Work, Paragraph 6. Performance Standards and Service Levels., 6.2 Performance Reporting:, Table 2 at page 17 of the RFP.] “For MACDs, can you clarify the requirements for 24-hour turnaround? For instance, is a MACD request submitted at 4:30 p.m. on Friday expected to be completed by 4:30 p.m. on Saturday or the following Monday?”

<table>
<thead>
<tr>
<th>UMUC Response</th>
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<tr>
<td>Completed by Monday AM.</td>
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</table>
61. [Reference Section III. Procurement Phases and Evaluation Process, Article 1. Technical Proposal Requirements, Paragraph 2. Initial Technical Criteria., 2.2. Staffing Organization and Proposed Personnel Qualifications:, B. Key Personnel Qualifications., 5. Critical Issues Technical Lead. at page 20 of the RFP]: “This person will be accountable for effective and timely resolution of critical issues. This person must have at least two (2) years as a member of the vendor staff and possess current full CCIE routing/switching and (preferably) CCIE Voice certifications.”

“Will UMUC change the requirement of ‘2 years as a member of the vendor staff’ to ‘preferable’? Can the Critical Issues Technical Lead also perform in the role of Onsite Senior Network Engineer?”

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<th>UMUC Response</th>
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<tr>
<td>At UMUC’s discretion and with approval of the specific candidate, we will accept this change.</td>
</tr>
<tr>
<td>Yes; provided that person is available after-hours.</td>
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</tbody>
</table>
ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

Solicitation: UMUC RFP# 91263 – Network and Telephony Managed Services

TECHNICAL PROPOSAL DUE DATE: Friday, February 6, 2015 at 2:00 PM EST

NAME OF PROPOSER: ____________________________________________________________

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. ___1___ dated ___1/26/2015___
Addendum No. _____ dated __________
Addendum No. _____ dated __________
Addendum No. _____ dated __________
Addendum No. _____ dated __________
Addendum No. _____ dated __________

As stated in the solicitation documents, this form is included in our Technical Proposal.

____________________________________
Signature

____________________________________
Name Printed

____________________________________
Title