February 26, 2021

Response to Questions
for
Request for Proposal for
Managed Internal Broadband Services and Basic Maintenance
Pikes Peak Library District
RFP #520-21-02

1.   Are there requirements for "after hours" installation of managed equipment? Or can all installations be done during normal business hours, 8am-5pm?
    A.   PPLD would coordinate with the vendor. There might be a need at times to make changes after hours.
2.   Are you looking for same day or next day maintenance?
    A.   If catastrophic, then we need same service 4 hour window.
3.   Is there any need for a full mesh design where every library needs to have access to each other? Or only libraries back to the three main head end locations i.e., Tesla, Penrose & East?
    A.   All locations needs to be able to access to each other.
4.   The network diagram indicates "DC VPN" from East and Tesla 21C. Can you explain to us what traffic/applications these VPN's are supporting and what the function of these VPN's are for? Are these VPNS's going across the MOE? Does it also traverse over the internet? Is this VPN L2 or L3?
    A.   This VPN will be removed soon. PPLD is shutting down the datacenter at East.
5.   For UPS what is the power requirements?
    A.   Please review this model 12SMT1500RM2UNC APC Smart-UPS 1500VA LCD RM 2U 120V with Network Card. This is the PPLD standard.
6.   What is the existing on-site support contract for the hardware and the existing terms?
    A.   All hardware is under smartnet support 8x5 NBD.
7.   Is PPLD asking that Comcast replace all of their existing hardware, including the firepower firewalls with this RFP? What is the timeline and criteria for replacement of existing hardware?
    A.   PPLD is asking bidders to propose a replacement timeline. See RFP.
8.   Can Comcast bid on only portions of the RFP?
    A.   PPLD prefers bidders bid on the entire RFP.
9.   Is PPLD utilizing any circuits for fail-over today in addition to the MOE service such as broadband or 4G? Would PPLD be interested in a 4G backup solution for all libraries?
    A.   Bidders can add this as an option for review.
10. Can PPLD provide a site-level diagram for their larger sites and an example of their existing design at the smaller sites?
    A.   Authorized representatives of interested parties must contact Annelise Parker, at aparker@ppld.org for information regarding site level diagrams.
11. How many of the switch ports are currently being used and are required in this design?
    A.   All switch ports are in use and required. All switches will have 48 ports.
12. Are any of the L3 capable switches performing routing functions within the network?
    A.   All switches are L3. There are edge and access switches.
13. What is the use case for the 75 AnyConnect licenses listed in the device list on page 16?
    A.   PPLD has users working remotely via VPN.

3.6   Basic Maintenance/BMIC: Does the Library anticipate the successful vendor to provide on-going maintenance to existing hardware noted in section 3.2 at the proposed start of the services, July 1, 2021. If so, Do you what line item pricing for each element in need of support?

    A. The bidder would include this in their proposed schedule for replacement. The replacement schedule should be line itemed for the existing hardware that is not replaced immediately.

3.7   Basic Maintenance/Cabling: Please identify the current grade of existing cable plant. (example: Cat 6 for all runs).

Cat 5e and Cat 6. PPLD is migrating to Cat 6.

3.7   Basic Maintenance/Cabling: Are there any pending or anticipated cabling projects in excess of 20 cable runs?

Potentially

3.2   MIBS Replacement Hardware: In order to successfully bid the correct replacement hardware please answer the following questions.

- Do the desired replacement switches need to be Layer 2 or Layer 3.

    Layer 3

- What type of backbone is desired? 10gb?

    We are open to suggestion

- Can you please specify the density of WiFi Users and the effect of throughput on current solution.

    The current solution is out of date and needs replaced. On average there are 20 users per access point; however, we have large events and need more connections for the new system. Outside wifi is also needed. A needs assessment will have to be done to define currents requirements.

- What is the current backbone from the MDF to the IDFs at each location. (i.e. Fiber Single Mode, Multi-Mode, GBICs)

There is a combination of 1 to 10 GB multi mode and single mode fiber. PPLD is working towards 10GB multi mode.

3.2   (lines 191-192) Please provide an anticipated replacement schedule of devices noted in List of Devices on Line 396.

The bidders are to propose a replacement schedule. Life cycle for all devices cannot exceed 5 years.

4.5   Subcontractors (line 347) Is the 60% work performed apply to an accumulation of the work done for the duration of the contract?

Yes.

5.0   Pricing: Does the Library have a preferred pricing table/schedule, or would you like us to prepare our own?

Bidders should prepare a pricing table/schedule.

MISC: In order to provide the best possible solution for the Library we are requesting an extension of the due date until March 18th, 2021.

Due to E-Rate funding time limits, PPLD cannot extend the dates on this RFP.