

SD-WAN Network & Internet Service Provider (ISP) Services

Questions and Answers

February 6th 2019

1. **RFP Appendices.** Some RFP questions reference specific appendices to be completed. It appears that in a couple of cases the appendix number does not match what is in the question. In those cases what appendix number should we use? The actual appendix or the appendix number referenced in the question? **Example:** RFP page 27 > B.2.a refers to Appendix F.—Offerors Account Team Response Forml, however on RFP page 65 the appendix is titled Appendix G...

Answer: This is a typo. All items are in order as listed on the table on contents.

2. **Explanation of Events > 9. Oral Presentations:** Regarding “Offerors may optionally present an oral presentation...” please advise how this can be arranged. Please clarify that the formal written proposal is also required and that the optional presentation is to further discuss/clarify vendors’ proposals.

Answer: Offerors may contact the procurement manager to arrange a time to present their product/proposal via web conference if the offeror chooses. The time will be limited to 30min each and be on Feb 21, 2019. Time slots are on a first come first serve basis. The Public Defender will provide the web conferencing capability via ZOOM so the presentation can be recorded and referenced by the RFP selection committee. It is advised that the presentation only cover any unique features which differentiate your product. Oral presentation is completely optional.

3. **B. MANDATORY TECHNICAL REQUIREMENTS.** What protocols & applications will run over the internet connections, e.g., will the internet connections carry voice traffic?

Answer: The LOPD will use all typical protocols including TCP/IP,UDP, HTTP, HTTPS, VOIP, and traffic/applications including Active Directory, MS Windows Server, Exchange Server, VMware, Microfocus LINUX, ZOOM Web Conferencing, Veeam backups, MS SQL server, Dropbox, and MS Azure.

4. **B. MANDATORY TECHNICAL REQUIREMENTS.** When RFP specifies the BW and number of connections per site, is there a preference for BW characteristics of the individual connections? For instance, Alamogordo specifies 200 mb and 3 internet connections. Is there a preference for 100mb + 50mb + 50mb, or if available would 100mb + 30mb + 70mb better meet need?

Answer: The main intention if the RFP is flexibly to maximize speed vs cost, vs redundancy. The listed targeted speed at a location is viewed as an optimal desired target. As the LOPD’s need for additional bandwidth grows the intention is to add additional lines to the SD-WAN over time and to have redundancy across carriers. Our goal is to never have a site go down again because a line has gone down or a carrier is knocked out (such as a DDoS against a carrier’s DNS).

5. **C. DESIRABLE REQUIREMENTS > 12. Riverbed Steelhead compatibility (SD-WAN only).** Riverbed Steelhead is a proprietary WAN Optimization solution. Please provide additional detail regarding your needs:

- a. What are the specific concerns with Riverbed Steelhead compatibility with SD-WAN?

- b. What are the specific requirements for Riverbed compatibility?
- c. Is Riverbed Steelhead deployed in all 16 sites?
- d. Does all traffic pass through the Riverbed, or only certain applications? Which applications?
- e. Where will Riverbed be positioned in the network - between the applications and the SD-WAN device? (Applications → Riverbed Steelhead → SDWAN device with WAN interfaces)

Answers:

A. We don't view Steelhead compatibility as a large concern and generally believe it will work with almost all SD-WAN solutions. As vendors split the data across lines in different or unique ways, we seek to ensure there is not known issue against using Steelheads with a specific solution.

B. The only possible issue that is known to us is If an SD-WAN solution includes its own form of acceleration. We are not aware of Riverbed Steelheads not working with any SD-WAN solution, however as our investment was sizable it is prudent to ask the offeror if there are any known issues.

C. Yes.

D. All traffic does pass thru the Riverbed Steelheads as an inline device at each location.

E. The Steelheads reside just inside the router or SD-WAN gateway
 Remote Office Layer Three Switch>>> Riverbed>>>>> Router/SD-WAN Gateway>>>> Internet
 Main Office Layer Three Switch>>> Firewall>>Riverbed>>>Router/SD-WAN Gateway>>Internet
 We are a hub and spoke network with central main firewall filtering all traffic

6. **B. MANDATORY TECHNICAL REQUIREMENTS > 6. Internet Service as a Direct Connection.** Please clarify "direct connection" in the requirement, "The Offeror must provide internet service as a direct connection for the proposed location(s)." Does this mean direct to the location without further build or construction? Or is this intended to preclude options where a reseller provides service on another carrier's physical access? Please clarify.

1. **Answer:** Direct connection means ultimately handing off as an Ethernet connection which can be directly connected to the Router/SD-WAN gateway. This is referenced to avoid miscommunications of dropping off line which requires LOPD supplied equipment to be usable. Example: We had a fiber line dropped off many years ago by a vendor without a transceiver supplied or specs (was it single or multimode?). We just want to make sure there are no misunderstandings.

7. What are the requirements for IP addresses? Specifically, broadband solutions generally come with a single dynamic IP per site. Some broadband providers offer one or more static IPs for an additional fee.

Answer: Our main office (Albuquerque 505) will need a Static IPs and it is assumed that one or more lines available will have the option for static IP's at that location. Other locations have no need for static IP's however if they are available, we may purchase them as a convenience. We will need a minimum of 5 static IP's at the Albuquerque 505 location.

8. Will SDWAN sites require VPN access? If so, what locations?

Answer: VPN access is not required but would be nice. We currently use a firewall based VPN.

9. Regarding the SD-WAN solution would you like to see pricing for diverse providers at any/all of the locations?

Answer: Yes, Absolutely.

10. Regarding page 4 both the SD-WAN and Internet you stated that LOPD is looking for “Symmetrical or Asymmetrical speeds” I want to confirm that LOPD understands that there is a cost for premium service such as dedicated internet connections vs DSL. Is LOPD looking for the lowest cost solution or an enterprise wide long term solution?

Answer: We are looking for both.

11. Regarding page 18 and “The agency discourages exceptions from the contract terms and conditions” the contract appears to be the standard template and in the past both GSD and individual agencies have been open to reviewing redlines.

Answer: The LOPD is flexible on contracts. We are open to reviewing redlines as well.

12. May we visit a specific site to determine specific serviceability requirements? If so who are the contacts for each site?

Answer: Yes. If you need to visit a site we can schedule a time and connect you with the onsite administrator. Please contact the Procurement manager Rhonda.Sanchez@lopdm.us to arrange time and location.

13. The RFP doesn't list specific line speeds and service levels desired.

Answer: This is intentional. The LOPD want to know all your offerings at locations so that a mix of providers, speeds and service levels can be chosen. Our desire is to balance cost vs speed vs redundancy to meet all operational goals.

14. Will traffic be routed to the firewall of your main office and then back out to the smaller offices?

Answer: Yes.

15. Will there be a second firewall (as a redundancy) in the future which traffic may failover into?

Answer: Yes, this is the intention. At the moment we only have one main firewall for all traffic to travel thru for processing.

16. What is the percentage preference for Veteran's Preference?

Answer: In state preference is 5% and Veteran's preference is 10% as listed on page 33 of the RFP.

17. Do you have a tape reference for companies which qualify for pay equity deviations?

Answer: The LOPD is a Judicial Branch Department and doesn't require these types of reporting.