

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3771 for the University of Mississippi Medical Center (UMMC)

From: Craig P. Orgeron, Ph.D. *cm*

Date: January 26, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Paula Conn

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RFP Number 3771 is hereby amended as follows:

1. Title page, INVITATION is modified as follows:

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until February 4, 2015 @ 3:00 p.m. local time for the acquisition of the products/services described below for University of Mississippi Medical Center, Project Number 41509.

2. Title page, third box is modified as follows:

**PROPOSAL, SUBMITTED IN RESPONSE TO
RFP NO. 3771
DUE February 4, 2015 @ 3:00 p.m.,
ATTENTION: Paula Conn**

3. Section VII Technical Specifications, Item 3 Project Schedule is amended as follows:

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	01/26/2015
Open Proposals	02/04/2015
Evaluation of Proposals	02/04—02/19/2015
Notification of Award	03/02/2015

Contract Negotiation	03/02—04/10/2015
Proposed Project Implementation Start-up	04/13/2015
Project Go-Live Deadline	05/11/2015

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: 3.2 Can vendors bid on only a piece of the services required in the RFP, i.e., Internet Access?

Response: No, vendor must propose a complete service package as requested in the RFP.

Question 2: 3.2 UMMC is looking for a Vendor to provide a secondary dedicated Internet access (DIA) and also WAN connectivity for remote locations to complement the Metro Ethernet (MetroE) primary connection currently deployed. **The connections will be used for providing failover protection and must automatically take over for the primary connection when it fails.** Does the university have a router? This will be required to implement BGP [*Border Gateway Protocol*] services for automatic failover.

Response: Yes, UMMC does have a router.

Question 3: 6.2.1 The University states, "It is mandatory that the connection be different physical networks than the current AT&T MissON and MetroE service." What do you require specifically to prove diversity? In some cases due to confidentiality agreements with our Local Exchange Carriers, we are unable to provide detailed fiber maps. Would path or entrance information be acceptable?

Response: Yes, the information will be acceptable; however, we will need signed agreements that the connections meet this requirement within the contract and Service Level Agreement (SLA).

Question 4: 6.3 The University states, "It is **mandatory** that the DIA connection be capable of carrying at least 1 Gigabyte for both upload and download speeds." Our company can meet this mandatory requirement. However, we have explored options with multiple LECs in the regions, and it has been determined that no options currently exist to meet the following request regarding connections above 1 GB.

Response: Do not layer these two questions. You state that you can meet the mandatory requirement for the 1 GB upload and download. That is what is expected in response to this item in the RFP. If in item 6.4 you cannot meet a future speed that will exceed 1 GB, state, in 6.4, how close you come to exceeding the speed, if at all.

Question 5: "In this item, the Vendor must document the scalability of the connection to allow for future upload/download speeds that will exceed 1GB." Essentially, it is not possible to meet both the diversity and scalability requirements. What is the higher priority requirement for the University?

Response: Scalability is a higher priority for the University.

Question 6: 6.9 The secondary (redundant) circuit will be terminated at the UMMC main campus located at 2500 North State Street, Jackson, Mississippi 39216.

The proposed solution will service the following locations in Jackson:

UBS Building (UMMC TeleHealth) 6360 Ridgewood Road, Suite 415
Jackson Medical Mall (JMM), 350 West Woodrow Wilson Drive
UMMC main campus (Hospital) 2500 North State Street

6.10 The proposed solution must provide a redundant WAN/DIA connection to the following sites/locations:

UBS Building (UMMC TeleHealth) 6360 Ridgewood Road, Suite 415
Jackson Medical Mall (JMM), 350 West Woodrow Wilson Drive
UMMC main campus (Hospital) 2500 North State Street

Is the Vendor responsible for installing Internet access (not WAN) only at the main campus 2500 North State Street, or at all of the locations above?

Response: Vendor is to provide DIA only at the main campus.

Question 6: Is this an RFP for only 1 GIGE DIA redundant circuit delivered to address 2500 North State Street, Jackson, MS? Or are there other circuits requested?

Response: One GB DIA is required at 2500 North State Street. There should be a 1 GB from 350 West Woodrow Wilson Drive (Jackson Medical Mall) and a 1 GB from the UBS Building located at 6360 Ridgewood Road, Suite 415.

Question 7: Can you please provide a network map and/or details on the type of connections you are requesting to each location? Port Type/Size? Speed?

Response: The University of Mississippi Medical Center believes that stating the need for a 1GB DIA is sufficient information.

Question 8: 6.9.1.1-UBS Building-What type of connection are you requesting? New Ckt or Existing?

Response: UMMC will accept a new circuit or an existing circuit. Keep in mind that UMMC is not replacing its primary circuits, but looking to install redundancy for failover.

Question 9: 6.9.1.2—6.10.1.3 What type of connection are you requesting? New Ckt or Existing?

Response: UMMC will accept a new circuit or an existing circuit. Keep in mind that UMMC is not replacing its primary circuits, but looking to install redundancy for failover.

Question 10: Because the existing State of Mississippi and ITS MissiON network is deemed critical infrastructure, for security reasons the primary facilities, routes and resources utilized within that network cannot be disclosed nor can they be guaranteed to remain static. Therefore, how can any network carrier other than the primary network provider ensure compliance with the WAN (i.e. local loop) diversification requirements if they are not provided by the primary network provider to ensure true diversification?

Response: UMMC requires its BGP routes to be advertised by this solution.

Question 11: What is the interface agreement between the primary and secondary networks for testing if they are provided by different carriers?

Response: UMMC anticipates professionalism among all parties involved in providing a redundant network to the State's only teaching hospital. The State expects that carriers will have agreements in place. If the carriers cannot work out an interface agreement for testing, UMMC could be forced to consider alternative providers.

Question 12: Why is there favorable consideration provided to an installation interval of 20 working days of a secondary network, which is much less than the installation interval of the State of Mississippi Network?

Response: For redundancy, UMMC needs the solution to be operating as soon as possible. It is not mandatory that the solution be installed in 20 days; simply, favorable consideration will be given in evaluation of responses to any vendor who can complete the installation in 20 working days. If you will review item 10.2.2.3 under Scoring Methodology, you will see that ITS uses a 10-point scale, with 9 points for meeting the requirement. "Favorable consideration" generally means that for this one item, the vendor would receive 10 points rather than 9.

Question 13: Since the secondary network is not designed to replace the primary network and will only serve as a backup, how will failover be coordinated with the primary network provider?

Response: For DIA, UMMC requires its BGP routes to be advertised by this solution. For WAN connectivity, UMMC will route internally.

Question 14: Is the secondary network subject to price redetermination requirements?

Response: The State did not elect to include price redetermination as part of the secondary provider's contract. The State always reserves the right to review pricing throughout a contract as well as reserving the right to negotiate additional terms and conditions beyond the sample contract included as part of the RFP. The State may also choose to reprocure services.

Question 15: Is the secondary network subject to the same SLA requirements of the primary network?

Response: The State will work with UMMC and the awarded vendor to establish a mutually acceptable SLA for the redundant network. The State always reserves the right to negotiate additional terms and conditions beyond the sample contract included as part of the RFP.

RFP responses are due February 4, 2015, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Paula Conn at 601-432-8046 or via email at Paula.Conn@its.ms.gov.

cc: ITS Project File Number 41509