

Request for Proposal

TELECOM SERVICES/ WIDE AREA NETWORK RFQ Number WAN-21-0172

QUESTIONS & ANSWERS

1. What branch locations will need a backup connection?

RESPONSE: All locations should have a backup connection, unless your service does not require it and you can explain why it would not be needed.

2. Section 2.0 mentions CSCF has the right to move or cancel services in the event of a lease termination. Is the CSCF currently planning to cancel any leases? If so what locations and estimated time frame?

RESPONSE: Although not planned, this could always happen, and I believe it is required by the State. In addition, we are moving to SD-WAN to allow more flexibility with providers that would allow us to move as needed.

3. Does CSCF have remote workers? If yes approximately how many?

RESPONSE: This question does not apply to this RFP.

4. Regulatory or compliance needs?

RESPONSE: CSCF does not fall under and specific requirements; however, please provide any regulatory information your service falls into within your quote.

5. Do any of your applications have latency or bandwidth requirements?

- a. If yes, what are the requirements?
- b. What sites use/access these applications?

RESPONSE: A: Yes, we need to support video and audio applications such as Gotomeeting, Zoom, Jive, etc.

B: All

6. Approximate users per location?

RESPONSE: 30-50

7. Office 365 is mentioned as an example of a cloud application. What other cloud-based applications does CSCF currently use or is planning to deploy/migrate?
 - a. Is this a public, private or hybrid cloud?
 - b. If public what provider/s?

RESPONSE: A: Public

B: Office 365 is our main cloud application right now.

8. Can we get a diagram of your current network?

RESPONSE: This is a full redesign of our WAN. We would like to see a network diagram of the new setup from the vendors.

9. In section 5.0 CSCF mentions "the impact and goals lists in section 1.1. Purpose of the RFP". In the document <https://www.careersourcecentralflorida.com/wp-content/uploads/CSCF-WAN-RFP-No-21-WAN-0172-FINAL.pdf> this section is missing. Can you please provide it? If one does not exist what are the impacts/goals CSCF want to see out of this technology investment?

RESPONSE: We apologize, that section was removed. Our goals are to increase bandwidth between our sites at a reasonable cost, reduce our reliance on single telecom providers, improve redundancy, and make it easier to add locations in the future.(An Addendum will be released to further clarify.)

Carrier SDWAN questions:

1. What networking technology are you using for the current WAN?

RESPONSE: We are on a traditional MPLS/SNLAN connectivity

2. Is the network setup as full mesh or hub and spoke?

RESPONSE: Full Mesh

3. Why are they interested in SD-WAN? i.e. what business challenge does SD-WAN solve for them?

Redundancy/Fast failover

RESPONSE: Better redundancy, more carrier flexibility (not all centers have access to the same services), the ability to increase bandwidth as needed, possible cost saving

4. What SD-WAN features are you expecting?

RESPONSE: Redundancy, ability to use any carriers/broadband providers, increased bandwidth between locations, increased bandwidth for internet/cloud application, improved security

5. What applications are you using that run over their WAN?

- a. Cloud
- b. Data Center

RESPONSE:

- a: Public
- b: Office 365 various applications run over the CSCF WAN. These use SMB, SQL, and other protocols.

6. Does internet traffic route individually from each site, or through the main location?

RESPONSE: As part of the SD-WAN project, we would like internet traffic to egress from each location

7. If applies, does guest internet route through the Colo, or does it route locally out of internet at the branch site?

RESPONSE: As part of the SD-WAN project, we would like internet traffic to egress from each location

8. What type of voice communications do you utilize at your offices? i.e Landlines, TDM PBX, SIP PBX, or Hosted SIP

- a. Do you need call preservation?
- b. Do you use UCaaS
- c. Do you have a call center?

RESPONSE: a: No

b: Yes

c: Yes, but it does not run on this network