



**STATE OF MAINE REQUEST FOR INFORMATION
RFI SUBMITTED QUESTIONS & ANSWERS SUMMARY**

RFI NUMBER AND TITLE:	RFI #201802025 - Network Infrastructure Build Maintain & Refresh
SUBMITTED QUESTIONS DUE DATE:	<i>All questions <u>must</u> be submitted to the RFI Coordinator identified above by:</i> Date: Friday, June 29 th , 2018, no later than 5:00 p.m., local time
QUESTION & ANSWER SUMMARY ISSUED:	13 July 2018
RESPONSE SUBMISSION	Submission Deadline: Thursday, July 26 th , 2018, no later than 5:00 p.m., local time. Submit to: vmo.oit@maine.gov
RFI ISSUED BY:	STATE OF MAINE Department of Administrative and Financial Services <i>Office of Information Technology</i>
RESPONSE SUBMISSIONS DUE TO:	Submissions <u>must</u> be submitted electronically to the following address: <u>Electronic (email) Submission Address:</u> Proposals@maine.gov
Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.	

Provided below are submitted written questions received and the Department's answers

Question #	Question	Answer
1	Would it be possible to extend the due date of the RFI to Thursday, August 2 nd ? We anticipate needing additional time after receiving answers to questions to provide an in-depth response.	The State will extend to Thursday, August 2 nd , 2018.
2	Can you provide the list of vendors that attended the Informational Meeting?	See Attachment
3	How much do you currently budget and spend on the business under scope of the RFI?	Our best estimate is that it takes around \$13 M/annum to maintain and refresh the scope of the RFI. However, we seek your input in potentially more optimal solutions.
4	Will there be a conference bridge available for the Informational Meeting?	Yes

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5	After we receive your answers, will there be a second round of questions?	No
6	<i>Appendix C – State Locations, p. 14-23</i> - Please provide postal codes (zips), site type (data center, Augusta Metro facilities, and remote sites) number of employees and bandwidth requirements per site.	The State had provided City and Street address in the RFI.
7	<i>Appendix D-1, p. 24</i> - Can you provide a current network diagram(s)?	The State of Maine is looking for recommendations on proposed designs not duplication. There for the current design should not be considered as the Design. The State is seeking your input on proposing solutions.
8	<i>Appendix D-1, p. 24</i> - Is all networking equipment in a 7-year cycle or only specific item on a 7 year cycle? Do you refresh faster today?	Assumption is that it is a 7-yr. cycle. 7 years is the minimum refresh. If a vendor has reason for more frequent refreshes the State is open to an explanation. The State is seeking your input on proposing solutions.
9	<i>Appendix D-1, p. 24</i> - Do you have a minimum of 1GbE per wired device at locations throughout the State of Maine in place today? Is your wiring CAT X or above now? What is the wired device being referenced?	As Stated in the RFI, the State requirement is entire refresh to the client access port is 1GbE. The wiring standard is CAT5E to the client access port. The State is seeking your input on proposing solutions.
10	<i>Appendix D-1, p. 24</i> - o Provide minimum 10GbE scalable to 100GbE backhaul to core from State offices located within Augusta Metro area. What are the “core” site “State offices located within Augusta Metro area” addresses? Is the fiber in place? Are you looking for a vendor to manage the fiber in the end points?	In Augusta, Riverview Psychiatric Center Complex, 111 State Street Cross Office Complex, Central Maine Commerce Center. Fiber management to end points is in scope. The State is seeking your input on proposing solutions.
11	<i>Appendix D-1, p. 24</i> - How may cameral/locations are in scope?	All of them have the potential and the proposed solution must be able to scale to accommodate. The State is seeking your input on proposing solutions.

Question #	Question	Answer
12	<p><i>Appendix D-1, p. 24</i> - o Provide AAA (Authentication, Accounting, Authorization) for all devices accessing State of Maine network, also known as NAC.</p> <p>o Provide secure 2 factor remote access for all supported users (remote access VPN) What system/product do you use today for this?</p>	Active Directory, RSA SecurID for 2FA, with Pulse Secure VPN Concentrator. The State is seeking your input on proposing solutions.
13	<p><i>Appendix D-1, p. 24</i> - o Provide high quality low latency jitter free transport for all VOIP (Voice over Internet Protocol) Systems traffic.</p> <p>Is this what you currently have in place? How is it being measured today? What tools are you using? The State is seeking your input on proposing solutions.</p>	Orion Solar Winds is currently being used. The State is seeking your input on proposing solutions.
14	<p><i>Appendix D-1, p. 24</i> - o Maintain 2ms round trip or less latency for all Augusta Metro sites</p> <p>o Maintain 20ms round trip or less latency from remote sites</p> <p>Is this what you currently have in place? How is it being measured today? What tools are you using? The State is seeking your input on proposing solutions.</p>	See 13
15	<p><i>Appendix D-1, p. 24</i> - What is current design: central ISP connect to DC or do other sites have direct access?</p>	Central ISP. The State is seeking your input on proposing solutions.
16	<p><i>Appendix D-1, p. 24</i> - o Provide secure communications for fixed and mobile Dept. Public Safety users adhering to CJIS Standards</p> <p>What is used today? The State is seeking your input on proposing solutions.</p> <p>Is this different from your VPN users? If so, how is it being done and what tools are used today? The State is seeking your input on proposing solutions.</p>	See 12
17	<p><i>Appendix D-1, p. 24</i> - o Provide secure wired, wireless and remote connections for Maine Revenue Services compliant to NIST 800-53, latest version standards. How many links/users or is this for all connections?</p>	The State is seeking your input on proposing solutions. For the purposes of this RFI assume all connections must comply.

Question #	Question	Answer
18	<p><i>Appendix D-2, p. 24</i> - Where are your DC? Is what is detailed in D-2 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? What (e.g. feature sets, levels) are you using?</p>	<p>Augusta, refresh in progress. We are a Network Cisco shop and Firewall is currently Check Point. The State is seeking your input on proposing solutions</p>
19	<p><i>Appendix D-3, p. 25</i> - o Horizontal cabling from Telco Closet Network Switching to desktop will be a minimum of CAT5E. Is CAT5E in place today?</p>	<p>Yes, in most cases. We continue to evaluate the marginal cases upon request, and we expect the vendor to continue to do so.</p>
20	<p><i>Appendix D-3, p. 25</i> - o Vertical cabling from building main distribution frame to telco closets will be single mode fiber o Data and Voice How much activity (projects/refits/new sites)?</p>	<p>This is totally dependent on the needs of the customer. Vendor would be responsible moving forward all request. The State is seeking your input on proposing solutions.</p>
21	<p><i>Appendix D-4, p. 25</i> - • Synchronous business class bandwidth Is this your current state at all sites?</p>	<p>Yes The State is seeking your input on proposing solutions provided they are equal to or better than the current synchronous provide.</p>
22	<p><i>Appendix D-4, p. 25</i> - Routed fully meshed topology Is this an MPLS or Ethernet network?</p>	<p>It is presented to the State as a private layer 2 network. The State is seeking your input on proposing solutions.</p>
23	<p><i>Appendix D-5, p. 25</i> - Remote Site WAN Routers. Is what is detailed in D-5 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? What (e.g. feature sets, levels) are you using?</p>	<p>Refresh in progress. We are a Network Cisco shop and Firewall is currently Check Point. The State is seeking your input on proposing solutions.</p>

Question #	Question	Answer
24	<p>Appendix D-6, p. 26 - Client Access and Aggregation Switches which meet the following specification Is what is detailed in D-6 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? What (e.g. feature sets, levels) are you using?</p>	See 23
25	<p>Appendix D-7, p. 27 - WAN Headend Routers Is what is detailed in D-7 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? What (e.g. feature sets, levels) are you using?</p>	See 23
26	<p>Appendix D-8, p. 28 - Internet Routers Is what is detailed in D-8 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? What (e.g. feature sets, levels) are you using?</p>	See 23
27	<p>Appendix D-9, p. 28 - Augusta Backbone Core: 4 Chassis based multilayer switches split between two data centers Is what is detailed in D-9 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? What (e.g. feature sets, levels) are you using?</p>	We are a Network Cisco shop and Firewall is currently Check Point. Yes approximately 2 years ago. The State is seeking your input on proposing solutions.

Question #	Question	Answer
28	<p>Appendix D-10, p. 29 - Data Center Core/Aggregation - 4 Data Center Core/Aggregation multilayer switches (2 per data center)</p> <p>Is what is detailed in D-10 what you have today?</p> <p>What is the age of the current infrastructure?</p> <p>When was the last refresh?</p> <p>Who is the manufacture on site today?</p> <p>What (e.g. feature sets, levels) are you using?</p>	See 27.
29	<p>Appendix D-11, p. 30 - Data Center Access Switching.</p> <p>Is what is detailed in D-11 what you have today?</p> <p>What is the age of the current infrastructure?</p> <p>When was the last refresh?</p> <p>Who is the manufacture on site today?</p> <p>What (e.g. feature sets, levels) are you using?</p>	See 23 and See 27
30	<p>Appendix D-11, p. 31 - UPS and Power backups</p> <p>How many of each?</p> <p>What is the age of the current infrastructure?</p> <p>When was the last refresh?</p> <p>Who is the manufacture on site today?</p>	The One Data Center has one generator, the other has two. There are 2-Caterpillar and 1-Kohler. The UPS for the Data Centers are Emerson Liebert. In the field, we are APC. The State is seeking your input on proposing solutions.
31	<p>Appendix D-12, p. 31 - Is what is detailed in D-12 what you have today?</p> <p>What is the age of the current infrastructure?</p> <p>When was the last refresh?</p> <p>Who is the manufacture on site today?</p>	Legacy Juniper/Aruba. Moving to Cisco. The State is seeking your input on proposing solutions.
32	<p>Appendix D-13, p. 31 - Load Balancer (Hardware)</p> <p>What's in place today MFG, functions (e.g. GTM, LTM?)</p> <p>What is the age of the current infrastructure?</p> <p>When was the last refresh?</p>	The State is currently on Radware/Alteon. The State is seeking your input on proposing solutions.
33	<p>Appendix D-13, p. 31 - 5 virtual devices at each datacenter</p> <p>On what machines? The State is seeking your input on proposing solutions.</p>	See 32

Question #	Question	Answer
34	<p><i>Appendix D-15, p. 31</i> - Phone System What's in place today MFG? What is the age of the current infrastructure? When was the last refresh?</p>	<p>AVAYA. This proposal is limited to transport and quality of transport for the purpose of supporting the current phone system.</p>
35	<p><i>Appendix D-16, p. 32</i> - Is what is detailed in D-16 what you have today? What is the age of the current infrastructure? When was the last refresh? Who is the manufacture on site today? The State is seeking your input on proposing solutions.</p>	<p>Yes. Firewall is currently Check Point. The State is seeking your input on proposing solutions.</p>
36	<p><i>Appendix D-17, p. 32</i> - It is the responsibility of the vendor to utilize the State of Maines ticketing system. What version of Footprints is in use today?</p>	<p>We are currently on BMC Footprints, subject to change over time. The State is expecting the vendor to be part of the ticketing system and would need to move with the State as that system moves and changes. The State is seeking your input on proposing solutions.</p>
37	<p><u>Please rank the following areas on a scale from 1 to 5 with 1 being the highest priority</u></p> <p>Network devices in need of refresh, based on vendor EOL or modern/advanced technology requirements</p> <ul style="list-style-type: none"> - LAN switching - Wireless LAN - LAN routers - WAN routers - Security appliances / firewalls - Traffic management (ie: load balancers, transport optimization, etc) <p>Areas in need of improvements, either people skills or tools</p> <ul style="list-style-type: none"> - Troubleshooting - Monitoring - Administration / change requests - Security auditing, incident handling - Projects, designs, deployments <p>Technology vendor management</p>	<p>See 23. The State is seeking your input on proposing solutions.</p>

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38	Appendix D, D-1 – General Are all networking devices to be monitored “managed” devices?	Yes. The State is seeking your input on proposing solutions.
39	D-3 – Campus Wiring Will the vendor be responsible for the running, termination, labeling, and repair of physical cable plant in each location?	yes
40	D-14 – Building Standards 1. Please explain further what is required of the vendor in this area? 2. What level of governance will be required?	This is architectural role around building security standards and governances. The State is seeking your input on proposing solutions.
41	D-17 Labor requirements 1. Does the 60 minute requirement for dispatch and respond include remote response or is this an onsite SLA? 2. Where are the change management meeting held, and is remote attendance acceptable? SIEM – does the State of Maine have a current SIEM platform that the vendor will be expected to leverage or will the vendor be required to provide the SIEM platform?	Both remote and onsite. Augusta, remote call in to the Change Management is acceptable for most meeting. There is an After-Action Reporting on all incidents required. The State is seeking your input on proposing solutions.
42	Is there a list of manufacturers that vendors would be supporting?	The State is seeking your input on proposing solutions.
43	Is there a published list of potential responders to the RFI that can be shared?	See 2
44	Is the State also looking for a vendor to procure the equipment?	Yes. The State is seeking your input on proposing solutions.
45	Will separate bids be allowed for the various sections within the future RFP or will this be an all-or-none contract?	TBD
46	Part II, A, #6, page 6 - What does “refresh” mean to the State, e.g. equipment replacement or firmware upgrade?	All inclusive
47	Appendix D, pages 24-32 - Which items in Appendix D need to be replaced and managed versus just managed?	The State is seeking your input on proposing solutions.
48	Appendix D, pages 24-32 - Are the requirements listed what is currently in place or what we need to do?	The State is seeking equal to or better than.

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49	<i>Appendix D, D-3, page 25</i> - Are you looking for vendors to provide cabling as well?	Yes. The State is seeking equal to or better than.
50	<i>Part I, B, #6, page 5</i> - Will all information provided within the RFI responses be open to public view, including pricing?	<p>The State of Maine considers all submissions to a <u>Request for Information</u> (RFI) to be public information.</p> <p><u>Per the RFI, Pg. 8, Section IV – SUBMISSION REQUIREMENTS:</u> <i>As this is not a competitive RFP process, Respondents should not provide any specific cost or customized pricing documentation in their response.</i></p> <p>However, the State of Maine does seek, <u>Per the RFI, Pg. 6, PART II – INFORMATION SOUGHT</u> - a “rough estimate” for providing these services. <i>Please include what the estimate is based on and what is not part of the overall estimate.</i></p>
51	Would the State consider operationalizing all existing assets that are part of the RFI into one operational annual cost?	The State is seeking your input on proposing solutions.
52	<i>Appendix D section 12 Page 31</i> - Is the State of Maine looking for one vendor to fulfill all technical tasks or can a vendor bid on the sections applicable to their business model? For example, RF-Works Inc. provides an enterprise managed wireless model that meets FIPS and NIST security requirements but does not offer a VOIP solution.	The State is seeking your input on proposing solutions.
53	Is the responding company required to have an office in the State of Maine?	See section D-17 of the RFI. Must meet SLA. Current standby staff report to office within one (1) hour of call.
54	Will State of Maine allow an extension on the response of this RFI?	See 1
55	Are the RFI responses that are received going to be made public? If so, when?	See 50

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56	If they are going to be made public, can we request to redact proprietary information?	<p>No. The State of Maine considers all submissions to a <u>Request for Information (RFI)</u> to be public information.</p> <p>The State of Maine, through this RFI, is seeking <u>general information</u> in order to better understand a marketplace and/or specific subject matter. It is recommended that Proprietary information not be included as no opportunity to redact can be given.</p>

4500 - SUITE 13 ROMAN

NETWORKING RFI Meeting

6/26/18

Jason Bax	SANO IT	624 9897
Chris Kingston	Presidio	802-363-9724
Amanda Lewis	Presidio	802-324-1000
Joe Sawyer	Systems Etc	707-415-9913
Kevin Dresser	Green Pages	978-479-5396
Chris Smith	Green pages	603-479-5896
Mike Aramento	Green pages	800-959-2187
Jason Cote	Aruba Networks	6035402800
VIN MILLEON	ARUBA NETWORKS	603-546-8508
TODD THEEL	AT&T	888-308-5270
MIKE WILSON	Patriot Systems	207-619-4828
RHYS DUFFIAN	Patriot Systems	207-619-4828
Jason Dowdy	Consolidated Communications	207.770.9252
Beth McLarty	CCI	207-924-4954
Joe Welsenburger	CCI	603 369 0240
Bob Gillem	AT&T	PHONE