University of Arkansas at Fort Smith
5210 Grand Avenue
Fort Smith, AR 72904

REQUEST FOR PROPOSAL
RFP# AX-25-005 INTERNET - HOUSING

ADDENDUM NO. 1
Vendor Questions Received in Response to the RFP

NOTE: **The following questions were copied verbatim from vendor submissions. Our responses follow. Vendors must acknowledge receipt of all addenda as part of their proposal response package – see Bid Signature Page of Request for Proposal.**

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1. Please describe the authentication process for students and guests/spouses with the current system.

    A1: There is no authentication process. All residents have a Wi-FI code for their apartment or suite on the inside of their room which is used by the occupants of that apartment or suite.

2. If not using SSO, is this desired?

    A2: We are not currently using SSO but would be interested.

3. Is access to Lion's Den Dining Hall accessible to residential and non-residential students? If so, how do non-residential students authenticate on the network?

    A3: It is accessible and non-residential students currently utilize the UAFS WI-FI network.

4. There is a reference in the current contract to a cabling project for Sebastian in 2021. Was this completed? Does UAFS own the cabling that was installed?

    A4: Yes to both questions.

5. Does the current solution provider utilize campus-owned fiber, campus-owned cabling, and campus-owned connectors to deliver the service?

    A5: The initial fiber to the head end (main equipment rack) belongs to the vendor. All other fiber and cabling to the buildings and inside the buildings will belong to UAFS.

6. If yes to the above, in the event of a fiber cut, does the campus have additional fiber spares that can be utilized?

A6: Welcome Center to outside is the vendor and Welcome Center to the buildings is UAFS

7. **Wi-Fi Calling [#2c]:** Are there expectations of onsite support (technician) or just remote support (care agents) for this feature.

A7: I believe the reason this was included previously and this time was because the Lion's Den, more specifically, doesn't have the best cell signal. With having a 24/7 on-call person, sometimes calls get dropped and so it was decided that we needed to use WI-FI calling sometimes on the on-call phone there. I think it's gotten better, but we know it's still a problem at times. I would say remote support would be sufficient.

8. ***Students should be able to move freely between wired and wireless connections [#2d]***: *Can you clarify this requirement?*

A8: This is a mistake. You cannot move from wired to wireless, but we want wireless to wireless when students move about.

9. *Can you specify what is your definition of ResNet infrastructure? We are assuming it references the Wi-Fi network but want to clarify.*

A9: This is both wired to the rooms and the wireless AP's. The rest is WI-FI.

10. ***Additional services[2f]:*** *Is your expectation that students can add additional services or upgrade their internet service? In addition, is your expectation that service calls on additional and/or upgraded services should not be charged to the student or UAFS?*

A10: I believe we discussed that students wouldn't have the opportunity to upgrade, but I believe they have in the past- just no one does it. This was really a "if you want cable you can pay on your own" based on what we've found.

11. *Can you please provide more detail on what specialized support is expected for gaming consoles. Additionally, are there expectations for onsite support (technician) or remote support (care agents) only for this feature?*

A11: *I believe we are just trying to make them understand that the internet will supports students' living situations and their internet needs. Gaming is one of those situations and typically needs a good quality speed and connection. I'm assuming that may have been an issue previously which is why it was in the previous RFP but I'm unclear. I'm not sure we need specialized support so much as the ability for students to use their gaming consoles without lag. I would think remote support would be*

sufficient.

12. To ensure we address your IPv6 requirement accurately, can you please clarify whether you require IPv6 support for the network infrastructure itself (such as access points and switches), for Wi-Fi clients (i.e., providing both IPv4 and IPv6 addresses to end-user devices via dual stack), or both? Understanding your specific use case will help us provide the most appropriate response.

A12: We can allow it, but we don't require IPv6 at this time.

13. *RIAA [#2m] is a copyright holder / complainant within the DMCA process. Can you please specify why it is called out separately in the RFP.*

A13: The DMCA process belongs to the vendor, not UAFS

14. *HEOA [#2m]: what is your expectation of the ISP responsibilities?*

A14: Everything that has to do with the vendor's network.

15. ***24/7/365 phone and technical support for Wi-Fi [#4a]***: What is the expectation for onsite (technician) support?

A15: Right now, we have a phone number and email address to turn in tickets. The students have   to call them directly so they can troubleshoot with them. If they cannot do so over the phone then they will send out a technician. I would expect that at minimum, but they've also mentioned having a new app where students can connect to them. If there are easier ways in which students can report an issue, that is preferred.

16. *What specific detail are you looking for in a service report?*

A16: Ideally a report after a service call with the outcome/what took place- especially because they are working directly with the student currently – or at least a quarterly account of open/closed tickets.

17. *What is your definition of service levels? We are assuming you mean speeds rendered to the students but want to clarify.*

A17: Speed, Quality and Support

18. *Does UAFS staff need to be notified of individual level service issues/service calls? If yes, is this notification needed before the tech is dispatched and after they arrive on site?*

A18: Yes to both

19. *While equipment end of life replacement will be related to an exhaustive replacement of all equipment on site, malfunction may just be related to a single user. Do you want details for both scenarios?*

   A19: Yes

20. **Technical Support [#36]**: *Are you requesting details for remote and onsite technical support?*

   A20: Yes

21. *Will the chosen vendor be able to utilize available fibers from the Lion's Den South IDF on floor 1 to the Lion's Den Dining Hall IDF?*

   A21: Yes, if dining hall is going to be part of this.

22. *Will a detailed inventory of existing wiring and patch panel documentation be provided?*

   A22: It can be provided for Lions Den North and South, but not Sebastian Commons.

23. *Is there any existing Cat 5e/6 wiring run in the dining hall that can be utilized to activate APs in the dining hall and if so, where are they located? If wiring is necessary, would this cost be incurred by the university, or should the cost be amortized in the rate?*

   A23: Currently no, but yes if dining hall is going to be part of this.

24. *If existing data ports have compromised wiring, whose responsibility is this to rectify along with any associated costs?*

   A24: UAFS for Lions Den North and South, Dining Hall, and the vendor for Sebastian Commons.

25. *How would you like to see pricing presented? Per Bed, Per unit, or monthly total?*

   A25: Prefer monthly total but would also like to see it broken down for us.

26. *Please confirm the following unit and bed counts:*

- *Lion's Den North 60 Units / 237 Beds*
- *Lion's Den South 52 Units / 218 Beds*
- *Sebastian Commons Apartments 204 Units / 480 Beds*

A26: Lions Den North: there are 86 hallway doors and 86 bedroom doors with 242 beds available and 59 total suites. Lions Den South: there are 75 hallway suite doors and 85 bedroom doors with 218 beds. Currently, they have it to where single/single/double and double/triple units share wifi amongst their suite. Double/Doubles are hallway doors and those have wifi per double room. 51 total suites. Sebastian Commons – 204 units and 480 beds is correct.

27. *Will there be an open "bid opening" where vendors can be present to hear who bid, and pricing extended?*

A27: No, there will be a bid opening, but it will only be to record the respondents. The award will be made from an evaluation by committee.