

ADDENDUM #1

Response to Vendor Questions

Children with Special Health Needs Branch-State Department of Health

REQUEST FOR PROPOSAL

For

Telecom Services

RFP: CSHNB-2017-001

Form 461: 100023456
Posting Start Date: 12/18/2017
Posting End Date: 01/15/2018

1. Can you provide a diagram of the locations and services you want to provide for your overall private WAN network? This will help us determine which service is best suited to meet your needs.

Response: There is only a single site in the network located at 741 Sunset Avenue Apt A Honolulu, HI 96816-2343.

2. What are the geographic locations of each site in this network and will they all be using the same network service type (Internet, Layer 2, Layer 3, ISDN, etc.)

Response: There is only a single site in the network and it will be using Direct Internet Access.

3. Is a private WAN needs or Internet access or both?

Response: Direct Internet Access

4. How many public IP addresses are needed for internet access?

Response: 5 public IP Addresses

5. Does the internet connection need to be secured or will the customer be providing their own hardware/software to secure the connection?

Response: The Internet connection must be a Direct Internet Access circuit, customer will be providing own hardware/software for security.

6. Is the various bandwidth options requested symmetric (25Mbps upload and 25Mbps download) or asymmetric?

Response: Symmetric bandwidth.

7. Is a Layer 2 or Layer 3 service required for a private WAN? If Layer 3, what type of routing protocol is required if any?

Response: There is only a single site with a Direct Internet Access. No additional WAN services or routing is required.

8. For latency, is there a prioritization of voice vs. data vs. video and in what percentages? If so, what allocation of bandwidth is required? (50% voice, all other), (25% video, 25% voice, all other)

Response: 25% video, 25% voice, all other

9. Is there an estimated award date and installation date?

Response: 30-45 days after work order issuance

10. Is a 25Mbps alternative instead of a 35Mbps since we do not offer that service speed?

Response: 25Mbps is an acceptable alternative

11. The term is for 36 months. Did you also want an option for optional 1-year renewals?

Response: Section IV. General Conditions Part B. The contract period will be for 36 months. Contractor may allow up to two 1-year extensions.