**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFI AMENDMENT #1**

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| **RFI NUMBER AND TITLE:** | RFI202005090  Wide Are Transport Services |
| **RFI ISSUED BY:** | DAFS/MaineIT |
| **SUBMITTED QUESTIONS DUE DATE:** | June 23, 2020 |
| **QUESTION & ANSWER SUMMARY ISSUED:** | July 15, 2020 |
| **RESPONSES DUE BY:** | AUGUST 17, 2020 |
| **RESPONSES DUE TO:** | [Ellen.lee@maine.gov](mailto:Ellen.lee@maine.gov) |
| **Due Date for Responses has been changed to August 17, 2020** | |

ATTACHED:

* QUESTIONS AND ANSWERS
* LIST OF INVITEES TO WAN TRANSPORT INFORMATIOAL MEETING
* LIST OF WAN LOCATIONS

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|  | **QUESTION** | **RESPONSE** |
| 1 | Who is your current carrier? | Consolidated Communications is our current supplier of CES services |
| 2 | What is your current contract term date? | 10-31-2020. We anticipate extending this to 10-31-2021 to allow sufficient time to cover operational needs, review responses from this RFI, and put an RFP together and award. |
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| 3 | Do you have a drawing of your current fiber owned backbone? | Yes – for security reasons we will not be disclosing this information |
| 4 | Are you looking to build and operate your own networks or are you looking to have a provider operate this network? | We (State of Maine) operate our own network, we are looking for a carrier transport solution for our network from the provider. |
| 5 | Besides bandwidth concerns, is redundancy to critical locations currently an issue? | We are looking for a solution that utilizes redundant paths to critical sites. List those sites. We won’t be listing sites, rather we would like conceptual information on how we could support such a site. Responses should include not only in city locations such as Portland, Augusta, Bangor, but remote locations and locations located in Maine’s independent carrier regions |
| 6 | When do you expect an RFP to be released? | Jan-21 |
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| 7 | How many sites do you currently have on the WAN and will they be changing? | 400 ish and occasionally, a site will change (4-5 times a year). Site changes are expected. Locations close, move and open throughout any calendar year to allow State offices to adjust to rental agreements, consolidation of offices or public needs |
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| 8 | Do you current ISR routers at sites strictly support data services as described or do any have dual purpose such as a voice gateway for local phone systems? | Our ISR routers handle data/VoIP traffic as TCP/IP packets, they do not serve as voice gateways. |
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| 9 | Will the RFP involve Voice? | We are currently running VoIP, so the RFP will include voice transport and the needs to support SOM QoS tools. |
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| 10 | Do you have a wireless controller at every site? | No, wireless controllers are centralized in Augusta. |
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| 11 | Do you have firewall at every site? | No, only certain sites have firewalls. We currently maintain firewall at sites requiring micro-segmentation of network assets. These are correctional facilities to separate inmate services as well as public safety sites to protect confidential PS data |
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| 12 | Who are your VOIP/Teleconferencing vendors | Avaya/Carousel-Teleconferencing; Microsoft Teams -Teleconferencing Video |
|  |  | Zoom-Teleconferencing Video |
|  |  | WebEx -Teleconferencing Video |
|  |  | “classic A/V” teleconferencing – Headlight Audio |
|  |  | Polycom -Teleconferencing Video |
| 13 | WLAN Manufacturer? | Cisco |
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| 14 | Avaya cloud for voice including call center? | Avaya is on-premise and includes call centers. |
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| 15 | Are you looking to replace your Cisco routers at your core sites? | No |
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| 16 | How is Guest WIFI handled at the agency locations - does it backhaul to the DC? | All wireless is currently backhauled to centralized controllers |
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| 17 | Have you looked at or consider 5G for in building and out and GPON? | Our building wireless solution is presently a Cisco 802.11 system. There are no plans to change this. 5G can be considered as a transport technology at certain WAN sites, if it proves viable. |
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| 18 | Would you be willing to share the current installed memory on your ISR routers, or typical ISR router? | Our 4321 ISR's have 4 GB of RAM in most cases. |
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| 19 | Are there plans to be able to deliver 10G/100G+ Service in the core network? | We would entertain building out this kind of backhaul to high-traffic areas in certain metro areas. |
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| 20 | Are you going to send out a list of the attendees with the email address and phone numbers? | A list of all invitees with information that was provided is attached |
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| 21 | Can we get core addresses and edge addresses that could be used gather fiber resources to create a ring | Can the vendors provide a list of their hand-off points and we can determine which is closets to our needs? |
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| 22 | Please confirm that your current WAN, outside of Augusta fiber network, is Layer 2 Ethernet. If not, please provide what technologies connect to your locations outside of Augusta. | The network currently appears to SOM as a layer two ethernet |
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| 23 | Please define Network uptime. | 99.99% including maintenance schedules. Emergency maintenance is considered separate and limited intermittent – give an idea of the limited amount of times a year this should happen. |
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| 24 | Please define the two network elements (on the vendor’s network) between which latency will be measured. What applications/what percentage of total network traffic requires <= 10ms latency? | Direct connected fiber should <5ms |
|  |  | Remote WAN locations should be <20ms |
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| 25 | Please define full redundancy and define “overall network congestion” - are you specifically referencing the State of Maine’s WAN or the vendor’s network as a whole? | SOM would define full redundancy as multiple pathways to a service location. Please outline what services you provide to accomplish this. “overall network congestion” Vendor network should be able to carry the full accumulated sum of SOM bandwidth without restriction or increased latency |
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| 26 | It was indicated in the kick off of this RFI that State of Maine (SoM) maintains an encrypted DMVPN mesh across the WAN. Do you want the vendor to supplant that encryption layer and maintain it without SoM providing any of the infrastructure for encryption? If so, please supply technical requirements, by statute or policy, that the vendor must meet. | No. SOM will retain encryption of State data. |
|  |  | SOM requires minimum MTU of 1500 to support frames required to fulfill the encryption protocols |
| 27 | Please define “efficient” in relation to access to cloud-based services. Also, for cloud-based services please define whether these are to be accessed via the Internet or other private interconnection. | Present your solution. SOM is seeking ideas we may not have heard or considered in the past. |
|  |  | SOM uses both internet and private interconnection |
| 28 | For end-to-end encryption between sites, please specify whether you are including encryption between WAN end-site (remote location) and WAN head-end (core location) only or whether end-site-to-end-site encryption is required as well. | SOM intends to maintain control of encryption. Site to Site traffic should be possible. |
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| 29 | Please define high-availability. SoM gives the example “partial to full mesh design options” -- please define the members of the mesh (end-sites, head-ends, etc.). | High Availability is a site requiring 99.999. This would be public safety/public health locations throughout the State. The “mesh” would include SOM core systems in Augusta as well as remote location(s) throughout the State to include Houlton, Portland, Bangor, Augusta. For comparison, include Windham, Lincolnville, and Dickey Rd in Allagash, ME |
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| 30 | Does the SoM monitor edge router connectivity and health? What data is collected and what is the retention period? Does the SoM have existing personnel and process in place to act on after hours alarm conditions? | SOM monitors edge router. PL, Latency, heat, CPU, and various other conditions. Yes, an on-call technician is available. |
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| 31 | What is the ratio of local vs Internet traffic? Can non-local (Internet) traffic ingress/egress direct to the Internet or do policies or regulation require all non-local (internet) traffic to flow through a centralized security appliance? Are any locations, including public safety, subject to regulation that prohibits traffic from traversing public Internet infrastructure? If encrypted? | Currently all internet traffic runs to centralized appliances. |
|  |  | PS traffic is not restricted from public ISP carriers when end to end encryption is used. |
| 32 | Are responses to this Request for Information subject to the State of Maine’s Right to Know laws, and will the responses become public record? If yes, may we flag certain elements of our response as being confidential or proprietary, making them exempt and redacted? | [All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.): State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) |
| 33 | Can SOM provide addresses for locations? (LAT/LONG) | SOM can provide City locations for this RFI. Due to the sensitivity of SOM functions, and the fluidity of add/moves and changes, actual street addresses will not be provided in response to this RFI. |
| 34 | Is State of Maine looking for one provider?  Or multiple providers for requested services? | While multiple providers is an option the preference is a single interface for the service |
| 35 | What does State of Maine use for tools to monitor routing & switching gear on their LAN? | SOM would like to know how the vendor will alert SOM call centers of troubles within the vendor network. SOM intends to retain full control of monitoring SOM managed equipment and traffic. |
| 36 | What are the locations of the primary and secondary data centers? | Primary and Alternate data centers are located in Augusta Maine |
| 37 | Any DDoS mitigation or prevention tools in place? | yes |
| 38 | Any dark fiber interest from the SOM? | yes |
| 39 | How is the SOM leveraging current Cisco gear to support SDWAN technologies? | N/A. SOM is not currently using SDWAN |

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| **LIST OF INVITEES TO THE WAN TRANSPORT RFI INFORMATIONAL MEETING June 19, 2020** | | | |
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| **COMPANY** | **NAME** | **EMAIL ADDRESS** | **PHONE** |
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| **LIST OF WAN LOCATIONS** |
| ALFRED |
| ALLAGASH |
| ARUNDEL |
| ASHLAND |
| ATHENS |
| AUBURN HALL |
| AUGUSTA |
| AURORA |
| AVON |
| BANGOR |
| BAR HARBOR |
| BATH |
| BEAVER COVE |
| BEDDINGTON |
| BELFAST |
| BELGRADE |
| BENTON |
| BIDDEFORD |
| BINGHAM |
| BLDG WEIGH STA / YORK |
| BOOTHBAY |
| BREWER |
| BRIDGTON |
| BROOKSVILLE |
| BRUNSWICK |
| BUCKSPORT |
| BUXTON |
| CALAIS |
| CANAAN |
| CAPE ELIZABETH |
| CARATUNK |
| CARIBOU |
| CARMEL |
| CASCO |
| CHARLESTON |
| CHERRYFIELD |
| CRYSTAL |
| DAMARISCOTTA |
| DANFORTH |
| DOVER FOXCROFT |
| E. WILTON |
| EAST MILLINOCKET |
| EDDINGTON |
| EDGECOMB |
| ELLSWORTH |
| EMBDEN |
| ENFIELD |
| FAIRFIELD |
| FALMOUTH |
| FARMINGTON |
| FORT FAIRFIELD |
| FORT KENT |
| FREEPORT |
| FRYEBURG |
| FT KENT |
| GARDINER |
| GEORGETOWN |
| GRAND LAKE STREAM |
| GRAY |
| GREENVILLE |
| GUILFORD |
| HALLOWELL |
| HANCOCK |
| HOULTON |
| ISLESBORO |
| JACKMAN |
| JACKMAN |
| JAY |
| JEFFERSON |
| JONESBORO |
| KENNEBUNK |
| KENNEBUNK |
| KENNEBUNKPORT |
| KINGFIELD |
| KITTERY |
| KITTERY ME |
| KNOX |
| LAMOINE |
| LEE |
| LEWISTON |
| LIMERICK |
| LIMESTONE |
| LINCOLN |
| LINCOLNVILLE |
| LISBON |
| LUBEC |
| LYMAN |
| MACHIAS |
| MADAWASKA |
| MADAWASKA |
| MANCHESTER |
| MARS HILL |
| MASARDIS MAINE |
| MEDWAY |
| MERCER |
| MEXICO |
| MILLINOCKET |
| MILO |
| MONTVILLE |
| MOSCOW |
| NEW GLOUCESTER |
| NEWPORT |
| NORRIDGEWOCK |
| NORTH BERWICK |
| NORTH HAVEN |
| NORTHPORT |
| OAKFIELD |
| OLD ORCHARD BEACH |
| OLD TOWN |
| OQUOSSOC |
| ORLAND |
| OXFORD |
| PALERMO |
| PARIS |
| PARIS |
| PEMBROKE |
| PITTSFIELD |
| PLYMOUTH |
| PORTAGE LAKE |
| PORTLAND |
| PORTLAND |
| PRESQUE ISLE |
| PROSPECT |
| RANGELEY |
| RICHMOND |
| ROCKLAND |
| ROCKWOOD |
| ROQUE BLUFFS |
| RT. 11 STACEYVILLE |
| RUMFORD |
| S CHINA |
| SANFORD |
| SCARBOROUGH |
| SCARBOROUGH |
| SEARSPORT |
| SEDGEWICK |
| SHERMAN |
| SIDNEY |
| SKOWHEGAN |
| SKOWHEGAN |
| SOLON |
| SOUTH BERWICK |
| SOUTH PARIS |
| SOUTH PARIS |
| SOUTH PORTLAND |
| SOUTHWEST HARBOR |
| SPRINGFIELD |
| SPRINGVALE |
| SUITE 6 |
| THOMASTON |
| THOMASTON |
| TOPSFIELD |
| TOPSHAM |
| TOPSHAM |
| TREMONT |
| VAN BUREN |
| VASSALBORO |
| VINALHAVEN |
| WALDOBORO |
| WARREN |
| WATERVILLE |
| WESLEY |
| WEST ENFIELD |
| WEST FORKS |
| WEST GARDINER |
| WESTBROOK |
| WILTON |
| WINSLOW |
| WINTHROP |
| WISCASSET |
| WISCASSETT |
| WOODLAND |
| YARMOUTH |
| YORK |
| ALFRED |
| AUBURN |
| BAR HARBOR |
| BIDDEFORD |
| BUCKSPORT |
| CAPE ELIZABETH |
| CARIBOU |
| CUMBERLAND |
| DANVILLE |
| DENNYSVILLE |
| DIXFIELD |
| DOVER FOXCROFT |
| EUSTIS |
| FARMINGTON |
| FRYEBURG |
| GORHAM |
| HODGDON |
| HOULTON |
| INDIAN ISLAND |
| ISLAND FALLS |
| ISLESBORO |
| JAY |
| KITTERY |
| LEWISTON |
| LIBERTY |
| MACHIAS |
| MOUNT DESERT |
| NAPLES |
| OLD TOWN |
| PHIPPSBURG |
| POLAND |
| PORTLAND |
| POWNAL |
| RANDOLPH |
| RANGELEY |
| ROCKLAND |
| SABATTUS |
| SACO |
| SANFORD |
| SEARSPORT |
| SKOWHEGAN |
| SPRINGVALE |
| STOCKTON SPRINGS |
| SWAN'S ISLAND |
| TOPSHAM |
| TURNER |
| WARREN |
| WELD |
| WELLS |
| WEST CARRABASSETT VALLEY |
| WEST GARDINER |
| WEST PARIS |
| WINDHAM |
| WISCASSETT |
| YARMOUTH |
| YORK |