



STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES  
ATTORNEY GENERAL

DIVISION OF ADMINISTRATION  
BUDGET AND FISCAL MANAGEMENT BUREAU

# PURCHASING MEMORANDUM

**DATE:** March 2, 2023

**PLEASE ADDRESS INQUIRIES TO:**

Bonnie Rosenthal, *Contract Management Specialist*  
Telephone Number: (518) 776-2129  
E-Mail: [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov)

**REQUEST FOR INFORMATION (RFI) NO.:** 22-007

**TITLE:** SD-WAN Products and Services

**RFI DUE DATE:** March 15, 2023, by 5:00 PM EST

**CONTRACT PERIOD:** Not Applicable

**SUBJECT:** Answers to Questions/Inquiries

**TO:** **ALL PROSPECTIVE BIDDERS**

In reference to the above Request for Information, the following questions/inquiries were submitted by the deadline indicated in the RFI. We are hereby providing answers to each question.

1. QUESTION: What are the complete street addresses for each of the locations? Section 7  
**ANSWER: This can be provided if the project proceeds to procurement and implementation.**
2. QUESTION: OAG currently leverages two network providers, one for MPLS and one for VPLS. Please explain the requirement for two networking protocols. Can the State accept a consolidated network using SD-WAN that can accommodate application steering and security using a primary and a backup/failover access method with logical secure separation of the guest wireless network? Section 3  
**ANSWER: The two network providers are for redundancy, and the MPLS is leveraged for Microsoft ExpressRoute. NYS OAG is willing to review any solution that can accommodate high availability, application steering, and security.**
3. QUESTION: Can the NYS ITS Policies be made available for vendor review?  
**ANSWER: <https://its.ny.gov/policies>**
4. QUESTION: The RFI requested list pricing and offer pricing within the vendor response. Could you clarify if this pricing request is for market purposes only and general understanding or will it be used to determine the budget for the project?

BUREAU OF BUDGET AND FISCAL MANAGEMENT  
PURCHASING TEAM

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**ANSWER: Both. Informational purposes only, but it will be used as an estimate if we choose to proceed.**

5. QUESTION: Is NYS AG looking for appliances with cellular capability built in? Or appliances with the capability to connect a USB modem or Cradlepoint type device? Section 4  
**ANSWER: NYS OAG is willing to review either solution.**
6. QUESTION: OAG has requested pricing information, we would require a site list, bandwidth requirements for both hardware and software to do so. If a site list cannot be provided, we can summarize how our pricing works? Section 2  
**ANSWER: Yes, a pricing summary is acceptable.**
7. QUESTION: Please provide a more detailed explanation of how the VOIP failover to PRI/POTS is achieved? Section 3  
**ANSWER: If a local site loses both WAN connections, local VOIP phones will re-register to the on-site voice gateway as last resort to be able to make limited outbound calls via POTS or PRI. Inbound calls would remain interrupted until WAN is restored. There is potential over-allocation of available call paths in this scenario.**
8. QUESTION: Does OAG office have a EOL list for when the current devices need to be replaced? Or an expected deployment schedule for SD-WAN? Section 4.1
9. **ANSWER: Existing devices are currently EOL.**
10. QUESTION: Does OAG have the bandwidth requirements for each site in excel format? Please provide if available.  
**ANSWER: Not at this time.**
11. QUESTION: Please clarify if looking for SD-WAN hardware or an SD-WAN end-to-end managed service?  
**ANSWER: NYS OAG is willing to review either solution.**
12. QUESTION: The RFI describes current state as “current OAG Wide Area Network (WAN) leverages two network providers, one delivering Multi-Protocol Label Switching (MPLS) and the other using Virtual Private LAN Service (VPLS) to provide connectivity to approximately 25 branch offices across New York State” and also notes that “initial goal is not to replace current WAN network providers, but long-term the desired end state is to be able leverage high bandwidth and low-cost commodity Internet circuits that can be secured easily and effectively through the solution.” Wanted to ask – can we get the contract numbers and provider names for the two networks described?  
**ANSWER: This information should not be needed for the scope of this RFI.**
13. QUESTION: Will this be procured through an NYS Umbrella or TCS contract?  
**ANSWER: If possible, it will be purchased through an umbrella contract**



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14. QUESTION: Which NYS contracts are you willing to buy off for the requested RFI products/services? Would MICTA, TIPS, TEA, and OGS be considered applicable procurement vehicles? act? Section 5.2.3  
**ANSWER: We plan on utilizing OGS contracts**
15. QUESTION: Please provide a comprehensive list of site locations and addresses along with bandwidth at each CenturyLink MPLS location? Section 7  
**ANSWER: This can be provided if the project proceeds to procurement and implementation.**
16. QUESTION: What are the bandwidth requirements and client count for each site? Is cellular connectivity needed for all sites? Section 2  
**ANSWER: Bandwidth and cellular requirements will be if the project proceeds to procurement and implementation.**
17. QUESTION: The RFI states, "Responses should be no longer than twenty-five (25) pages in either Microsoft Word or Adobe Acrobat formats." Is any part of the response excluded from the 25-page limit (e.g., cover page, cover letter, table of contents, list of attachments, acronyms list, etc.)? Also, do the optional brochures and whitepapers and optional materials count against the page limit? Section 5.2  
**ANSWER: Brochures and white papers will not count towards the page limit, only the actual RFI response**
18. QUESTION: Section 3 mentions the 3rd site router serving as a Voice Gateway, but does not mention the desired future state for the voice gateways in Section 4. Please confirm that it is OAG's intent to collapse the Voice Gateway functionality into the SDWAN routers and eliminate a need for a voice-specific device/router at each location. If that is not the intent, please specify objective. Section 4  
**ANSWER: The desired future state is to eliminate or replace voice gateways in a Unified Communications modernization project.**
19. QUESTION: What voice features are being used on the existing branch and hub routers today? Section 3  
**ANSWER: Primarily QoS on WAN routers and SRST on the voice gateways.**
20. QUESTION: Are DSPs being used on the voice gateway and if so in what capacity? Section 3  
**ANSWER: DSPs are being utilized as CUCM media resources (transcoding, media termination points) for each site.**
21. QUESTION: What are your POTS and PRI requirements per branch and DC sites (today and future)? Section 3  
**ANSWER: Future requirements are not yet defined but will likely retain a limited number of POTS lines for emergencies.**



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22. QUESTION: What are the “increased security” requirements and goals (i.e., enabling security features like FW or IPS on the router or using a cloud internet FW)? Section 4  
**ANSWER: Features like local or cloud FW/IPS will be considered but there are no specific requirements at this time.**
23. QUESTION: Will OAG provide a list of site locations, circuit speeds, and what router hardware is currently deployed at each? Section 3  
**ANSWER: This can be provided if the project proceeds to procurement and implementation.**
24. QUESTION: How many Data Centers locations are connecting to the SDWAN network and is HA required? It’s hard to tell from the network diagram. Section 7  
**ANSWER: Currently one data center. HA is required.**
25. QUESTION: What are the interface speed requirements for the Head End SDWAN routers to connect to the LAN? The network diagram only shows the provider circuit speed. Section 7  
**ANSWER: Specific requirements will be defined if the project proceeds to procurement and implementation.**
26. QUESTION: How many VRFs are used today and will be required in the future SDWAN network? Section 3 &4  
**ANSWER: Four in use at the standard regional office today.**
27. QUESTION: The future requirements says “Cellular wireless connectivity i.e., 5G, LTE” - Does the proposed solution need to include hardware for LTE/5G? If so, which one and which provider? Section 4  
**ANSWER: The proposed solution does not require cellular connectivity, but it will be considered if recommended.**
28. QUESTION: What is the preferred duration of any software subscriptions (i.e., 3/5/7yr) for pricing purposes? Section 2  
**ANSWER: 3 years.**
29. QUESTION: What is the preferred duration of any required hardware support (1/3/5/7yr)? Section 2  
**ANSWER: 3 years.**
30. QUESTION: What level of support is desired (i.e., 8x5NBD, 24x7, 24x7x4 with on-site support replacement, etc.)? Section 4.3  
**ANSWER: 24x7x4 for critical issues, and 8x5NBD for hardware is acceptable as long as the solution has sufficient HA.**
31. QUESTION: Will OAG provide specific requirements of services expected to be delivered? Section 2 **ANSWER: Yes**



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32. QUESTION: Will OAG provide specific requirements for implementation deliverables? Section 2  
**ANSWER: Yes**
33. QUESTION: Does OAG require a service level agreement for any managed service? Section 2  
**ANSWER: Yes**
34. QUESTION: Could you clarify if this pricing request is for market purposes only and general understanding or will it be used to determine budget for the project?  
**ANSWER: Information only, but if we decide to proceed it may be used as an estimate for Budget purposes.**
35. QUESTION: Is the inline attachment in Section 7. Attachments the same attachment referred to at the bottom of Section 3. Current Environment (“please see attachment 1, titled OAG Network”)?  
**ANSWER: Yes**
36. QUESTION: 3. What judgement criteria will determine which RFI respondents receive the follow-on RFP?  
**ANSWER: There is no guarantee that an RFP will be issued at this point.**
37. QUESTION: Is LTE/5G new capability or existing? Will this be part of the Co-managed service? Section 4. “Cellular wireless connectivity i.e. 5G, LTE” (bulleted list)  
**ANSWER: Any LTE/5G would be new capability. Self or co-managed solutions will be considered.**
38. QUESTION: Does Section 4.3 Support apply to co-manage services? Please expand on the expectations (SOW) and requirements for cloud service parameters.  
**ANSWER: Yes. Requirements are not defined at this time.**
39. QUESTION: The vendor must provide Service Level Agreement (SLA) information in their responses related to the following: Does this section apply to Co-manage services? Section 4.3
- Support services
  - Incident severity level and how each is handled (e.g., High, Medium, Low)
  - Coverage of support (e.g., 24/7, uptime, equipment replacement time, Mean Time To Repair)
  - Any applicable credit to OAG for failing to provide support as agreed
  - Cloud services
  - Any applicable credit to OAG for not meeting agreed uptime
  - Cloud services parameters: Please expand on the expectations (SOW) and requirements for cloud service parameters
  - Cloud – Provide a detailed description of the equipment that would be utilized for this solution

**ANSWER: Yes**



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40. QUESTION: What services are needed for co-management? Section 4.6

- What technology – SD-WAN, LTE/5G, other
- Engineering and design services
- Consulting services
- Installation
- Site survey (LTE, 5G)
- Provisioning and configuration
- Fault management
- Change management
- Performance management
- Life cycle management
- On-site replacement of failed hardware
- Circuit provider management for circuit incidents

**ANSWER: Any that are applicable.**

41. QUESTION: What are the availability requirements by site type? High-availability, 4-hour replacement, next-business-day replacement? Section 5.2.2

**ANSWER: High availability.**

**This Purchasing Memorandum is to be signed, submitted and made a part of your submission. If you have any questions, do not hesitate to contact the person listed on top of this memorandum.**

VENDOR: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SIGNATURE OF BIDDER: \_\_\_\_\_

DATE: \_\_\_\_\_