

Questions and Responses

Q: Are Cefas open to looking at alternative vendors for the Access Points and surrounding solution?

R: We are open to alternative vendors for the Access Points, but replacing the switches is not an option or part of this tender.

Q: What is CEFAS Budget for the project?

R: We have no budget for this service, by we are looking for the most advantageous economical tender, not always the lowest price as the solution must fit our needs and be value for money. Please submit your best prices.

Q: Can you provide the number of SSID

R: Currently there are two, one for CEFAS staff and one for Guests. The solution should be versatile enough to allow for future SSID's to be created if required.

Q: Will the VLANS be configured by CEFAS or will they be configured as part of the wireless refresh

R: The VLANs will need reconfiguring where applicable by the supplier

Q: What level of management do you currently have in place for the Alcatel Network Switches and Alcatel Access

R: We have a fully managed service including maintenance and changes upon request. The AP's themselves are configured to use a virtual controller.

Q: Who currently provides the support on the Alcatel wireless Network?

R: Our support is via Switch Communications Ltd

Q: Is the current support a managed service or reactive support i.e. break fix, reactive support?

R: We have a fully managed service including maintenance and changes upon request.

Q: Who will configure the client devices for the 600 CEFAS clients onto the new Wireless network?

R: Cefas

Q: What other system changes are CEFAS looking at?

R: In terms of changes relevant to this project only those listed in the tender. The growing use of mobile technologies specifically for Office 365 and Skype for business VOIP and VC calls

Q: How will employees of CEFAS work while the wireless network will be down?

R: Users will use the wired network

Q: Have CEFAS carried out a Proof of Concept

R: This not applicable in this case as Cefas already have a proven wireless solution and the request is to improve/upgrade the service.

Q: How is the CISCO equipment supported at both sites (2 x Cisco 3750 and 2 x 887 Router)

R: The 2x 3750's are covered as part of our core LAN support. The 2x 887 will be replaced as part of this tender and the provided solution will require cover.

Q: Would a 20-minute wireless Demo via webex be beneficial to CEFAS

R: On this occasions Cefas will be declining a WebEx invitation as not to give an unfair advantage

Q: Can you supply the Height of the highest Access Point and the typical height of the existing APs. (I.E. will we need specialist equipment to get to them)

R: The highest access point is situated approximately 10ft from the ground the average between 8-9ft. The ceiling is suspended and tiles are easily removed if required.

Q: Is the cabling in place for the addition of the 48th access point? or does this need to be included as part of the quotation

R: The cabling will be in place (Cefas will action this)

Q: What is the nature of the buildings (are they new build offices for example, or is this a grade 1 listed building)

R: Neither building is listed only the outer facia of the building cannot be changed.

Q: What is the nature of the ceilings throughout (are they solid ceilings or is it an accessible false ceiling void)

R: The ceiling is suspended and tiles are easily removed if required.

Q: Are there any restrictions on working during office hours

R: No, however we envision the installation will take place over a weekend to minimize downtime

Q: Are all the areas office type areas, or is there any manufacturing, warehousing or production areas

R: All AP's are situated in corridors or in office areas, with the exception of in tank rooms in safe areas.

Q: Has a site radio design survey and radio spectrum analysis been completed? If not by when does Cefas expect the supplier to perform this?

R: A previous radio spectrum has been completed and we are happy with the location of all the access points

Q: Is it possible to arrange a site survey visit to each location, or must we rely solely on the information provided in the RFQ?

R: Cefas have had a previous site survey and are happy with the existing locations, but should you wish to undertake a site survey at your own cost please contact chris.horne@cefas.co.uk to arrange a suitable time and date between 15th and 18th February 2016.

List of requirements point 8 is:

- Secure Internet connections at both sites, including end devices i.e. router

Q: Could you please specify what do you mean by this requirement? Would you like us to quote new internet connection to both sites?

R: Yes

Q: If that is the case could you please specify what type of connections would you require - ADSL, FTTC, Ethernet, Dedicated line. Could you please provide full site address so we can run availability check for both sites?

R: Minimum FTTC connection

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Q: Regarding the maintenance of the existing Alcatel switches. Could you please confirm if you have any hardware replacement with Alcatel- Lucent or one of their partners, or would you like this to be included in the maintenance cost quote?

R: Hardware maintenance is provided by the existing supplier and will need to be included by any new supplier.

Please can you confirm the details of the products in your backbone infrastructure. We need exact model numbers, the date of supply, and the speeds of each fibre interface to ensure that they are supportable for the three years you require, and to assess the price of the hardware maintenance.

R: The backbone switches are as listed in the tender with a 1gb fibre interfaces. Date of supply March 2013

Q: Do you have a detailed site survey for each location. In particular, we are interested in the background noise levels, interference from APs that are not part of this network, and any non 802.11 interference sources such as video transmitters and radar?

R: Cefas have had a previous site survey and are happy with the existing AP locations.

Q: Please can you clarify the coverage requirement in terms of peak number of concurrent users the network is expected to support, and the minimum bandwidth required per user for each WiFi SSID?

R: We estimate potential peak 1000 users at the Lowestoft site and 300 at Weymouth.

Q: Requirement 8 is for a secure Internet connection at each site. I take this to mean that you wish us to replace the existing connections with new firewalled connections. What type and speed of connection do you require for each site? If the contract is not awarded until 23rd Feb, it may prove difficult to get a new service installed by the end of March, and this would be outside our control. Will the existing connections continue to be available to guarantee continuity of service, or have you already given notice on them?

R: Yes connections will need to be replaced (FTTC connection) providing secure web browsing. The existing connections will be able to be utilised until such a time they can be switched.

Q: Requirement 12 is for an SLA of 24x7x5. Please could you clarify both the reporting availability you require and the response time?

R: As the request is for a managed service the supplier will need to monitor and support the setup 24x7x5 and report critical outages.

Q: Does Requirement 13 include configuration changes at the user level, such as blacklisting and whitelisting specific firewall entries for individual users, or are you referring to global configuration changes such as SSID names, security keys etc?

R: Global/infrastructure configurations

Q: Would you be willing to consider APs which cannot be powered from standard 15.4w PoE, if power over Ethernet injectors were supplied?

R: Yes, but it would be preferred to have them powered direct from the switches.

Q: Are all of the Cefas users and devices configured in Active Directory?

R: Cefas users and devices are configured in AD but at present are not linked to the WIFI network in anyway.

Q: Do you have a virtual server environment to host a WiFi authentication server or do you require a dedicated physical server?

R: Yes we could use a virtual server

Q: Are you able to provide your own Microsoft server licenses for the authentication server?

R : Yes

Q: What sort of devices do you wish to authenticate to the staff network? – eg Windows laptops, Apple iPhones / iPads, Android phones / tablets etc.

R: Initially Windows Laptops only on the staff network there may be a need for other devices in the future so the solution should be versatile enough to add this in if required.

Q: Will CEFAS be responsible for distributing and installing the certificates on the devices?

R: Yes

Q: Can you please further explain your requirement “Secure Internet connections at both sites, including end devices i.e. router”. Do you require the supplier to provide a new internet connection, or do you simply require secure access to the existing internet and end devices over the WiFi?

R: An internet connection at both sites is required (FTTC) and it must provide restrictions to internet browsing – basic filtering will be required to block unsafe or explicit websites (Basic reporting functionalities required).

Q: When you say you require a 24x7x5 SLA, do you require an engineer to attend site within 5 hours of logging a call, or do you simply require a remote response within 5 hours?

R: For all critical outages we would expect a response within 5 hours, if the issue cannot be resolved remotely then we would expect an engineer to attend.

Q: What are your standard opening hours?

R: Typically, 8am – 5:30 pm.

Q: Would you like to trade in your old APs?

R: We are open to this option