

Network Services Scope

Aspects of campus networking under consideration for management by a service provider include the following:

- Campus backbone network
- Building infrastructure
- Data center networking
- Internet and external networks
- Campus wireless networking
- Managed voice services
- Local exchange and long distance services
- Network operations

The university desires a comprehensive network solution from a single service provider but will allow sub-contracting if coordinated and managed by the single service provider. Preference will be given to service providers who can present a comprehensive infrastructure solution and perform as a single service provider.

The university will choose which of these areas will be included in a final agreement, and each area of service should be considered unbundled and may be subject to termination without affecting other services under contract.

All equipment required to implement and operate the network (including routers, switches, controllers, servers and other devices) will be owned and managed by the selected service provider. The provider is expected to make provisions to upgrade equipment and software, as necessary, to take advantage of new or emerging features and functions that will benefit the university. The service provider will maintain detailed network documentation and make it available to the university.

Customer support will be negotiated as a joint responsibility between the university and service provider. The university will maintain oversight of the high level design and architecture of the network. Proposed responses to this RFP will be evaluated on their ability to deliver benefits to the university, such as achieve process improvements, reduce costs, manage risk, and improve quality of service.

Responsibilities, Overview and Innovation

1. Division of Responsibilities

Moving to a managed service for networking represents a major change for the university. Included among the considerations are many questions and issues relating to the division of responsibilities between the service provider and the university. Responses to these questions will be requested in the appropriate sections throughout the RFP. Questions to be considered include:

- What happens to the existing equipment that is in place – will it remain in use, be purchased or used as a trade-in for credit?
- What will be the replacement cycle for network equipment, devices, components and software?
- How will custom services be offered when required by departments or projects to meet new business needs?
- What role will the service provider have in customer support?
- How will capacity planning be provided for network, voice and wireless services?
- Will services be provided with cloud-based or premises-based servers?
- What pricing model will be used to charge for the proposed network infrastructure and services?

2. Network Overview

The UofL campus network serves the needs of over 22,000 students and 7,000 faculty, staff and administrators at the university. The UofL Information Technology Communications Services department is responsible for the provision and management of enterprise-wide voice and data network services, including wireless networks for over 120 buildings. The data network consists of approximately 20,000 Ethernet connections, and 2,050 wireless access points provide pervasive wireless service for classrooms, offices, gathering spaces and outdoor areas. There are over 8,100 VoIP lines in use on campus.

RFP Response shall provide an overview of the proposed managed network solution, including

- Overall strategy
- Network services to be included
- Overall division of responsibilities between university and service provider
- Clearly indicate assumptions and requirements concerning services the university will provide to make the proposed solution viable.

3. Technology Innovation

The university is interested in continuous improvement and desires to systematically incorporate new technology into the network.