



Request for Proposal (RFP) Network Managed Services

Date: 08/09/2022

RFP Questions were submitted from potential proposers.

Question 1

Page 1&2, Section 2.1 paragraph 1

“Service provider shall provide end-to-end proactive monitoring and ticketing support for the network and connected devices with troubleshooting and maintenance remotely or on-site when required for service restoration and fixing any problem. In addition, the vendor must ensure network availability, functionality, configuration, and a high level of performance”.

Question: Can you provide support tickets from operations of the network to date? We'd like to understand what the most common issues are that have come up thus far.

US Ignite Response:

- I. Power supply issue mainly on one cell
- II. Backhaul PTP link performance for one or two links
- III. We can provide the ticket log. However, we are not anticipating all the same issues to occur again since the previous incidents were during the early operation phase

Question 2

Page 2, Section 2.2 paragraph (All)

“Project Tasks”.

Question: Would you consider a managed service provider with remote network monitoring and security monitoring, and in-state break-fix repair teams?

US Ignite Response: Yes. If the break-fix team is available 24/7

Question 3

Page 2&3, Section 2.3 paragraph (All)

CBRS Network Connectivity

Question: What is the annual cost of your RAN, core, and security gateway warranty and support? What SLA do they offer? Availability %, response time, mean time to repair?

US Ignite Response: Currently, there is no RAN or security gateway annual cost. The Core has a yearly license renewal, and US Ignite covers it.



Question 4

Page 2&3, Section 2.3 paragraph (All)

US Ignite installed, owns, and operates a dedicated, private CBRS Network on Fort Carson Army Post in support of our ongoing smart base programs on the installation.

Question: What are the ongoing network maintenance costs (e.g., SAS, core, warranty & support, cloud costs, software, hardware)? Please summarize in terms of annual costs. Would we be expected to take on those costs?

US Ignite Response: Currently, there are no maintenance costs. US Ignite covers SAS & Core cost.

Question 5

Page 2&3, Section 2.3 paragraph (All)

Question: What are your cyber security requirements? Who has handled that to date? How did they do that?

US Ignite Response: The networking complies with 3GPP security. The vendor can provide additional security capability as needed.

Question 6

Page 2, Section 2.3 paragraph G

On-premises Athonet Evolved Packet Core (EPC)

Question: Our standard offer includes the Druid core. Would you be open to replacing the Athonet core with a Druid core?

US Ignite Response: We are open based on a proven cost and functionality justification.

Question 7

Page 2&3, Section 2.3 paragraph (All)

Question: Is your IT infrastructure redundant?

US Ignite Response: No

Question 8

Page 2, Section 2.3 paragraph B

JMA Wireless Private LTE over CBRS 3.5 GHz with 20 SIM cards for devices



Question: How many devices do you connect to the network today? How many devices do you want to connect in the future? What kinds of devices are you connecting and for what use case and application?

US Ignite Response: There are five cameras connected to the network. The plan is to have five more devices.

Question 9

Page 2, Section 2.3 paragraph B

JMA Wireless Private LTE over CBRS 3.5 GHz with 20 SIM cards for devices

Question: What is the model of the JMA Wireless outdoor RAN? What year did you buy the equipment?

US Ignite Response: Last year. XR35WH2/ACY Teko high power unit with 2x2 MIMO support

Question 10

Page 2, Section 2.3 paragraph B

JMA Wireless Private LTE over CBRS 3.5 GHz with 20 SIM cards for devices

Question: How many MHz do you use with your JMA Wireless radios?

US Ignite Response: 20MHz

Question 11

Page 4, Section 2.3 paragraph 1

Point-to-Point Diagram

Question: Please provide a RF design map of the coverage area.

US Ignite Response: We can provide drive test results for the network along with the prediction map.

Question 12

Page 4, Section 2.3 paragraph 1

Point-to-Point Diagram

Question: Is there road access to all network equipment?

US Ignite Response: Yes



Question 13

Page 3, Section 2.3

Network Diagram

Question: Do you have reliable power throughout the network? Is UPS required for some locations to “clean power” and or improve reliability?

US Ignite Response: All cells have reliable power except cell9, which hosts the core and sometimes gets overloaded. US Ignite is working on re-design the power solution and having a reliable and robust power source. There is no UPS installed and not required as of now.

Question 14

Page 3, Section 2.3

Network Diagram

Question: What UL, DL throughput and round-trip latency does your microwave support? What is the reliability of the microwave network?

US Ignite Response: It supports up to 1Gbps. The performance/bandwidth vary from between links. There were 950Mbps, 500Mbps, and 100Kbps, which is very low and needs alignment.

Question 15

Page 2, Section 2.3 Paragraph 1

Unite Private Networks (UPN) provides the internet service to the network through a fiber-optic connection at Cell 9.

Question: Will we be expected to pay and maintain the ISP Internet connection? If so, what kind of Internet performance are you getting today, what SLA do they provide, and what is the annual cost of the Internet connection?

US Ignite Response: US Ignite will cover the ISP cost. It is 100Mbps from UPN

Question 16

Page 2&3, Section 2.3 Paragraph (All)

Question: Have you purchased spare equipment for break-fix repair? If so, what do you have? If not, what are the costs of radios?

US Ignite Response: We don't have any spare equipment and associated costs. However, US Ignite will be covering the equipment cost.



Question 17

Page 4&5, Section 2.4 Table 1

List of Project KPIs

Question: You provide a list of KPIs, and we'd appreciate some benchmarks for those KPIs. What has been your performance to date on those KPIs? What are your expectations for these KPI's?

US Ignite Response: Not all requested KPIs are available. The overall performance is good, and it will be the baseline. It is good if we can enhance the performance. But network optimization is not within the managed service scope

Question 18

Page 8, Section 3.4 Table 5

Location of Work - preference will be granted for organizations based in Colorado.

Question: If our remote managed services is based in Bellevue, WA but break-fix repair sub-contractors are based in Colorado, how would that effect the score for these criteria?

US Ignite Response: In state break-fix team with 24/7 availability will have equivalent scores to those based in Colorado.

Question 19

Question: How long has the network been installed and operational?

US Ignite Response: Five months

Question 20

Question: What have you done to manage the network to date? What worked well? What were the challenges? How did you measure success?

US Ignite Response: The NOC system monitors the network. There are several KPIs to measure performance and availability. The challenge is when a field team is needed for verification or troubleshooting

Question 21

Question: What sub-contractor has done break-fix repair for you? Has that been a good experience?

US Ignite Response: No break-fix repair has been done until now.