

### JP Data Connectivity Data VoIP RFP Vendor Questions

1. Would you please provide an extension on this RFP?

**Response:** The deadline to submit has been extended to Wednesday March 13, 2019. After review, finalist will be asked to discuss project and demonstrate products between March 19 – March 21.

2. The RFP requires a secondary 100Mb asynchronous internet circuit as a back-up to the listed primary network speed @ each data center. Could this be “Synchronous”? or if its Asynchronous what would be the upload and download speed?

**Response:** The primary connections to each data center must be 100Mb/100Mb synchronous. Secondary SDWAN connections can be asynchronous with minimum 100Mb down and 20Mb up

3. How about the rest of the location, can we propose a secondary internet connection to provide redundancy? What is the desired speed for this secondary connection?

**Response:** If desired, please provide secondary internet circuits at the rest of the locations as an *alternate*. Asynchronous is sufficient. Minimum upload/download speeds are 150Mb/20MB respectively.

4. Would SMCF consider Fixed Wireless for either primary or secondary/back-up circuits?

**Response:** Secondary fixed wireless proposals will be accepted, as long as the proposed speeds meet or exceed those outlined in this RFP and Addenda

5. Network wise concerning the following: Are they on the same network or each have Layer 3/router devices? If they are on a layer 2 network, can we redesign the network to make it Layer 3 or routed networks?

- a. Belmont City Hall Data Center, Fire Station 14 & First Station 15.
- b. San Mateo Data center, Fire Station 23, Fire Station 24, Fire Station 25 & Fire Station 27

**Response:** All sites are layer 3 capable and you may design as a layer 3 routed network.

6. These locations are on the same address: Foster City Data Center, Fire Admin Office and Station 28 (3rd Floor) and Apparatus Bay location.

Are they on the same LAN network?

**Response: YES**

7. Next Gen Firewall, you open for a centralized firewall that all locations would connect to? If not, what location we will install the next gen firewall?

**Response:** We expect a next generation firewall to be located at each the primary internet connection per the diagram. All secondary internet connections require firewall capabilities, but those capabilities maybe in included in a SDN device or other appliance.

8. POE Switches – Do all location have existing POE switches? Or the we the vendor has to propose it?

**Response:** All locations have existing POE switches.

9. For Data Communication, do you need all locations to talk to one another or need to isolate by group?

**Response:** We do not have any requirements to isolate by group, we only require that all locations can the domain controller

10. Phone Handset:

- a. Total of 110 Phone Handset required. Is my assumption correct that the 40 wall mounted already includes on the 110 count?

**Response:** Yes.

- b. How the about 9 conference room phones?

- c. **Response:** The conference room phones are in addition.

11. Is there a preference on a 3 or 5 year agreement for services proposed?

**Response:** 3 and 5 year agreements will be revised based on a total cost of ownership model.

12. Can the proposal due date be extended 7-10 business days from March 1st? Reason being is it's going to take some bit of time to get the carriers to bid the managed network (carriers services).

**Response:** See question 1.

13. How do you want bidders to bid this project if we are proposing a supplier carrier?

Example: Maverick Networks (Agent/VAR) will propose Ring Central (UCaaS supplier) and say AT&T or Comcast (for Network Connectivity)

While we are the ones proposing the RFP response, Maverick Networks won't be billing for anything Ring Central and AT&T/Comcast would be.

I just ask this up front since this is coming up quite a bit on RFP's that are being written for Hosted VoIP (UCaaS) where the supplier won't respond directly to a bid (An agent/VAR like us would)

**Response:** Please make all relationships and invoicing mechanisms clear in the response. All pricing provided in the response is the responsibility of the responder.

14. Insurance coverages, How do you want this handled when you have the item above related to an agent/VAR bidding a supplier / carrier who will do the actual billing and work.

**Response:** All respondents (whether the primary or supplier/carrier) must meet SMC Fire insurance requirements. This must be outlined and agreed to in the response.

15. Will the network readiness be provided by the customer as stated? Whose standards?

**Response:** Network readiness will be provided by the owner. The owner will meet all basic BICSII cabling requirements for VoIP, all Juniper switches are VoIP compliant.

16. Who will be responsible for the customer's switching configurations?

**Response:** Network design, subnetting, DHCP design will be developed jointly by the owner, the winning vendor and the “to be determined” IT Managed services provider. The winning vendor will be responsible for VoIP related switch configuration.

17. Will this RFP require new or replacement PoE switching if needed?

**Response:** No, SMCF is responsible for ensuring all necessary POE equipment is installed

18. Who will be responsible for any new cabling required?

**Response:** SMCF will be responsible for any new cabling requirements.

19. Do the existing fiber circuits that will remain have redundancy?

**Response:** No

20. Is redundancy for those circuits desired if not?

**Response:** Redundancy for existing fiber circuits is not required.

21. Who are the carriers for those existing circuits?

**Response:** Belmont – Comcast. San Mateo – Astound/WAVE

22. Conflicting requirements in RFP to integrate into existing paging systems and proposing new analog solution. Do we want to integrate with existing or propose new?

**Response:** Integrate into existing paging.

23. E911 requirement of routing an outgoing emergency call to other desks within SMCF. Is the requirement to route an outbound 911 call to an internal handset or group of handsets?

**Response:** The requirement is to route a *notification* of an outbound E-911 call to an internal handset, email or text message. The 911 caller would be connected to the local PSAP.

24. At what level do you want local survivability? Data Centers or Stations?

**Response:** Data centers.

25. Regarding the Voice Systems – “Local Site Survivability” – We would assume that you looking for this survivability down to each fire station, but how would you like for us to address redundancy/survivability for those fire station/locations where they are currently on the fiber network and you have not requested new bandwidth?

a. Request for local site survivability would require physical gateways and trunking. Is that the requirement?

b. Are you looking for dual connections to each of these locations where New bandwidth is being requested?

c. Do you currently have a secondary internet connection at the locations which will be using the Existing fiber network connects to keep them survivable or should we also include circuits for these locations as well?

**Response:** See question 24.

26. You mention that you have 160 employees, but only require 110 phones. Do these other 50 employees require:

- a. A DID with a voicemail only?
- b. A full profile for them to use the UC client on their PC?
- c. A mobility UC client on their smartphone?
- d. Etc. or are they not to be considered at all?

**Response:** DID with voicemail only.

27. How many Fax (eFax) users shall we include in our initial bid pricing?

**Response:** Fifteen (15).

The scope of work includes

28. Ability to support Layer 2 and 3 data network requirements

- a. Can you please expand on when Layer 2 routing would be used?

**Response:** All sites are layer 3 capable.

29. Ability to support Office365, hosted servers and cloud-based applications

- a. Can you please expand on these services; is O365 already installed, if so, can we get a detailed O365 License list?

**Response:** Office 365 installation is currently underway and will be completed in March. Office365 Gov E3 (quantity 159).

- b. Can you please expand on hosted servers?

**Response:** Please provide capabilities to connect to hosted or cloud based services. No additional services are planned in the near term.

- c. Can you please expand on cloud-based applications?

**Response:** Please provide capabilities to connect to hosted or cloud based services. No additional services are planned in the near term.

30. A high available network with redundant options for SMCF network (each current City Data Center)

- a. Can you please describe what components need to include HA?

**Response:** Please propose firewall resiliency as an alternate.

31. The table below lists by location the approximate number of devices (desktops, laptops, printers, copiers), the current connection used, and where a new connection is needed. Foster City will serve as the center of the network to connect San Mateo and Belmont locations. All primary connections

will be **asynchronous**. SDWan secondary connections must be provided at the three main data center locations.

a. Can you please confirm this should read “asynchronous” or “synchronous”?

**Response:** See question 2.

32. Internet connectivity shall be 100Mb **asynchronous**.

a. Can you please confirm this should read “asynchronous” or “synchronous”?

**Response:** See question 2.

33. Integration with existing hardware and software solutions used for paging

a. Can you please provide information on the type of paging systems that are supported today?

**Response:** See question 22.

#### Network Assessment

34. Will the RFP require Power over Ethernet (PoE) switches to be quoted?

**Response:** No

#### Phone Handsets

35. The vendor will conduct station reviews with each station and finalize exact phone counts by location. The station review phone quantities will be used as a basis for the final bill of material and equipment order.

a. To confirm, the proposer will be required to complete the a phone count at each station?

**Response:** Yes.

36. Where is the San Mateo Consolidated Fire standard Consulting Services Agreement?

**Response:** The agreement has been attached.