

Managed Services RFP Vendor Questions

As noted on page 5 of this RFP section 2b4 - 'A separate procurement has been issued for SMCF Internet connectivity, wide area network, and VoIP services (see "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8.' Proposals are due March 13, 2019.

The documents referenced below can be found at <https://www.smcfire.org/administration> under the Doing Business Section:

Doing Business with San Mateo Consolidated

Open Bids

The San Mateo Consolidated Fire Department (SMCFD) plans to replace its current network infrastructure. SMCF is requesting proposals from qualified vendors to provide a hosted Voice over Internet Protocol (VoIP) Telephone, Voice Mail, and Network Installation as all existing network connections and phone systems are being replaced.

Data Network Connectivity RFP 2019-02-08

Data Network RFP Questions-Responses

Professional Services Contract

Addendum#1 Questions-Responses

- 1) Who is the current ISP and what is the internet speed?
Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.
- 2) How many internet facing firewalls are currently in production?
Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.
- 3) Are the ISPs at each site consistent or are they different?
Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.
- 4) Is there any internal firewall configuration? DMZs? Double NAT?
Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.
- 5) What are the firewall manufacturers and models?
Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.
- 6) Who is the current VOIP provider and are ISPs involved in any VOIP solution?
Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.

7) Which agency(ies) manages the datacenters?

Response: Facilities related services including power, environmental and physical security for the three main data centers are the responsibility of the host City.

8) Is there any current documentation for all IT related systems including credentials, vendor details, licenses, etc.?

Response: Since all existing pcs, networked attached devices, switches, etc will be reset to factory defaults, any credentials will be set up at the time of transfer to SMC Fire possession. Vendor and license info may be provided after the contract is awarded

9) Is there any detailed design of the WAN layout that shows all of the site interconnections and service providers?

Response: See "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8 and Addendum.

10) Is there one master data center and if so where is it? Are the independent data centers fully redundant?

Response: IT manager for Foster City will be overseeing the MSP contract and providing some other limited IT services. Other than that, all other it work will be done by the MSP.

11) What will be the role of the current IT staff after the award? Who will be managing them?

Response: There are no current IT staff.

12) Is there any amount of acceptable downtime within the environment? If not then we would have to recommend "high availability" equipment which will require twice the amount of firewalls and in some cases switches.

Response: Typical LAN/WAN downtime is acceptable. A target of "three 9s" is expected.

13) Who will be the authoritative entity when working with other county served networks? The client or the consultant?

Response: SMC Fire will be the authoritative entity for any relationships.

14) In order to support an active directory system will the SMCF be willing to invest in new infrastructure equipment including physical hosts for virtualization and storage solutions?

Response: See 2.2b2 in the RFP.