

RE: SOLICITATION #: RFP No. 16-03

PROJECT: Information Technology & Telecommunication Services

Vendors may voluntarily quote alternative solutions priced separately from the base bid if the vendor believes the objectives of this specification can be met more efficiently, economically, or elegantly by using a design other than that stated in these specifications. However, all vendors must respond to the base bid specifications prior to responding with a voluntary alternate.

NOTICE is hereby given of the following changes, clarifications that have been issued and questions received regarding the above-referenced Solicitation:

1. **QUESTION:** In Section 3.2.3 (page 10 of the word document) under the Scope of services list there is a section of disk/storage/tier requirements that also has a sub list of the *meanings* behind each of the CPU tiers. We would like clarity on the following requirements of the server configurations:

Configuration A states 2/T3 CPU yet the Tier explanation for a T3 CPU is "4 cores" Does that mean configuration A needs "2" vCPU's sockets with "4 cores" within each vCPU? (for a total of "8" cores)?

Configuration B states 2/T3 CPU yet the Tier explanation for a T3 CPU is "4 cores" Does that mean configuration B needs "2" vCPU's sockets with "4 cores" within each vCPU? (for a total of "8" cores)?

Configuration C states 2/T3 CPU yet the Tier explanation for a T3 CPU is "4 cores" Does that mean configuration C needs "2" vCPU's sockets with "4 cores" within each vCPU? (for a total of "8" cores)?

Configuration D states **4**/T3 CPU yet the Tier explanation for a T3 CPU is "4 cores" Does that mean configuration D needs "4" vCPU's sockets with "4 cores" within each vCPU? (for a total of "16" cores)?

Configuration E states **8**/T1 CPU yet the Tier explanation for a T1 CPU is "**10** cores" Does that mean configuration E needs "8" vCPU's sockets with "10 cores" within each vCPU? (for a total of "80" cores)?

Configuration F states 2/T3 CPU yet the Tier explanation for a T3 CPU is "4 cores" Does that mean configuration F needs "2" vCPU's sockets with "4 cores" within each vCPU? (for a total of "8" cores)?

ANSWER: Pertaining to the above requirements, since server virtualization is being used, there is not a direct 1:1 correlation between the quantity vCPU's and physical server CPU's. The intention is to closely align the compute power for the virtual machines to that of traditional physical server CPU specifications. Vendors may propose an architecture where multiple virtual servers utilize single physical server resources provided there is guaranteed performance for the virtual servers. The host servers must minimally meet or exceed the CPU specifications for each "Tier" of CPU identified in this section.

Should the vendors virtual server configurations vary from those requested, the vendor should choose the configuration that best matches the requested configuration increasing the vCPU and/or memory if necessary. Additionally, vendors may include a listing of all available virtual server configurations and options in the proposal provided the base requirement is satisfied.

2. **QUESTION:** We would like also just to confirm that although the list does specify what a "Tier 2" CPU consist of, there is in fact no requirement to provide a Tier 2 CPU in any of the configurations. (only T1 and T3 CPU's were listed in configuration A through F) – correct?

ANSWER: There are no Tier 2 CPU types required.

3. **QUESTION:** Within Section 3.3.2 (page 15 of the word document) we understand the requirement of having a "cloud managed" wireless access point solution under the "proposed environment" listed in the last paragraph of the page. However, in section 3.3.3 (page 16 of the word document) the scope of services requirements explains that there will be "20 x 802.11ac wave 2 AP's" in the MDF and then it specifically list of 10 "*cloud managed*" 802.11ac wave 2 AP's separately.

Will BMPO require a total of 30 "cloud managed" 802.11ac AP's? Or just the 10 in the BMPO Facility and the 20 referenced in the MDF will be "non-cloud managed" AP's that the vendor provides separately?

ANSWER: The first table in this section identified the required quantity of wired data ports, this table denotes there are total of 20 ports required for the access points. The second table identifies a total of 10 wireless access points to provide coverage for the office. Each of the 10 access points will have TWO wired network connections back to the MDF.

4. **QUESTION:** Within Section 3.3.5 (page 19 of the word document) there is a statement about SNMP "All network equipment that supports SNMP capability shall be configured to report traps to the network management station...." Is the vendor supposed to provide the network management station or is this just speaking of the configuration of network equipment to "allow" reporting to a network management station in the future?

ANSWER: The system must have these capabilities. The vendor is not responsible for providing a management station in the context of network equipment. It is the expectation that the IT managed services vendor will perform network monitoring and will provide any equipment or agents necessary to do so in conjunction with the services rendered.

5. **QUESTION:** Can you provide us with the electrical diagram of the network closet, including information of any electrical circuits already installed within the closet (if any)?

ANSWER: The network closet will be part of the construction of the new office space and is approximately 100 square feet (11' x 9'). The closet will have a sufficient quantity of 20 Amp circuits and if necessary 30 Amp and/or 220 V circuits can be installed. The room will cross connect to the building telecommunications demarcation point. It is the intention that all network related equipment, switches, routers, modems be installed inside the network closet within the BMPO office.

6. **QUESTION:** We would like to confirm user count for accuracy based upon the RFP. According to the RFP your current environment says you have 20 users. One of the phone requirements is to have 47 voicemail boxes. Does this mean the new user count will be 47 or are these extra mailboxes shared mailboxes among the same 20 users?

ANSWER: The current user count is approximately 20, but the BMPO plans to add more users in the future and would like to ensure that any proposed system would accommodate this increase. As a result, there are more handsets requested than the current number of users. The table in section 3.4.3.a, indicates a total of 47 2-line handsets and 2 6-line handsets. The intention is to have a voicemail box for each handset connected to the system. Therefore, the total number of voicemail mailboxes should be 49, the table incorrectly identifies a quantity of 47.

7. **QUESTION:** In section 3.2.3 scope of services BMPO list the O/S as Win 2012 R2 for the hosted servers. I see a reference that Broward MPO has "client license" entitlements (referring to Office, and Windows 8.1 and 10). Does BMPO have the licenses for Windows 2012 R2 Standard including the client CAL licenses that are needed? If not will the Tower A consulting be providing these licenses?

ANSWER: The BMPO has licensing entitlements for some Microsoft software products. However, given that the servers are to be provided as-a-service, it would be the expectation that the operating system software licenses would be included in the recurring monthly charges and that the vendor would be responsible for ensuring proper license compliance and timely upgrades of the software. Vendors should include the costs of software and licensing in their response for Tower A. If it is determined that BMPO can obtain the software and/or licensing using existing Microsoft contracts, the BMPO may elect to do so at their sole discretion. All vendor-provided software and/or licensing costs must be individually listed and include the respective unit cost for each.

8. **QUESTION:** Tower C is the provider of the site-to-site VPN in the list of services. The question is if the Tower C provider provide the hardware/software needed for the Tower A provider to ensure site-to-site connectivity?

Or will the Tower A provider have to (at their cost) provide equipment to make their system compatible with Tower C's site-to-stie VPN connection (assuming the provider of Tower C and Tower A are not the same)?

ANSWER: Relative to section 2.3.4, it is the intention of the BMPO to have a secure VPN connection between the BMPO's offices and the hosted server environment. The equipment, services and ongoing costs related to the VPN (site-site connectivity) should be included in Tower B & C (where applicable). The services provider for Tower A would be responsible for assisting in and supporting the VPN connection from the Vendor's point of demarcation to the hosted environment, the Tower A vendor would not be responsible for maintaining the VPN-related components at the BMPO's office.

9. **QUESTION:** What does BMPO use for their existing backup system?

ANSWER: Tower D identifies the current backup environment. The BMPO does not own, operate or support any backup system of its own, all backup services are wholly provided by South Florida Regional Transportation Authority (SFRTA) and there are limited details available pertaining to the hardware and software used.

10. **QUESTION:** We are unsure of what internet connection you want quoted. 20Mbps, 50Mbps, or individual pricing between 10Mbps - 50Mbps in 5Mbps intervals. The following has been pulled from section 3.4 that give conflicting answers

The base term for the Internet Services should be a speed of 20 Mbps for a term of 36 months with the option to renew the contract for an additional 24 months in 12-month increments at the same rate. As an alternate, Vendor shall price a speed of 50 Mbps for a term of 36 months with the option to renew the contract for an additional 24 months in 12-month increments at the same rate.

In another section

The Vendor must minimally bid a minimum aggregated capacity of 10 Mbps and include increments of 5 Mbps and 10 Mbps to accommodate the potential for growth over the term of the contract.

ANSWER: The base bid must include direct Internet access (DIA) service that provides 20 Mbps of bandwidth with the ability to burst to 50 Mbps (billed at the 95% percentile). As an alternate, Vendor shall price a speed of 50 Mbps for a term of 36 months with the option to renew the contract for an additional 24 months in 12-month increments at the same rate. Additionally, the vendor must provide the incremental costs for bandwidth increases in both 5 Mbps and 10 Mbps increments to account for potential growth over the term of the contract.

11. **QUESTION:** Wireless Cloud Question: Due to BMPO requesting the wireless access points have a 5 year cloud license installed, is this vendor bidding on this entire tower on a 60 month monthly term rate?

ANSWER: Yes, all access points must have a 5 year cloud license at stated in section 3.3.10; "The controller and access point hardware must include a 5-year license."

Proposers must acknowledge receipt of this Amendment by completing and returning Section 5 Amendment Acknowledgement Form with your sealed submittal package by the time and date of the closing. **Failure to do so may deem your offer non-responsive.**