RFP 21-07
Addendum 2

1. What is the current internet bandwidth at all sites?
   50Mbps at primary site/10Mbps at remote site (Page 5 – bid spec).

2. What is the current internet bandwidth for each building?
   The Police Department, City Hall, and Building C share a 50Mbps connection. Public Works has a standalone 10Mbps connection.

3. Do the Police Station or Utility Building (Building C/Auxiliary Building) connect directly to your provider for voice and data, or is it shared from the primary site at City Hall?
   The DMARC is currently located within the Police Department at the primary site (Page 4 – bid spec.). Voice and data are currently distributed out to the other two buildings (City Hall and Building C) from interconnections at the Police Department.

4. Please provide specific bandwidth requirements for each site.
   To avoid being argumentative, we will provide a minimum value: 100Mbps at the primary site, 25Mbps at the remote site. Please note that we will consider higher bandwidth, but pricing is a concern. Vendors may present any offering, including options. This value was left vague in the bid specification intentionally. We wish to increase our bandwidth over what it is currently at, but the amount of increase may be dependent on pricing.

5. Do you prefer a true fiber connection or are you seeking some flavor of coax or HFC (Hybrid-Fiber Connection)?
   Other than our own connections, which are either in-place or in-progress, we didn't specify. Provided the connections meet the bid specifications, specifics are the decision of responding vendors.

6. Does the City need a block of 8 IPv4 addresses for each site, or one block of 8 IPv4 addresses in total for all sites/buildings?
   The City currently has a single block of 8 (/29) IPv4 addresses, which is shared across both sites. A public IPv4 address is currently assigned to the Police Department, the City Hall (shared with Building C), and the Public Works Department.

7. How many DID numbers does the City need for all three sites?
   Including the main numbers (4), we currently have a total of 100 DID numbers. We need to have at least 75 (including the 4 main numbers), since some of our current capacity remains unassigned.

8. How many analog POTS lines will be required for each site?

   Depending on the ability of the vendor to mitigate certain analog functions, this number may fluctuate. The following needs must be fulfilled through analog POTS lines, analog to SIP conversion, or some other means. Fax lines, 2, one each at the City Manager's Office (in City Hall) and Police Department, for sending secure fax data. Alarms (including auto-dialers), 3, two at the PD and one at the utility building. Analog handsets, at least 1, at the PD in the emergency call box. This device must off-hook autodial the Sheriff's Office. Additional analog handsets may be required if an alternative is not available for cordless phones listed in the bid specification.

9. Will any of the POTS lines terminate into the SABPD 911 PSAP?

   All 911 and dispatch functions are handled through the St. Johns County Sheriff's Office. The POTS lines are for the purposes stated above.

10. Do you have a plot plan showing existing and proposed connections between buildings?

    We do not currently have plans showing the existing or proposed connections. The Police Department and City Hall, at the primary site, are interconnected by City Owned OM1 fiber terminated ST-ST and patched ST-LC to SFP (not SFP+) ports. The interconnection between City Hall and Building C is currently Ethernet, but we are awaiting material to pull fiber matching the same specs as the previously mentioned connection. At the remote site, Public Works is not interconnected to the other sites currently, except through MPLS by the carrier currently.

11. How many fax lines will be needed at each location?

    Only two fax lines are needed. One will be located in the Police Department, the other will be in the City Manager's Office (at City Hall).

12. Should inbound faxes go to a fax machine or to a designated email address as a PDF attachment?

    Staff preference is for incoming faxes to go to a fax machine. Secure data will be sent over fax, and this must be achieved in either scenario, but staff preference will be a physical fax device.

13. Are the switches required to be HP 2530s, or can other comparable 48-port POE switch be substituted?

    The request was for "switches to functionally replace HP 2530s" (Page 6 – bid spec.). We are vendor agnostic. It is up to the responding vendor to select specific equipment, however, equipment must functionally replace HP 2530s in all needed capacity.

14. The bid calls for all equipment to be the property of the City at the end of the first three-year period. Does that only include networking switches, or does that include all the necessary network and telephone devices?

    The language in the bid is "All switches will be City property at end of initial contract term" (Page 6 – bid spec.). The City does not wish to own the telephone equipment at the end of the term.

15. How does the City intend to pay for the equipment associated with the project?

    Ideally, the City would prefer that "all costs, as much as possible…be included into a monthly structured bill or monthly recurring charge (MRC) for everything listed", (Page 11 – bid spec.). For rented/leased equipment that the City does not wish to own, this can be a monthly equipment fee. For the switches, which the City wishes to own at the end of the first term, this could be a one dollar buy-out at the end of the first three-year term. This would be our preference and will influence our decision, but ultimately it is up to the responding vendor to provide pricing and terms.

16. Currently the City has a Hybrid IP AllWorks PBX system. Can the bidder offer an alternative telephone platform that is a totally hosted IP voice solution?

    The brand/vendor for the system and the type (hosted, on-premise, or hybrid) was not provided within the bid specification. We have provided a general overview of needs for the new system but will not specify products to be offered. Vendors may provide proposals for systems that would functionally meet the needs of the City, and the City may choose to select one based on our selection process. We will not provide specifications for the brand, nor the type of system. Staff on the selection committee may feel that one type of system is more reliable or has more to offer, but the responding vendor must choose systems to propose to the City.

17. Will any of the approximately 60 desk phones need to be configured with a supplemental "side car" displaying all the telephone devices in BLF status?

    Yes. Ideally, we would have 4 such devices for the administrative assistants within each office.

18. Is the Police Department auto-dialer analog or IP platform, and how many lines will that device need?

    The Police Department currently utilizes three devices that auto-dial.

    Two of the devices are "alarms" (United Security Products, Inc. - AVD-45c) that dial a selection of numbers and play a pre-recorded message to each. These devices are currently connected to analog lines.

    The other device is an analog phone with no buttons, that is currently attached to an analog to SIP converter. This device automatically dials a set number (St. Johns County Sheriff's Office) when taken off hook.

19. In Building C, will the auto-dialer be analog or IP platform, and how many lines will the device need?

    Building C currently has no auto-dialer, but we would likely install a device similar to that located within the PD (AVD-45c). The intent would be only to provide a single connection for this purpose, whether that would be a SIP to analog device or a copper POTS circuit.

20. Will the 10 cellular phones be provisioned only for speed dialing or transfer from internal telephones, or will those phones be configured to run a SIP client software to emulate them being fully functioning IP devices on your internal network?

    Our intention in the RFP bid specification was to allow up to 10 devices to be fully integrated into the system, including the ability to transfer calls and to internally dial other extensions. We asked to integrate up to "10 cellular phones (IOS & Android based SoftPhones) into the phone system. For example, in the currently utilized AllWorx system, this would be AllWorx Reach licensing" (Page 9 – bid spec.).

21. Is the emergency call box, located outside the Police Department, analog or IP?

    The current call box contains an analog phone, without a dial pad, that is connected to a SIP to analog converter to allow inclusion into the Allworx system. When the phone is taken off hook, it automatically dials a number that is configurable from the system administration console. Any proposed replacement would need to duplicate this functionality.

22. At Public Works, is the existing intercom system that needs to connect to the phone system an analog or IP system?

    The existing system is analog. The system is a Wheelock TPA-10 amplifier, feeding a standard 70v horn-style loudspeaker (Page 8 – bid spec.). In our current setup, the system receives a Lo-Z input from the speaker of one of the system handsets. In this configuration, incoming calls ring over the loudspeaker, and internal pages to the specific extension play over the loudspeaker. Proposed systems should be natively capable of reproducing the functionality or include additional equipment to do so. Due to the possibility of a loud work environment within this department, the system must be capable of integrating with a loudspeaker and not just paging directly to a handset.

23. Under the Freedom of Information Act provisions, will the City release a copy of its current invoice from Windstream?

    Yes, we can furnish this document upon request. Although we believe this may be covered under Florida records law. We will be redacting information that may allow unauthorized access to our account, such as the account access PIN number. However, the invoice is not a detailed invoice.

24. The two main buildings are interconnected by City-owned fiber, with plans to add fiber to the third building on the main campus. Is there any terminal equipment currently in place at either end of these fiber runs, or do they connect directly to firewalls via SFP?

    The fiber run that is currently in place is OM1, terminated ST-ST in an ICC fiber enclosure on each end. The fiber is patched ST-LC to the SFP ports of the existing HP-2530 switches on either end of the connection. The switches are leased, the infrastructure up to the switch is City-owned.

25. What make and model of firewall/router is currently in use at each location?

    Windstream currently provides the connection to the City as an Ethernet connection, beginning with customer configurability at the switch. At the primary site nothing is configurable on our end prior to the HP 2530 (J9772A). Two public IP addresses are exposed to the switch, and connect to a Cisco Firepower 1010 on the Police Department side, and a Sonicwall TZ400 on the City Hall side. Prior to the switch, Windstream has a NetVata 3448 and an Accedian MetroNID. The firewall hardware is the only portion of this equipment that is owned by the City.

26. Is the phone system to be fully managed by the vendor (i.e. routine moves, adds, changes), or will there be one or more designated administrators from City staff that can be trained to handle Tier 1 phone support requests?

    IT staff has historically handled Tier 1 support, and it would be our preference to continue this practice.

27. Is a site visit mandatory?

    "Vendors must complete required site visit prior to submission of sealed bid" (Page 10 – bid spec.).

28. Are the two circuits mentioned on page 3 (Data connection to primary site >50Mbps; Data connection to remote site > 10Mbps) internet connections? If not, please provide details as to what type of circuits are needed.

    Yes. The listed requests are for internet connections to each site. Our current ISP provides 50Mbps and 10Mbps MPLS circuits respectively.

29. What is the bandwidth required for the connection between primary and remote site for voice and data communications?

    The bandwidth requirement for voice service would be the responsibility of the vendor to determine. Bandwidth should be sufficient to support internal calling between sites without service issues. Provided that QoS is properly provisioned to prioritize voice services; the data bandwidth requirement is relatively low anything over 1.5Mbps should suffice.