

BOARD OF COUNTY COMMISSIONERS  
ORANGE COUNTY, FLORIDA

RFQ #Y17-155-TA, STEP 1  
INTERNET AND TELEPHONE PROVIDER SERVICE FOR THE ORANGE COUNTY  
CONVENTION CENTER

ADDENDUM NO.1

This addendum is hereby incorporated into the RFQ document. The following items are clarifications, corrections, additions, deletions and/or revisions to and shall take precedence over the original documents. Deletions are denoted by ~~strikethrough~~ and additions via underline.

A. RFQ Opening Date is modified as follows:

Request for Qualifications, Step 1, Internet and Telephone Provider Service for the Orange County Convention Center, RFQ # Y17-155-TA.

The Orange County Board of County Commissioners, Orange County, Florida, invites interested parties to submit responses no later than 2:00 PM, EST, Thursday, ~~December 15, 2016~~, January 12, 2017, for providing Internet and Telephone Provider Services for the Orange County Convention Center.

B. General Terms and Condition, Paragraph #10, is modified as follows:

10. Step 1(Qualification) and Step 2 (Bid) Results

~~Step 1 Responses-Qualification Results and bid tabulations~~ shall be available thirty(30) days after opening on the Orange County website at: <http://apps.ocfl.net/orangebids/bidresults/results.asp>, or upon notice of intended action, whichever is sooner.

C. Attachment D-1 is deleted in its entirety and replaced with Revised Attachment D-1, as attached hereto.

D. Respondent shall not be permitted to make any additions, modifications, or deletions to the terms and conditions, scope of services, and/or bid forms contained within the Request for Quotations and subsequent Invitation for Bids. Any such additions, modifications, or deletions will result in the response or bid being deemed non-responsive. All responses shall remain in the format prescribed in the solicitation.

E. Questions and Answers

In accordance with General Terms and Conditions Paragraph 2, 67 questions were received by the December 5, 2016 deadline. Below are answers 1-21, answers for items 22-67 are being formulated and will be answered in a future addendum.

1. Question: Please describe any revenue sources available to the Contractor and in the scope of this RFP that are NOT included in the revenue history in Section 33 A. For example, internal charges to OCCC and its other vendors, DAS contracts etc.

Answer: Service work requested of the current Contractor by OCCC for infrastructure and/or network enhancements for internal OCCC project requirements (non-event related) are shown on the attached, "Smart City Purchase Orders", as Exhibit 1. This list includes all work for the previous seven fiscal years. Internal charges to Service Partners (i.e.; CenterPlate, Fed-Ex, B.A.G.S., etc.) are agreements between the Contractor (SmartCity) and the individual service partner vendors and OCCC has no involvement of rates charged. DAS agreements are between the Contractor (SmartCity) and the applicable cell phone vendors and OCCC has no involvement of rates charged.

2. Question: For each of the revenue sources identified in question 1, please provide a 5 year revenue history.

Answer: Please see answer to Question # 1 and the corresponding Exhibit 1, Smart City Purchase Orders.

3. Question: Please describe the nature of the DAS contracts that shall be accepted by the Contractor in section 26 D. Include the Contractor's anticipated responsibilities, along with associated revenues and costs.

Answer: As stated in the Response to Question 1, the DAS agreements are between the Contractor (currently SmartCity) and the applicable cell phone vendors. OCCC's role typically is limited to approving the locations and the equipment distribution in the space allocated to the Cellular provider. The Contractor shall coordinate activities with the OCCC Security Division regarding employees and/or sub-contractors performing work related to installing and maintaining the equipment at the OCCC for cellular service providers. The Contractor shall coordinate such installations and maintenance around show activities to ensure there are no detrimental client impact issues.

4. Question: In order to determine the current state of repair of the fiber and copper infrastructure, please disclose the quantity and location of any and all non-functioning fiber and/or copper cabling infrastructure.

Answer: Based on the current contract (with SmartCity), the Contractor shall maintain and repair any damaged fiber/ copper at all locations and buildings. Therefore, there should not currently be any damaged fiber/copper infrastructure.

5. Question: Please provide the make, model, original purchase price and date in service for all operational and tangible Internet equipment that will be available for the new provider to make use of.

Answer: As stated in Scope of Services, Paragraph 9-E(1), "Upon execution of the Contract, the Contractor shall purchase all new network and internet equipment as necessary in providing the level of service as detailed in the Scope of Services, from Contract start date through the entirety of the Contract."

Attachment D-2 of the Request for Quotations is inclusive of those components currently in use and is provided only as a guide for prospective Contractors.

6. Question: How is customer experience for services defined in this RFP currently measured (i.e. scores for pre, onsite and post show phases, communication, responsiveness, pricing, proposal clarity etc.). Please provide summary reporting for the past 5 years.

Answer: There is no formal customer experience measurement currently being collected for these services under the current contract. However, a formal performance evaluation for the overall Contract is provided at time of contract renewal and is enclosed in this Addendum, as Exhibit 2.

7. Question: After 15 years of doing business with the same provider, please provide the top 3 reasons why this contract is being sent to bid?

Answer: Current Contract Y6-159 is scheduled to expire on June 30, 2017, and is required to be re-solicited.

8. Question: Please list the top 3 expectations you are seeking in a new service provider (e.g. build on the overall attractiveness of Orlando as an event destination, drive revenue, improve customer service, differentiate OCCC as a high-tech events destination to attract key groups, making it easy to do business for show management and exhibitors).

Answer: The expectations for the successful Contractor through this formal solicitation process are those as outlined and described in the Scope of Services and associated portions of RFQ Y17-155-TA.

9. Question: Has the Invitation for Bid (IFB) form been completed or will it be completed by the due date of the RFQ Response? If yes then can we be provided a copy of the IFB prior to the due date of the RFQ Response? If not, then can the Respondent state its assumptions about the IFB and response accordingly in its RFQ Response?

Answer: Step 2, Invitation for Bids, Y17-155-TA, has not been developed and is not anticipated to be drafted by the due date of the RFQ Response. The Step 2 Invitation for Bids will include the same scope of services outlined in Step 1, Request for Qualifications, Y17-155-TA. In accordance with item D of this addendum, Respondents/Bidders shall not introduce assumptions that add, delete, or modify the County terms and conditions, scope of services, and/or bid forms.

10. Question: Paragraph 4 on page 4 of the RFQ states the County reserves the right to inspect all facilities of Respondents in order to make a determination. Give the range and complexity of the Scope of Services, does the County anticipate visiting the facilities of the Respondents to determine if a Respondent can properly perform under the award

Answer: The County reserves the right to inspect all facilities. No determination has been made yet.

11. Question: Paragraph 7 on page 5 states that in the event of extension error(s), the unit price will prevail and the Respondent's total offer will be corrected accordingly. Please explain what this means with respect to this RFQ or IFB.

Answer: The Invitation for Bids, Y17-155-TA, Step 2, has not yet been developed. When it is released, all unit prices will be clearly identified.

12. Question: Paragraphs 15, 30, and 24 (on pages 8, 11, and 12, respectively) refer to a Contract but it was not included with the RFQ. Would you provide a copy of the proposed Contract? If the Contract is not available, will it be available before the IFB is released?

Answer: The Contract is the County's acceptance of the Respondent's offer in response to Step 1, Request for Qualifications, Y17-155-TA and Step 2, Invitation to Bids, Y17-155-TA in accordance with all terms and conditions therein. Please refer to Exhibit 3 for the Contract Acceptance Letter Template.

13. Question: Will the OCCC consider extending the RFQ response deadline of December 15?

Answer: Please refer to Item A of this addendum.

14. Question: In the "Qualification Response Format" section of the RFQ, specifically, paragraph 1 (Qualifications, Experience, and References), the Respondents are asked to provide information indicating their respective level of qualifications and experience. Will the evaluation of these qualifications and experience factors be limited to only the Step One qualifying process or will such factors also be considered in the evaluation of the Step 2/IFB Process.

Answer: The evaluation of the qualifications outlined in Step 1, Y17-155-TA will only be limited to Step 1.

15. Question: In this same section, specifically in paragraph 4 (Technical Approach/Understanding of the Project), the Respondents are asked to provide certain "minimum" levels of information (for example, in subparagraph 4(c), the minimum requires is in connection with the Transition Plan; in subparagraph 4(e), it is for the Exit Plan; and in subparagraph 4(f), it is included as part of the network diagram identifying the equipment, connections and services to be provided). In the Step 2/IFB process to follow, will the Respondents be required to bid at, but not above, such minimum levels or will the Respondents have the ability to provide alternate levels in each of these categories that exceed the minimums?

Answer: Step 1 establishes qualification criteria with some items requiring that at a minimum the Respondent provide the information requested. This does not preclude the Respondent from submitting additional information for consideration

in Step 1. The quality of the response will be scored in accordance with the criteria set forth in the RFQ. In the Step 2 Invitation for Bids process, Bidders will be required to bid consistent with their Step 1 response, and shall not have the ability to provide alternate levels in any categories.

16. Question: Paragraph 1e (Qualifications, Experience & References on pages 21-22) requires references (contact name, title, telephone number, etc.) Must each listed reference be independent of the Respondent and not work directly or indirectly for the Respondent?

Answer: Each listed reference shall not be directly or indirectly employed by the Respondent.

17. Question: Paragraph 5(RFQ Step One-Selection Criteria on page 27) states that only those proposers whose responses are scored 400 or above shall be qualified for Step 2. Please explain how the point system works. Are there multiple reviewers or special weighting of the Criteria? What is the maximum number of points possible for a RFQ Response? Will each reviewer review and score every section of the RFQ response.

Answer: Weighting of selection criteria is outlined on page 27, Paragraph 5, RFQ Step One- Selection Criteria. No additional weighting will be applied in Step 1. Responses will be evaluated utilizing a 1-5 scale and applied against the selection criteria weights. Maximum achievable points are 500. A Procurement Committee will evaluate each response, in the prescribed format, independently and score collectively at a publicly noticed meeting.

18. Will the "Step One-Selection Criteria" be weighted as to each factor within each of the four Criteria? Will the points awarded in Step 1 be combined with the points awarded in Step 2/IFB to generate the final rankings for the respondents?

Answer: Each criteria will be scored collective of all factors within the criteria. The points in Step 1 qualify the firm to compete in Step 2. All firms achieving a minimum of 400 points will advance to Step 2 to compete for award based on the bid response providing a best value to Orange County. All firms competing in Step 2 will be deemed qualified to compete, no firm will carry forward to Step 2 an advantage from Step 1.

19. Question: Should the EEO Statement described on page 6 be included in the RFQ response? Or at a later date?

Answer: Paragraph 9, EEO Statement, is a compliance requirement not a submittal requirement of this solicitation.

20. Question: Please confirm whether the respondent is required to provide its Transition Plan, Operational Plan, Exit Plan, Contingency Plan, and VoIP Plan within its RFQ Response.

Answer: See Qualification Response Format, pages 21 – 26, for submittal requirements.

21. Question: The scope of services is very extensive and detailed. Should each respondent explicitly state whether they are currently performing each of the activities described in the scope of services or alternatively that this would be the first time for the respondent?

Answer: The Respondent's experience will be evaluated in accordance with the established criteria.

**ACKNOWLEDGEMENT OF ADDENDA**

- a. The respondent shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the response.
- b. Receipt acknowledged by:

\_\_\_\_\_

Authorized Signer

\_\_\_\_\_

Date Signed

\_\_\_\_\_

Title

\_\_\_\_\_

Name of Respondent

**Y17-155-TA**  
**\* Revised\* ATTACHMENT D-1**  
**TELEPHONE SERVICES SYSTEMS & EQUIPMENT**

**1) West Building (OCCC)**

- 2 AVAYA multimedia servers (8700 series Call Manager)  
Supporting 3,469 stations & trunks
- 1 Aura Voice Mail Server  
Supporting Orange County Convention Center's (OCCC) partners

**2) North/South Building (OCCC)**

- 1 AVAYA multimedia server (8700-series Call Manager )  
West & N/S servers are connected via single mode fiber

**3) Show Total Analog & Digital Ports (Both Buildings):**

- Analog Stations with ports: **700**
- Digital Stations with ports: **250**

**4) OCCC Staff & Partners:**

- Analog ports & phones, both buildings = **492**
- Digital ports & phones, both buildings = **702**

**5) Trunks:**

- 3 – PRIs (Incoming )
- 3 – T1s ( dial 9 outgoing )
- 2 – T1s (dial 9 outgoing )
- 8 – E911 Lines – North/South Building

**6.) West Building:**

14 IDF Cabinets on the catwalks

**7.) North/South Building (OCCC)**

36 IDF Cabinets on the Catwalks  
3 IDF Cabinets at the South Penthouse  
3 IDF Cabinets at the Center Penthouse  
3 IDF Cabinets at the North Penthouse

**SMART CITY PURCHASE ORDERS**

VENDOR CODE	DESCRIPTION	DOC (PO) #	PO AMOUNT	PAID AMOUNT	PO CLOSED DATE
57195	Proposal for labor to oversee the fiber backbone installation in the Convention Center. Smart City will utilize its Operations Manager and Supervisors to provide end to end management of this project.	M00000043491	\$35,000.00	\$35,000.00	5/4/2010
57195	New Configuration and Labor Charges of new 100 CISCO Equipment located at the Orange County Convention Center 9800 International Drive, Orlando, Fl 32819. Project #071509	M00000045588	\$10,000.00	\$10,000.00	5/4/2010
57195	Proposal for labor and materials needed to install cabling from the 100 level to level 122 through the existing concrete slab. Scope of project includes running new cable and supporting by "J" hooks within the ceiling system.	M00000045934	\$1,677.00	\$1,677.00	5/4/2010
553120	Labor and material to install new 1 new 6-strand M.M. fiber cable to the N/S and Canandian Court toll booths and 1 new 6-strand S.M. fiber cable at the Canadian Court Toll Booth locations plus all additional material and labor as listed in the submitted quote #9B200.71.5316 dated October 23,2009.	M00000046040	\$13,630.00	\$13,630.00	5/4/2010
553120	LABOR & MATERIAL TO PROVIDE NETWORK CONNECTIVITY FOR THE NEW SECURITY COMMAND CENTER AT THE WEST BLDG @ OCCC TO PROVIDE VIDEO SECURITY FOR THIS LOCATION.	M00000046363	\$1,324.00	\$1,324.00	5/4/2010
553120	Proposal for materials and labor needed for installation of telephone and computer data lines in the West Entrance of the West Building.	M00000049133	\$11,210.00	\$11,210.00	8/5/2010
553120	OCCC Mears cabling, Structured cabling system: labor costs for data/voice infrastructure. Install (1) 1400' 6-strand AM OSP fiber cable from the Destination Parkway IDF to the New Mears facility in the parking lot, this cable will be installed in conduit both new and existing.	M00000048491	\$5,816.00	\$5,816.00	8/24/2010
Fiscal Year 09/10				\$78,657.00	
553120	Material and labor needed to install fiber optic cable backbone for the fire alarm system.	M00000048166	\$38,219.00	\$38,219.00	10/6/2010
553120	Labor, equipment and materials needed to provide connectivity for new West Building Video network.	M00000049404	\$91,200.00	\$91,200.00	10/6/2010
553120	Labor and material to provide network access to all remote toll booths credit card transactions.	M00000048163	\$49,624.00	\$49,624.00	1/19/2011
553120	Provide Labor and Materials for Trailer City Demo	M00000047107	\$3,726.00	\$3,726.00	2/18/2011
553120	Labor & material (data & power) for installation to provide infrastructure for the new camera system at Destination Parkway parking garage at the OCCC.	M00000050444	\$69,755.00	\$69,755.00	2/18/2011
553120	Purchase of 25 courtesy phones, installation of 23 phones, parts and accessories provided for the OCCC.	M00000050714	\$19,316.00	\$19,316.00	8/15/2011
553120	Labor and materials to provide infrastructure for the Bldg Video Network at the West Bldg CCTV.	M00000052487	\$31,045.00	\$31,045.00	9/22/2011
553120	Construction services to relocate low voltage fiber and power for Taxi Starter locations at the N/S Bldg.	M00000053229	\$7,779.00	\$7,779.00	9/22/2011
553120	Relocate Data Rack for West Bldg. Power Expansion Project	M00000052710	\$4,665.00	\$4,665.00	9/28/2011
Fiscal Year 10/11				\$315,329.00	
553120	Structured cabling system install of 25PR PE89 cable between the North/South toll booths in the east lot	M00000054664	\$10,022.00	\$10,022.00	10/3/2011
553120	Labor & Materials required to provide low voltage power and required conduit and cabling for camera units at the West Bldg. and the Destination Parkway parking garage.	M00000051934	\$46,137.00	\$46,137.00	10/6/2011
553120	To provide data infrastructure to support transportation's data terminals at OCCC N/W Building (MEARS).	M00000050742	\$14,351.00	\$14,351.00	11/16/2011
553120	Construction services to provide a replacement of an existing pull box for the Taxi Marshalling Project.	M00000053231	\$5,603.00	\$5,603.00	11/28/2011
553120	Provide Labor and Materials for OCCC South Camera Fiber Identify and Repair: Fiber Backbone Cabling	M00000056707	\$2,620.00	\$2,620.00	4/24/2012
553120	Labor and Materials required to install (16) Category-6 Cables to the (4) drop locations identified for the New OCCC Building Operations Center.	M00000053479	\$3,187.00	\$3,187.00	4/26/2012
553120	Fiber Backbone Cabling Security Command Center BOC Area	M00000056183	\$2,551.00	\$2,551.00	5/4/2012
553120	OCCC MEARS Taxi Marshalling Bldg, Proposal to install structured cabling system for the new taxi marshalling site.	M00000055769	\$10,352.00	\$10,352.00	8/8/2012
553120	Labor and Material to install (40) Category 6 cables to the locations (shown on the attachments) in the N/S facilities	M00000058992	\$4,647.00	\$4,647.00	9/6/2012
Fiscal Year 11/12				\$99,470.00	
553120	Dock 6 Facility Maintenance Cabling	M00000058469	\$2,525.00	\$2,525.00	10/2/2012
553120	N/S Building South Pump Room- Dual Cat6 drop in the OUC Pump Room IDF 151	M00000058786	\$2,158.00	\$2,158.00	10/18/2012
553120	N/S Bldg EIS Weather Station Structured cabling system- Dual Cat6 drop from the North toll booth to the EIS Weather station box near the Heli-pad.	M00000059417	\$2,523.00	\$2,523.00	1/14/2013
553120	OCCC West Bldg Phase III Dock 8- install camera & new conduit with pull box from Dock 7 MDF to Dock 8	M00000058787	\$6,816.00	\$6,816.00	4/11/2013
553120	OCCC Toll booth recable for the new POS system.	M00000062922	\$3,809.00	\$3,809.00	8/16/2013
Fiscal Year 12/13				\$17,831.00	
553120	OCCC N/S & West BOH wireless infrastructure project. Install Panduit category 6 pvc horizontal distribution system that will feed (59) dual cat-6 WAP locations in the back of the hours locations to be cabled back to the local IDF.	M00000064132	\$29,934.00	\$29,934.00	7/24/2014
57195	Install (31) new cat-6 outlets that consist of (4) Quad and (3) Triplex locations in the N/S for the lock shop move.	M00000067256	\$2,127.08	\$2,127.08	10/28/2014
Fiscal 13/14				\$32,061.08	
553120	13 INT Injector cables; integrated network camera power. Provide viewing access of digital advertisement monitors in the west concourse for vendor OSS1.	M00000067210	\$1,950.00	\$1,950.00	6/4/2015
553120	Backbone cabling system: labor for building systems core switches in West Bldg. Install (1) 144 strand single mode fiber cable between the OCCC BOC and Telecom rear racks.	M00000073838	\$10,460.54	\$10,460.54	9/21/2015
Fiscal 14/15				\$12,410.54	
553120	Backbone cabling system: labor for building systems core switches in West Bldg and N/S telecom rooms. Install (5) 48 strand single mode fiber cable in the OCCC West and N/s Telecom rooms	M00000076287	\$19,398.00	\$19,398.00	7/14/2016
Fiscal 15/16				\$19,398.00	
<b>Total</b>			<b>\$575,156.62</b>		<b>35</b>





## Exhibit 3 – Contract Acceptance Letter Template

### TERM CONTRACT NO. Y17-155 Internet and Telephone Provider Service for the Orange County Convention Center

TO: Company Name  
Road  
City, State

This is to inform you that the Orange County Board of County Commissioners hereby enters into a term contract subject to the following:

#### TERMS AND CONDITIONS

1. Acceptance:

This contract is our acceptance of your offer in response to our **Invitation for Bids No. Y17-155-TA, Internet and Telephone Provider Service for the Orange County Convention Center - Term Contract**, and is subject to all terms and conditions therein.

2. Term of Contract:

A. This is a term contract for the time period specified in the referenced Invitation for Bids, for the products/services covered by this contract. The County is not obligated to purchase any minimum amount of products or services, unless otherwise stipulated in the Invitation for Bids.

B. This contract is effective \_\_\_\_\_ and shall remain in effect through \_\_\_\_\_. **The estimated contract award revenue for this period is \_\_\_\_\_ and the estimated contract award expenditure for this period is \_\_\_\_\_.**

C. This contract may be renewed upon mutual agreement as provided in the Invitation for Bids. Any amendments to this contract must be in writing and signed by both parties. Such amendment(s) must be signed by the representative of the Orange County Procurement Division to be valid, binding, and enforceable.

D. This contract may be cancelled or terminated as provided for in the Invitation for Bids.

3. Taxes:

The County has the following tax exemption certificates assigned.

- A. Certificate of Registry No. 59-70-004K for tax free transactions under Chapter 32, Internal Revenue Code;
- B. Florida Sales and Use Tax Exemption Certificate No. 58-12-090729-53C.

4. Payment:

- A. Payments must be submitted, referencing this contract number.

Orange County Convention Center  
Fiscal and Operations Support Division  
Attn: CFO  
PO Box 691509  
Orlando, FL 32869-1509

5. Invoicing:

- A. Invoices must be submitted, in duplicate, referencing this contract number and the Delivery Order to:

Orange County Convention Center  
Address  
City, State, Zip Code  
Phone (000) 000-0000

- B. Invoices against this contract are authorized only at the prices stated in your bid response, unless otherwise provided in the Invitation for Bids.

6. All requirements contained in any addenda to the solicitation for this procurement are part of and hereby incorporated into this contract.

**BOARD OF COUNTY COMMISSIONERS  
ORANGE COUNTY, FLORIDA**

BY: \_\_\_\_\_  
PA, Credentials  
Procurement Division

DATE: \_\_\_\_\_