January 6, 2017

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. 3

This addendum is hereby incorporated into the Request For Qualifications 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, January 12, 2017~~ February 9, 2017, for providing Internet and Telephone Provider Services for the Orange County Convention Center.

B.   Clarifications

The scope of services provided by the County on pages 28-71 of the RFQ provides both information on the County's current infrastructure and services, as well as objectives which will require the Contractor to implement a strategy for achieving these objectives. The response to the RFQ shall demonstrate qualification and strategy while the Step 2, Invitation for Bids, will establish pricing consistent with the bidder's strategy as submitted in Step 1.

C.   The question period for the Request for Qualifications closed on December 6, 2016. No additional questions will be accepted. There will be a separate question period associated with Step 2, Invitation for Bids.

D.   Question and Answers

In accordance with General Terms and Conditions Paragraph 2, 67 questions were received by the December 6, 2016 deadline. Addendum 1 addressed questions 1-21. Below are answers 52 - 59. Answers for questions 60 – 67 will be addressed in a future addendum.

52. **Question: What kind of WIFI monitoring system is currently in place?**

Answer: The Wi-Fi monitoring system consists of various hardware, software and networking components owned by Smart City and located primarily offsite. The software systems include Cisco Prime Infrastructure, Solar Winds Orion, Solar Winds Syslog Manager, Solar Winds Configuration Manager and custom proprietary scripts. The hardware equipment includes servers located in a fully redundant Tier 4 data center, Cisco Wireless LAN controllers and other equipment. The Wi-Fi monitoring system can identify, locate and correct network issues as they arise in real-time. Since most of the components are owned by Smart City, upon execution of the Contract, the Contractor shall purchase all new equipment and software, as necessary, in providing the level of service as detailed in the Scope of Services.

53. **Question: Is LBS (Location Based Services) required? At present there are beaconing units, is OCCC looking to have LBS over Wi-Fi? If LBS is required, what kind of Accuracy is being asked?**

Answer: Location Based Services are required. The accuracy shall be 1 - 3 Meters. Currently there is not LBS over WiFi, however, this may be considered in the future.

54. **Question: For Network Security, can you define what is the security level required from a physical, logical, and software level?**

Answer: Network Security for shows is based on client request. OCCC will provide related electronics and security standards for its Audio network & Toll booths networks to include PCI compliance.

55. **Question: Can existing cable Infrastructure be used by the new provider? (Ethernet Drops for Access Points and Fiber Strands for IDF are available). Are there any restrictions from running new Fiber to newly Placed IDFs?**

Answer: Yes. The Contractor can use the existing fiber strands and cabling utilized by the current provider for the access points. There are no restrictions from running new fiber except there may be some pathway space constraints.

56. **Question: How many APs are permanently installed and how many are temps?**

Answer: See RFQ Page 51, Item D, Article 8, Show and OCCC Admin Access Points. Temporary Access Points are based on show activities. The selected Contractor shall be responsible for establishing high density coverage. This will likely result in the requirement of additional access points beyond the 1,037 access points currently on campus.

57. **Question: In the Network Security and Service Reliability-This section requires an on-site NOC with 24/7 service support. There are other sections in the RFQ that reference 24/7 support but not an on-site NOC. Can you clarify if the NOC must be on-site or monitored remotely, and if an on-site presence is required 24/7 or simply there must be someone available 24/7 to response to service calls?**

Answer: The NOC can be at a remote site. A person shall be available 24/7 to respond on site to service calls when there is a show at the building (prior to the start and end of the show). After hours and when there is no show in the building, someone shall be available to respond to the service calls. Remote support for service calls will not comply with this requirement, on-site personnel is required.

58. **Question: Regarding operational space- Is there currently space available for the new Contractor to occupy? There is reference to trailers and other available office spaces. Do those trailers belong to the OCCC or the current Contractor?**

Answer: Whoever is the awarded the new contract will be provided the office, storage and work space that the current provider occupies.

If it is a new contractor, we will provide temporary space until the transition is complete.

We currently do not have trailers in use. There may be times when a storage trailer may be needed to house equipment for installation. If needed, then it will be at the Contractor's expense.

59. **Question: On page 48 (marked as page 46), Section 10-C-2, "Service Connectivity Requirements": RFP (sic) states: "The Internet connection and through-put provided by the Contractor shall be a minimum of a 10-Gbps primary and a redundant 10-Gbps secondary circuit". Is the requirement for both the primary and redundant circuits to be a full 10 Gbps commit, or is there an ability to provide a circuit with a lower commit rate (2Gbps) and a full 10Gbps burstable ability?**

Answer: The minimum is 10 Gig Committed for both the primary and secondary circuits. A circuit with a lower commit rate shall not comply with the requirement. The Contractor shall have the capacity to provide higher bandwidth to the OCCC's clients per request.

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