

THE SCHOOL DISTRICT OF OSCEOLA COUNTY, FLORIDA

Purchasing/Property Records/Warehouse

817 Bill Beck Boulevard, Building 2000 • Kissimmee • Florida 34744-4495

Phone: 407-870-4630 • Fax: 407-870-4616 • www.osceola.k12.fl.us

SCHOOL BOARD MEMBERS

- District 1 – Jay Wheeler
407-390-0505
- District 2 – Julius Melendez
407-922-5113
- District 3 – Cindy Lou Hartig
407-832-3999
- District 4 – David Stone, Vice Chair
407-933-2700
- District 5 – John McKay, Chair
407-957-4056



Superintendent of Schools
Michael A. Grego, Ed.D.

December 16, 2009

Solicitation Number: SDOC 10-P-048 NM

Solicitation Title: Internet & SIP Telecommunications Services with Bundled Long Distance

Addendum # 1

(To be attached and become a part of the RFP)

The original solicitation documents shall remain in full force and effect, except as modified herein, and shall take precedence over any contrary provisions in the prior documents. The Bid opening date and time, Tuesday, **January 5, 2010** at 2:00 p.m. and location will remain the same as stated in original solicitation document.

This addendum is being issued to address questions received and to make revisions to the above referenced solicitation document. Items in **RED** are either the Answers to the received questions OR the **RED** items address revisions to the original RFP document.

Part "A"; Questions and Answers:

Question #1. Why is The School District looking for a Tier Two carrier? Is it for purposes of load balancing or customer relationship? Would The School District consider a Tier One carrier?

Answer: *The District chose to pursue a Tier Two provider based upon long term technology plans, service capabilities and responsiveness, and poor customer relations with larger carriers. Only Tier Two providers will be accepted. At its sole discretion, the District shall make the final determination of a provider's Tier status.*

Question #2. Is there a centralized phone system or are there phone systems throughout? If there is a single system, which location is it located at? What is the software revision on the system(s).

Answer: *All services will be provided through a dispersed Cisco UCM 7.x cluster. There are three sites with servers in the single cluster setup: District Campus, Liberty High, and Harmony High.*

Question #3. What is The District's call flow patterns: a. % of Long Distance Traffic, b. % of local traffic (inbound vs. outbound), c. % of traffic between locations (if not currently using a centralized phone system).

Answer:

a. 20% long distance

b. 80% local (inbound/outbound)

c. Do not have this information at this time - Traffic between sites is all by internal VoIP over our Metro Ethernet connections.

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Districtwide Accreditation by the Southern Association of Colleges and Schools

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Question #4. What is The District's current fiber plant: a. Are there dual fiber providers for Internet and Telecommunications Services today? B. Are there currently dual entrance points for these services?

Answer: Yes, there are separate providers as explained in the RFP. However, there are no dual fibers in the sense of redundant paths. The current Internet demarcation is a single fiber at the District Campus location, and the voice services are provided by copper PRIs at the District Campus location. The goal is to combine providers, but demarcation falls under E-Rate Priority One guidelines.

Question #5 Is this an ALL or none award or can a carrier win the SIP solution without winning the large data pipe?

Answer: It's an All or None award.

Question #6 Can a carrier bid on just the SIP solution?

Answer: No. This is an All or None award.

Question #7 Are you requiring references as a part of this RFP?

Answer: References are required. See Section 4.02 Tab 3 (A & B).

Question #8 Under 2.06, Section O – E911 Emergency Services, is changing “Facility” to “BLDG” and “Physical Location” to “Unit” acceptable?

Answer: Yes, as long as the Public Safety Answering Point (PSAP) can resolve the following information: a) street address, building #, room #. How the record is constructed and handed to the PSAP is for explanation in the written submittal and discussion during their Orals.

B. The following are revisions to the solicitation document:

Section 4.02 All proposals shall include at minimum:

Tab 6 – Internet Access – (TOTAL Weighted Value – 13, as broken down below)

Provide documentation regarding the ability, capacity, and skill of the Firm to be able to provide Internet Service.

A. Internet Throughput Capacity (Section 2.05B). **(Weighted Value - 05)**

B. Dual-homed Internet Connection (Section 2.05C). **(Weighted Value - 03)**

C. Internet Provider Backbone (Section 2.05G). **(Weighted Value - 05)**

Tab 7 – SIP Telecommunications Service – (TOTAL Weighted Value – 14, as broken down below)

Provide documentation regarding the ability, capacity, and skill of the Firm to be able to provide the SIP Telecommunications Service.

A. SIP Capacity (Section 2.06B). **(Weighted Value - 04)**

B. SIP Failover (Section 2.06H). **(Weighted Value - 05)**

C. SIP Provider Backbone (Section 2.05I). **(Weighted Value - 05)**

Tab 14 – Other Services – (TOTAL Weighted Value –03, as broken down below)

A. Optional Internet Service Seasonal Scalability (Section 2.05G). **(Weighted Value - 01)**

B. Optional SIP Telecommunications Service Extended LATA (Section 2.06L). **(Weighted Value - 01)**

C. Any offered value added services. **(Weighted Value - 01)**

5.0 ORAL PRESENTATION EVALUATION CRITERIA

- 1. Ability, Capacity, and Skill of the Proposer – (Weighted Value – 26, as broken down below)**
Firm shall address their ability, capacity, and skill to be able to provide the Scope of Services as outlined in Section 2 of this RFP.

Installation & Cutover – (Weighted Value - 02)

Provide details regarding the timeline and milestones that will ensure the successful implementation of this project. (Section 2.03).

Internet Access – (Weighted Value – 10, as broken down below)

Provide documentation regarding the ability, capacity, and skill of the Firm to be able to provide Internet Service.

- A. Internet Throughput Capacity (Section 2.05B). (Weighted Value - 04)**
- B. Dual-homed Internet Connection (Section 2.05C). (Weighted Value - 03)**
- C. Internet Provider Backbone (Section 2.05G). (Weighted Value - 03)**

SIP Telecommunications Service – (Weighted Value – 10, as broken down below)

Provide documentation regarding the ability, capacity, and skill of the Firm to be able to provide the SIP Telecommunications Service.

- A. SIP Capacity (Section 2.06B). (Weighted Value - 03)**
- B. SIP Failover (Section 2.06H). (Weighted Value - 04)**
- C. SIP Provider Backbone (Section 2.05I). (Weighted Value - 03)**

Service Level Agreement – (Weighted Value - 04)

All respondents shall provide documentation of any and all sections of the SLA (Section 2.07) that they are unable to support and provide a detailed description why they are unable to meet those requirements.

- 3. Approach and Methodology – (Weighted Value – 26, as broken down below)**
Firm shall address in detail their approach and methodology of how the services herein addressed will be provided, including timelines, milestones, testing and acceptance procedures that will ensure the successful implementation and maintenance of this project.

Internet Approach and Methodology – (Weighted Value - 06)

Provide the Firm's approach and methodology of how the services herein addressed will be provided. Include Firm's project approach, methodology, testing and acceptance procedures that will ensure the successful implementation and maintenance of the Internet service.

SIP Approach and Methodology – (Weighted Value - 06)

Provide the Firm's approach and methodology of how the services herein addressed will be provided. Include Firm's project approach, methodology, testing and acceptance procedures that will ensure the successful implementation and maintenance of the SIP Telecommunications service.

E911 Solutions – (Weighted Value - 08)

Provide detailed documentation of the Firm's available and proposed solutions to ensure that the District is compliant with all applicable Florida Statutes with regard to ALI resolution to the station level.

Support – (Weighted Value - 04)

All respondents shall provide documentation of any sections of Support (Section 2.08) they are unable to support and provide a brief description explaining why they are unable to meet those requests.

Other Services – (Weighted Value – 02)

- A. Optional Internet Service Seasonal Scalability (Section 2.05G).
- B. Optional SIP Telecommunications Service Extended LATA (Section 2.06L).
- C. Any offered value added services.

If you should have any questions regarding this addendum, please do not hesitate to contact Neil D. McDonald, Purchasing Supervisor, who is responsible for this project at mcdonaln@osceola.k12.fl.us or by phone at 407-870-4625.

Sincerely,

Cheryl L. Olson, CPPO, C.P.M., CPM, FCCN
Director of Purchasing and Warehouse Services

CLO/ndm

Acknowledgment of Addendum #1 by Vendor:

This addendum shall be completed by the Vendor and returned with the bid response. If a bid has already been submitted, this addendum must be submitted to the above address in a sealed envelope, which is marked on the outside: Addendum to Bid, Bid title and number.

This is to acknowledge receipt of this addendum, which will become part of the Bid document.

_____ NAME (TYPED OR PRINTED)	_____ TITLE
_____ SIGNATURE	_____ VENDOR NAME
_____ DATE	_____ PHONE NUMBER