



REQUEST FOR PROPOSAL  
HIGH SPEED INTERNET AND TELEPHONE SERVICE  
QUESTIONS AND ANSWERS

RFP No. S16-016

Q&A No. 1

Date: May 13, 2016

Please note the clarification and/or additional information for the solicitation referenced above.

**1. Q: What purpose do the analogue lines support?**

A: Fax machines.

**2. Q: What model and model number phones and how many are deployed and to what locations?**

A: To the City's best knowledge the following models are deployed:

City Hall	Inter-tel 560.4201	Approx. 40 units
Police Department	Inter-tel 550.8622	Approx. 50 units
Fire Departments	Inter-tel 5340	Approx. 50 units
Golf	Inter-tel 560.4201	Approx. 5 units
Library	Inter-tel 560.4201	Approx. 5 units

**3. Q: What software is used to support the phones?**

A: Phone support is provided via contract by Mitel. City Hall is Mitel 5000 version 3.2. Fire Admin/PD is version 5.1.

**4. Q: What is the Fire Station #4 address?**

A: 10964 E Crystal Falls Parkway.

**5. Q: Does the City intend to upgrade it's phone system?**

A: There is no plan in the near term to upgrade the phone system or hardware. They City hopes to upgrade the system in the future.

**6. Q: Are the City's T-1 lines integrated or dynamic?**

A: Dynamic.

**7. Q: Is there PRI on the phone service or just T-1?**

A: No. System is packet switched system.

**8. Q: What is the ratio of internet to voice usage on the lines?**

A: An exact ratio is not available. Staff assumes 80% internet and 20% voice ratio.

**9. Q: Will the City consider alternate proposals?**

- A:** The seeks service per the specified performance guidelines. The method of delivery is up to the vendor to propose.
- 10. Q: How does the City define “firewall?”**
- A:** The City’s current network firewall is a single, managed, cloud-based MPLS firewall. Firewall currently provides filtration
- 11. Q: What is the firewall port size?**
- A:** The City has a 50 Meg Cloud Based Network Firewall.
- 12. Q: Are other security components maintained in-house?**
- A:** Yes.
- 13. Q: What type of activity is conducted on City computers?**
- A:** Typical City administration type of activity such as E-mail, word processing, internet searching and platforms.
- 14. Q: What is the IP address count?**
- A:** Golf Course – 5 Static addresses  
FD #2 – 5 Static addresses  
Public Works – 5 Static addresses  
Library – 5 Static addresses  
DRC – 13 Static addresses  
Parks & Rec – 5 Static addresses  
Fire # 3/Admin – 5 Static addresses  
PD – 5 Static addresses  
City Hall – 5 Static addresses
- 15. Q: What does the City mean by connectors?**
- A:** The City means the interface equipment needed to provide connectivity and a turnkey solution.
- 16. Q: What is the number of telephone minutes per month used month over month for the last 90 days by both local and long distance as it relates to “intra-lata vs intrastate?”**
- A:** The question posed about “intra-lata” vs intrastate billing indicates that the carrier represented bills differently for those two types of outbound long distance. Logix bills long distance as intrastate (in state) and interstate (out of state). Logix has chosen to treat intra-lata as intrastate. Logix never bills for “local” calls. The 90 day per minute report for intrastate/interstate is attached. The City of Leander doesn’t currently have toll free numbers, so there is no usage for toll free (inbound).
- A summary report is attached to this Q&A document.
- 17. Q: Are outbound and toll free considered the same thing?**
- A:** Outbound means calls placed from the city to another number. The City does not utilize in-bound toll free numbers.
- 18. Q: Does the City offer wifi? If so, how many devices are to be supported via wifi?**

- A: Yes the City offers wifi at various locations. Usage is not heavy and provided to guests and those field inspectors that use tablets in the field as they come and go from the office.
19. Q: **Attachment D shows #2 and #3 have multiple locations but the same address. Is this right?**
- A: Yes. The Library and the Disaster Recovery Center utilize two separate service lines but the same demarcation (point of entry).
20. Q: **How does the City make inter-office calls?**
- A: Staff dials a four digit extension number to reach another employee. Extension is congruent with the last four digits of their actual phone number.
21. Q: **Will vendors be able to visit each service location to inspect the installation site?**
- A: Site inspections will not be accommodated due to limited staff availability. Each site provides a dedicated area for installation and equipment with adequate space.
22. Q: **Public Works and the Parks Departments are not listed on the document. Are those locations excluded?**
- A: Yes. The City has installed fiber to those locations. Vendors are NOT to bid either of those locations.
23. Q: **Will the City be filing for e-rate funding for any of these services in regards to the Library?**
- A: Not at this time.
24. Q: **Is the street number for the Library 1011 S. Bagdad?**
- A: Yes. (Not 11011).
25. Q: **Are the routers vendor supplied?**
- A: Yes.
26. Q: **What are the City's insurance requirements?**
- A: Workers Comp that complies with State law requirements, and 1,000,000/\$2,000,000 for most general commercial policies.
27. Q: **Will voice service still be required once complete fiber infrastructure is installed?**
- A: Yes.
28. Q: **Will the award be made to one vendor?**
- A: Yes. The City anticipates the award to be made to one vendor.
29. Q: **How many firms typically make a shortlist for interviews?**
- A: Typically 2-3 firms make a shortlist.
30. Q: **When does the City anticipate an award on this solicitation?**
- A: Late July at the earliest.

Approved by



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Joy Simonton, Purchasing Agent

City of Leander  
Account # 43784731

April, 2016

<b>Call Type</b>	<b>Minutes</b>	<b>Amount</b>
Interstate LD	1515	\$0.00
Intrastate LD	1670.1	\$0.00
US Territories	5	\$0.48
International	33.4	\$2.18

March, 2016

<b>Call Type</b>	<b>Minutes</b>	<b>Amount</b>
Interstate LD	1402.7	\$0.00
Intrastate LD	1324.4	\$0.00
US Territories	7.3	\$0.00

February, 2016

<b>Call Type</b>	<b>Minutes</b>	<b>Amount</b>
Interstate LD	1333.1	\$0.00
Intrastate LD	1268.7	\$0.00
US Territories	1.8	\$0.00
International	4.1	\$0.31