



NOTICE

ADDENDUM 1

FLORIDA VIRTUAL SCHOOL

February 27, 2018

Sheena Bartley, Buyer
(407) 513-3399
sbartley@flvs.net

Bid Due Date and Time: To be received, 2:00 PM EST, March 8, 2018, at Florida Virtual School Procurement Services Department, 2145 Metrocenter Blvd, Suite 100, Orlando, FL 32835.

RFP01-189330B01-TELECO-XXXXXX for Telecommunication Services

In response to inquiries submitted for the above referenced solicitation, FLVS is providing the following responses. The responses shall become part of the solicitation.

1.

Q	What is the make, model and software version of the PBX phone system(s) being used at each of the two locations?
A	Cisco CUCM 10.5

2.

Q	Is ongoing management and maintenance support expected specifically for the PBX(s)?
A	No, management and maintenance will be done in house. We are only expecting support for the initial configuration of the service.

3.

Q	Will FLVS accept separate analog handoff specifically for Fax lines?
A	No. We are trying to move away from analog. We are currently faxing over SIP and its working great.

Web:
www.flvs.net

Phone:
(407) 513-3566

Email:
procurement@flvs.net

Procurement Services
2145 Metro Center Boulevard, Suite 100 ·
Orlando, FL 32835



4.

Q	Section 8.3 states that a "complete telephone system" is being requested. Please confirm that as stated on the Pre-Bid call that a Call Manager / PBX is not being requested.
A	No a Call Manager/PBX is not being requested. We already have a cluster in house.

5.

Q	Section 8.3 states "Contractor must have the capability to support Cisco IP Phones". Define "support". If the vendor is not expected to provide the Call Manager / PBX, what interaction would be required with these Cisco IP phones by the awarded vendor? Is FLVS looking for the awarded vendor to replace phones as they break?
A	It's a generic catch all statement meant to say to say that our vendor's technology needs to work with a PBX that uses IP for telephony and not just old school PBX punch down.

6.

Q	Section 8.11.4, requirement 4 states that "FLVS needs 800 seats". a. Is there an expectation of a pricing model based on seats rather than just sessions? b. Is FLVS just providing this number for awareness to insure that to solution is capable of supporting that many registered handsets? c. Are those 800 seats divided between the 2 locations?
A	a. We are using the terminology of our current vendor, the seats are the amount of DIDs and the sessions are the amount of concurrent calls. FLVS needs the pricing for these items from the vendor. b. FLVS owns 807 DIDs and the vendor needs to be able to meet that need. c. They will not be divided all 807 DIDs will need to be routed to whichever location is acting as the primary.

7.

Q	Section 8.5 "Security". Please elaborate further on this need for Security.
A	It is a catch all phrase to state that we expect our vendor to maintain and secure their network.

Web:
www.flvs.net

Phone:
(407) 513-3566

Email:
procurement@flvs.net

Procurement Services
2145 Metro Center Boulevard, Suite 100 ·
Orlando, FL 32835



8.

Q	Section 8.11.4, Requirement 13 states "FLVS requires a comprehensive security solution". Please elaborate on this. a. Is this in reference to the WAN, SIP or both? b. Is FLVS looking for a separate security appliance? c. Can FLVS provide specific security metrics that they are looking for?
A	a. The dedicated WAN solution for the SIP circuit and SIP connections. Meaning we are expecting the vendor to do everything in their power to protect FLVS IP telephony traffic from malicious individuals. b. No FLVS already owns a firewall solution for our DIA. c. The SBC recommended by the vendor should provide the security needed between FLVS and the vendor.

9.

Q	FLVS is requesting 150 sessions with the ability to burst to 300 sessions as well as the ability to failover between sites. Is the request for 300 Sessions just to account for a failover scenario where the 150 sessions from the other site would be utilized at one site or does FLVS see a potential need for a worst case scenario of a total of 600 sessions at a single site?
A	No, during the months of July and August our phone traffic doubles, during those months 300 sessions is necessary for us to not drop calls. FLVS needs to increase and lower the number of sessions based on traffic. All sessions will go to one site or the other there will not be any separation of sessions.

10.

Q	The Diagram provided by FLVS seems to depict a centralized phone system that would feed other locations. If these sites are providing phone services to other remote sites, can FLVS please provide a list of addresses for all remote sites so that rate centers can be verified for e911 purposes?
A	FLVS only has two location the Metrocenter and the John Young Parkway locations listed in the RFP

Web:
www.flvs.net

Phone:
(407) 513-3566

Email:
procurement@flvs.net

Procurement Services
2145 Metro Center Boulevard, Suite 100 ·
Orlando, FL 32835



11.

Q	FLVS states that they have 807 DIDs. Would FLVS be able to provide this list of numbers prior to the award of the RFP so that vendors may verify rate centers?
A	FLVS will provide the awarded vendor a list upon contract execution.

12.

Q	Would FLVS consider a response from a vendor who is not offering an option to purchase Session Border Controllers (SBC)?
A	Yes, but the vendor must provide SBC models that are supported on their network.

13.

Q	Would FLVS consider a response from a vendor that only provides a bid on the WAN services and not the SIP services?
A	No. FLVS currently uses an MPLS solution in tandem with SIP with the same vendor to ensure reliability and the best QoS.

14.

Q	Are deviations or exceptions to FLVS's standard terms and conditions set forth in the RFP allowed?
A	See section 8.12.5

15.

Q	As the terms and conditions are silent in regard to any limitation of vendor's liability, is FLVS willing to negotiate some limitation of vendor's liability?
A	See Appendix K the Master Services Agreement for FLVS standard terms and conditions.

16.

Q	Will FLVS be willing to negotiate further terms and conditions after bid submission?
A	Yes, with agreeable terms and conditions, all expectations must be specified in your response.

Web:
www.flvs.net

Phone:
(407) 513-3566

Email:
procurement@flvs.net

Procurement Services
2145 Metro Center Boulevard, Suite 100 ·
Orlando, FL 32835



17.

Q	Will FLVS consider the existing agreement with the incumbent, and the inclusion of applicable service schedules as a baseline for developing any contract between the parties?
A	No. A new Contract is required.

18.

Q	For the purposes of this RFP, would Florida Virtual Schools please provide their definition of 'firm fixed pricing'. Is it that you want the price to remain constant across the length of the agreement, is it that you desire to have all taxes, fees, surcharges, included, or is there another ask?
A	A firm-fixed-price contract provides for a price that is not subject to any during the contract term with the most cost competitive pricing for the requested services. In addition we are tax exempt.

Web:
www.flvs.net

Phone:
(407) 513-3566

Email:
procurement@flvs.net

Procurement Services
2145 Metro Center Boulevard, Suite 100 ·
Orlando, FL 32835