

Village of Ruidoso
313 Cree Meadows Dr.
Ruidoso, NM 88345

DATE: May 13, 2019

RFP# 2019-010P VOR Internet Services 2019

The following **ADDENDUM #1** shall be incorporated into the Proposal Documents for the above referenced project.

Question #1-There is no stated bidder walk through. What is the time/date/address of the walk through for bidders? **Answer: This has not been scheduled yet. Can be scheduled based on vendor need.**

Question #2-Page 6 para 8 states “Offerors who are deemed, on the basis of the selection criteria, fully qualified and best suited among those submitting proposals may be requested to participate in discussions or interview regards their proposals. Discussion may cover cost, methods of deliver, and other relevant factors.” It seems that the purpose of this RFP is for VOR to select a partner, vice responding with price, etc. True?

Answer: I’m not sure I follow this question.

Question #3-Page 7 para 20 states “The Offeror shall not subcontract any portion of the services to be performed under this request for proposal without written approval from the Village of Ruidoso.” It is common for service providers to lease fiber from other providers. As long as the offeror is responsible to VOR for management of entire offering, is leasing fiber vice building fiber going to be an issue? **Answer: This is fine, as long as offeror as completely responsible.**

Question #4- Page 12 “Scope of Work” doesn’t specify the number of fibers required per site. How many will be required per site? **Answer: There is no specific number of fibers required as long as desired bandwidth is provided.**

Question #5- Page 13 para 1 states “Consequently, the reliability and backup alternatives of the network are of crucial concern. Is redundant fiber for VOR a requirement? If so, is VOR willing to share construction costs where applicable to effect that? **Answer: This refers to the back end of the system at the offerors CO.**

Question #6- Page 14 para 2 states” The Proposer should also include cost to increase segment bandwidth from 100Mbps to 200 GB. Is this a typo? If so, what should the segment upgrade speed be? **Answer: Yes, this should be MB instead of GB.**

Question #7- Page 14 para 3 states “It is expected that the connections will be simple Layer 2 only connection, however describe layer 3 and/or routing options as it relates to the proposed Metro Ethernet Network and how it will function within the VOR Village Network.” Is the offeror expected to offer a large layer 2 network encompassing all of VOR, or multiple networks? **Answer: A simple large transparent Layer 2 network across entire village.**

Question #8- Does VOR currently use their own DNS? **Answer: Yes.**

Question #9- Does VOR currently use their own WINS?. **Answer: No.**

Question #10- Does VOR currently run their phones on a separate VLAN? **Answer: Yes**

Question #11- Does VOR currently run other devices (security cameras, etc.) on other VLANS? **Answer: Not a separate VLANS.**

Question #12- Does VOR currently use multiple networks that will need to be kept as is and migrated to new fiber network? **Answer: Yes, again only a layer 2 hand off is required.**

Question #13- Does VOR currently own any registered IP addresses? **Answer: Yes.**

Question #14- Will VOR require multiple Internet providers? **Answer: There will be no additional internet providers.**

Question #15- Will they be load balanced or failover? **Answer: No.**

Question #16- Will new firewalls be required for higher speeds? **Answer: No.**

Question #17- Will all entities on VOR MEN use provided Internet, or will there some require their own Internet? Will the Proposer also provide the firewalls since they are turnkey? **Answer: No, only require a layer 2 handoff from provider’s network equipment.**

Question #18- Will firewalls be located on the fiber network between sites/entities? **Answer: No, switches will handle gateway functionality between sites.**

Question #19- Will any other network security devices be required? **Answer: No.**

Question #20- Will VOR or and other entity on the VOR MEN require remote access VPN? **Answer: Yes, However this does not affect RFP. Simple Layer 2 handoff and internet access required.**

Question #21- Will VOR host Internet facing web or applications? **Answer: N/A**

Question #22- Will VOR be administrating routing/switching on the new MEN, or will the offeror be expected to do that? **Answer: VOR and vendor Systems MD will handle routing and switching past the “hand off”.**

Question #23- Page 14 PHONE SYSTEM states “The proposer will provide a complete VOIP system (either cloud or local PBX) based on the specifications provided in Appendix B. If Offeror can support fiber connectivity to existing ShoreTel, is there still a requirement to provide a VOIP system (Appendix B states that VOR would like to keep ShoreTel if possible)? **Answer: The Village would like to examine both options.**

Question #24- Proposer will require all costs of current ShoreTel phone system (maintenance contracts, software licensing, assigned FTE), as well as any issues (missing features, etc.) with current phone system. If the current ShoreTel is kept on the new MEN, will the offeror be expected to administrate it, or will VOR administrate it? **Answer: VOR along with vendor RT-Networks.**

Question #25- Page 14 specifies PROVISION AND INSTALLATION, but not MIGRATION/ADMINISTRATION. Will the offeror be expected to handle migration planning/execution, also routing and switching administration? **Answer: Offeror will work on these with Systems MD.**

Question #26- Proposal Evaluation Criteria 1. States “service level requested in this RFP” 20 Points. Beyond locations and speeds, it isn’t very clear exactly what is requested and will be evaluated for 20 points-can you please clarify what service levels are being requested? **Answer: Locations, speeds, technical response times.**

Question #27- Proposal Evaluation Criteria 2 Reasonable cost will be evaluated for 25 points. Page 6 para 8 states “Offerors who are deemed, on the basis of the selection criteria, fully qualified and best suited among those submitting proposals may be requested to participate in discussions or interview regards their proposals. Discussion may cover cost, methods of deliver and other relevant factors.” It isn’t clear from the current scope of work what exactly VOR is expecting prices on to earn this 25 points. Can you please clarify? **Answer: These are prices for the overall Metro/Internet solution.**

Question #28- Proposal Evaluation “Other”-what does “other pertain to? How many points is it worth (IT DOESN’T SHOW UP IN THE GRADING SHEET). Is there any requirement to supply a proposed design/timeline with this RFP? The

locations listed for fiber don't match the locations listed for phones-can you clarify please? Horton is listed for fiber-but nothing for phones. It is my understanding that location will be the main one-can you clarify phones for it please? **Answer:**

The reason for the mismatch is that the current phone system is listen, however once the project is done several departments will be moving to the Horton complex, as of now which ones is still not fully determined.

The following clarification/adjustments shall be incorporated in the bid documents and included in your bid. Please enter the latest addendum number on the bid page where requested.

Please sign and return by E-Mail (See Below)

Company

Signature and Date of receipt of Fax

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