



CITY OF HOUSTON

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SUBJECT: Letter of Clarification No. 1

REFERENCE: Request for Proposal No. S10-T24891

IMPLEMENTATION OF SIP TRUNKING FOR HOUSTON INFORMATION TECHNOLOGY SERVICES

TO: All Prospective Proposers:

This Letter of Clarification is issued for the following reasons, and is hereby incorporated and made a part of the Request for Proposal (RFP):

1. Vendor Question: “Article 2.1.2.5: ‘Allow forwarding of Alien telephone numbers (for mobility purposes),’ please elaborate by what is meant by Alien telephone numbers (for mobility purposes)?”

COH Answer: “*We do not have additional clarification to provide on this requirement at this time.*”

2. Vendor Question: “Article 2.1.10: ‘Trunks shall provide for geo-diverse balanced trunking across multiple access facilities to the specified addresses.’ Please elaborate on what your definition is of geo-diverse balanced trunking?”

COH Answer: “*These services will not utilize the same physical path and will be separated by a reasonable distance.*”

3. Vendor Question: “Article 2.1.12: ‘Trunks shall provide Internet connections that can be utilized for a secondary connection to the City’s internet provider.’ Please elaborate on whether you want another internet provider to use this connection. Are you stating you want the SIP connection to also allow internet service across the same connection?”

COH Answer: “*No, we want to be able to utilize an Internet connection as a backup link to the service should the primary dedicated link fail.*”

4. Vendor Question: “Article 2.1.2.15: ‘Pass telephone numbers from all City of Houston blocks out of all provider SBCs (for failover purposes).’ Please elaborate.”

COH Answer: *“The City wants to be able to send out-bound calls out of each SIP location.”*

5. Vendor Question: “Introduction, Section 1.1, Page 15: The City is seeking Proposals from E-Rate eligible firms. Will E-Rate eligible organizations (K-12 schools or libraries) be purchasing services under the contract resulting from this solicitation?”

COH Answer: *“The Houston Public Library, a department in the City of Houston, is an e-rate eligible organization. There are no plans to use E-Rate today; however we reserve the right to do so in the future.”*

6. Vendor Question: “Introduction, Section 1.2, Page 15: Does The City expect features such as ‘Voicemail’, ‘call transfer’, ‘caller hold’ and ‘conferencing’ to be part of the SIP Service or does The City expect the SIP service to support these features as they come from The City’s intelligent IP PBX? Could you please provide IP PBX Vendor/Model/OS Version?”

COH Answer: *“The City will implement an intelligent IP-PBX from Cisco systems, We are deploying Cisco Call Manager version 9.1.2.”*

7. Vendor Question: “Introduction, Section 1.2.1.5, Page 15: Does The City expect ‘emergency notification’ and the ‘all phone blast services’ to be part of the SIP services, or expect the SIP Services to support these features as provided by a 3rd party or the IP PBX?”

COH Answer: *“The City will implement Cisco Emergency Responder server which will be used for Emergency services calls and notifications and expect the SIP services as provided by a 3rd party or the IP PBX.”*

8. Vendor Question: “Introduction, Section 1.2.1.6, Page 15: Is the 311 ‘Citizen Help’ to be supported as an in-bound service?”

COH Answer: *“Yes.”*

9. Vendor Question: “General Requirements, Section 2.1.2.4, Page 16: Assume ‘support for T.37’ was supposed to say T38?”

COH Answer: *“The City assumes the provider will support both T.37 and T.38 protocols. T.37 will use g7.11 codec and T.38 will use g729 codec.”*

10. Vendor Question: “General Requirements, Section 2.1.2.5, Page 16: What is meant by ‘Alien Numbers’? Are they non-ported or ported DIDs to the provider’s service? What are the total number of DIDs to be ported?”

COH Answer: *"We are not able to provide additional clarification at this time."*

11. Vendor Question: "General Requirements, Section 2.1.2.12, Page 16: What 'X11 Services' are to be inbound only, outbound only, and in & out-bound?"

COH Answer: *"Primarily 311, however all other x11 services that the City supports or would support in the future are required."*

12. Vendor Question: "General Requirements, Section 2.1.2.13, Page 16: What type of 'operator services' is to be expected on SIP? Please elaborate on what the City is looking?"

COH Answer: *"The City expects the normal operator service associated with the providers SIP offerings to be provided."*

12. Vendor Question: "General Requirements, Section 2.1.2.15, Page 16: Please clarify what is meant by "all provider SBCs"? Different Service providers, (multi-provider support) or Multiple SBC by the same Service Provider? Please provide Vendor/Model/OS versions."

COH Answer: *"All SBCs refers to any and all SBCs the provider may connect the City to for service. No additional clarification on Vendor/Model/OS is available at this time."*

13. Vendor Question: "General Requirements, Section 2.1.3, Page 16: Does the reference to 'load sharing', require support for 'inbound', 'outbound', or both way calls?"

COH Answer: *"The reference to load sharing refers to both inbound and outbound calls."*

14. Vendor Question: "Internet Connections as Secondary Connection, Section 2.1.12, Page 16: Will Internet access be considered only for backup or can it also be considered for primary? Will the Internet connection be shared (SIP and end used Internet Traffic), or will it be dedicated? Will the City be providing a Router / Firewall device for the Internet connection demarcation? If so, please provide the Vendor/Model/OS version."

COH Answer: *"Primary and Secondary connectivity is required. Whether the primary is and Internet connection or not is not of particular concern here. However, the assumption is that the primary means of connection is sufficiently reliable and separate from the secondary connection. Also, the current assumption is that the City's existing Internet connections would be used to provide the secondary connection. The City utilizes Cisco ASA firewalls."*

15. Vendor Question: “Technical Qualification, Section 5.8, Page 20: What is meant by the word ‘duration’ of time to burst? Please clarify whether the City means how long can capacity burst, or the time it takes to add and/or remove call path?”

COH Answer: *“The intent is to capture the time it takes to fulfil the request to add additional call paths.”*

16. Vendor Question: “Technical Qualification, Section 5.9, Page 20: What is meant by, ‘Explain how **these services** shall be covered by the SIP implementation.’ What does this refer to? Is The City referring to the list of analog devices that follow? The section reads that they will remain on traditional POTS lines services at this time.”

COH Answer: *“This does refer to the list of analog lines in the preceding statement. These services are not anticipated to be rolled over to the SIP lines; however, it is possible, that some may be. To the extent possible, we are asking the provider to describe any special consideration these types of services would be granted and how they would be handled.”*

17. Vendor Question: “What is The City’s intention regarding the on-Premise SIP Session Border Controllers? Does the City anticipate the Proposers to: a) propose and/or recommend Session Border Controllers as it pertains to the proposed design?; b) include services for installation, configuration and post install management?; and/or c) include any Day-2 support for the devices (Maintenance)? If so, what type of coverage?”

COH Answer: *“This is intended to cover all scenarios where the service provider equipment is installed.”*

18. Vendor Question: “Proposer Technical Requirements Checklist No. 11, Page 23: Need information from the customer to determine if this is for ‘Contractor’ management, or customer management, of the 911 database for location specific database information.”

COH Answer: *“This is saying we require the carrier to support it as a feature. In that, regardless of the management, we expect the service to support everything necessary to provide the PS /ALI information.”*

19. Vendor Question: “Total current PRI’s is 64; how many are at the call center?”

COH Answer: *“If you are meaning whether you can keep the SIP Trunking for the Call Center and separate from the general City operations SIP Trunking, then the answer is we are unable to provide additional clarification for this question at this time.”*

20. Vendor Question: “Are you needing rates for International LD calls? If so, I will need to know what countries you call and I can include?”

COH Answer: *“The City does require International LD. The City conducts, or may need to conduct business with any country and cannot provide additional clarification on specifics at this time.”*

21. Vendor Question: “Proposer Technical Requirements Checklist No. 26, Page 24: Need customer to identify the specific data centers.”

COH Answer: *“Respond to this requirement as a ‘yes’ or a ‘no,’ and provide your related comment.”*

When issued, Letter(s) of Clarification shall automatically become a part of the RFP documents, and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the Proposer to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a response on this Proposal, Proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this RFP.

Should you have questions or request further clarification regarding this Proposal, please contact Greg Hubbard at greg.hubbard@houstontx.gov, or at 832.393.8748.

Sincerely,

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