



CITY OF SAN ANGELO
PURCHASING DIVISION
72 West College Avenue, San Angelo, Texas 76903
Tel: (325) 657-4219

ADDENDUM 2

Date: February 19, 2019

RFP No: IT-01-19 / High Speed Internet/Broadband Services

Bid Date: February 28, 2018/2:00 PM Local Time

The following clarifications, changes, additions, and/or deletions are hereby made to the RFP:

1. Ref 2a) "Internet Service Provider (ISP) shall operate on a Fiber Optic connection with a minimum of 1 Gigabit speed for both download and upload."

QUESTION: Will the 1 Gig Fiber already been operational, or are you expecting a quote to include installing new/additional fiber? If there is a need to install new/additional fiber, have you provided the locations where there is the need?

The City is requesting the connection to make its final connection point to our firewall at 72 W. College Ave (City Hall). If the vendor cannot provide connectivity with its own fiber to City Hall, the City can/will allow other connectivity solutions such as leasing dark fiber from City Hall to the vendor's HEADEND/NOC in the San Angelo area. In this case, the City will negotiate with fiber providers separately from this RFP. This will play a role in the final decision in choosing a vendor for this RFP when all costs for the entire solution are added together.

2. Ref 2c) "ISP shall provide bandwidth 24 hours per day, 365 days per year" and Ref 2d) "ISP shall guarantee a service level of 99.99% uptime. The City does allow for pre-arranged outages during off-hours for vendor maintenance."

QUESTION: Does the city truly mean 24/7/365 service level of 99.99%? That means that there is only 52.6 minutes of total allowable outages in a year – even when the City, or portions of the City are not even open for operations (to include weekends, holidays, and evenings)? The redundancy needed to meet this requirement, as currently written, is extremely high and costly.

Correct, we are asking for a service level of 99.99%. While most City offices are closed outside of normal business hours, there are several essential services such as 911 Dispatch, Water Production, Water Reclamation, and online services such as making a water bill payment that the City operates 24/7/365 that require a robust and reliable connection to the internet. As stated, the City does allow pre-arranged times for outages and maintenance during off-hours. Pre-arranged outages will not go against the 99.99% service level, so long as they are not frequent and lengthy.

For other questions or clarifications, please contact the Purchasing Division at SAPurch@cosatx.us.

Sincerely,

A handwritten signature in black ink that reads "Jessica Pirkle".

Jessica Pirkle
Purchasing Specialist