

**Department of Procurement Services - City of Chicago**

**March 1, 2019**

**Addendum No. 2**

**To**

**REQUEST FOR QUALIFICATIONS (“RFQ”)**

**For**

**BROADBAND INTERNET SERVICES**

**Specification No. 620384**

For which Qualifications are scheduled to be received no later than 4:00 PM., Central Time on April 1, 2019 (pursuant to the Addendum 1, advertised February 5, 2019) in the Department of Procurement Services, Bid & Bond Room (Room 103 of City Hall).

The following revisions/changes will be incorporated in the above referenced RFQ document. All other provisions and requirements as originally set forth remain in full force and are binding.

**Respondent must acknowledge receipt of this Addendum No. 2 in its Qualification AND should complete and return the attached Acknowledgment by email to:**

**[joseph.chan@cityofchicago.org](mailto:joseph.chan@cityofchicago.org)**

**Attn: Joseph Chan, Sr. Procurement Specialist**

**This document contains:**

- I. Answers to 25 Questions Submitted for Clarification of the RFQ; and**
- II. Addendum Receipt Acknowledgment.**

The information contained in this Addendum No. 2 is incorporated by reference into the original Request for Qualifications (RFQ) issued on January 16, 2019.

March 1, 2019

**ADDENDUM NO. 2**

**FOR**

**REQUEST FOR QUALIFICATIONS (RFQ) FOR**

**BROADBAND INTERNET SERVICES**

**SPECIFICATION NO. 620384**

**For which Qualifications are due in the Department of Procurement Services, Bid & Bond Room, Room 103, City Hall, 121 N. LaSalle Street, Chicago, Illinois 60602, at 4:00 p.m., Central Time April 1, 2019.**

**The following revisions/changes will be incorporated in the above-referenced Request for Qualification. All other provisions and requirements as originally set forth remain in full force and are binding.**

**RESPONDENT SHOULD ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THE COVER LETTER SUBMITTED WITH YOUR RESPONSE.**

**SECTION I: Answers to 25 Questions Submitted for Clarification of the RFQ**

**Question 1: What is the estimated cost of the Broadband Internet Services project?**

*Answer: This information is not available.*

**Question 2: Has the Department allocated funding for the Broadband Internet Services yet? If so, through which source (budget, CIP, state/federal grant etc)?**

*Answer: Yes. Broadband Internet Services are budgeted for, at the City, on an annual basis (to coincide with our fiscal calendar year).*

**Question 3: How is the Department currently meeting this need? Which vendor provides the incumbent Broadband Internet Services?**

*Answer: The City is currently meeting this need with multiple service providers.*

**Question 4: Who is the technical contact and/or project manager for the Broadband Internet Services?**

*Answer: During the RFQ process, all questions and comments are to be directed to Joseph Chan at the Department of Procurement Services.*

**Question 5: Would it be possible to name the three greatest challenges the Department is having with the current solution?**

*Answer: The City's top challenge is really the only challenge; therefore, the top "three" greatest challenges are all the same: Existing service providers not having available infrastructure to service all of our remote sites and/or existing service providers not being able to meet our minimum required bandwidth at all of our remote sites.*

**Question 6: Which other systems will have to integrate or interface with the Broadband Internet Services, and will the State provide incumbent vendors for each system?**

*Answer: This RFQ is for Internet Services only (i.e., "system integrations" are not in scope for this RFQ).*

**Question 7: Several of the locations listed are Chicago Public Library. Does the City contract for these services? Or will the services be under Chicago Public Library? Will services require E-Rate funding?**

*Answer: Yes – the Chicago Public Library (CPL) is a City of Chicago department. E-Rate will be applicable for services dedicated to CPL (assuming all E-Rate requirements are met, etc.).*

**Question 8: The requirement for delivery of service is 30 days. Respondent usually can deliver within this time line if City have existing plant at the facility but may need more time contingent on permit approval from the City. Would the City accommodate to add 30 days after permit approval? This is a challenge for any service provider.**

*Answer: Yes, the City will allow service delivery 30 days after permit approval (if existing facilities are not currently in place and construction is required, etc.).*

**Question 9: Please clarify if the City is looking for Distributed Denial of Service (DDoS) protection for all remote sites or just the 6 Data Centers?**

*Answer: DoS/DDoS Protection Services will be required for "Core Sites" only (i.e., Data Centers).*

**Question 10: Do you require Service Level Agreement (SLA) for all the sites?**

*Answer: Yes, SLA's are required for all service.*

**Question 11: Is the City agreeable to providing a Microsoft Word version of the RFQ or a new scanned pdf file? Note to City: The version available at [https://www.chicago.gov/city/en/depts/dps/provdrs/contract/svcs/current\\_bid\\_opportunities](https://www.chicago.gov/city/en/depts/dps/provdrs/contract/svcs/current_bid_opportunities), is difficult to search for specific detailed information in the current pdf file.**

*Answer: No, the City will not provide any additional version of the RFQ.*

**Question 12: Do specific City Agencies, such a Chicago Police Department, Chicago Fire Department, Chicago Library et cetera need data to go back specific data center over Virtual Private Networks (VPNs) or is it acceptable to use any of the six data centers? If so, will Voice traffic be sent over those VPNs?**

*Answer: The City will be setting up all required VPN IPsec Tunnels between the remote sites and the applicable data centers (i.e., the VPN architecture and set up / configuration will be managed directly by the City). Yes – voice traffic will be sent over some of the IPsec Tunnels.*

**Question 13: Does the City require Distributed Denial of Service ("DDoS") for all six data centers?**

*Answer: DoS/DDoS Protection Services will be required for Internet Service at all "Core Sites" (i.e., Data Centers) – although, all six Data Centers may not have Internet Service.*

**Question 14: Does the City require Firewalls to be included each remote site or will the City be using existing Firewalls?**

*Answer: No, the City's FW architecture is centralized; therefore, firewalls at remote sites is not required.*

**Question 15: If new Firewalls are needed at each remote site, will Cloud based Firewalls be acceptable?**

*Answer: Not applicable.*

**Question 16: May a Respondent respond to specific sections of RFQ Solicitation 620384 as opposed to responding to the entire project?**

*Answer: No, the Respondent must submit a complete response addressing all the City requirements in the RFQ.*

**Question 17: Do Broadband connections need to have public IP addresses or is Dynamic Host Configuration Protocols ("DHCP") acceptable?**

*Answer: A minimum of one static public IP address is required for each connection at remote sites – for the City to be able to create a VPN IPsec Tunnel (between our Data Center and the Remote Site). All traffic, at the remote sites, will be routed back to the City's Data Center via IPsec Tunnels (that the City will "stand up").*

**Question 18: What are the City Internet connections being used for i.e. who is the current Vendor and**

**what circuit speeds are being utilized currently?**

*Answer: The City is currently utilizing multiple service providers and have varying speeds of service (depending on site-specific service qualification and site-specific business need).*

**Question 19: Is the City currently using Cloud based solutions?**

*Answer: Yes.*

**Question 20: Is there a standard connection speed that the City would like to use across all sites?**

*Answer: No, the City will not be standardizing on a specific connection speed. That being said, the minimum required speeds are listed in the RFQ (in Exhibit 1 – Scope of Services).*

**Question 21: Will the City provide physical address of all six data center locations?**

*Answer: This information will be provided to the Respondents that are short-listed in the evaluation process.*

**Question 22: Will the City accept global minority data or is Chicago-specific information required to be provided by the Respondent?**

*Answer: Chicago specific information.*

**Question 23: Does the City require fail-over solution information?**

*Answer: No. However, if a Respondent has a proposed fail-over solution, they may include it in their response..*

**Question 24: Does the City require new Customer Premise Equipment (CPE) e.g. switches, or otherwise, at the six core sites?**

*Answer: No.*

**Question 25: In order to provide an accurate bid, Respondents need addresses and telephone numbers for each location. Respondent converted the pdf list of locations on the document to excel. The list includes over 370 locations however, the document indicates the request is for only 106 locations. Respondent request the following:**

- **Please confirm which locations are in the bid.**
- **Is it possible to receive the phone numbers for the bid locations?**
- **Please provide the addresses for the Data Centers in Exhibit 1-A (rows 4 – 8), if they are part of the bid.**

*Answer: All 370 locations listed in Exhibit 1A (City Locations List) are locations occupied by the City of Chicago; therefore, any/all of the 370 locations may need Broadband Internet Service – and, determination on service selected (and, conversely not selected) will be based on site-specific service qualifications and/or site-specific business need. The City will not be providing telephone phone numbers for each location on Exhibit 1A (City Locations List). Data Center information will be provided to the Respondents that are short-listed in the evaluation process.*

**CITY OF CHICAGO  
DEPARTMENT OF PROCUREMENT SERVICES**

**SHANNON E. ANDREWS  
CHIEF PROCUREMENT OFFICER**

**CITY OF CHICAGO - DEPARTMENT OF PROCUREMENT SERVICES**

**March 1, 2019**

**Addendum No. 2**

**to**

**REQUEST FOR QUALIFICATIONS (“RFQ”)**

**For**

**BROADBAND INTERNET SERVICES**

**SPECIFICATION NO. 620384**

Consisting of Sections I – II including this Acknowledgment.

**II. ADDENDUM RECEIPT ACKNOWLEDGMENT**

I hereby acknowledge receipt of Addendum No. 2 to the RFQ named above and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

\_\_\_\_\_  
Signature of Authorized Individual

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Authorized Individual (Type or Print)

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Business Telephone Number

**Complete and Return this Acknowledgment by email to: [joseph.chan@cityofchicago.org](mailto:joseph.chan@cityofchicago.org) Attn: Joseph Chan, Sr. Procurement Specialist**