

REQUEST FOR PROPOSALS “RFP” PS20210647

PROVISION OF WIRELINE SERVICES

QUESTIONS & ANSWERS NO. 2

ISSUED ON SEPTEMBER 28, 2021

Q1	There are 34 sites listed needing MPLS, and all appear to be “branch sites”. Are there any hub sites for the MPLS service (i.e. at a Data Centre, or City Hall)? If so, what are the bandwidth(s) of the hub site circuit(s)?
A1	There is currently a 100MBps MPLS circuit into Ecomm (3301 East Pender Street) and a backup 100MBps link at City hall (453 West 12 <sup>th</sup> Avenue). These circuits aggregate the MPLS service into the City corporate network.
Q2	Can a wireline service be provided at the MPLS-Wireless indicated sites, or is there a specific reason wireless was chosen?
A2	The City currently uses the wireless MPLS service for its Disaster Container sites that are typically located in the middle of a City park site where using wired services is not an option, or is challenging.
Q3	Is the Annex 2 labeled ADSL requesting any broadband internet, or will only ADSL service be accepted?
A3	These are currently copper ADSL or fiber broadband sites that are standalone from the City corporate network. As identified in Annex 1 - Detailed Requirements, the City seeks ADSL or ADSL-like services. The City would consider any broadband Internet service for these sites.
Q4	What is the bandwidth requirement for Private Line services? What is the service handoff requirement (i.e. Layer 1 or Layer 2)?
A4	The private line requirements are currently layer 1 copper. Bandwidth requirements are minimal (T1, E1).  The City would consider alternate layer 2 options (copper or fiber) for this service, although there may be a requirement for analog - digital conversion in some cases for a fiber service. These circuits are legacy and the City is currently assessing these sites to determine each use case. Some of these circuits extend radio services to different parts of the City and others are alarm services, etc.
Q5	Is the City willing to accept a cloud-based VOIP service for Centrex?
A5	The City currently uses Centrex phone service to sites where it cannot extend its internal Cisco VoIP phone services, and in some cases for PCI (Payment card Industry standard) requirements. Some of these sites are low bandwidth MPLS network connected sites (attached to the City corporate network) and some are standalone sites where there is not a City corporate network connection. As the City has rolled out higher bandwidth connectivity to the corporate network sites, Centrex has been converted to City-managed Cisco VoIP phones. This is likely to continue, lowering the Centrex requirements over time. However, the City would consider alternate solutions to Centrex such as a cloud-based VoIP service meeting the “Centrex” requirements detailed in Annex 1-Detailed Requirements and requirements for PCI compliance.
Q6	What is the cross-street, or coordinates for Sparwood Park site?

REQUEST FOR PROPOSALS NO. PS20210647

PROVISION OF WIRELINE SERVICES

QUESTIONS AND ANSWERS NO. 2

---

A6	This circuit terminates on the east side of Matheson Crescent near Camano St.
Q7	Is MPLS-wireless out-of-scope of the RFP? There is no input for this service in the Commercial Proposal.
A7	MPLS-Wireless is not out-of-scope. <b><u>Please refer to Amendment No. 3.</u></b>
Q8	Under Technical Requirements, item 2.44: “describe how the toll free numbers will work with the City’s Cisco conference bridge” - can the City clarify the requirements?
A8	The City wants to ensure that the proponent-provided toll free number will allow Canadian- and US-based calls to seamlessly join City Cisco WebEx conferences.
Q9	Under Technical Requirements, item 2.45: “proposed solution is flexible, allowing for City specific CLID rules” - can the City clarify the specific CLID rules referred to?
A9	<p>The City wants to be able to pass any number for CLID that the City owns: regardless of the originating DID, the City wants to be able to pass any of the City’s several thousand DIDs as the CLID.</p> <p>Furthermore, the City requires the proponent to explain how Names are passed: i) is this something the City can control? ii) is there a way to set a default for all outgoing calls, regardless of originating number? iii) can the City set individual names for individual DIDs? iv) what is the mechanism to make these changes at the vendor-level?</p>