TAMPA-HILLSBOROUGH COUNTY EXPRESSWAY AUTHORITY

Letter of Clarification No. 1

FOR

REQUESTS FOR QUALIFICATIONS

ITS Network Support Services

RFQ No. O-01318

Letter of Clarification No. 1 ~ RFQ No. O-01318

Date of Letter of Clarification: <u>December 28, 2018</u>

To all prospective respondents:

The following responds to questions received on the solicitation reference above:

Question 1:	<u>On Page 7 of the RFP, Section 5</u> – May we please request a '<u>List of Equipment</u>' which defines the "Critical" vs. "Non-Critical" items? (I noticed some of the information from Addendum No. 1 pointed to some "critical" items, but would like to see a fully comprised list).
Response 1:	**Refer to the original equipment list in the RFQ. All equipment are critical for the reversal lanes functionality.**
Question 2:	RFQ page 4, Section II.B (Monitoring) outlines the requirement for 24/7 monitoring of THEAs ITS/Operations Network and roadside equipment as well as a helpdesk system with notification capabilities, however the price proposal form (Exhibit C) does not include any items for network monitoring. What is the expectation of how pricing for network monitoring is to be submitted?
Response 2:	**See Addendum #2, revised Exhibit C.**
Question 3:	Item "B" (Monitoring) of the Scope of Services requests a 24/7 network monitoring service. How will that service be billed? Will there be an additional line item on the price proposal?
Response 3:	**See Addendum #2, revised Exhibit C.**
Question 4:	Is there a line item for the cost of the monitoring system or do we include that cost in the billable hourly rates of the proposed staff?
Response 4:	**See Addendum #2, revised Exhibit C.**

Question 5:	Please estimate how many operators and staff will be needing access to the monitoring tool.
Response 5:	**12**
Question 6:	What is the monitoring and helpdesk system currently being used? Provided by the current Vendor.
Response 6:	**IsItUp Network Monitoring // Liberum Help Desk System – example attached.**
Question 7:	Can you provide an example of a current management report?
Response 7:	**Monitoring Report Example Attached.**
Question 8:	Can you please provide a detailed breakdown of this current years device outages?
Response 8:	**Outages varies throughout the year, no more than 25% outage in any given month for various reasons.**

Respondents MUST acknowledge receipt of this Letter of Clarification by signing, dating and returning the completed Acknowledgement of Receipt of Letter of Clarification/Addendum form with Respondent's proposal.

All other items, conditions, and specifications in the RFQ document not specifically changed by the Addendum remain unchanged.

Please send all questions to THEA's Procurement Manager, Man Le, via email at Man.Le@tampa-xway.com.

Up Time / Down Time Report

IsItUp Network Monitor
Software Solutions by Taro Software

From October 01, 2018 at 00:00 To October 31, 2018 at 23:59

Device Name	Device Group	Up Time	Up Time Percent	Down Time	Down Time Percent	Times Down	Actual Down Time	Actual Down Time Percent	Maintenance	Maintenance Percent	Number of Times inMaintenance	Disabled
Core Router	Core Router	30d 23h 58m 52s	100 %	0d 00h 00m 00s	0.00 %	0	0d 00h 00m 00s	0.00 %	0d 00h 00m 00s	0.00 %	0	0d 00h 00m 00
Jupiter server	Video Walll	30d 23h 59m 22s	100 %	0d 00h 00m 00s	0.00 %	0	0d 00h 00m 00s	0.00 %	0d 00h 00m 00s	0.00 %	0	0d 00h 00m 00
Watchguard	Firewall	30d 23h 59m 06s	100 %	0d 00h 00m 00s	0.00 %	0	0d 00h 00m 00s	0.00 %	0d 00h 00m 00s	0.00 %	0	0d 00h 00m 00

Taro Software

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Device Name	Device Group	Up Time	Up Time Percent	Down Time	Down Time Percent	Times Down
CAM 102 COHU	THEA Encoders|Ring 1	30d 23h 59m 05s	100 %	0d 00h 00m 00s	0.00 %	0
CAM 103 COHU	THEA Encoders|Ring 1	30d 23h 55m 43s	100 %	0d 00h 02m 03s	0.00 %	1
CAM 104 COHU	THEA Encoders|Ring 1	30d 23h 54m 07s	99.99 %	0d 00h 04m 26s	0.01 %	1
Encoder 101	THEA Encoders|Ring 1	30d 23h 59m 22s	100 %	0d 00h 00m 00s	0.00 %	0
Encoder 102	THEA Encoders|Ring 1	30d 19h 13m 12s	99.36 %	0d 04h 45m 54s	0.64 %	2
Encoder 103	THEA Encoders|Ring 1	30d 23h 54m 48s	99.99 %	0d 00h 04m 13s	0.01 %	2
Encoder 104	THEA Encoders|Ring 1	30d 23h 55m 57s	100 %	0d 00h 02m 07s	0.00 %	1
CAM 105 COHU	THEA Encoders|Ring 2	0d 00h 00m 00s	0.00 %	30d 23h 58m 17s	100 %	1
Encoder 105	THEA Encoders|Ring 2	30d 23h 59m 22s	100 %	0d 00h 00m 00s	0.00 %	0
Encoder 106	THEA Encoders|Ring 2	0d 00h 00m 00s	0.00 %	30d 23h 59m 31s	100 %	1
Encoder 107	THEA Encoders|Ring 2	0d 00h 00m 00s	0.00 %	30d 23h 57m 22s	100 %	1
Encoder 108	THEA Encoders|Ring 2	30d 23h 56m 56s	100 %	0d 00h 00m 00s	0.00 %	0
Encoder 124	THEA Encoders|Ring 2	30d 23h 57m 09s	100 %	0d 00h 00m 00s	0.00 %	0
Encoder 109	THEA Encoders|Ring 3	30d 23h 54m 06s	100 %	0d 00h 02m 09s	0.00 %	1
Encoder 111	THEA Encoders|Ring 3	0d 00h 00m 00s	0.00 %	30d 23h 59m 31s	100 %	1
Encoder 112	THEA Encoders|Ring 3	0d 00h 00m 00s	0.00 %	30d 23h 57m 27s	100 %	1
Encoder 113	THEA Encoders|Ring 3	0d 00h 00m 00s	0.00 %	30d 23h 57m 24s	100 %	1
Term Server Encoder	THEA Encoders|Ring 3	30d 18h 24m 59s	99.25 %	0d 05h 32m 50s	0.75 %	1
Encoder 114 COHU CCTV	THEA Encoders|Ring 4	30d 23h 55m 17s	100 %	0d 00h 02m 04s	0.00 %	1
Encoder 114 DW05	THEA Encoders|Ring 4	30d 23h 57m 16s	100 %	0d 00h 02m 06s	0.00 %	1
Encoder 115	THEA Encoders|Ring 4	30d 23h 54m 57s	100 %	0d 00h 02m 07s	0.00 %	1
Encoder 116	THEA Encoders|Ring 4	0d 00h 00m 00s	0.00 %	30d 23h 57m 24s	100 %	1
Encoder 117 COHU CCTV	THEA Encoders|Ring 5	30d 23h 57m 30s	100 %	0d 00h 00m 00s	0.00 %	0
Encoder 117 DE-06	THEA Encoders|Ring 5	30d 23h 36m 46s	99.95 %	0d 00h 21m 22s	0.05 %	1
Encoder 118	THEA Encoders|Ring 5	0d 00h 00m 00s	0.00 %	30d 23h 57m 19s	100 %	1
Encoder 119	THEA Encoders|Ring 5	30d 23h 59m 05s	100 %	0d 00h 00m 00s	0.00 %	0
Encoder 120 COHU CCTV	THEA Encoders|Ring 5	30d 23h 54m 22s	99.99 %	0d 00h 04m 08s	0.01 %	2
Encoder 120 DW-07	THEA Encoders|Ring 5	30d 23h 43m 22s	99.97 %	0d 00h 14m 51s	0.03 %	6
Encoder 121	THEA Encoders|Ring 5	30d 23h 48m 27s	99.98 %	0d 00h 10m 38s	0.02 %	4
Encoder 122	THEA Encoders|Ring 5	30d 23h 48m 11s	99.98 %	0d 00h 08m 37s	0.02 %	3
Encoder 123	THEA Encoders|Ring 5	30d 23h 49m 37s	99.98 %	0d 00h 08m 27s	0.02 %	4
Encoder 125	THEA Encoders|Ring 5	30d 23h 58m 34s	100 %	0d 00h 00m 00s	0.00 %	0
MFES 34TH ST	THEA Switches|ACN Switches	30d 23h 59m 17s	100 %	0d 00h 00m 00s	0.00 %	0
MFES 78TH ST.	THEA Switches|ACN Switches	30d 23h 59m 25s	100 %	0d 00h 00m 00s	0.00 %	0
MFES Brandon	THEA Switches|ACN Switches	30d 23h 59m 22s	100 %	0d 00h 00m 00s	0.00 %	0
MFES DOWNTOWN	THEA Switches|ACN Switches	30d 23h 59m 17s	100 %	0d 00h 00m 00s	0.00 %	0
MFES US 301	THEA Switches|ACN Switches	30d 23h 59m 06s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 101	THEA Switches|Ring 1	30d 23h 57m 50s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 102	THEA Switches|Ring 1	30d 23h 58m 06s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 103	THEA Switches|Ring 1	30d 23h 55m 45s	100 %	0d 00h 02m 05s	0.00 %	1
Switch 104	THEA Switches|Ring 1	30d 23h 59m 18s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 105	THEA Switches|Ring 2	30d 23h 57m 54s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 106	THEA Switches|Ring 2	0d 00h 00m 00s	0.00 %	30d 23h 59m 58s	100 %	1
Switch 107	THEA Switches|Ring 2	0d 00h 00m 00s	0.00 %	30d 23h 57m 33s	100 %	1
Switch 108	THEA Switches|Ring 2	30d 23h 58m 23s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 124	THEA Switches|Ring 2	30d 23h 59m 01s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 109	THEA Switches|Ring 3	30d 23h 59m 17s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 110	THEA Switches|Ring 3	30d 23h 58m 34s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 111	THEA Switches|Ring 3	12d 13h 47m 23s	40.56 %	18d 10h 12m 03s	59.44 %	2
Switch 112	THEA Switches|Ring 3	30d 15h 46m 40s	98.90 %	0d 08h 12m 45s	1.10 %	3
Switch 113	THEA Switches|Ring 3	30d 15h 44m 34s	98.90 %	0d 08h 12m 44s	1.10 %	3
SwitchTeminal server	THEA Switches|Ring 3	30d 18h 23m 55s	99.25 %	0d 05h 35m 22s	0.75 %	2
Switch 114	THEA Switches|Ring 4	30d 23h 59m 25s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 115	THEA Switches|Ring 4	30d 23h 57m 33s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 116	THEA Switches|Ring 4	30d 23h 59m 01s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 117	THEA Switches|Ring 5	30d 23h 59m 17s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 118	THEA Switches|Ring 5	30d 23h 59m 01s	100 %	0d 00h 00m 00s	0.00 %	0

Switch 119	THEA Switches|Ring 5	30d 23h 59m 30s	100 %	0d 00h 00m 00s	0.00 %	0
Switch 120	THEA Switches|Ring 5	30d 23h 57m 24s	100 %	0d 00h 02m 06s	0.00 %	1
Switch 121	THEA Switches|Ring 5	30d 23h 56m 59s	100 %	0d 00h 02m 07s	0.00 %	1
Switch 122	THEA Switches|Ring 5	30d 23h 57m 16s	100 %	0d 00h 02m 06s	0.00 %	1
Switch 123	THEA Switches|Ring 5	30d 23h 34m 08s	99.95 %	0d 00h 23m 23s	0.05 %	11
Switch 125	THEA Switches|Ring 5	30d 23h 59m 17s	100 %	0d 00h 00m 00s	0.00 %	0
PLC 141	PLC	30d 23h 58m 54s	100 %	0d 00h 00m 00s	0.00 %	0
PLC 142	PLC	30d 23h 57m 50s	100 %	0d 00h 00m 00s	0.00 %	0
PLC 143	PLC	30d 23h 58m 50s	100 %	0d 00h 00m 00s	0.00 %	0
PLC 144	PLC	30d 23h 37m 47s	99.95 %	0d 00h 21m 21s	0.05 %	1
PLC 145	PLC	30d 23h 58m 18s	100 %	0d 00h 00m 00s	0.00 %	0

Taro Software

User Name: scallahan
Problems: 10

Support rep logged in.
Help Desk Administration

THEA

Help Desk

Submit New Problem
View Problem List

View problems for: [scallahan] [∨] [View]

Search Problems
View All Non-Closed Problems
View All CLOSED Problems

Change Management Control

View Change Management Request(s)
Submit New Change Management Request
View CLOSED Change Management Request(s)

View CM Assignments for: [scallahan] [∨] [View CM]

View All Change Management Request(s)
View All CLOSED Change Management Request(s)
Search Change Management Assignments

Knowledge Base

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