



STATE OF FLORIDA

# DIVISION OF EMERGENCY MANAGEMENT

RON DESANTIS  
Governor

JARED MOSKOWITZ  
Director

April 4, 2019

## ADDENDUM #1

### Advertisement #ITB-DEM-18-19-029 Satellite Voice and Data Services for VSAT

You are hereby notified that the above referenced Invitation to Bid (ITB) is modified as shown below:

The Division is issuing ADDENDUM #1 to revise Section 2, Schedule of Events and revise the Exhibit A, Scope of Work, to this Invitation to Bid.

**This Addendum must be acknowledged by the vendor and submitted with your bid documents.**

Please see the revised Schedule of Events below and the revised Scope of Work attached. Please pay close attention to the new dates in the Schedule of Events.

#### 2) Schedule of Events has been changed to the following:

ACTION / LOCATION	DATE	TIME
DEADLINE FOR TECHNICAL QUESTIONS:	04/09/2019	12:00PM
POSTING OF TECHNICAL QUESTIONS/ANSWERS:	04/11/2019	5:00PM
BIDS DUE: 2555 Shumard Oak Blvd. Tallahassee, Florida 32399	04/15/2019	2:00PM
PUBLIC OPENING: Open to the Public Only names of vendors will be announced. 2555 Shumard Oak Blvd., Tallahassee, Florida 32399	04/15/2019	2:30PM
POSTING OF INTENDED AWARD:	04/18/2019	5:00 PM

**Exhibit A**  
**Satellite Voice and Data Services**  
**For Very Small Aperture Terminal Systems**  
**Addendum #1**

**Introduction:**

Section 252.35(2)(a)6 requires the Florida Division of Emergency Management (“Division”) to “establish a system of communications and warning to ensure that the state's population and emergency management agencies are warned of developing emergency situations and can communicate emergency response decisions.”

The Division solicited and procured voice and data service, for Very Small Aperture Terminal (VSAT) systems. These systems are a hybrid of agency and vendor owned equipment. The current service is provided via multiple mobile dishes that are on AVL Technologies auto deploy and auto track bases; and a single fixed 2.2 Meter dish (4 and 6 Watt LNB). These dishes currently obtain service via Satellite AMC 21 (Transponder 17 - Ku-Band) at orbital location 125°W, covering North America, Latin America and the Caribbean.

**The Contract Manager for the Division:**

Benjamin Bass  
Telecommunications Administrator  
Statewide interoperability Coordinator  
Office of the Director – ITM Bureau – Telecommunications Branch  
Florida Division of Emergency Management  
850-815-4765  
Benjamin.Bass@em.myflorida.com

**Scope of Work**

The vendor shall accomplish the tasks outline below, meet the minimum system requirements and provide the identified equipment and services.

**Task 1 - Network and General Requirements:**

Upon issuance, and for the duration of the Purchase Order, the vendor shall:

- Have all equipment installed and operational on or before July 1, 2019, as to avoid any gap in service.
- Maintain a 24/7 Network Management / Operations Center in the continental US, that automatically provides uptime reports;
  - Notify the Contract Manager within 30 minutes of any no notice network issues or outage;

- Notify the Contract Manager at least 4 days prior to any preplanned maintenance outages or bandwidth limitations;
- Maintain, and provide voice and data services via at least two geographically diverse uplinks with automatic failover/correction; one of which must be located outside the State of Florida;
- Provide service that is capable of connecting to a minimum of two satellites with redundant ground stations;
- Provide centralized control of the VSAT network via a single Network Management System, that includes:
  - Remote commissioning and configuration (default templates),
  - Routing,
  - Software upgrades and verification,
  - Bandwidth adjustments,
  - Monitoring and reporting, including system status/statistics/alarms, link performance/reliability/availability, VSAT parameter change history, and bandwidth utilization;
- Provide customer access to a web-based interface providing real time details and user definable notifications on satellite terminal locations, deployment status, network usage, signal strength, etc.;
- Maintain a full time service center in the State of Florida;
- Install any necessary equipment and perform maintenance at Division identified locations in Tallahassee and Orlando;
- Have the ability to service units remotely, in the field;
  - Provide Strong Authentication for the VSAT terminals, to include network mechanisms that ensure the VSATs in the network cannot be accessed by other VSATs in other Closed User Groups.

## **Task 2 - Vendor Provided Equipment:**

Upon issuance, and for the duration of the Purchase Order, the vendor shall:

At no additional cost to the Division, provide equipment and configuration that provides the same functionality or greater being offered via the following current vendor provided equipment:

- Evolution® I-Direct X5 modem:
  - Dual mode operation DVB-S2/ACM/TDMA
  - AES 256-bit encryption
  - Automatic Beam Switching and Global NMS
- Evolution® X5 Satellite Router
- All ancillary hardware and supplies necessary to connect the vendor provided equipment with the agency equipment and provide the required system functionality.

### **Task 3 - Service Requirements:**

Upon issuance, and for the duration of the Purchase Order, the vendor shall:

Be Capable of providing the following burstable levels of bandwidth, without data volume/capacity caps or limitations and with full unrestricted internet service:

- Level 1, Standby Service: 128 Kbps up X 512 Kbps down
- Level 2, Activation Service: 1 Mbps up X 3 Mbps down
- Level 3, Activation Service: 5 Mbps up X 20 Mbps down

The above service requirements shall be capable of supporting VOIP calls along with video conferencing if needed.

The standard service that shall be provided to each of the end-user systems is as follows:

- Up to 2 Logistics support (ALERT) trailer systems with a .96-meter dish on Level 1 Standby Service with internet;
- Up to 1 Fixed State EOC restoral backup system – 2.2-meter dish on Level 1 Standby Service with internet;
- Up to 2 EDICS – EDWARDS Interoperable Communications systems with .96-meter dishes on Level 1 Standby Service with internet;
- 1 trailer mounted systems with a .75-meter dish;

All end-user systems shall be capable of increasing the Level of Service to Level 2 or 3 as determined by the Division and as equipment will allow. The Division reserves the right to purchase dedicated bandwidth up to 5 Mbps up X 20 Mbps down.

- Vendor will allow for a minimum of 10 days a month per system for the use of bandwidth at no additional cost to the Division for use of the equipment.

The vendor shall allow the Division to increase or decrease bandwidth as needed and at the Division's discretion.

### **Task 4 - Annual Maintenance/Inspection and Repairs:**

The vendor shall provide a no cost annual inspection of all equipment once a year for the life of the agreement. The date and time of the annual inspection will be coordinated with the Contract Manager. Furthermore, the vendor shall have the following response times, once notified of a system failure:

- Time to response during Non-activation – “Blue Sky”
  - Once notified of system failure on any Division owned VSAT terminal, the vendor must be on scene within three (3) working days to troubleshoot the issue of the affected VSAT terminal.
  - Within two (2) working days of the evaluation, the vendor shall provide a written quote of resolution/correction of the issues to the Contract Manager.

No additional work shall be performed prior to a separate Purchase Order (PO) being issued.

- Time to response during a Disaster or Activation of the EOC – “Grey Sky”
  - Once notified of a system failure on any Division owned VSAT terminal, the vendor must be on scene within twenty-four (24) hours to troubleshoot the issue of the affected VSAT terminal.
  - Within twelve (12) hours of the evaluation, the vendor shall provide a written quote of resolution/correction of the issues to the Contract Manager. No additional work shall be performed prior to a separate Purchase Order (PO) being issued.

We anticipate that the awarded vendor shall be responsible for all maintenance/repairs under \$35,000.

Written estimates shall reflect pricing from the Exhibit B, Price Sheet and must also include:

- Total cost of required parts (itemized),
- Shipping and handling,
- Environmental disposal fees if applicable,
- Estimated time needed to complete repair.

**Additional Terms:**

- The Division shall not be charged for repairs to vendor owned modem;
- All repairs shall be made by a qualified AVL service technician.

**Performance Period:**

The period of performance shall be for three (3) years upon execution of a Contractual Service Agreement. The Division’s boilerplate Contract is attached for reference. The Contractor will receive a State of Florida Purchase Order at the beginning of each State fiscal year beginning July 1 through June 30, for the life of the Contract as follows:

**Period 1:** July 1, 2019 to June 30, 2020

**Period 2:** July 1, 2020 to June 30, 2021

**Period 3:** July 1, 2021 to June 30, 2022

The Purchase Order (“PO”) will include this Scope of Work and will detail the required level of service at that time. Should the Division need to increase or decrease service, the Division Contract Manager will notify the vendor via phone or email and will issue a change order to the original PO or issue a new PO.

**List of Vendor Responsibilities:**

The vendor shall take all steps necessary to accomplish the tasks and provide the equipment and services as detailed in Exhibit A.

**Minimum Qualifications:**

Vendors must have experience providing similar service to state agencies or other governmental entities in order to demonstrate the capability to accomplish the tasks and provide the equipment and services as described within Exhibit A. Furthermore, vendors must have a certified AVL Technician on staff.

- Vendors shall provide a list of current customers within the State of Florida along with a contact name and number for each customer; and,
- Provide Certification of your AVL technician.

**Method of Compensation:**

One Purchase Order shall be issued for each identified performance period outlining the units of service. All service shall be prorated daily for each level of service and billed monthly; following the completion of each month of service. All Service rates shall be billed within 15 days. Monthly invoices shall be submitted to the Contract Manager at the email address above and a copy to: Invoice@em.myflorida.com

**Financial Consequences for Non-Performance:**

Failure to provide the required equipment and service shall result in financial consequences as follows:

## Task 1:

- Interruption in service of the 24/7 Network Management / Operations Center during any given month shall result in a \$50 reduction of the monthly invoice for every hour that the service is not provided,

## Task 2:

- Failure to provide the required fully functional equipment within 3 business days' notice from the Division or identification of need by the vendor during installation/maintenance, shall result in a charge of \$50 per day until rectified.

## Task 3:

- Any unscheduled interruption in Level 1, 2 or 3 service, or failure to provide necessary changes in the level of service upon request shall result in a \$25 reduction of the monthly invoice, for every hour that the service is not provided.

## Task 4:

- Failure to respond in the timeframes provided shall result in a 5% reduction of the monthly invoice for that month per each infraction.

April 4, 2019

Addendum #1 Acknowledgement  
Advertisement #ITB-DEM-18-19-029 Satellite Voice and Data Services for VSAT

To acknowledge receipt of the notice and all changes, please sign and return along with your bid by the bid due date:

Name of Company: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), F.S. SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, F.S.**