



695-2012 ADDENDUM 1

PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS AND CELLULAR WIRELESS SERVICES

ISSUED: December 20, 2012
BY: Ed Richardson
TELEPHONE NO. (204) 986-6002

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Ar20120228

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise B2.1 to read

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, **February 01, 2013**

Revise: B21.9.2 to read:

B21.9.2 Notwithstanding B22.3, the City shall not be obligated to award any Section to the responsible Bidder submitting the most advantageous offer for that Section and shall have the right to choose the solution which is in its best interests.

PART D – SUPPLEMENTAL CONDITIONS

Revise: D5.1 to read:

D5.1 The Contract Administrator is:
Ed Richardson
Corporate Support Services
Engineer - Communications Systems Branch
Email: erichardson@winnipeg.ca
Telephone No. 204-986-6002
Facsimile No. 204-986-2666

PART E – SPECIFICATIONS

Revise E1.2 to read:

E1.2 The following are applicable to the Work:

<u>Specification No.</u>	<u>Specification Title</u>
Appendix A	Security Clearance
Appendix B	List of all City Sites with Land Line Service
Appendix C	Network Sites and Bandwidth
Appendix D	City of Winnipeg Change Management (CAB) Process Template
Appendix E	Data Output Requirements for Input City of Winnipeg Financial Feeder
Appendix F	City of Winnipeg Buildings Containing Asbestos

Revise: E4.115 to read:

- E4.115 Additionally, wireless coverage for high speed data and telephone shall be available within the following municipalities:
- (a) Selkirk;
 - (b) Stonewall;
 - (c) Steinbach;
 - (d) Oakbank;
 - (e) Headingly;
 - (f) Portage La Prairie;
 - (g) Anola.

Add: E4.115.1

- E4.115.1 Additionally, wireless coverage for high speed data and telephone should be available within the following municipalities
- (a) Gimli;
 - (b) Morris;
 - (c) Grand Beach.

Revise E4.119 to read:

- E4.119 Accepting that 100% wireless coverage in a geographical area is not practical, coverage will also be considered as met if the cellular device can be moved 10 meters or less in any direction and meet the requirements of **E4.117** and **E4.118**.

Revise E5.85 to read:

- E5.85 Additionally, wireless coverage for high speed data shall be available within the following municipalities:
- (a) Selkirk;
 - (b) Stonewall;
 - (c) Steinbach;
 - (d) Oakbank;
 - (e) Headingly;
 - (f) Portage La Prairie;
 - (g) Anola.

Add E5.85.1

- E5.85.1 Additionally, wireless coverage for high speed data should be available within the following municipalities
- (a) Gimli;
 - (b) Morris;
 - (c) Grand Beach;

Revise E5.86 to read:

- E5.86 Coverage **shall** also extend along all Manitoba Provincial Trunk Highways connecting each of the municipalities in E5.85 to the City of Winnipeg:

Revise E5.88 to read:

- E5.88 Accepting that 100% wireless coverage in a geographical area is not practical, coverage will also be considered as met if the cellular device can be moved 10 meters or less in any direction and meet the requirements of E5.87.

Add E7.5.1

E7.5.1 The Contractor's PoE wiring closet switches shall be capable of assigning Differentiated Services Code Point values for a minimum of four Quality of Services queues. The City's Wide Area Network will be responsible for honoring the QoS queues.

Delete: E7.7

Revise E7.9 to read:

E7.9 Recent construction projects have incorporated dual network drops at each workstation in the design in anticipation of a possible migration to VoIP technology. The majority of buildings however rely on CAT3 and twisted pair wiring for CENTREX phones and **single** CAT5 or CAT6 for computer network connections.

APPENDIX

Add: Appendix F City of Winnipeg Buildings Containing Asbestos

QUESTIONS AND ANSWERS

Q1 Is cellular coverage in Morris and Gimli considered mandatory or is limited coverage in these areas acceptable.

A1 Please see Addendum.

Q2 Is provision of 2G Cellular Wireless data service mandatory? New 2G hardware is difficult/impossible to obtain.

A2 2G hardware and service shall be optional. If a Contractor cannot provide 2G service and products, the City reserves the right to contract with another service provider for this service. Please see Addendum.

Q3 In Section B on Form B, Items 80-83 and 93-96 are under an "optional submission" heading but some of the individual items are marked as mandatory. Could this be clarified?

A3 4G service and hardware are considered as optional. If a Bidder elects to submit a response under any of the 4G sections, responses to items marked as Mandatory must be provided.

Q4 Are the current models of devices used by the City of Winnipeg referenced in Section B available?

A4 Many devices utilize integrated wireless cards such as our products from Grey Island, GreyHawk, and Panasonic. These are mostly GPRS grade products. Our external modems are primarily from Bluetree and include the GPS5600A-EV-DO A and the BT-5800v2 HSPA products.

Q5 Why are SLAs so important to us?

A5 In addition to the obvious 911 telephone service which is not in scope with this document, the City provides many other services related to public safety & public service. These lines of service rely on our landline and cellular infrastructure and as a result the SLAs we require reflect the importance and criticality of these services.

Q6 Which sites require more than 50 landlines/land drops?

A6 Please refer to Appendix B.

Q7 Which sites contain asbestos?

A7 Please see Addendum for new Appendix F.

Q8 Site inspections: what process will be followed to allow Bidders to inspect each site?

A8 Please contact the Contract Administrator with your request and a supporting reason. If the Contract Administrator approves, arrangements to visit the location will be made.

Q9 What technology does the City consider 2G, 3G, and 4G?

A9 The City does not want to prescribe technology. Bidders should use the same designation that is routinely used in their public advertising.

Q10 What constitutes a confidential question?

A10 Questions submitted to the Contract Administrator and their corresponding response will be posted weekly in an addendum. To be considered confidential and thereby excluded from a public response, the question would involve unique technology or trade secrets. Public responses are anonymous and do not identify the origin.

Q11 What does the City consider a Standalone Modem?

A11 A Standalone modem is a device that is physically separate from a computer or other active device. It has external power supply and antenna requirements and interfaces to the active device via wires.

Q12 Are Bidders required to bid on all 3 categories (2G, 3G, 4G)?

A12 At the Bidders conference this was answered as "Yes". Since that date, 2G has been deemed as optional. Please see the addendum.

Q13 Must the Custom APN utilize a dedicated circuit?

A13 No. This service can be provided as part of a trunk or another service. The key is that it has to be isolated. A VPN client running over an internet connection is not acceptable.

Q14 Will each section be evaluated and awarded individually?

A14 Each section will be evaluated on its own merits. Each section will be awarded as a whole. See B21.9.2.

Q15 Clarifications on Bid Submissions and Joint Bids.

A15 Bidders are permitted to submit more than one Bid by submitting alternative bids. However, Bidders must submit each Bid separately, each submission with its own Form A, Form B and all required responses as a separate, self-contained, Bid.

Each award by Section will be made to only one Bidder. A Bidder must be a legal entity, which includes, an individual, a partnership, a corporation, or a joint venture.

For greater clarity:

- A single Bid submitted on behalf of two entities that have formed a new legal corporation or joint venture, is acceptable.
- Two separate Bids submitted on behalf of two entities together in one binder/envelope, such that the interests of each entity would be represented uniquely and individually, and both entities have both bid on any one of the same item, would not be acceptable.
- A single Bid submitted on behalf of two entities that have entered into a contractor – subcontractor arrangement is acceptable.
- If two or more entities submit non-competing Bids (i.e. each bids on a unique section) in a single submission, and each entity provides a completed Form A, Form B and all other required responses, this is acceptable.

Q16 Please clarify the Performance Bond Guarantee requirements.

A16 Section D11 Performance Security is properly documented in the RFP. D11 states that the City requires one of three forms of performance security for the full duration of the contract (3 or 5 years) in the amount of \$500,000. You can provide a performance bond, a letter of credit or a certified cheque.

It is our experience that it can be difficult to secure a long term (3 or 5 year) performance bond, so in the event that you are providing a performance bond, the City requires a letter of credit in addition to the performance bond. Before the initial performance bond expires, you are required to re-new the bond for additional terms until the expiration of the warranty period in the contract.

Q17 Referencing E5.7, what type of interface requirements are needed for the standalone modems (Ethernet, serial, USB)?

A17 The standalone modems typically require Ethernet connections.

Q18 Referencing E5.7 Will the standalone modems be exposed to the elements, subject to physical shock and vibration or exposed to temperature extremes?

A18 The selection of the standalone modems will be application specific. It can be assumed that most applications involving machine-to-machine communications would benefit from a ruggedized modem.

Q19 Referencing E5.53, will machine-to-machine data communications also require SMS communications?

A19 Data only devices in Section B may require the ability to transmit and receive SMS.

Q20 Can a clarification E7.7 be received?

A20 Clause deleted. Please see Addendum.

Q21 Can a clarification on QOS be received?

A21 Please see addendum E7.5.1.

Q22 In situations where the CAT5/6 cabling is not adequate, are vendors expected to replace that?

A22 All existing Ethernet cabling is the City's responsibility. If a Bidder's solution requires dual drops per station, the Contractor is responsible for the material and installation costs of the second drop.

Q23 What if existing network switches are not adequate?

A23 Equipment in the wiring closets such as switches, UPS, POE etc. shall be part of the solution and pricing proposed by the Bidder.

Q24 Referencing E4.20, if the Contract Administrator must approve devices prior to their being offered to City employees - what criteria will be used?

A24 The Contractor will work with the City Contract Administrator to determine which devices will be approved and subsequently offered for use by City of Winnipeg employees. This is to prevent the Contractor from offering devices directly to the individual departments. The key is that we will be the gatekeeper of what will be deployed to staff.

Q25 Clarify the intent of E7.65.

A25 The intent is that some lines will be programmed to recordings every incoming and outgoing call. Other lines can be programmed to provide a trigger to start and stop a recording. The recordings of the telephone conversations shall be stored off premise by the contractor and shall be stored within Canada.

Q26 Referencing E7.65: Are there Purchasing Card (PCI) considerations?

A26 Our main payment card/telephony system is the 311 system which is out of scope of this RFP. Other payment card/telephony situations are very few and we currently do not encrypt the minor volumes of call information but rather advise payment card holders not to leave messages with payment card data. This messaging on our behalf absolves us of PCI liability and is considered an acceptable practice to mitigate the risk. There are no PCI considerations in this RFP.

Q27 Clarification requested on B13.34:

A27 The City is seeking information on how the Bidder's business resumption plan would ensure the City of Winnipeg's service would be restored in the event that a disaster/event interrupted service.

Q28 For VOIP solutions, must the Contractor maintain a 1:1 relationship with the current number of landline trunks and future number of incoming trunks?

A28 The City is seeking a VOIP solution with a very high degree of availability. Our history with conventional Centrex has been such that phone users expect to receive a dial tone when a line is accessed. Recognizing that one of the benefits of a VOIP solution is the ability to trunk multiple lines to a single source, the City is looking to Bidders to provide a solution with an appropriate ratio based on your knowledge and experience. The probability of receiving a dial tone shall be included in your response.

Q29 Would an unapproved but planned outage affect SLA calculations?

A29 All outages, planned and unplanned, are included in the SLA calculations/review.

Q30 Referencing D3.1 Clarification on obsolescence.

A30 When a manufacturer announces that a device is no longer available or will be discontinued, the Contractor must make available an equivalent or superior product within 60 days of the announcement.

Q31 Clarification on Framework Pricing discount and what is meant by published web prices.

A31 Framework pricing shall indicate a specified percentage discount from published web prices applicable to a single device or family of products. The web prices used as a reference shall be published on a public web site and may include the manufacturers or distributors list prices. The City is willing to consider alternatives to published web prices ways to verify framework pricing.

Framework pricing may provide discounts to items or products not specifically identified in this RFP.

Q32 Is the City willing to entertain an extension to the Submission Deadline?

A32 Yes. Please see Addendum.

Q33 Please confirm the street address for the Custom APN data circuit termination as reference to Form B, Item 109.

A33 The City of Winnipeg currently uses 4 Custom APN circuits. These are terminated at the following locations:

- a) 7th floor - 510 Main Street (Administration Building);
- b) 700 Assiniboine Park Drive;
- c) 821 Elgin Ave;
- d) 151 Princess Street (this will likely need to change to 266 Graham Ave).

Q34 With reference to E4.52 where specific data plans are required (for example E4.48 for a 500MB plan) does the requested plan size exclude web browsing, social media and email sites and it is the cities expectation that web browsing, social media and email are unlimited for all plans.

A34 The City intended the prescribed data plans would include all data usage, email, web browsing, and social media. If a Bidder wishes to offer unlimited web browsing, social media or email, this may be identified in the appropriate value add section.

Q35 Referencing E5.71; please clarify if this number is for all City staff or if it is to be provided to the City's IT Help desk?

A35 The intent is to provide a single contact channel for the Contract Administrator and each department's telephone coordinator.