



## 239-2016 ADDENDUM 2

### REQUEST FOR PROPOSAL FOR PROFESSIONAL SERVICES FOR P25 RADIO SYSTEM SUPPORT READINESS ANALYSIS

#### **URGENT**

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

ISSUED: May 20, 2016  
BY: **Doug Hamm**  
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**THIS ADDENDUM SHALL BE INCORPORATED  
INTO THE REQUEST FOR PROPOSAL AND  
SHALL FORM A PART OF THE CONTRACT  
DOCUMENTS**

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**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.**

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#### **PART B – BIDDING PROCEDURES**

Revise: B2.1 to read:

**B2.1 The Submission Deadline is 12:00 noon, Winnipeg time, May 27, 2016.**

#### **Questions & Answers**

- Q1 Is there currently any operational processes in place? If so what are they covering and are the following a specific standard i.e. ISO?
- A1 Operational processes cover a variety of sustainment activities including traditional IT support, and Public Safety / Public Service radio support. Frameworks include but are not limited to: ITIL; NPSTC; Industry, Science and Economic Development Canada Spectrum Management. Further details will be provided upon award of Contract.
- Q2 Can you provide a list of the currently used software tools and monitoring systems that are part of the ITSM (IT Service Management) suite?
- A2 Established software platforms include but are not limited to Maximo, Remedy, HP Network Node Manager, and PageGate. The P25 system includes Sourcefire and other unique systems.
- Q3 Do you already have a SPOC (single Point of Contact) or NOC (Network Operation Center) where all service calls and Radio/IT systems are managed centrally?
- A3 While multiple answering points exist to cover a variety of scenarios, there is no single answering point or operations centre. Further details will be provided upon award of Contract.
- Q4 Have you purchased a network monitoring and provisioning system(s) for the P25 network? If so may we have any details?
- A4 Further details will be provided upon award of Contract.
- Q5 With the purchase of the P25 equipment what type of training and documentation will be provided by the vendor?
- A5 Complete system management and administration training and documentation will be provided by the P25 network vendor.

- Q6 Is the SLA (service level agreement) concept in use internally within the city of Winnipeg for the Public Service Radio System and IT?  
A6 SLAs are generally used within Public Safety and Business Technology (IT) areas, though their usage and contents vary.
- Q7 Can we obtain the organizational structure for the team of 20 supporting the radio network and the 50 IT resources? Job Function or titles will suffice.  
A7 Further details will be provided upon award of Contract.
- Q8 How many Data Centers, tower sites and support staff locations do you have in the city?  
A8 Further details will be provided upon award of Contract.
- Q9 Is there any disaster recovery centers and plan supporting the current IT and Radio infrastructure?  
A9 Redundancy is inherent to the design of the P25 technology. Further details will be provided upon award of Contract.
- Q10 Is the field high speed data service part of this proposal or is it only voice?  
A10 There is both a data and voice component to the P25 radio network, but it is *not* high speed data in the sense of LTE. Traffic is primarily voice.
- Q11 Is the new P25 Network operating on the existing frequencies or are they on a new set of frequencies? A cutover can be a critical element.  
A11 A cutover to the new P25 is required and each affected department will employ a different strategy.
- Q12 Is it possible to obtain a description of all the critical elements of the P25 network that was acquired with features?  
A12 Further details will be provided upon award of Contract.
- Q13 Is the 911 center included in the entities that need business process audit?  
A13 No – 911 dispatch operations are not in scope.
- Q14 Was a new dispatch console acquired with the P25 network? If so what is the name, model, and features?  
A14 Further details will be provided upon award of Contract.
- Q15 Do current employees supporting the existing network have job descriptions? If not should it be part of the project?  
A15 Employees will have job descriptions as a rule, though they may be incomplete or outdated. Gap analysis of job descriptions would be in scope.
- Q16 Does the city plan to release a RFP for the installation and operation portion of the project?  
A16 No – this is accounted for in the overarching project.
- Q17 If we were to bid in to this RFP would we be disqualified from participating in any project that comes from the recommendations of this RFP?  
A17 No
- Q18 Would it be possible to obtain an extension of the RFP of up 2 weeks?  
A18 The City is not at this time considering an extension beyond 2 days.