



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Public Works and Government Services Canada
ATB Place North Tower
10025 Jasper Ave./10025 ave. Jasper
5th floor/5e étage
Edmonton
Alberta
T5J 1S6
Bid Fax: (780) 497-3510

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
ATB Place North Tower
10025 Jasper Ave./10025 ave Jasper
5th floor/5e étage
Edmonton
Alberta
T5J 1S6

Title - Sujet OCC NG-911 Call System Upgrade	
Solicitation No. - N° de l'invitation M5000-194349/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client M5000-194349	Date 2019-04-11
GETS Reference No. - N° de référence de SEAG PW-\$EDM-014-11595	
File No. - N° de dossier edm014.M5000-194349	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-04-30	Time Zone Fuseau horaire Mountain Daylight Saving Time MDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Lau, Chris	Buyer Id - Id de l'acheteur edm014
Telephone No. - N° de téléphone (780) 566-2195 ()	FAX No. - N° de FAX (780) 497-3510
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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- **The original solicitation is hereby amended in the following manner:**

REVISED CLOSING DATE OF: 02:00 PM on 2019-04-30

- **On page 8 of 29, under 6.4.2 Delivery Date:**

Delete:

6.4.2 Delivery Date

All the deliverables must be received on or before **2019-07-31**.

Insert:

6.4.2 Delivery Date

All the deliverables must be received on or before **2019-09-30**.

- **This amendment has been raised to answer the following questions:**

Question 1: Whether we need to come over to Canada for meetings?

Answer: Webex and telepresence meetings would be appropriate.

Questions 2: Can we perform the tasks (related to RFP) outside Canada (like, from India or USA)?

Answer: Installation and configuration must be done onsite as no remote access will be provided into networks.

Question 3: Given that the current DMS Centrex telephony platform does not support SIP end to end as required to meet NENAI3 standards, will RCMP replace the current Centrex service with a NENAI3 compatible IP telephony platform as part of this project or under a separate procurement?

Answer: The connection to ESInet will be under a separate procurement. This project is intended to provide a NENAI3 compatible IP telephony system that will be backwards compatible with the current Centrex system until ESInet (NG-911) is officially live.

Question 4: Are the queue related features listed in 5-13 to 5-18 mandatory in the current DMS Centrex telephony environment or will it be acceptable to phase these features in when connectivity to the ESInet is available?

Answer: The ability to create and customize queues is necessary in the current Centrex Telephony environment to enable our call takers to prioritize calls and reduce call answer times as per CRTC mandate.

Question 5: Due to the extensive requirements, requested clarifications, and the time to determine the appropriate solution we respectfully ask for an extension until May 15, 2019.

Answer: Yes

Reference: Page 12, Annex A, Dispatch Center Specifications

Question 6: Do call taker positions include all 9-1-1 call handling requirements such as dispatch and supervisor functions?

Answer: Yes

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Question 7: Do the call taker positions need to answer multiple queues outside of 9-1-1 calls?

Answer: Yes, call taker positions also answer complaint line queues.

Question 8: Are there any non-9-1-1 agent users or endpoints that need to be addressed? Such as admin stations and common area phones.

Answer: No

Reference: Page 12, Annex A, Paragraph 3 requests “hardware and software for an NG-911 NENA i3 compliant call handling system in both the Red Deer and Edmonton Operational Communication Centers (OCC’s) with the future option of our 4 municipal OCC’s.”

Question 9: Can the RCMP confirm whether they are looking for a single platform distributed across both Red Deer and Edmonton locations that can be extended to the 4 other sites, or if they are looking for individual systems at each of Red Deer and Edmonton locations that could also be installed at the 4 other sites?

Answer: Ultimately each site will have their own ESInet connection when NG-911 is live. Each site will also require local survivability.

A single distributed platform extended to all sites is preferred if it allows for redundancy, local survivability, and independent ESInet connectivity. Any setup will also require the ability to re-route call between all sites as required.

Reference: Page 13, Annex A, Paragraph 3.3 Contractor Tasks, requests “A fully redundant failover configuration in all centers”.

Question 10: Several layers of redundancy are possible depending on the platform. Can the RCMP confirm whether redundancy is required across the entire system or at each individual location (local survivability)?

Answer: Each site would require local survivability.

Reference: Page 13, Annex A 3.3 Contractor Tasks requests “Install, configure, and test an NG-911 Call Handling solution that follows current and future NENA i3 standards (in all required centers) including; ... Emergency voice call backs, RTT call backs, and/or other multi-media type call backs”

Question 11: It should be noted NENA has recognized that there are that there are known issues regarding multimedia callback’s including RTT in that a callback may not be able to re-establish the multimedia components of the call. This was called out in the ESWG report provided to the CRTC. Hence, call backs can be supported to the degree to which the end-to-end network supports these capabilities. Further details on above are available if required for reference purposes.

Answer: Understood, it relies heavily on the design and capabilities of the network. As long as the call taking solutions supports the ability for callbacks.

Reference: Page 14 Annex A, Training

Question 14: When does RCMP target to be in production with NG9-1-1?

Answer: The RCMP’s intention in Alberta is to be in production with NG-911 within a month of the go live date of Jun 30, 2020.

Question 15: RFP states: “Supplemental training sessions may be requested after the official NG-911 go live date of June 30th, 2020.”

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Answer: Any supplemental training would focus around enhanced features that come with the transition to NG-9-1-1.

Question 16: NOTE: the Jun 30 2020 date is the CRTC mandate for TELUS 9-1-1 to be in production for NG9-1-1 services. There is no mandate for when a PSAP must be in production.

Answer: Correct, no mandate exists for when a PSAP must be in production for NG-911; however, the current Centrex system in use by the Alberta RCMP prevents us from meeting currently mandated metrics for caller wait times.

Reference: Page 17, Annex A, Anticipated schedule & milestones

Question 17: Given that RFP responses are currently due on 2019-04-23 and delivery is requested on or before 2019-07-31 when will the contract be awarded? Note that 100 days from Apr 23 is Aug 1

Answer: The estimated turnaround around time for contract award is 2 weeks after solicitation close.

Reference: Page 19 Annex B Delivery

Question 18: Can the RCMP be more descriptive of the requirement of "All deliverables must be delivered".

Answer: The "deliverables" refers to the supply, installation and configuration of the new NG-911 call handling system which must be delivered and installed to the specified locations on or before the specified date.

Question 19: NOTE: there will be no NG9-1-1 production TELUS 911 services available to connect to as of July 31 2019.

Answer: Understood, we are looking for solutions that are NENAI3 compliant but also capable of bridging the gap until the NG-9-1-1 go live date of June 30, 2020.

Question 20: Can the delivery date be extended from 2019-07-31 to 2019 -09-30?

Answer: Yes

Reference: 3.2 RCMP Responsibilities: Provide connectivity to the TELUS TID-08 DMARC for all workstation positions 3.3 Contractor tasks: Any middleware devices or gateways that are required to integrate with the current TELUS TID-08 E911 DMARC for our DMS Centrex system in order to process Emergency, non-emergency and other multi-media communications.

Question 21: How many lines of each type (analog, PRI, etc) will be provided at each site?

Answer: Every position in Edmonton and Red Deer has a primary and a secondary handset, with the exception of 3 positions that have a third line. Each handset has a dedicated line back into the Telus Centrex System.

Edmonton has a total of 39 lines

Red Deer has a total of 36 lines

Reference RFP Annex A, Section 3.1

Question 22: The St. Albert, Strathcona, Lloydminster and EIA locations are listed as optional/future. Should they, however, be considered integral to the project, or optional elements that may or may not be selected in the future?

Answer: They are considered optional elements; however, we expect that most if not all of them will eventually have this system installed.

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Question 23: Are all lines, 911 and administrative, currently delivered via the Telus DMS system, or is there a separate local administrative phone system that should be integrated with the proposed solution. If so, please specify the line counts and connection type (analog, T1, SIP, etc.) expected.

Answer: Yes

Every position in Edmonton and Red Deer has a primary and a secondary handset, with the exception of 3 positions that have a third line. Each handset has a dedicated line back into the Telus Centrex System.

Edmonton has a total of 39 lines

Red Deer has a total of 36 lines

Reference: RFP Annex C

Question 24: It is assumed that the category "Installation of NG-911 Call Handling Solution in Regional OCC's" is intended to represent turnkey installation inclusive of all required hardware and software, as well as installation and Project Management services. Is this correct?

Answer: Yes, that is correct.

Question 25: Given that the timelines for installation of several sites (such as St. Albert) are not defined, is it expected that the "Maintenance + Support" will reflect only maintenance for the primary OCCs for the purposes of the RFP?

Answer: Each site that completes the installation of the call handling system would require a maintenance agreement.

Reference: RFP Annex A, Section 3.2

Question 26: Will the RCMP provide the O/S required for each of the VMs, or is the contractor expected to provide them?

Answer: The contractor will provide the O/S for any server VM's that are required.

Reference: RFP Annex A, Section 3.3

Question 27: Can the RCMP please clarify the methodology currently utilized divert 9-1-1 calls (Night Service)?

Answer: Our complaint lines are forwarded between OCCs, and the 9-1-1 calls function on system that requires our operators to login to their phone. If all operators are logged out of the Edmonton OCC, their calls will be diverted to the Red Deer OCC.

Reference RFP Annex D

Question 28: The tables in this Annex include 2 blank columns, one for entering points and the other for entering a proposal cross-reference. Is it the expectation that the contractor complete only the proposal cross-reference, leaving the scoring column blank?

Answer: Correct. The Scoring is completed by us.

All other terms and conditions remain the same.