



**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

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> OCC NG-911 Call System Upgrade	
<b>Solicitation No. - N° de l'invitation</b> M5000-194349/B	<b>Date</b> 2019-08-21
<b>Client Reference No. - N° de référence du client</b> M5000-194349	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EDM-014-11672	
<b>File No. - N° de dossier</b> edm014.M5000-194349	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-09-12</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Mountain Daylight Saving Time MDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lau, Chris	<b>Buyer Id - Id de l'acheteur</b> edm014
<b>Telephone No. - N° de téléphone</b> (780) 566-2195 ( )	<b>FAX No. - N° de FAX</b> (780) 497-3510
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**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

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

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Statement of Work**

The Work to be performed is detailed under Article 6.2 of the resulting contract clauses

### **1.2 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

### **1.3 Trade Agreements**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA)

### **1.4 epost Connect service**

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 180 days

### **2.2 Submission of Bids**

Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation:

BRU: Western Region Bid Receiving Unit (Edmonton)  
Address: 5th Floor, ATB Place Tower, 10025 Jasper Avenue  
Edmonton, AB T5J 1S6

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E-post Connect: [ROReceptionSoumissions.WRBidReceiving@tpsgc-pwgsc.gc.ca](mailto:ROReceptionSoumissions.WRBidReceiving@tpsgc-pwgsc.gc.ca)

**Note:** Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Facsimile number: 780-497-3510

### 2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

### 2.4 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Alberta.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. Bidders must provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications

- If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (1 hard copy)  
Section II: Financial Bid (1 hard copy)  
Section III: Certifications (1 hard copy)

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If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.

#### **3.1.1 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex “E” Electronic Payment Instruments, to identify which ones are accepted.

If Annex “E” Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

#### **3.1.2 Exchange Rate Fluctuation**

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

### **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

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## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Failure to meet any of the following mandatory criteria at solicitation closing will render your submission non-compliant and given no further consideration:

Minimum Mandatory Performance Specifications as described and Annex "B".

##### **4.1.1.2 Point Rated Technical Criteria**

Point rated technical evaluation criteria are included in Annex "D".

#### **4.1.2 Financial Evaluation**

The Total Bid Price will be calculated in the following method:

The unit price quoted for each item will be multiplied by the estimated quantity to arrive at a total price per item. The total prices per item will be aggregated to determine the Total Assessed Bid Price.

*SACC Manual* Clause [A0222T](#) (2014-06-26), Evaluation of Price

### **4.2 Basis of Selection**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 14 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed on a scale of 28 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

<b>Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)</b>				
	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>	
<b>Overall Technical Score</b>	115/135	89/135	92/135	
<b>Bid Evaluated Price</b>	\$55,000.00	\$50,000.00	\$45,000.00	
<b>Calculations</b>	<b>Technical Merit Score</b>	115/135 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89
	<b>Pricing Score</b>	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
<b>Combined Rating</b>	83.84	75.56	80.89	
<b>Overall Rating</b>	1st	3rd	2nd	

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to

provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

## PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 6.1 Security Requirements

6.1.1 The Contractor is required to have all persons working on site to be security cleared at the level of Facility Access with Escort as verified by the Personnel Security Unit (PSU) of the Royal Canadian Mounted Police (RCMP). The Contractor SHALL NOT remove or make copies of any DESIGNATED or CLASSIFIED information or assets from the identified work site(s).

### 6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

### 6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

### 6.3.1 General Conditions

[2010A](#) (2018-06-21), General Conditions - Goods (Medium Complexity), apply to and form part of the Contract.

### 6.4 Term of Contract

#### **6.4.1 Period of the Contract**

The period of the Contract is from date of Contract to \_\_\_\_\_ inclusive. (*To be released at contract award*)

#### **6.4.2 Delivery Date**

All deliverables for Edmonton, AB must be received on or before **2020-03-31**.

All deliverables for Red Deer, AB m must be received on or before **2020-05-31**.

#### **6.4.3 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

#### **6.4.4 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "A" of the Contract.

#### **6.4.5 Optional Goods and/or Services**

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex "A" of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

### **6.5 Authorities**

#### **6.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Christopher Lau  
Title: Procurement Specialist  
Public Services and Procurement Canada  
Acquisitions Branch

5th Floor, ATB Place North  
10025 Jasper Ave.  
Edmonton, AB T5J1S6

Telephone: 780-566-2195  
Facsimile: 780-497-3510  
E-mail address: christopher.lau@pwgsc.gc.ca

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The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 6.5.2 Technical Authority (*To be released at contract award*)

The Technical Authority for the Contract is::

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 6.5.3 Contractor's Representative (*To be filled in by bidder*)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 6.6 Payment

### 6.6.1 Basis of Payment

#### Basis of Payment - Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

For the FIRM WORK described in item 1-8 of the Basis of Payment in Annex "C":

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price for a cost of \$\_\_\_\_\_ (*insert the amount at contract award*). Customs duties are excluded and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

### 6.6.2 Payment

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SACC Manual clause [H1001C](#) (2008-05-12), Multiple Payments  
SACC Manual clause [H1008C](#) (2008-05-12), Monthly Payment

### 6.6.3 SACC Manual Clauses

[C2000C](#) (2007-11-30), Taxes - Foreign-based Contractor (if applicable)

### 6.6.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

### 6.7 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

### 6.8 Certifications and Additional Information

#### 6.8.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### 6.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_. (*Insert the name of the province or territory as specified by the Bidder in its bid, if applicable*)

### 6.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions [2010A](#) (2018-06-21), General Conditions - Goods (medium complexity);
- (c) Annex "A", Statement of Work;
- (d) Annex "B", Minimum Mandatory Performance Specifications;

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- (e) Annex "C", Basis of Payment;
- (f) the Contractor's bid dated \_\_\_\_\_.

#### **6.11 SACC Manual Clauses**

[A9039C](#) (2008-05-12) Salvage  
[B1501C](#) (2018-06-21) Electrical equipment  
[B7500C](#) (2006-06-16) Excess Goods  
[G1005C](#) (2016-01-28) Insurance – No Specific Requirement

## ANNEX "A"

### STATEMENT OF WORK

#### K Division OCC NG-911 Call System Upgrade

##### 1. Objective

The RCMP have a requirement to enhance the current Telus Digital Centrex telephone environment to meet CRTC mandates as well as to improve operator health and wellness. The objective of this contract is to supply, install, and configure a new NG-911, NENA i3 Compliant, compatible call handling system in both the Edmonton and Red Deer Operational Communications Centers (OCCs), including training and technical support in the usage and management of the system.

##### 2. Background

The 'K' Division Operational Communication Centre (OCC) Program currently operates two main facilities located in K Division HQ Building and in the Red Deer OCC Building along with 4 municipal centers located in St. Albert, Lloydminster, Sherwood Park (Strathcona) and the Edmonton International Airport (EIA). The telephony equipment in use in both main facilities was deployed in 2008. The life expectancy of the equipment at that time was estimated to be 10-12 years. Currently there are no further options/expansions available within the existing systems to meet CRTC mandates, nor improve client service.

##### 3. Scope of Work

The Contractor must provide the technical expertise to supply, deliver, and install 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 options of installation into any of our 4 municipal OCC's as required. In addition, the Contractor must also be able to provide maintenance, technical support and all applicable manuals and documentation pertaining to their proposed solution for all installed sites.

All requirements and specifications detailed within this Statement of Work is valid for all installed locations as detailed in section 3.1 below.

##### 3.1. Dispatch Center Specifications

Main Facilities:

1. Northern Alberta Operational Communication Center (NAOCC) located in the RCMP K Division Headquarters building **11140-109St Edmonton AB T5G 2T4**
  - 18 Call Taker positions
2. Southern Alberta Operational Communication Center (SAOCC) located in the RCMP Red Deer Sub building **4300 55 Street, Red Deer AB T4N 2H1**
  - 17 Call Taker positions

Municipal Centers:

3. St. Albert Detachment **96 Bellerose Drive, St. Albert AB T8N 7A4**
  - 3 Call Taker positions
4. Strathcona Detachment **911 Bison Way, Sherwood Park AB T8H 1S9**
  - 6 Call Taker positions
5. Lloydminster Detachment **5106 44 Street, Lloydminster AB T9V 0W2**
  - 3 Call Taker positions
6. Edmonton International Airport (EIA) Detachment 1552, **1000 Airport Road, AB T9E 0V3**
  - 3 Call Taker positions

### **3.2. RCMP Responsibilities**

As part of this Statement of Work (SOW) the RCMP will provide the contractor escorted access to the Operational Communications Centers (OCCs) and associated equipment rooms in all installed locations (RCMP operations zones).

RCMP will:

- Provide connectivity to the TELUS TID-08 DMARC for all workstation positions;
- Provide Rack space as needed;
- Provide network connectivity including cabling, switch ports, and IP addressing;
- Provide Windows PC workstations for all dispatch and call takers positions;
- Provide DMS Centrex M5216 telephone sets for all operator positions (if required);
- Convert current 9-1-1 service delivery from Analog Centrex Trunks (if required);
- Identify RCMP personnel to attend scheduled contractor training sessions;
- Not provide Internet access for remote support;
- Provide a test environment to verify installation and configuration prior to full production deployment;
- RCMP will assist with scheduling and facilitating NG-911 call handling system training for any and all training sessions;

### **3.3 Contractor Tasks**

Contractor responsibilities and deliverables associated with this SOW (in Edmonton, Red Deer and any optional Municipal Center OCC's) will include:

- Complete a Preliminary and Critical Design Review meeting;
- Install, configure, and test an NG-911 Call Handling solution that follows current and future NENA i3 standards including:
  - Softphone user application for each call-taker and dispatcher position;
  - Supply (software), configure workstation hosts, operating systems and appropriate licenses as applicable.
  - Supply (software and hardware), install and configure servers, operating systems and appropriate licenses as applicable.

- Provide and configure Server VM's and/or hardware and licensing to host any software and databases as needed;
- Provide, install and configure of Session Border Controllers (SBC) with transition to NG-9-1-1 as per NENA Specs.
- A fully redundant failover configuration in all centers. 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 calls between all sites as required.
- Any middleware devices or gateways that are required to integrate with either a legacy Digital Centrex lines or Analog Centrex Trunks in order to process Emergency, and other multi-media communications.
- Any middleware devices or gateways that are required to integrate with PRI or SIP trunks in order to process non-emergency calls (Complaint and Administrative).
- IP ANI/ALI Integration
- CAD Integration
- Any associated add-ons optioned with the NG-911 Call Handling Solution;
- Options for outbound/inbound SMS (RTT)
- Emergency voice call backs, RTT call backs, and/or other multi-media type call backs (It is understood that this relies heavily on the capability of the end to end network).
- Verify integration with Centrex and existing IP ANI/ALI;
- Demonstrate ability for call data to be sent to the RCMP's logger for recording;
- Verify the RCMP's ability to divert (night service) all 9-1-1 calls to sister OCC's is intact;
- Configure and customize NG-911 Softphone Call Handling Solution GUI to the satisfaction of the RCMP Technical Authority (TA);
- Validation of call handling system functionality in the RCMP provided test environment before going live.
- Confirm that RCMP IP ALI/ANI servers still run independently from Contractor hardware/software;
- Import/Configure call directory
- Supply a Site Acceptance Test Plan (SATP) and perform a Site Acceptance Test (SAT), both to the satisfaction of the RCMP Technical Authority (TA);
- Will provide on-site administrator and user training to specified RCMP staff;
- Will provide optional supplemental on-site training after the NG-911 transition to demonstrate the expanded features available in the NG-911 environment.
- Supply all project technical and end user documentation including training materials.

#### **4. Government Representatives**

The RCMP Technical Authority (TA) is the representative of the RCMP for whom the work is being carried out under the Contract, and is responsible for all matters concerning the technical content of the

work under the Contract. Technical matters may be discussed with the RCMP Technical Authority, although the RCMP Technical Authority cannot authorize changes to the scope of the work, which will be done through a contract amendment issued by the Contracting Authority. The RCMP Technical Authority will be provided at contract award.

#### **5. Preliminary and Critical Design Review Meeting(s)**

The Contractor must schedule and host Preliminary and Critical Design Review (PDR/CDR) meetings for the purpose of providing the RCMP with final design details and project scheduling. Webex and Telepresence meeting will be appropriate.

#### **6. Training**

The Contractor must provide on-site training for up to 20 RCMP system administrators and 75 end users in both Edmonton and Red Deer. The Contractor will also provide training for any additional Municipal Centers that receive the NG911 call handling system.

Supplemental training sessions may be requested after the official NG-911 go live date of June 30<sup>th</sup>, 2020. This would focus on demonstrating the enhanced capabilities available to PSAPs by the NG-911 environment.

#### **7. Site Access and Security**

Contractor personnel will be provided access to RCMP facilities during regular business day hours of work. No work shall be performed beyond the regular hours of 08:00 to 17:00 Hrs unless agreed upon by both parties at the CDR. The contractor's personnel will be security cleared at a minimum to RCMP Facility Access Level 2 authorization and be escorted by an RCMP Wireless Communications Unit (WCU) Informatics Subject Matter Expert (SME) at all times.

A completed Security Requirements Check List (SRCL) will identify the security requirements for this work. The contractor will not require access to protected, classified and/or extremely sensitive information in order to perform the install and configuration work outlined in the SOW. The contractor will require access to the OCC's and associated equipment rooms only at the time of initial configuration. As such for initial installation/configuration and future service calls RCMP Facility Access Level 2 with SME escort is the approved RCMP Security Recommendation.

Contractor personnel must comply with all security requirements at all RCMP locations.

The following are the anticipated The Contractor Security Requirements associated with this SOW:

Job Role	Description	RCMP Security Level	Citizenship
NG-911 Call Handling Solution Installer	Contractor employee requires access to RCMP Operations Zone (OCC and OCC Equipment room) to perform installation, configuration and testing of a NG-911 compatible Call Handling System. No access to protected or classified information, access to asset only.	RCMP Facility Access Level 2 with RCMP SME escort	Canadian or American
Trainer/Instructor	Contractor employee requires access to RCMP Operations Zone (classroom) in order to conduct the training as identified in this SOW. No access to protected or classified information or assets.	RCMP Facility Access Level 2 with RCMP SME escort	Canadian or American

### 8. Site Acceptance Test Plan (SATP)

Within fourteen days prior to the scheduling of the Site Acceptance Test (SAT) the contractor must provide a Site Acceptance Test Plan (SATP) to the RCMP's TA for review and final approval. The RCMP TA reserves the right to modify the contractor's proposed test plan.

### 9. Site Acceptance Test (SAT)

Within five days after installation the contractor must complete a separate Site Acceptance Test (SAT) for each location, based on the approved SATP, to the satisfaction of the RCMP's TA. The RCMP's TA, or representative, will witness the SAT. The SAT cannot start until the RCMP TA has approved the SATP.

Through the SAT, The contractor must demonstrate to the RCMP's TA that the system is fully operational and suitable for acceptance by the RCMP as it is intended.

The contractor must supply all test equipment that may be required to conduct the SAT.

The SAT must be conducted during regular working hours, Monday to Friday from 08:00 to 17:00 Hrs. local time with an RCMP TA or delegate present.

If any technical problems occur during the testing, the contractor must resolve them in cooperation with the RCMP TA. The contractor must record all of the SAT results in a Punchlist Report and provide them to the RCMP TA, or its delegate within five working days after the SAT. If any failures occur during the SAT, the contractor must document them on the Punchlist. Punchlist Report severity levels are defined as Major or Minor deficiencies.

A Major deficiency is:

- A failure where the system does not work, or where an error exists that prevents completion of an essential function,
- An adverse effect without a work-around where the problem is not correctable with an alternate sequence.

A Minor deficiency is:

- A work-around solution does exist,
- An annoyance that does not affect essential functions,
- Any item not covered by the above categories which is either non-urgent or of an investigative nature,
- Any essential function not met by the contractor under the sole authority and discretion of the RCMP TA.

The severity level of a deficiency will be rated as Major or Minor by mutual agreement between the RCMP TA and the contractor, and the required corrective action(s) must be recorded in the Punchlist Report. Twenty (20) or more Minor deficiencies will be considered a Major deficiency.

If, during the SAT, the RCMP TA, or its delegate, finds a Minor deficiency that does not affect the operational effectiveness of the system, the SAT may continue in accordance with the approved ATP. However, if a number of unacceptable failed tests are encountered during the testing the SAT will be halted until the contractor has corrected the failures. If a Major deficiency is found during the SAT that does affect the operational effectiveness of the system, the testing must cease until the deficiency has been corrected.

The RCMP TA or its delegate will sign-off on the Punchlist report upon the successful conclusion of the SAT. After completion of each locations SAT (Edmonton, Red Deer and optional Municipal Centers), the phone system will be subjected to operational trials for a period of fourteen (14) calendar days.

Deficiencies noted by the RCMP during the fourteen (14) calendar day operational trial period will be communicated to the contractor, who will then be required to correct the deficiencies within the next seven (7) calendar days. A Punchlist Report must only be generated for problems within the contractor's scope of work. The fourteen (14) calendar day operational trial period must restart at day zero (0) after all deficiencies have been cleared and agreed to by the RCMP's TA.

## **10. Documentation**

The contractor must provide all maintenance and operator manuals, Punchlist Reports, as-built drawings and other engineering documentation. All publications and documentation must be provided in the English language and must be provided before Final System Acceptance and RCMP Sign-Off.

## **11. RCMP sign-off and Final System Acceptance Certificate**

RCMP sign-off will be granted when:

- The Operational Trials have been completed,
- There are no outstanding Major or Minor deficiencies,
- All documentation has been delivered,
- The RCMP has deemed that the system is ready for operational use.

Once the above items have been met to the satisfaction of the RCMPs TA, a Final Acceptance Certificate must be completed and signed by the RCMP TA and The contractor.

A Final System Acceptance Certificate will certify that:

- The installation, testing and operational trials have been successfully completed,
- All Punchlist issues have been successfully resolved,
- All required documentation has been provided.

## **12. Contract Amendment**

To ensure the approved design of a project stays on track and delivers the desired outcome, the use of contract amendments will be issued by the Contracting Authority as approved by the RCMP Technical Authority.

## **13. In-Service Maintenance and Support Option**

The contractor must provide pricing options for on-going hardware and software warranty support for all supplied equipment, as well as software assurance and technical service support for the life of the system for RCMPs consideration at the time of contracting. RCMP will not provide remote access into the network that hosts the NG-911 softphone solution. On-site technical support will be expected for issues that cannot be effectively resolved with remote support.

## **14. Language of Work**

All Contractor personnel must be fluent in English and all written documentation and correspondence must be in English.

## **15. Working Hours**

The Contractor must be available to discuss the project during regular working hours from 07:00 to 17:00 local time Monday through Friday, exclusive of statutory holidays. Statutory holidays are defined as follows: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Labour Day,

Solicitation No. - N° de l'invitation  
M5000-194349/B  
Client Ref. No. - N° de réf. du client  
M5000-194349

Amd. No. - N° de la modif.  
File No. - N° du dossier

Buyer ID - Id de l'acheteur  
edm014  
CCC No./N° CCC - FMS No./N° VME

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Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day. When working on RCMP premises the Contractor will be required to coordinate working hours with the RCMP Technical Authority.

#### **16. Location of Work**

All work will be conducted in the Operational Communication Centers (Edmonton, Red Deer, St. Albert, Strathcona, EIA). Installation and configuration must be done on site as no remote access will be provided into our networks.

#### **17. Delivery Address'**

All location addresses and site contacts will be provided after contract award.

## ANNEX "B"

### MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS

#### DELIVERY

All deliverables (Installation and configuration of the new NG-911 call handling System) for Edmonton, AB must be delivered to the specified location on or before **2020-03-31**.

Please indicate below:

**Meet Delivery Requirement** \_\_\_\_\_  
or  
**Unable to Meet Delivery Requirement** \_\_\_\_\_

All deliverables (Installation and configuration of the new NG-911 call handling System) for Red Deer, AB must be delivered to the specified location on or before **2020-05-31**.

Please indicate below:

**Meet Delivery Requirement** \_\_\_\_\_  
or  
**Unable to Meet Delivery Requirement** \_\_\_\_\_

### COMPLIANCE MATRIX – MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS

A complete list of the minimum mandatory performance specifications are detailed below in the "Compliance Matrix". Bidders are to clearly demonstrate compliance with each mandatory specification.

1. Bidders **must** show compliance by addressing each performance specification in the Compliance Matrix, whether the product offered "meets" or "doesn't meet".
2. Bidders are requested to indicate how they meet each performance specification by recording this information under the Substantiation in Detail as to how this requirement was met column in the Compliance Matrix.
3. It is requested that supporting technical documentation, including but not limited to, specification sheets, technical brochures, photographs or illustrations be provided with the bid at solicitation close and be cross-referenced on the Compliance Matrix for each performance specification to outline where in the supporting technical documentation it demonstrates compliance. It is the Bidders responsibility to ensure that the submitted supporting technical documentation provides detail to prove that the proposed product(s) meet the requirements of the Performance Specification. If published supporting technical document is not available, the Bidder should prepare a written narrative complete with a detailed explanation of how its bid demonstrates technical compliance.

4. If the supporting documentation referenced above has not been provided at bid closing, the Contracting Authority will notify the Bidder that they must provide supporting documentation within two (2) business days following notification. Failure to comply with the request of the Contracting Authority within that time period, will deem the bid non-responsive and the bid will be given no further consideration.
5. Bidders must address any concerns with the performance specifications in written detail to the Contracting Authority before bid closing as outlined in the Request for Proposal (RFP) document.
6. Failure to meet each mandatory performance specification will result in the bid being deemed non-responsive, and be given no further consideration.

**COMPLIANCE MATRIX – MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS:**

<b>Requirement:</b>	<b>Manufacturer Offered:</b>	<b>Model number Offered#:</b>
One (1) NG-911 Call System Upgrade		

**Company Qualifications – Mandatory Criteria**

<b>Item #</b>	<b>Mandatory Criteria – Company</b>	<b>Met/ Not Met</b>	<b>Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)</b>
1-1	Must demonstrate active involvement in the ESWG NG-911 Standards development process in Canada.		

**Subject Matter Expert (SME) Resource Qualifications – Mandatory Criteria**

<b>Item #</b>	<b>Mandatory Criteria – Resource Qualifications</b>	<b>Met/ Not Met</b>	<b>Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)</b>
2-1	The bidder must provide demonstrated evidence that the proposed resource(s) has provided 3+ years of 911 Call Handling system support and services within the last 5 years		

**Trainer Resource Qualifications – Mandatory Criteria**

<b>Item #</b>	<b>Mandatory Criteria – Resource Qualifications</b>	<b>Met/ Not Met</b>	<b>Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)</b>
3-1	The bidder must provide demonstrated evidence that the proposed resource(s) has provided 3+ years of 911 Call Handling System training in the last 5 years		

**Technical Writer Resource Qualifications – Mandatory Criteria**

Item #	Mandatory Criteria – Resource Qualifications	Met/ Not Met	Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)
4-1	The bidder must provide demonstrated evidence that the proposed resource(s) has produced technical Call Handling system documentation.		

**Call Handling System– Mandatory Criteria**

Item #	Mandatory Criteria – User Features	Met/ Not Met	Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)
5-1	System must feature a customizable user interface		
5-2	System must have the ability to define ring tones/ notifications to differentiate 9-1-1, admin and complaint lines		
5-3	System must have the ability to monitor call taker sessions (IE Listen in)		
5-4	System must have an analytics feature to gather statistics (IE answer times, hold times, # of call, etc.)		
5-5	System must be able to generate reports		
5-6	System must be able to display ANI/ALI information		
5-7	System must have the ability to sort incoming calls and grab specific lines		
5-8	System must have the ability to reallocate specific lines (admin, complaint, 9-1-1) to another operator position or secondary dispatch center.		
5-9	System must feature individual agent login		
5-10	System must contain a searchable phone directory with speed and auto dial capability		

5-11	System must have the ability to place a call on exclusive hold		
5-12	System must have local recording capability for instant playback		
5-13	System must support the use of a reader board		
5-14	System must have the ability to place canned/recorded messages in the queue to direct callers.		
5-15	System must have an overflow routing feature		
5-16	System's must allow for abandoned calls to be captured and called back.		
5-17	System must be capable of transferring call sessions back to the originating PSAP or another PSAP with ANI/ALI data		
5-18	System must be able to create and customize multiple queues		
5-19	System must support transfers and conference calls, including blind and/or consultative.		

**Call Handling System Technical Specifications– Mandatory Criteria**

Item #	Mandatory Criteria – Technical Specifications	Met/ Not Met	Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)
6-1	System must be NENA i3 compliant to current and future versions		
6-2	System must able to operate on legacy DMS Centrex TELUS TID-08 E911 DMARC or Telus Analog Centrex Trunks until such a time as the NG-911 ESInet connection is available. Through middle-ware or a gateway. Please Specify.		
6-3	System must be able to support RTT (Real time text) .		
6-4	System must integrate with our existing CAD system – Xwave/Bell CIIDS		
6-5	System must be able to forward call data to logger for recording		
6-6	System must integrate with our IP ANI/ALI data feed		
6-7	System must be capable of being installed in a high-availability fail-over configuration		
6-8	System must be able to scale easily if dispatch centers expand to add additional Call takers		
6-9	System must have touch screen capability		
6-10	System must be able to integrate with PRI and/or SIP trunks for incoming Administrative and Complaint lines.		

If upon delivery and acceptance, the product is found not to meet the Minimum Performance Specifications, the product will be returned at the Suppliers expense and the Contract terminated for default.

**ANNEX “C”**

**BASIS OF PAYMENT**

- Prices quoted are to remain firm for the duration of the Contract.
- Prices are inclusive of ALL costs required to do the Work (including but not limited to: labour, equipment, fuel, materials, travel, accommodation, etc.).
- FOB Destination for all deliverables.
- Prices are required for each line item and as per format shown below.
- Prices quoted do not include Applicable Taxes. However, Applicable Taxes will be added as a separate item on any invoices issued against this Contract.
- Firm unit pricing must be in Canadian Dollars.

**FIRM WORK for Main Facilities (Edmonton and Red Deer):**

Item	Location	# of Call Taker Positions	Unit (a)	Firm Price (b)	Extended Price (a x b)
<b>1</b>	<b>Required NG-911 Call Handling Solution System Including Installation at Main Facilities</b>				
<b>a</b>	Edmonton, AB	18	1 lot	\$ _____/lot	\$ _____
<b>b</b>	Red Deer, AB	17	1 lot	\$ _____/lot	\$ _____
<b>2</b>	<b>Required Training – Administrators</b>				
<b>a</b>	Edmonton, AB	20	1 session	\$ _____/session	\$ _____
<b>b</b>	Red Deer, AB	20	1 session	\$ _____/session	\$ _____
<b>3</b>	<b>Required Training – End Users</b>				
<b>a</b>	Edmonton, AB	75	1 session	\$ _____/session	\$ _____
<b>b</b>	Red Deer, AB	75	1 session	\$ _____/session	\$ _____

**FIRM WORK for Maintenance + Support (Edmonton and Red Deer):**

Item	Location	Hardware and Software	Usage (a)	Firm Price (b)	Extended Price (a x b)
<b>4</b>	<b>Required Maintenance + Support - Year 1 (Estimated dates: April 1, 2020 – March 31, 2021)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software.	10 months	\$_____/month	\$_____
<b>5</b>	<b>Required Maintenance + Support - Year 2 (Estimated dates: April 1, 2021 – March 31, 2022)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>6</b>	<b>Required Maintenance + Support - Year 3 (Estimated dates: April 1, 2022 – March 31, 2023)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____

<b>b</b>	Red Deer, AB)	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>7 Required Maintenance + Support - Year 4 (Estimated dates: April 1, 2023– March 31, 2024)</b>					
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>8 Required Maintenance + Support - Year 5 (Estimated dates: April 1, 2024 – March 31, 2025)</b>					
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$_____/month	\$_____

**OPTIONAL REQUIREMENT for Main Facilities (Edmonton and Red Deer):**

Item	Location	# of Call Taker Positions	Unit (a)	Firm Price (b)	Extended Price (a x b)
<b>9</b>	<b>Additional Training - Administrators (Estimated dates: TBD)</b>				
<b>a</b>	Edmonton, AB	20	1 session	\$_____/session	\$_____
<b>b</b>	Red Deer, AB	20	1 session	\$_____/session	\$_____
<b>10</b>	<b>Additional Training – End Users (Estimated dates: TBD)</b>				
<b>a</b>	Edmonton, AB	75	1 session	\$_____/session	\$_____
<b>b</b>	Red Deer, AB	75	1 session	\$_____/session	\$_____

**OPTIONAL REQUIREMENT for Maintenance + Support (Edmonton and Red Deer):**

Item	Location	Hardware and Software	Usage (a)	Firm Price (b)	Extended Price (a x b)
<b>11</b>	<b>Maintenance + Support Option - Year 1 (Estimated dates: April 1, 2025 – March 31, 2026)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software	12 months	\$_____/month	\$_____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software	12 months	\$_____/month	\$_____
<b>12</b>	<b>Maintenance + Support Option - Year 2 (Estimated dates: April 1, 2026 – March 31, 2027)</b>				

<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____
<b>13</b>	<b>Maintenance + Support Option - Year 3 (Estimated dates: April 1, 2027 – March 31, 2028)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____
<b>14</b>	<b>Maintenance + Support Option - Year 4 (Estimated dates: April 1, 2028 – March 31, 2029)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____

<b>15</b>	<b>Maintenance + Support Option - Year 5 (Estimated dates: April 1, 2029 – March 31, 2030)</b>				
<b>a</b>	Edmonton, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____
<b>b</b>	Red Deer, AB	All contractor supplied hardware. All contractor configured software	12 months	\$ _____/month	\$ _____

**OPTIONAL REQUIREMENT for Additional Municipal Centers (St. Albert, Strathcona, Lloydminster and EIA):**

Item	Location	# of Call Taker Positions	Unit (a)	Firm Price (b)	Extended Price (a x b)
<b>16</b>	<b>NG-911 Call Handling Solution System Including Installation for Additional Municipal Centers (Estimated dates: TBD)</b>				
<b>a</b>	St. Albert, AB	3	1 lot	\$ _____/lot	\$ _____
<b>b</b>	Strathcona, AB	6	1 lot	\$ _____/lot	\$ _____
<b>c</b>	Lloydminster, AB	3	1 lot	\$ _____/lot	\$ _____
<b>d</b>	EIA, AB	3	1 lot	\$ _____/lot	\$ _____
<b>17</b>	<b>Training - Administrators (Estimated dates: TBD)</b>				
<b>a</b>	St. Albert, AB	3	1 session	\$ _____/ session	\$ _____
<b>b</b>	Strathcona, AB	3	1 session	\$ _____/ session	\$ _____
<b>c</b>	Lloydminster, AB	3	1 session	\$ _____/ session	\$ _____
<b>d</b>	EIA, AB	3	1 session	\$ _____/ session	\$ _____
<b>18</b>	<b>Training – End Users (Estimated dates: TBD)</b>				
<b>a</b>	St. Albert, AB	15	1 session	\$ _____/ session	\$ _____

<b>b</b>	Strathcona, AB	15	1 session	\$ _____ / session	\$ _____
<b>c</b>	Lloydminster, AB	15	1 session	\$ _____ / session	\$ _____
<b>d</b>	EIA, AB	15	1 session	\$ _____ / session	\$ _____

**OPTIONAL REQUIREMENT for Maintenance + Support (St. Albert, Strathcona, Lloydminster and EIA):**

Item	Location	Hardware and Software	Usage (a)	Firm Price (b)	Extended Price (a x b)
<b>19</b>	<b>Maintenance + Support Option - Year 1 (Estimated dates: April 1, 2020 – March 31, 2021)</b>				
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____ / month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____ / month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____ / month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____ / month	\$ _____
<b>20</b>	<b>Maintenance + Support Option - Year 2 (Estimated dates: April 1, 2021 – March 31, 2022)</b>				

<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>21</b>	<b>Maintenance + Support Option - Year 3 (Estimated dates: April 1, 2022 – March 31, 2023)</b>				
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____

<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>22</b>	<b>Maintenance + Support Option - Year 4 (Estimated dates: April 1, 2023– March 31, 2024)</b>				
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>23</b>	<b>Maintenance + Support Option - Year 5 (Estimated dates: April 1, 2024 – March 31, 2025)</b>				

<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>24</b>	<b>Maintenance + Support Option - Year 6 (Estimated dates: April 1, 2025 – March 31, 2026)</b>				
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____

<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>25</b>	<b>Maintenance + Support Option - Year 7 (Estimated dates: April 1, 2026 – March 31, 2027)</b>				
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____

<b>26 Maintenance + Support Option - Year 8 (Estimated dates: April 1, 2027 – March 31, 2028)</b>					
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>27 Maintenance + Support Option - Year 9 (Estimated dates: April 1, 2028– March 31, 2029)</b>					
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____

<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>28</b>	<b>Maintenance + Support Option - Year 10 (Estimated dates: April 1, 2029 – March 31, 2030)</b>				
<b>a</b>	St. Albert, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>b</b>	Strathcona, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>c</b>	Lloydminster, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____
<b>d</b>	EIA, AB	All contractor supplied hardware. All contractor configured software.	12 months	\$ _____/month	\$ _____

**ANNEX “D”**

**POINT-RATED EVALUATION CRITERIA**

Each proposal which meets the Minimum Mandatory Performance Specifications (Annex “B”), will be evaluated and scored in accordance with the following evaluation criteria.

Bidders must provide clear demonstration, in the technical support documentation, for each Point Rated Item (web links to documentation are not acceptable).

Any proposals that meet these criteria will be assigned points for all successfully demonstrated items.

**Company Qualifications – Point Rated Criteria**

Item #	Point Rated Criteria – Company	Max Pts.	Max Points for Yes / 0 Points for No	Substantiation in Detail as to How this requirement was met. Cross Reference to Proposal (Page and Paragraph)
7-1	Demonstrated installation of other NENA i3 compatible systems in Canada	5		

**Call Handling System – Point Rated Criteria**

Item #	Point Rated Criteria – User Features	Max Pts.	Max Points for Yes / 0 Points for No	Cross Reference to Proposal (Page and Paragraph)
8-1	Ability to provide map-based call management	4		
8-2	Supervisor assistance required feature	2		
8-3	Integrated web browser	3		
8-4	Quality Assurance Auditing feature to provide documented supervisor feedback to call takers for improved interactions with callers.	2		
Item #	Point Rated Criteria – Technical Specifications	Max Pts.	Max Points for Yes / 0 Points for No	Cross Reference to Proposal (Page and Paragraph)
9-1	Ability to transition to NG-911 ESInet with no licensing upgrades or equipment replacement	2		

9-2	Ability to simply and efficiently make scheduled backups and take snapshots to aid in Disaster Recovery	<b>3</b>		
9-3	Ability for headset audio to be integrated with pre-existing radio consoles (Harris) to allow the use of a single headset for both call taking and dispatching	<b>4</b>		
9-4	Ability for the system to used off the shelf hardware for operator workstations (I.E. Monitor + Tower)	<b>2</b>		
9-5	Ability for the system to provide an off-hook detect signal.	<b>1</b>		

**MINIMUM POINT ACCEPTABLE : 14**

**MAXIMUM POSSIBLE SCORE : 28**

Each proposal must achieve a minimum score of **50%** of the maximum points available. Proposals that fail to achieve this score will be considered technically unacceptable and will be given no further consideration.

Solicitation No. - N° de l'invitation  
M5000-194349/B  
Client Ref. No. - N° de réf. du client  
M5000-194349

Amd. No. - N° de la modif.  
File No. - N° du dossier

Buyer ID - Id de l'acheteur  
edm014  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "E" to PART 3 OF THE BID SOLICITATION**

### **ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

## **ANNEX "F"**

### **Q&A from Solicitation/A**

**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 5-15 to 5-19 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.

**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

**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

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**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 the year 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.”

**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 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 and the Alberta RCMP can transition into the new environment.

**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 be expected to 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.