

Questions and Answers

1. **RFP Page 32 MS5:** Cyberkar Question related to RFP Mandatory Criteria MS5. The rugged smartphone must have a Memory (RAM) – factory installed – 8GB.
Bidders are invited to describe options, e.g. 4Gb, 6 Gb, 8 Gb with advantages and limitations – within context of purchase/lease. If recommendation is not 8Gb, bidder is requested to describe potential upgrade path with implications.
 - 1.1. Rugged Smartphones are now affordably priced, but Cyberkar knows only models available with 4GB RAM. Is this a firm requirement or would the PPS accept a rugged smartphone with Memory (RAM) – factory installed – 4GB?
 - 1.2. Can the PPS recommend to Cyberkar any rugged smartphone with Memory (RAM) – factory installed – 8GB?

2. **RFP Page 35 RT22:** Cyberkar Question related to RFP Rated Criteria RT22. Kindly clarify your definition of Mobile Printers.
 - 2.1. In-vehicle printers can be fixed or mobile. Most agencies select option 3.1.1., but does the PPS wish to ...
 - 2.1.1. Print an e-citation ticket from a fixed printer inside the vehicle and then exit the vehicle to deliver the e-citation ticket to the citizen.
or
 - 2.1.2. Exit the vehicle carrying a mobile printer, print the e-citation tickets outside of the vehicle, and then deliver the e-citation ticket to the citizen.
The Service is not currently using mobile printers. Both scenarios are possible, within and outside the vehicle. Bidders are invited to describe options with applicable benefits.
 - 2.2. In- vehicle printers (fixed or mobile) are available in models supporting 4-inch or 8-inch paper. Does the PPS wish to print e-citation tickets on ...
 - 2.2.1. 4-inch paper.
or
 - 2.2.2. 8-inch paper.
Tickets will be in standard Provincial Offence Notice format.
 - 2.3. In- vehicle printers (fixed or mobile) are available in models supporting different communications connectivity. Please select one of the 3 available printer models ...
 - 2.3.1. USB
or
 - 2.3.2. USB/WiFi
or
 - 2.3.3. USB/Bluetooth
The Service is interested to hear recommendations from bidders based on practicality and their customers' experiences.

2.4. Does the PPS currently use a e-citation ticket software and if so, please provide software and version?

The Service is embarking on a project to implement e-ticketing software; the exact software is not yet established.

3. **RFP Page 35 RT23:** Cyberkar Question related to RFP Rated Criteria RT23. Barcode scanners is listed as part of the PPS proposed accessories package for rugged tablets. Kindly clarify your definition of Barcode scanners.

As this is part of a project for new capabilities, bidders are invited to describe options with applicable advantages and disadvantages.

3.1. Barcode scanners are available in fixed or Integrated models. Most agencies select option 4.1.1., but does the PPS wish to ...

3.1.1. Use a mobile barcode scanner unit. Example: E-seek barcode unit (driver's license card reader) installed on the center console of the vehicle.

or

3.1.2. Use an integrated barcode scanner unit. Many Rugged Tablets have an optional integrated barcode reader module that can be factory installed and available for an additional fee. Example: barcode unit (driver's license card reader) integrated module installed in the rugged tablet installed on a pedestal mount or center console mount in the vehicle.

4. **RFP Page 36 RS4:** Cyberkar Question related to RFP Related Criteria RS4. The rugged smartphone should have a Hot Swappable battery with 12 hours battery life.

The Service is seeking a solution where we can swap batteries without shutting down the smartphone. The bidders are invited to describe options or alternate solutions. This criterion will be rated based on the proposed solutions or battery capability (battery life).

4.1. Cyberkar has worked on past projects with rugged smartphone models available with a removable battery (typically with 14 hours battery life), but the battery is not hot swappable. Is this a firm requirement or would the PPS accept a Smartphone with a removable battery, but the battery is not hot swappable?

4.2. Can the PPS recommend to Cyberkar any rugged smartphone with a removable and hot swappable battery?

5. **RFP Page 36 RS10:** Cyberkar Question related to RFP Related Criteria RS10. The Bidder should indicate whether they provide the following accessories.

Bidders are requested to describe both their capability to provide accessories and pricing. The Service is seeking a partner established in the ruggedized industry to provide devices and accessories as required over a period of 5 years.

5.1. RFP Related Criteria RT23 on page 35 outlines that the Bidder's proposed accessories package should include pricing for the indicated accessories.

5.2. RFP Related Criteria RS10 on page 36 solely asks if the Bidder can provide the indicated accessories for the rugged smartphone. Can the PPS re-confirm that a Rugged Smartphone accessories package including pricing for the indicated accessories is not part of this RFP at this time?

6. With respects to Section RT4, under Rated Criteria for the Ruggedized Tablets, would a front facing camera with 1080p resolution and full Windows Hello support and security features be accepted for testing and submission?

Bidders are invited to describe options with advantages and limitations, and recommendations based on experiences of their customer base.