



150-2017 ADDENDUM 1

REQUEST FOR PROPOSAL FOR IMPLEMENTATION OF CAD 9.4 UPGRADE

URGENT

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

ISSUED: April 24, 2017
BY: David Ranger
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Ar20160708

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

PART B – BIDDING PROCEDURES

Revise: B2.1 to read: The Submission Deadline is 12:00 noon Winnipeg time, **April 26, 2017**.

Clarification of B3.3: **Minutes, Questions and Answers from the Proponents Conference**
Introduction notes from the beginning of the meeting

The RFP was posted to the City of Winnipeg Materials Management website on March 31, 2017. We are looking for implementation services to move from CAD 9.2 MR6 to CAD 9.4. We will be moving to the latest MR on CAD 9.4 and we are hoping to do that in order to implement person level tracking in line with our new GPS enabled radio, and also to do workflow enhancement for Call Taker, Dispatcher and MPS.

I'm going to walk through the RFP and highlight some items.

Page 1 of 9, Part B Bidding Procedures, section B2 - Submission Deadline, B2.1. "The Submission Deadline is 12:00 noon Winnipeg time, which is Central Standard Time, on April 25, 2017". ***** Note: Revised, see above *****

Page 4 of 9, Bidding Procedures, Section B9 - Prices. We are asking for a fixed price contract. To be clear time and materials will not be accepted, it will be fixed price only.

Page 4 of 9, Section B10 - Experience of Proponent and Subcontractors, B10.2 Subsection (f). "Reference Information (two current names with telephone numbers per project)". We will be calling references so please provide that information. Similar in section B11 Experience of Key Personnel Assigned to the Project (Section D) Subsection B11.3 (d). "Reference Information (two current names with telephone numbers per project)". We are asking for references of the key personnel that you envision being assigned to the project.

Page 7 of 9, Section B18 - Interviews - B18.1. "The Contract Administrator may, in his/her sole discretion, interview Proponents during the evaluation process". We will be interviewing as part of the evaluation process.

Page 1 of 4, Part D - Supplemental Conditions, Section D5 - Ownership of Information, Confidentiality and Non-Disclosure. As part of the award process we will be circulating a Non-Disclosure agreement from the City of Winnipeg which must be signed prior to the Work commencing.

Page 4 of 4, D12 - Payment Schedule. As it relates to schedule, there is no specific schedule mentioned in the RFP and that is on purpose, so based on the award of the contract we will identify a mutually agreeable schedule for both WPS and the Contractor in conjunction with the 911 Communication Centre and their business cycle. This is done to ensure they will have no service call disruption to the Communication Centre during high call volume periods.

Page 1 of 3, Part F - Security Clearance. Section F1 - It is a requirement of the Winnipeg Police Service to have all key personnel fill out and complete the attached security clearance check forms and be security cleared for Level 2 security clearance prior to engagement. Even though you may have security clearance, Winnipeg Police Service only accepts their own security clearance.

Those are the brief items that I wanted to go through as part of the RFP. Next I'd like to open it up to questions. I highly encourage any questions to be asked at this point to confirm that all parties have an understanding of the process.

Conversation notes from Proponents Conference

- Q1.** My questions are primarily around what Custom Interfaces or Interfaces do you have on Maintenance? For example you have the core product of Informer Server which is typically a maintenance item because it's a COTs product but then the actual configuration makes it connect to your specific CPIC Interface. Sometimes in my experience it has been on maintenance, and sometimes it has not. The difference would be to vendors other than Hexagon that Hexagon controls the code of that, so therefore no other vendor would be able to fully provide the services for every interface unless you were willing to divide up some of the sections of that. Whereas if it's on maintenance then they have to upgrade that as part of that, or provide the upgraded version and as part of your maintenance and there would be no additional services costs related to Hexagon.
- A1.** My assumption is yes to maintain the configuration with the current configuration we have with CPIC and RMS. Major enhancements I believe would not be included. I will definitely get that information.
- A1.** Especially the Manitoba DL Interface.
- A1.** I would give the same answer, to maintain our current configuration or any basic changes to our configuration. Major enhancements I don't believe would be included. I will definitely provide that information.
- A1.** As Travis said what we need to know is whether or not Hexagon is providing the upgraded versions of Informer with those remote interfaces.
- A1.** Understood.
- A1.** So to break down your question, the first part was relating to support. We have a premium support agreement with Hexagon and it is active. That is limited to support calls. There is not a limit in terms of support calls. There is no current agreement in place to customize or update interface components with Hexagon. That may be an option or requirement going forward. You are expected to bid based

on what you have the capability to perform. Another part of your question is: what are the customized interface components that we maintain? Was that part of your question?

A1. Well there was a list, some of them were specifically identified but it's still in relation to the first part of your response. The Premium Support Agreement (PSA) only provides support but it also provides you with the ability to get the latest version of the software without necessarily having to have Hexagon services involved. Some agencies have put either their custom configurations for eg: Informer onto their maintenance so that way it's technically treated like the COTs product and you are eligible to get a 9.4 version of Informer to the Manitoba Service or CPIC, just like you would get the actual Informer server base product. It makes a difference to non-Hexagon service providers who are trying to provide these services, because if it's not included in your PSA to be able to get those latest versions since you have been paying maintenance on it, then those custom services have to be provided by Hexagon.

A1. The answer to your question is the PSA, as you said, offers us the latest version of CAD software. To move to CAD 9.4 MR 'X', that is included within the maintenance agreement. I don't have the maintenance agreement in front of me so I cannot comment on whether as part of that maintenance agreement we have access to customized interface components or DLL's.

A1. Okay

A1. As part of next steps we are going to issue an addendum with questions and answers from this call and we can clarify that in the response and so that will be posted to the City of Winnipeg Materials Management website.

Q2. Okay so my follow-up depending on that response is going to be (if it turns out that the Custom Components and Interfaces are not on maintenance, that we can't just request the latest version) are you potentially open to awarding this to multiple vendors based on their responses and capabilities? For example if ABC consulting company can provide everything except the specific Informer to CPIC and DL system but Hexagon is needed for that are you open to award this to ABC consulting company and the portion that has be done by Hexagon, to Hexagon?

A2. Award as a whole as per B20.9

A2. Okay thank you I think that's all I have.

Q3. I need to clarify. If I understand what you are saying, there is not currently a plan to engage Hexagon as part of the professional services package as part of the upgrade? You are looking solely for your contractor to do all of the upgrade work?

A3. We would be open to different types of proposals. We don't have a strict plan in place but we would be open to engaging multiple vendors based on expertise as provided by part of the proposal.

A3. Okay thank you.

Q4. Who is your Intercad with?

A4. Winnipeg Fire Paramedic Service.

Q5. Has is changed much since it was implemented?

A5. No I don't believe it has.

Q6. It was one way, is it still one way?

A6. No it's always been two way.

A6. Okay

A6. We can't guarantee it will always stay the same, but the assumption is it's staying the way it is and if there are any changes to that, we will take that into consideration.

- Q7.** Are we sure there is an Intercad in 9.4?
- A7.** The latest statement from Hexagon is "Intercad will be supported for the ICAD 9.X series". So when you say 'Are you sure'? We are as sure as the latest statement from Hexagon.
- A7.** Okay
- Q8.** Are the interviews face to face or can it be a teleconference interview?
- A8.** Yes it can be done remotely.
- Q9.** James you had mentioned that timing and delivery was going to be based on mutually agreeable timeframes without impacting the Call Centre at a peak time. Any idea what would be the ideal scenario for that?
- A9.** We have not determined a time frame at this point, that all depends on how quickly we can award the contract, how quickly we can mobilize our internal resources, projects that are on the go with proponents as well. It's up for discussion in terms of 2017 - 2018.
- A9.** Thank you.
- Q10.** Is your B.I. Direct out of the box or is it heavily customized?
- A10.** It's pretty much out of the box, there are 3 customized reports, but it has not been heavily customized.
- A10.** Thank you.
- Q11.** The ANI/ALI Interface, are you looking to upgrade that to I.P. ANI/ALI at the same time? Or will it stay serial?
- A11.** We don't have any firm plans to upgrade so you can quote based on it staying serial.
- Q12.** Any plans on new or additional hardware in the cars such as laptops or modems; any change in configuration?
- A12.** Nothing significant; the laptops in the cars go through a normal refresh cycle. The plan is to stay with the general make and model. No upgrades to modems.
- A12.** Okay
- Q13.** Are you getting new servers or workstations? Or are we upgrading on existing hardware?
- A13.** There will be no new workstations in the Comm Centre and so the expectation is Windows 7 and upgrade on existing hardware.
- Q14.** The servers as well?
- A14.** Correct the servers as well.
- A14.** Okay
- Q15.** So any changes to operating systems, software and SQL Server will be handled separately by you guys solely?
- A15.** That's correct.
- Q16.** From 9.2 to 9.4 you would definitely have a SQL Server change.
- A16.** That is correct.
- A16.** Okay
- A16.** Part of the project will be to implement with SQL Server always on with the disaster recovery site. So any licensing upgrade of SQL as part of that will be the responsibility of the WPS.
- A16.** If there are future questions after this conference call just forward those to David Ranger and they will be included in the addendum.

Q17. Any last questions?

A17. I have none.

Q17. Anybody else?

A17. No thank you.

A17. Thank you, looking forward to reviewing your proposals and discussing next steps.

Additional Questions received after the Proponents Conference

Q1. Are the upgrades to custom configurations for our CAD interfaces included in our current Premium Maintenance agreement when upgrading the COTS interfaces to a new version?

A1. The COTS components of CPIC Gateway and Informer are covered products, and as such will be delivered for 9.4 under maintenance. Any WPS-specific forms or queries that have been customized are not included under maintenance and are upgraded via services (MANDL, etc.) as per Section 7 of the Maintenance Terms and Conditions. Configuration or customization of covered products to customer requirements and any programming or software development are excluded services (i.e. not covered by maintenance).

Q2. Will Hexagon temporarily support 9.2 MPS with 9.4 MDT?

A2. Hexagon will support later versions of MDT with earlier versions of MPS for the purpose of transitioning to the new version for a period of 3 months, unless otherwise agreed upon in the SOW.

Q3. From the Hexagon Supported Environments matrix, 9.4 requires Windows 8.1, Windows 10 or Windows Server 2012 R2. We have no intention of upgrading Calltaker, Dispatcher and MPS client from Windows 7 to Windows 10 in the near future. Can you confirm that CAD 9.4 will function on Windows 7 clients and we will be supported by Hexagon?

A3. Since Windows 7 mainstream support ended in Jan 2015, Microsoft will only provide extended support and security fixes until 2020. Clients should be upgraded as soon as possible. As far as whether 9.4 will function in a windows 7 environment, this configuration has not been tested formally by Hexagon.

Q4. Which Intergraph product is interfacing with the Audio Logger?

A4. CVDSAudioLoggerSvr.exe on server
- Runs under ISM

CVDSAudioLoggerAddin.dll on client
- I/Calltaker addIn

Q5. Which radio system is providing the GPS for personal radios? Which gps format will they use to communicate with I/Tracker.

A5. Harris Project 25 VIDA Platform Phase 2
They will be communicating with I/Tracker using the NMEA gps format using the Status Aware interface

Q6. Will the Backup, Train and Test servers be imaged or built?

A6. They will be imaged from the production server and then the appropriate configuration changes will be made. These changes will include, but are not limited to, name, IP, ports, and source DB.

Q7. Are the CAD servers virtual or physical?

A7. Production, Training and Test
- Communication/interface and database servers are virtual

Archive

- Archive and database servers are virtual

BI Direct

- Server and database server are virtual

DR

- Communication/Interface server is physical

- Database is physical

Q8. From the attached Hexagon Supported Environments matrix, 9.4 requires Windows 8.1, Windows 10 or Windows Server 2012 R2. Will the OS be upgraded at cutover? Or imaged?

A8. The Server OS will be Windows Server 2012 R2 at cutover.

- The Communications Centre client OS targeted for CAD 9.4 has not been determined at this time.

- Windows 7, 32bit and 64 bit, is supported for MPS and Informer for MPS (along with 8.1 and 10)

- Reference: "I/CAD Mobile Products Version 9.4.0 Supported Environments" Updated 3/21/2017

Q9. Section B20.9 indicates that "This Contract will be awarded as a whole". In the Proponents conference you indicated that you were open to awarding to multiple vendors. Could you please clarify if this will be a "whole contract " or if it can be awarded to multiple proponents?

A9. Proponents can submit combined bids ... a submission with multiple parties. If a proponent is not able to fulfill 100% of the scope and they awarded the contract, a separate sole source process may be invoked to fill the gap/void. That being said the contract will be awarded in whole based on the bid submission.