

## 201-2018 ADDENDUM 4

### SUPPLY AND IMPLEMENTATION OF LANE CLOSURE SYSTEM

#### **URGENT**

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

ISSUED: June 7, 2018  
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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

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

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#### **QUESTIONS AND ANSWERS**

- Q1 D4.3(e) Provision of administrator training / orientation / documentation  
Is there a standard the city uses to define each of the following areas: training, orientation and documentation?  
e.g.  
-Training must be in-classroom and have X training materials  
-Orientation must be performed under these standards...  
-Documentation must follow the City of Winnipeg's defined documentation standards and formats.
- A1 No "standard" format is being applied on the manner in which this requirement shall be met. Since the substance of deliverable under this requirement is not dependent on the exact format its delivered in, as long as the delivery format is deemed usable and containing required information, it will be acceptable.
- Q2 D4.3(f) Provision of administrator training / orientation / documentation  
Is there a standard the city uses to define each of the following areas: training, orientation and documentation?  
e.g.  
-Training must be in-classroom and have X training materials  
-Orientation must be performed under these standards...  
-Documentation must follow the City of Winnipeg's defined documentation standards and formats.
- A2 See A1. If the number of attendees is more than a few, training in formal class room setting may be required for logistical reasons.
- Q3 E2.10 Extended Maintenance & Support: Starting year 2 and up to and including year 6 following implementation of system in production. This agreement shall cover technical support, bug fixes, and updates/recompiles/redeployments for newer versions of operating system(s) or any other components used in the development and operation of the system.
- (i) Are there expected team roles for the extended maintenance and support, meaning for example: a project manager, a business analyst, a lead developer and a developer?
- (ii) What are the team roles defined by the city for these activities?
- (iii) For the "newer versions of operating system(s) or any other components" what is the defined criteria for "newer versions". Is there a standard the city uses (i.e. we will support the previous 3 major OS's)?
- A3(i) The vendor is expected to meet the stated obligations under this agreement. While having a well defined internal structure and team roles is both expected and advised in order to discharge on their obligations in

a satisfactory manner, these details are left to the vendor to work out during extended maintenance and support period.

A3(ii) The City will appoint a single point of contact for requests for technical support, bug fixes, etc. from the City of Winnipeg.

A3(iii) Each new version of OS released during the extended support and agreement period shall be supported. As to the previous versions, support for the previous 3 major OS's would be desired. A sliding scale, starting with minimum iOS and Android OS versions supported per E2.3 and E2.6, would be acceptable.

Q4 Form B: Prices: Lump Sum Price: "...for services listed in section D4, plus maintenance & support agreement for bug fixes, technical support, and updates/recompile/redeployment for newer versions of operating system(s) or any other components used in the development and operation of the system for 1-year period following implementation of the system in production."

Is there a difference between the Year 2 – 6 "Extended Maintenance and Support" found in the RFP (Section E2.10) and Y1 mentioned in this statement?

A4 No, these are separated only to give us an option to select a suitable extended maintenance and support period considering factors such as pricing, and proposal details.

Q5 E2.10 Extended Maintenance & Support: Starting year 2 and up to and including year 6 following implementation of system in production. This agreement shall cover technical support, bug fixes, and updates/recompiles/redeployments for newer versions of operating system(s) or any other components used in the development and operation of the system.

B9.1 request a "lump sum price" which we interpret as a fixed price quote. A Time and Materials project that is managed to budget may be more cost effective. Would you entertain a bid for a Time and Materials project that identified costs as a budget rather than a fixed price?

A5 City requires a lump sum price (a fixed price quote) as detailed in section B9.

Q6 With respect to schedule, can you provide the following dates:

(i) When you expect to award the contract

(ii) When you expect the work to begin

(iii) When you expect the City of Winnipeg to start using the new system

A6(i) We cannot commit to these dates at this time. However, please know that we are committed to moving this project along without delays, and that includes completing the review of proposals, and awarding the contract (if a suitable proposal is selected).

A6(ii) See A6(i).

A6(iii) See A6(i).

Q7 E2.10 Extended Maintenance & Support: Starting year 2 and up to and including year 6 following implementation of system in production. This agreement shall cover technical support, bug fixes, and updates/recompiles/redeployments for newer versions of operating system(s) or any other components used in the development and operation of the system.

(i) Will there be a single point of contact for requests for technical support, bug fixes, etc. from the City of Winnipeg?

(ii) What are the expectations for hours of support (i.e. 8-4, 9-5, etc.)?

(iii) Are there any specific SLA's for response and completion of these requests?

A7(i) Yes, there be a single point of contact for requests for technical support, bug fixes, etc. from the City of Winnipeg

A7(ii) Standard business hours: Monday to Friday, 8:30 A.M. to 4:30 P.M. except statutory holidays.

A7(iii) An SLA to firm up expectations and responsibilities under the terms of this agreement, as laid out in the RFP, can be drawn after the award.

Q8 D4.3(g) In case of a custom developed system: (i) Provision of developer documentation for the application including data model and ERD diagrams (ii) Provision of all source code for the application (iii) Knowledge transfer to City's IST staff including code and development methodology & framework walkthrough.

(i) Will the City's IST staff provide development support of the application after deployment?

(ii) Is the proponent required to maintain a development environment or would access be provided to the City's environment(s)?

A8(i) City's IST staff will only provide development support after the maintenance and agreement support period has expired. However, the City's IST staff shall have access to all the technical documentation and knowledge transfer as laid out in the RFP.

A8(ii) The Proponent is required to maintain a development environment to support their operation. Where the circumstances warrant (for example, testing of a new version prior to its release in production), the Proponent may be provided access to City's "local" test/development environment to conduct final stage testing.