



# 671-2020 ADDENDUM 1

## SUPPLY AND DELIVERY OF CISCO NETWORK PRODUCTS

### URGENT

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

ISSUED: December 16, 2020  
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**THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**

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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 10 of Form A: Proposal may render your Proposal non-responsive.**

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### PART B – BIDDING PROCEDURES

Revise: B2.1 to read:

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, December 21, 2020.

### PART D – SUPPLEMENTAL CONDITIONS

Replace D4.1:

D4.1 When used in this Request for Proposal:

- (a) **"Cisco"** means Cisco Systems, Inc;
- (b) **"DNA"** means Digital Network Architecture;
- (c) **"LAN"** means Local Area Network;
- (d) **"NOC"** means Network Operations Center;
- (e) **"Proponent"** means any Person or Persons submitting a Proposal for Goods and Services;
- (f) **"TAC"** means Technical Assistance Center;
- (g) **"WLAN"** means Wireless Local Area Network.

### PART E – SPECIFICATIONS

Replace: E2.6

E2.6 The Contractor shall provide Cisco Smart Net Total Care Services either as:

- (a) **Cisco-branded Smart Net Total Care Services**  
(<https://www.cisco.com/c/dam/en/us/services/se/training/smart-net-total-care-datasheet.pdf?dtid=osscdc000283>)

Or

- (b) **Collaborative Services Smartnet:** This alternative shall have the following minimum requirements:

- (i) The service shall be able to provide technical and software support on a 7x24 basis and a minimum of Next Business Day advance hardware replacement for Cisco-supported network products,
- (ii) The bidder's Network Operations Center (NOC) shall be staffed by support staff that all have a minimum of a Cisco Certified Network Associate certification or equivalent,
- (iii) The bidder's NOC shall be available for the City of Winnipeg's network support staff for to open cases by telephone and online web portal on 24 hours a day, 7 days a week, and 365 days a year basis,
- (iv) The vendor's NOC shall allow for the City of Winnipeg's network support staff to be able to directly communicate with Cisco level 3 Technical Assistance Center (TAC) support staff as required after escalation. For incidents the City of Winnipeg has classified as being severity 1 or 2 that are impacting business operations, the escalation to Cisco level 3 TAC support shall be within one hour.
  - Severity 1 means an existing Network or Environment is down or there is a critical impact to the City of Winnipeg's business operation. The City of Winnipeg and Bidder both shall commit full-time resources to resolve the situation.
  - Severity 2 means operation of an existing Network or Environment is severely degraded or significant aspects of End User's business operation are negatively impacted by unacceptable Network or Environment performance. The City of Winnipeg and Bidder both shall commit full-time resources during to resolve the situation
- (v) The City's network support staff shall be able to access Cisco online portals for Smart Licensing, My Cisco Entitlement and Cisco software downloads for registered products.