



691-2026 ADDENDUM 2

PROFESSIONAL CONSULTING SERVICES FOR 9-1-1 COMMUNICATIONS STAFFING ANALYSIS

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
BID/PROPOSAL**

ISSUED: October 14, 2026
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE BID/PROPOSAL AND SHALL FORM
A PART OF THE CONTRACT DOCUMENTS**

Template Version: Addendum 2026-03-10

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B17.1 to read: Award of the Contract shall be based on the following evaluation criteria:

EVALUATION CATEGORY	WEIGHTING (%)
(a) Compliance by the Proponent with the requirements of the Request for Proposal or acceptable deviation therefrom;	Pass/Fail
(b) Qualifications of the Proponent and the Subconsultants, if any, pursuant to B11;	Pass/Fail
(c) Fees; (Section B)	20
(d) Experience of Proponent and Subconsultants; (Section C) - 30% Total	
(i) details demonstrating the history and experience of the Proponent and Subconsultants in providing programming, design, management of the project and contract administration service on three projects for the Proponent and three projects for the Subconsultant(s) of similar complexity, scope and value.	12%
(ii) For each project listed in B17.1(d)(i):	
(i) description of each project;	2%
(ii) role of the consultant;	2%
(iii) project's original contracted cost and final cost;	2%
(iv) design and schedule (anticipated Project schedule and actual project delivery schedule, showing design separately);	5%
(v) reference information (two current names with telephone numbers and email addresses per project);	2%
(vi) general profile information, including years in business, average volume of work, number of employees and other pertinent information for the Proponent and all Subconsultants.	5%
Note: Where applicable, Proposal should be separated into Proponent and Subconsultant project listings	
(e) Experience of Key Personnel Assigned to the Project; (Section D) - 20% Total	

(i)	Describe your approach to overall team formation and coordination of team members.	2%
(ii)	Include an organization chart for the Project.	2%
(iii)	Identify the Key Personnel, e.g. Project Manager assigned to the Project.	2%
(iv)	Experience and qualifications of the Key Personnel assigned to the Project for projects of similar complexity, scope and value, including the principals-in-charge, the Consultants Representative, managers of the key disciplines and lead designers. Include educational background and degrees, professional recognition, job title, years of experience in current position, years of experience involved with PSAPs or ECCs, knowledge of/involvement with IAED, NENA and APCO, and years of experience with existing employer. Roles of each of the Key Personnel in the Project should be identified in the organizational chart.	7%
(v)	for each person identified, list at least two comparable PSAP or ECC staffing-related projects or studies in which they have played a primary role similar to that proposed for this Project. If a project selected for a key person is included in B17.1(d), provide only the project name and the role of the key person. For other projects provide the following: (vi) description of project; (vii) role of the person; (viii) project Owner; (ix) reference information (two current names with telephone numbers and email addresses per project.)	7%
(f) Project Understanding and Methodology (Section E) – 30% Total		
(i)	Describe your firm's project management approach and team organization during the performance of Services, and the methods the Proponent will use in the delivery of this Project to calculate staffing requirements and develop staffing model formulas and assumptions.	5%
(ii)	Describe the approach to measuring workload using available operational data, beyond raw call counts, including relevant workload drivers, demand variability, call and incident complexity, dispatch-related activity and peak operational periods.	5%
(iii)	Describe the method that will be used to incorporate shrinkage and relief factors, including leave, statutory holidays, training, recertification, absenteeism, vacancies, overtime, employee wellness, fatigue and other factors affecting productive staffing availability.	5%
(iv)	Describe the approach that will be used to differentiate between minimum staffing requirements and optimal staffing levels that support sustainable service delivery, employee wellbeing and operational resilience.	5%
(v)	Describe the proposed process that will be used for validating assumptions and recommendations.	5%
(vi)	the Project methodology with respect to the information provided within this RFP and the City's Project Management Manual at http://winnipeg.ca/infrastructure/asset-management-program/templates-manuals.stm#2 and templates at http://winnipeg.ca/infrastructure/asset-management-program/templates-manuals.stm#4 .	2%

(vii)	any other issue that conveys your team's understanding of the Project requirements.	1%
(viii)	Form P: Person Hours or a table of their own design for all disciplines and or phases identified. Form P: Person Hours should match Fees submitted in response to B8. Sample of Form P: Person Hours can be found at https://winnipeg.ca/matmgt/templates/information.stm	1%
(ix)	for each person identified in B17.1(e)(iv), list the percent of the person's time to be dedicated to the Project in accordance with the Scope of Services.	1%