



DEPARTMENT OF FINANCE

PROCUREMENT SERVICES

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ADDENDUM # 2

For RFI # 5164

TO: All Bidders

FROM: Procurement Services

DATE: 22-Nov-2018

SUBJECT: Questions and Answers #2

Q1: With respect to Understanding of Service Requirements; is the Province seeking commentary from proponents on the suitability of this section for inclusion in a subsequent RFP, particularly with respect to the statement "Clearly demonstrate how the proposed CAD system meets all the technical requirements as defined in Appendix C and Appendix E"? Alternatively, does the Province expect proponents to instead demonstrate full compliance with all requirements as part of the RFI response submission within the constraint of a 1-2 page summary as indicated?

A1: The Province is looking for the proponent to demonstrate how their proposed CAD will meet the identified technical requirements of Appendix C and E. The proponents are not limited to 1-2 pages if more is required.

Q2: With respect to Proposed Resources, Resumes and References; is the Province seeking commentary from proponents on the suitability of this section for inclusion in a subsequent RFP, or does the Province expect a complete list of names and accompanying resumes to be provided with the RFI response submission?

A2: The Province is looking for the proponent to demonstrate they have the expertise available to complete the require work for the planning, implementation and maintenance of a CAD system. We have not identified any individual required positions and are allowing the proponent to identify these resources.

Q3: Within the "Location Verification" section of Appendix E, there is a paragraph that starts "The CAD system's geofile should assist users to:" then lists 12 bulleted items. Are these 12 bulleted items to be interpreted as "should" in the context of a requested specification per the definition earlier in the RFI, i.e. "The use of the word shall refer to a requirement, whereas the word should means that a specification is

merely requested"? In the section immediately following this list of 12 bullets, there are specific "shall" and "should" items also bulleted.

A3: The bullets located in this section are identified as should and shall, so the proponent should respond to these as defined within the document. If a bullet is defined as shall and is unable to be met, then the proponent should identify why.

Q4: In the first paragraph of C.1, it states "... with the local PEI 911 service across 5 different PSAP's and have the ability ...". Then in the Required Equipment Quantity section below in C.1, it describes the Primary PSAP as 1 site, and the Secondary PSAP as 3 separate sites (for a presumed total of 4). In section C.2, it further states "... a solution that will expand across 4 geographically diverse PSAP's that are connected ...". Please clarify the apparent difference in referencing total PSAP's as 4 in some cases, and 5 in other.

A4: The Province currently has 4 active PSAP's and 1 Backup 911/dispatch site for their primary. The 4 active PSAP's consist of 1 Primary 911/dispatch center and 3 additional Secondary PSAP's providing dispatch services for Police and Fire.

Q5: As per Appendix C, C.1, Required Equipment Quantity, please confirm whether the Secondary PSAP requirement (3 PSAPs) is for 5 CAD Stations with 2 monitors each at each PSAP, or is for a total of 5 CAD stations with 2 monitors each, to be distributed across the 3 PSAPs.

A5: A total of 5 CAD stations with 2 monitors each, to be distributed across the 3 PSAPs.

Q6: Please describe what Call Taking, CAD, and E911 systems are presently in use by the PSAPs in PEI today.

A6: The purpose of posting this RFI is to obtain information about products that are currently on the market. The systems currently in place should hold no relevance to the response of any proponent. If you have specific questions, related to processes then please identify them specifically.

Q7: Section C.4 indicates "The following is an overview of the categories and weighting for the rated criteria of the RFI:", but no weighting information is provided. Have the weightings for these items been created, and if so, would you please share this information. Or are you instead seeking commentary from proponents on the applicability of weightings?

A7: There have been no weightings created for this RFI. We will not be excluding any proponent from this process as we seek to obtain information related to our RFI to be used in a possible future RFP. If the proponent feels it is beneficial to the Province to provide examples of weightings for this section, then please do so.

Please see the revised wording for the first line of Section C.4 below:

"The following is an overview of the categories for the required criteria of the RFI"

Q8: Is a Secondary Service Access Point (SSAP), as referred to in the first paragraph of the Call Handling / CAD Event Creation section of Appendix E, a reference to the various agencies supported by the proposed solution or does it include the transfer of CFS to services outside the CAD?

A8: A Secondary Service Access Point for the purpose of this RFI will be an agency that is supported by the proposed solution.

Q9: In reference to the Determine Dispatch Need section of Appendix E, should the first sentence read as follows "For every CFS, a decision must be made as to whether to transfer to a SSAP to dispatch resources or to close the CFS with an explanation of why the CFS was **not** transferred."? Note addition of the word '**not**'.

A9: Yes, this sentence should include the word "not".

Q10: In the Location Verification section of Appendix E, there is a requirement "**Shall** include the following fields for all records containing an address: street number; apartment/suite number; street; road type (Drive, Avenue, Street, Alley); direction; city, province, and/or postal code (modify list as appropriate)." Does "modify list as appropriate" mean you are requesting commentary from proponents on the list? If not, please clarify.

A10: This wording "modify list as appropriate" should be removed from the Appendix E. These fields listed above are required without modification.

Q11: What is the need for proponents naming the project team and providing resumes. Would it not be sufficient for the proponent to capabilities, capacity and experience with implementation of CAD solutions similar to that as requested by this RFI?

A11: The Province is looking for the proponent to demonstrate they have the expertise available to complete the require work for the planning, implementation and maintenance of a CAD system. We have not identified any individual required positions and are allowing the proponent to identify these resources.

Q12: Could the details of the Project Reference requirements as stated at Page 15 unintentionally exclude respondents? A more appropriate measure for reference value is not necessarily within the first period of implementation (e.g. past three years), but instead comes from demonstrating the continued success of such implementations over time.

A12: The intent of this section C.4 was not to limit your references to implementations done in the last 3 years, so we agree that changing the wording would be beneficial to all proponents. Please see the revised wording for this section below.

Project References

"Provide three references from current customers who have each been implemented for a minimum of three years, and whose implementation scope is similar in nature to the scope of work defined in this RFI." Select references that are similar to Government, and provide a contact name, along with his/her phone number, fax number and email address. The reference information provided should identify the size of the projects conducted for the reference as well as demonstrate the extent of your previous experience, the reference's overall satisfaction with your services and the results achieved, including your adherence to interim and final deadlines.

END OF ADDENDUM.

Please return this sheet with your formal bid proposal.