



ADDENDUM

PROJECT TITLE: Mobile Voice and Data Services	ADD. NO: 2
RFP NO: 2024-580501P	DATE: July 10 th , 2024
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Make the following modifications to the above project. Include in the amount of the Proposal, any additions to or deductions from the cost of the work by reason of these instructions.

Sign and attach this Addendum to the Proposal documents and submit with your Proposal. Failure to do so may result in the rejection of your Proposal.

Please find below a list of questions and answers.

Q1. In regard to the following requirements stated on Page 24 of the RFP document – Appendix D Section A Part 1 - Vendors must provide a description of their organization’s security program to demonstrate how the vendor would contribute to the City/SJP’s goals of controlling costs and ensuring devices and data are secure. For example, security clearances completed by the Federal government for contractors or certifications held by the organization such as ISO 9001, 14001, 27001, or the NIST Telecommunications Security Guidelines for Telecommunications Management Network and an overview of the security program in place are acceptable. Vendors must demonstrate their ability to meet the data management standards for Protected A and Protected B data. As such we would like to invite the City of Saint-John and the Saint-John Police Force to state their specific Security requirements that all proponents must abide with in the course of this RFP.

***A1. Security clearances completed by the Federal government for contractors or certifications held by the organization such as ISO 9001, 14001, 27001, or the NIST Telecommunications Security Guidelines for Telecommunications Management Network and an overview of the security program in place are acceptable. Vendors must demonstrate their ability to meet the data management standards for Protected A and Protected B data. The City’s Information Technology Assets, Systems, and Corporate Data Acceptable Use Policy can be accessed through this link.
<https://pub-saintjohn.escribemeetings.com/filestream.ashx?DocumentId=14126>***

Q2. Appendix D, Section B Evaluation Criteria, related to Appendix B Pricing Form
There are 3 sections to this form: Mobile Voice and Data Plans (Table 1), Hardware (Table 2), Managed Services (Table 3). So that all proponents may understand the weighting and priority of each specific area of the Pricing Section, please provide the detailed breakdown of the Appendix B, Pricing Form with weighting for each section. The weightings of these sections could materially impact the evaluation of proposals.

SIGN AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL

Monic MacVicar

Monic MacVicar, CCLP, CPPB
Procurement Specialist
Supply Chain Management

Proponent’s Signature



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A2. Mobile Voice and Data Plans (Table 1) – 10 Points, Hardware (Table 2) – 8 points, and Managed Services (Table 3) – 7 Points

Q3. Page 35, Total Cost of Ownership - Please share your Total Cost of Ownership (TCO) calculation equation referenced on Page 35 so that each proponent can ensure that their proposals adequately reflect the proper structure for evaluation.

A3. In reference to the Table in Appendix F, that information was provided by the current vendor as of May 30, 2024. In terms of evaluation, the TCO to the City would be inclusive of Proponent total pricing plus any penalties incurred with the current vendor (Appendix F cost for phone buyouts plus monthly voice/data service at ~ \$15.00/month with taxes) minus any subsidies or compensation amounts offered by the Proponent.

Q4. General - Vendor Presentation Request - We would like to request a Vendor Presentation session be made available to each respondent for 60-90 minutes to review the proposals in detail to provide additional context and respond to any clarifying questions. Given that the Managed Services model is a new requirement to the City of Saint John we would also like to go over this in detail as well.

A4. Should the City choose to do so, short-listed vendors may be invited to present and provide a demonstration of products/services as part of the evaluation.

Q5. How many devices do you plan to upgrade in year 1 and year 2?

A5. The City will be replacing up to 250 phones over the first two years of the contract. Approximately 170 in the first year with the remainder in the second year.

Q6. Relative to the Voice and Data Plans section on page 30 requiring the respondent to provide specific rate plans for a Cellular Private Network (APN/VPN) - How many data devices will utilize private APN(s)?

A6. The City of Saint John does not currently utilize cellular vendor-provided APN/VPN solutions. Our existing setup for endpoint devices connecting to the corporate network involves a third-party on-prem VPN gateway and installed clients on mobile devices. The potential use case for a cellular APN/VPN is a foreseen future requirement, primarily for IoT devices on our SCADA or Utility network.

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Q7. Relative to the Voice and Data Plans section on page 30 requiring the respondent to provide specific rate plans for a Cellular Private Network (APN/VPN) - Does the City require multiple APN(s) to separate data devices by application or business unit? If yes, how many separate APNs and how many users in each APN?
A7. See Answer to question 6 above.

Q8. Relative to Appendix G, page 37 where it is stated that, "The vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies." - Please provide the City's Acceptable Use and Mobile Device policies as the RFP requires that the vendor must provide services in accordance with the City's Acceptable Use and Mobile Device policies.
A8. See Link in Answer to Question 1 above.

Q9. Relative to Part 1 – Mobile Device Plans on page 24 – Where the RFP states that vendors must demonstrate their ability to meet the data management standards for Protected A and Protected B data. Please advise what the City/SJP's Protected A and Protected B data is?
*A9. PROTECTED A Harm to an individual, organization or government - Examples: Home addresses, dates of birth, other low-risk personal information
PROTECTED B Serious harm to an individual, organization or government - Examples: Law enforcement and medical records, personnel evaluations and investigations, financial records, information subject to solicitor-client privilege or other legal privilege.*

Q10. Please provide further detail related to request. – "The vendor will assist in disaster recovery".
A10. Services related to address a cyber attack or breach to a mobile device within the contract.

Q11. Could you please clarify whether the new PTT RFP nullifies the PTT requirements of the Wireless RFP?
A11. No, we still need voice/data services and devices related to PTT used by other service areas.

Question period is now closed.

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CONFIRMATION - RECEIPT OF ADDENDUM

**Upon receipt of this document, fax this page to
(506) 658-4742 to confirm receipt of this addendum.**

CONSULTANT'S NAME: _____

ADDRESS: _____

PHONE: _____ FAX: _____

RECEIVER NAME (PRINT) _____

RECEIVER SIGNATURE: _____