



ADDENDUM

PROJECT TITLE: Mobile Voice and Data Services	ADD. NO: 1
RFP NO: 2024-580501P	DATE: June 19 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. Can you confirm the number of current push-to-talk (PTT) users?

A1. Based on May 2024 monthly charge there are currently 147 users / licenses being invoiced to the City.

Q2. Understanding that The City of Saint John has an existing Corporate APN/VPN use case(s), would you be able to provide a reference topology diagram to provide additional context?

A2. 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.

- *Charges and Restrictions on Current VPN Usage:*

- *Are there any restrictions or additional charges associated with using our current VPN solution over your cellular network?*
- *Are there specific data usage caps, speed throttling, or other limitations that we should be aware of when using our on-prem VPN gateway via your cellular service?*

- *Vendor-Provided VPN Solution:*

- *Does your company offer a proprietary VPN solution that can be used on cellular devices?*
- *If so, can you provide details on the architecture, security features, and cost structure of your VPN solution?*
- *Are there integration options available to connect your VPN solution with our existing on-prem VPN gateway for seamless interoperability?*

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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Q3. Based on this question: The vendors must set up billing by our internal budget numbering system to comply with accounting and auditing procedures. How many cost centers or GL codes does the city have?

A3. The City currently applies mobile device charges to 78 GL budget codes and 1 for Push to Talk services.

Q4. How many BYO Devices does the City currently support?

A4. For clarification, Bring Your Own Device (BYOD) from the City's perspective is a device that is personally owned by an unauthorized user (i.e., employees, Members of Council, City's Police Commission employees and board members) to do City business. There would typically be a subsidy for to the employee and a requirement to have the personal device on-boarded to the City's Mobile Device Manager (MDM). The City currently does not support any BYO Devices, meaning devices owned by the employee rather than a City-issued phone. The City is considering implementing a Bring Your Own Device (BYOD) option and it may be implemented over the life of the contract.

For further clarification, in the Mobile Voice and Data Plans Table 1 on page 19 provide pricing service for the following types of assets:

- Subsidized Device is a device purchased with a mobile voice and data plan.*
- Purchased Outright is a device that the City has already paid a one-time total cost for or a phone that has been paid for in a previous contract.*
- BYOD (devices the City will bring to the new contract) is a device that is currently on a contract with another vendor and will have voice and data plans transferred to a new vendor.*

Q5. Outside of MDM enrollment and staging is there any other support required for BYO devices?

A5. Based on the clarification on what BYOD is in question 2, no other support is required.

Q6. Based on this question: The vendor will manage mobile devices in a way that fulfills commitment obligations every two (2) years. Please provide more context on the above request.

A6. Refer to the section labeled Term of Contract on Page 35, specifically that the City requires that mobile devices obtained through any contract resulting from this RFP be provisioned in a way that fulfills commitment obligations every two (2) years making them eligible for upgrade without penalty.

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Q7. Based on this question: The vendor must bill for services / equipment serviced at authorized service locations directly to the City’s account associated with the device. Is this request based on the city's cost centers, or does this include billing individual BYOD users?

A7. This request is for City-issued devices to authorized users (i.e., employees, Members of Council, City’s Police Commission employees and board members). Billing would be against the designated GL budget code assigned to the mobile device. It does not include BYOD users as clarified in Question 2. If the City implements an BYOD program, authorized users will be responsible for any service or maintenance on their personal mobile device.

Q8. Please advise if the City wishes proponents to quote a 3GB/user plan or +3 GB with the base 2GB Plan highlighted in Yellow =5GB’s.

A8. The intent is that these are two separate quotes for minimum monthly charge for a mobile voice and data plan that includes unlimited voice minutes in Canada, one with 2 GB of pooled data per person per month and the second with 3 GB of pooled data. It is not intended to look at total combined pool of 5GB of data.

Q9. Please advise if the intent of the highlighted in Pink is a duplicate of the base plan highlighted in Yellow or is this the Standard plan + 2GB’s = 4GB plan.

A9. The City is looking for the cost of data per user based on 2 GB per person per month. This would be an option for data that is not pooled.

Q10. Can the City provide a copy of the City’s Acceptable Use and Mobile Device policies to ensure proponents are compliant.

A10. 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>

Q11. Appendix G, Part 3: Requirement states “The vendor will ensure that data wiping is executed using military-grade software certified minimally by ADISA or the Federal Government's Contract Security Program (CSP).” Please provide further details on the referenced certified programs. We do offer Data Wiping service but not sure we have these standards, can we provide our standards?

A11. ADISA and CSP are designed to ensure that data cannot be recovered by any known technology.

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If your current data wiping services do not meet the ADISA or CSP certifications, you can still provide details on the standards and procedures your company follows for data sanitization. We are open to reviewing your standards to ensure they provide an equivalent level of security and data irretrievability.

Please provide the following information for our review:

- A detailed description of your data wiping processes and technologies.*
- Any certifications or third-party validations your data wiping service has received.*
- Documentation or evidence of compliance with recognized data sanitization standards, such as NIST 800-88 guidelines or equivalent.*

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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: _____