

REQUEST FOR PROPOSALS “RFP” PS20210647

PROVISION OF WIRELINE SERVICES

QUESTIONS AND ANSWERS NO. 3

ISSUED ON OCTOBER 19, 2021

Q1	What is the City’s desired in-service date?
A1	The in-service date will depend on the City’s priorities, and the successful proponent; however, it can be expected to be scheduled over the next 12 months after a contract has been executed. If required, Managed network and PRI may be prioritized.
Q2	Would the City consider options for the backup as part of the RFP scope?
A2	Backup/redundancy services for the City’s corporate network (fiber and MPLS) are not in-scope of the RFP, but may be considered within the term of the contract. Proponent may provide information on these services in the Questionnaire section 8.1. In the case of corporate Internet services, depending on the successful proponent, backup services may be required.
Q3	What does the City mean by” “The Proponent must provide a human Tier 1 / 2 response within one hour of the reporting of a major outage and within four hours for minor reports.
A3	The response times should be a maximum window for the City and the vendor to be actively working towards a resolution to the reported issue. The City expects to escalate the situation to the vendor’s appropriate level technical teams for a resolution to be underway within these windows.
Q4	Please provide more information about the ‘VPD Security Policy’ referred to in the RFP?
A4	The successful proponent’s staff who have access to the VPD account will be required to successfully complete the VPD Security Clearance requirement (e.g. VPD Civilian Security Screening Background Information Form). All costs to be borne by the successful proponent.