

REQUEST FOR PROPOSALS “RFP” PS20211115
PROVISION OF FIBER AND COPPER NETWORK MANAGEMENT SOLUTION

QUESTIONS AND ANSWERS NO.3

Issued on November 8, 2021

Q3.1	Part D Form of Agreement Section 5.1: Our AWS software is located in the USA is that a show stopper?
A3.1	The City prefers SaaS solutions to be hosted in Canada; however, proposals where hosting is outside of Canada will be considered by the City.
Q3.2	In Appendix1toPartB_Response there is a comments column. Is there an expectation that for every row even if the item is fully compliant that we provide a detailed description?
A3.2	Please refer to Appendix 1 to Part B - Detailed Requirements, Instructions tab Items No. 3 and 4. Each specification should be specifically addressed with a detailed response in the spreadsheets’ “Comments” column. The amount of detail included for comments is up to the proponent.
Q3.3	Can you please describe the Cities overall IT strategy toward vendor hosted solutions compared to solutions deployed on the Cities infrastructure? There are references to both throughout the RFP including a sample Cloud Software SaaS Service Agreement. Does the City have a preference for On Premise or Hosted Solution?
A3.3	While the City has a slight preference for an on-premise solution mostly for security purposes we have deployed many cloud-based SaaS solutions so we are comfortable either way as long as the solution meets our needs.
Q3.4	What factors go into making a decision for a vendor hosted solution as opposed to hosing the solution internally assuming the solution offers the same functionality in both scenarios?
A3.4	Cost, security, platform, performance, data privacy are some of the factors we would consider.
Q3.5	Does the City have a preference to a vendor cloud hosted solution as opposed to hosting it on the City infrastructure?
A3.5	The City currently works with MS Azure and AWS but would entertain other platforms if the solution met our needs.
Q3.6	Can you please provide a timeline on the cities migration to the ESRI GIS format and how that timeline is aligned with the goal to have a proponent solution in place by April 2022?
A3.6	The City is fully migrated to the ESRI platform at this time.

Q3.7	What parts of the ESRI ecosystem will be deployed by the City? Specifically is or will ArcGIS Server Enterprise be deployed? and what version?
A3.7	The City currently uses ArcGIS Enterprise 10.8.1 both on-premise and in the Azure cloud. We have some processes running in ArcGIS Online as well.
Q3.8	Please describe how your users currently work with the fiber and copper data in the field today. Are they using an application to do this? What are the key workflows or items they need to accomplish?
A3.8	Currently, the field crew documents fiber/copper changes (cables, splices and connections, patch panel audit sheets, etc.) manually on printed maps and forms. No application is in use for electronic documentation in the field.
Q3.9	Can you please provide details about the Blue heat serialization data circuits report that you would like to see? do you have an example today?
A3.9	City cannot provide the report at this time but it will be provided to shortlisted vendors after signing NDA.
Q3.10	For Security Control SC-01 - SC-13 If the proponent is bidding a solution that is hosted by the City do these still apply or do they apply to the corporate IT structure of the Proponent?
A3.10	No if hosted on-premise these do not apply
Q3.11	Part D: Scope of Work 3.3.1: Can you please describe in detail what a schematics manual needs to entail?
A3.11	The Section 3.3 Documentation Details, Section 3.3.1, in Part B - Scope of Work of the RFP refers to generic/typical software documentation that only the successful proponent is expected to provide. The successful proponent may submit the standard software documentation for the software.
Q3.12	Can Topobase Fiber Module be described? We are not familiar with this system.
A3.12	Topobase Fiber Module, an AutoCAD®-oriented system with Oracle® spatial database that documented spans of underground and overhead spans of conduits/ducts, access points (e.g. vaults, manholes, junction boxes, etc.), fiber/copper cables, fiber/copper terminations sites (e.g. buildings, traffic signal cabinets, etc.), network connectivity (splice and patch panel connections.) Oracle is currently at version 12.1.0.2. and will be upgraded to Oracle 19.3.0.0 (& patch 19.10) by July 30 next year. The Oracle data structure is relational and manages complex many:1 and many:many relational joins between the physical geometry (SDO_GEOM) and the related attributes. The City will be providing the shortlisted vendors with an Oracle data dump that will include the structure of the City's Fiber/Copper networks and the data.
Q3.13	Do the sharepoint lists include information that is already in the database, or is would the information need to be added?
A3.13	Information in the Sharepoint lists is already in database.

Q3.14	Are the MS Excel spreadsheets generated from within Topobase, or do they have some other direct relationship back to that system?
A3.14	The MS Excel spreadsheets are generated independently to create an electronic copy of patch panel audit sheets filled out by the field crew. The data has no connection to Topobase data model.
Q3.15	Are the hand-drawn maps, splice connection schematics and audit sheets tied directly back to the primary database? If not, where is the information stored (file directory, file name, project folder id, etc...)?
A3.15	The hand-drawn maps, splice connection schematics and audit sheets are created/updated by field crew and serve as primary source to enter data into Topobase Fiber Module. The material is stored on a network drive. Most of the information generated in the field has already been entered into Topobase Fiber Module and is present in the database (except some ongoing and recently completed work).
Q3.16	Is there information that is common between the "City's Work Order Management System (Hansen)" and the "Topobase" database that would allow the potential to exchanged data? At what level is the information tracked? Is it at the feature level, the fiber/port/splice level, or on the circuit?
A3.16	Currently, Hansen and Topobase are independent information systems and there is no common data between the two. Hansen manages work order related information whereas Topobase manages network related spatial (structures, ducts and cables, splices, fiber termination locations, etc.) and non-spatial, connectivity related information (splice connections, patch panel connections, circuits, etc.).
Q3.17	Are connections stored individually, or are ranges possible?
A3.17	The connections are stored as both, individually and in range.
Q3.18	Part B - 3.2 Key Resources - b. - iii : We need to see all the data which includes all the network data and tables (fiber, copper, connectivity) to provide details on some of the items mentioned in Sections 1.0 and 2.0. In general we would conduct a data model workshop to define and map the data to be migrated. To provide that proposal, would it be possible to see the data? Upon review of all of the source data <i>the Proponent</i> can provide a much more detailed overview of this process to establish timelines and milestones, including the number and duration of each iteration and the expected duration of the cutover process.
A3.18	The data will not be provided at this time but the City will be providing the shortlisted vendors with an Oracle data dump that will include the structure of the City's Fiber/Copper networks and the data.
Q3.19	Part A - 6.1: The RFP states Vancouver is seeking a 3 year term with option to 2 year and maximum 9 years. Would the city purchase term of contract in initial order or to be paid each year?
A3.19	The City expects the payment model to be in line with the Payment Schedule as described under PART B - Section 6.1 of the RFP.
Q3.20	What version of Esri ArcGIS Server Enterprise is currently installed or would be installed for the Solution?

A3.20	The City has ArcGIS Enterprise 10.8.1 currently installed both on-premise and in the Azure cloud. It may be upgraded to a higher version (10.9.1) sometime in 2022.
Q3.21	The training plan mentions a mobile user interface. Does the city want the vendors to quote field solution and if so how many users? Section 2.1.5 did not mention number of users for field.
A3.21	There may be up to 6 resources using the mobile devices.
Q3.22	Part D Form of Agreement: Are there any data compliance parts that will prevent us from running in the US East or West Regions?
A3.22	The City prefers that data is stored on Canadian servers but if there is no personally identifiable data then the City could consider scenarios where the data is stored on a US Server.
Q3.23	Part D Form of Agreement: Does Vancouver adopt the AWS Shared responsibility Model found: https://aws.amazon.com/compliance/shared-responsibility-model/
A3.23	The City accesses SaaS apps hosted in AWS but has not yet adopted the model described.
Q3.24	Appendix 1 to Part B: Line 51 says everything below it is for short listed people. Is that us? Do we answer them now or wait?
A3.24	We haven't short-listed any proponents yet. That will be the next phase post initial evaluation.
Q3.25	On Appendix 8 it references subcontractors, we do not use subcontracting for implementation so do we still need to fill out document and submit or can we disregard?
A3.25	If you are not using sub-contractors please disregard.
Q3.26	Under Appendix 9 Proposed Amendments it mentions documentation proponents can propose for consideration, could these documents include On Premise Plans or Vendor T&Cs?
A3.26	The City expects the Proponents to provide any proposed amendments/ deviations to the Form of Agreement in the form set out in Part C - Appendix 9 of the RFP. This may include, but not limited to, Proponent's proposed terms and conditions/ form of agreement, etc. Any alternative solutions may be proposed in a format set out in Part C - Appendix 2 of the RFP.
Q3.27	Under Appendix 11 WorksafeBC, we believe this does not pertain to will workman's compensation documentation apply here?
A3.27	Proponents are required to have a valid WorkSafeBC registration if their company is located in B.C. and/or the company's employees work in B.C.
Q3.28	Under Appendix A Proservices there is a sample agreement for Professional Services, is this a hard requirement or can proponents propose their standard service agreements?
A3.28	Proponents may propose their form of agreement and have it attached to the Form of Proposal as Appendix 9.
Q3.29	The City's delivery timelines is stated as June 2022. If the cities decision or contracting delays the "start date", will the City make provisions for the deadline of June 2022?

A3.29	The City is not anticipating any delays.
Q3.30	Technical Questions Tab AA-07: Please elaborate on personal identifiable data
A3.30	<p>Personal identifiable information includes any “information about an identifiable individual” other than business contact information. Personal information is defined as recorded information about an identifiable individual other than business contact information.</p> <p>Personally identifiable information is information that, when used alone or with other relevant data, can identify an individual. There are varying levels of risk associated with Personally identifiable information depending on how sensitive the information is and how likely it is to identify a unique individual.</p>
Q3.31	Does the City of Vancouver require a staging environment? Would you like us to include an additional server for a staging environment in our proposed deployment plan and in the commercial proposal?
A3.31	Yes, we would require a staging environment. We do not test major changes directly against Production systems or databases.

END TO QUESTIONS AND ANSWERS No. 3.