



**REQUEST FOR PROPOSALS TRANSPARENT LAN SERVICES**

**URGENT**

**PLEASE FORWARD THIS DOCUMENT TO  
WHOEVER IS IN POSSESSION OF THE  
REQUEST FOR PROPOSAL**

ISSUED: December 15, 2014  
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**THIS ADDENDUM SHALL BE INCORPORATED  
INTO THE REQUEST FOR PROPOSAL AND  
SHALL FORM A PART OF THE CONTRACT  
DOCUMENTS**

Template Version: Ar20131129

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**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.**

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**QUESTIONS AND ANSWERS FROM BIDDERS CONFERENCE**

- Q1** Provide a definition of "managed end to end by the Contractor network" re: E1.3(b).
- A1** The entire TLS is to be managed from the Ethernet interface at the remote site to the Ethernet interfaces at the head-end locations. The demarcation point is to be that Ethernet handoff.
- Q2** Is "management" considered strictly break-fix or does it include monitored alarms?
- A2** The only requirement is for the connection to meet or exceed the service levels in accordance with E5. Any management methodology a Bidder requires in order to maintain those service levels is entirely up to them. Monitored alarms to be evaluated as a value added service.
- Q3** Form B: Prices is broken up into Section A and B. Why the breakup?
- A3** Section B locations are all Winnipeg Police sites. They will be larger builds for fibre services, and have different security requirements.
- Q4** Re: E5.10 - "recorded deviations from tech specs will be treated as an outage" - how will latency, packet loss be recorded and reported as being deviations?
- A4** Network management software is running every 5 minutes and will alert the City's network team. Diagnostics to be run from that point to determine packet loss and latency issues.
- Q5** Will a single dropped ping result in a service call?
- A5** A single dropped ping will likely not but a sustained issue will be followed up on.
- Q6** What triage process will determine other possible causes not related to the service provider?
- A6** E5.8 describes monitoring tools monitoring our own interfaces to filter out false service provider issues.
- Q7** Re: Multiple head-end circuits -- will we manually assign the locations going into each gigabit site?
- A7** Yes, that is how we foresee it to go. Dynamic load balancing would be entertained but is not a requirement.