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**ADDENDUM NO. 1**

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**REQUEST FOR EXPRESSIONS OF  
INTEREST AND STATEMENTS OF  
QUALIFICATIONS (RFEI/SOQ) NO.:**

**1220-050-2015-009**

**TITLE: PREQUALIFICATION OF SERVICE PROVIDER FOR  
WIRELESS SERVICE AND DEVICES**

**ADDENDUM ISSUE DATE: MAY 5, 2015**

**CLOSING DATE: PREFER TO RECEIVE SUBMISSIONS ON OR  
BEFORE MAY 19, 2015**

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**INFORMATION FOR CONTRACTORS**

This Addendum is issued to provide additional information and clarifications to the RFEI/SOQ for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the contractor not being familiar with this addendum. This Addendum No. 1 contains three (3) pages in total.

**Q.1. Can the City share the known members of the Evaluation Team so that we can avoid any potential conflict of interest as we may already be dealing with some City staff on other issues?**

**A.1. If you are in discussions with any City staff pertaining to wireless cellular, please disclose their names to Richard Oppelt by sending an e-mail to [purchasing@surrey.ca](mailto:purchasing@surrey.ca).**

**Q.2. Please refer to Schedule A, Section 3 – Project Deliverables, will the City provide a demonstration or details on the City’s financial system and required integration prior to the response deadline?**

**A.2. The City is not providing a demonstration prior to the response deadline. The City has a proprietary database application with dedicated development resources to integrate and test vendor billing data. Billing data is ideally provided in a consolidated and electronic format (CSV file), which the City will develop integration and field mapping for. It is highly desirable that each cellular line be associated to a Section, Division, Department, and Cost Centre. The City can also exclude fields that have been included but aren’t necessary.**

**Q.3. Can the City provide a list of the current buildings that require in-building coverage?**

**A.3. It is the City's goal to have good in-building coverage, whether or not it requires zone enhancers, at all staffed locations. The proponent is expected to verify the in-building performance for their network and provide a solution where coverage isn't adequate. A map of staffed locations is provided at:**

**<https://www.google.com/maps/d/edit?mid=zaN15mDuuzhE.kELmuvZJdjvE>**

**Q.4. Can the City advise as to what system is in place (i.e.: repeaters) – make and model, and whether the City owns this equipment?**

**A.4. Existing zone enhancers are not owned by the City and asset information such as make and model is not known.**

**Q.5. Can the City advise if there are specific outdoor areas that require enhanced coverage? If so, please provide a list of these sites by general location.**

**A.5. It is the City's goal to have good outdoor coverage throughout the entire City. It is important for field workers to have good coverage, whether they are in a town centre, within an Agricultural Land Reserve area, a rural neighbourhood, or near the City's water, municipal, and national borders. The City's OCP offers further insight into the City's growth strategy.**

**Q.6. Can the City advise as to what type of in-vehicle systems are currently in place and the number of vehicles involved?**

**A.6. The Surrey Fire Services department has 23 vehicles equipped with data modems from Cypress (Chameleon LTE) or Sierra (Airpoint CDMA). The CDMA modems are being phased out.**

**Q.7. Can you please clarify what you mean/require with asset tagging? Is this an asset tag sticker on the devices or are you referencing another system?**

**A.7. Asset tagging is listed as an example of a service only. The examples listed are not mandatory requirements. Examples of asset tagging could be to:**

- provide a method to lookup a line by ICCID, Serial Number, or IMEI (and vice versa)**
- affix a physical label with information readable by a barcode reader**

**Q.8. Can you please advise as to the desired timeline for the rollout of the new devices?**

**A.8. Mid to late Q4 through early Q1.**

**Q.9. Please refer to Section 3.2.3.2 Equipment and Services Overview, please clarify your "maintenance" related requirement.**

**A.9. Maintenance is listed as an example of a service only. The examples listed are not necessarily mandatory requirements.**

**Q.10. Please refer to Schedule A, Section 2. Overview of the Project, fourth paragraph, does "managing these devices" mean that the City is looking for a specific mobile device management (MDM) platform recommendation?**

**A.10. This statement is not in relation to an MDM platform recommendation. It is meant to convey that the vendor's team should be resourced appropriately to handle daily interactions with the City's team.**

**Q.11. Which MDM platforms does the City currently use?**

**A.11. Currently, the City uses BlackBerry BES and Cisco Meraki MDM platforms.**

**Q.12. Please provide information about your current device “fleet” breakdown by hardware type (iPhone, BlackBerry or other smartphones; basic cellphones, tablets, USB stick/SIM only, etcetera).**

**A.12. Currently the City deploys 450 iOS and Blackberry smartphones, 125 iOS tablets, 25 internet sticks, 350 talk/text phones (flip, touchscreen – both rugged and non-rugged), 50 modems and hubs, and 275 SIMs for rugged tablets).**

END OF ADDENDUM

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All Addenda will become part of the RFEI/SOQ Documents.

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