Government of Bermuda

Ministry of National Security

Headquarters

Addenda

For

Maintenance of the Public Safety Radio Network

Procurement No.: **[RFP MNS HEAD 83]**

Issued: **[Monday November 1st 2021]**

Submission Deadline: **[Friday December 17ᵗʰ at 4:00pm]**

Addenda No, **[1#]**

Addenda Type: Questions and Responses

The following addendum supersedes information contained in the solicitation document issued for this procurement to the extent referenced. This Addendum forms part of the solicitation documents and will be subject to all of the conditions set out in the contract conditions.
Questions and Reponses to Questions

Question 1:	In section **1.1 Invitation to Proponents** the RFP states *"The MSP will be monitored by a representative of the Ministry of National Security (MONS) throughout the contract duration."* Tohelp evaluate the level of management expertise and direction required by the MSP, please specify the experience level and qualifications of this Government representative pertaining to directing the operations of a wireless radio network.
Answer 1:	The Government representative will be the single point of contact for the management of this contract. The direction and operation of the Public Safety Radio Network and LTE system will be made up of a team that includes senior management, technical officers from IDT, Bermuda Police Service, Bermuda Fire and Rescue Services and the Ministry of Public Works.

Question 2:	In section 1.1 Invitation to Proponents the RFP states, "Maintain work/run time logs for all equipment and devices in order to promote a timely repair/replacement service standard along with a reasonable stock of parts and installation materials." To help accurately project the amount of service hours budgeted for ongoing system/terminal maintenance and a baseline to establish a reasonable stock of replacement parts.
Answer 2:	Approximate maintenance hours 275 hrs/month.
Question 2a	Provide the existing run time log for their TETRA/LTE networks
Answer 2a	Log is on the Network Management Server and is too large to export.
Question 2b	A list of outages including downtime that the TETRA and LTE networks have had sinceinception
Answer 2b	There were a few outages and most were caused by external events outside of the current MSP's control.
Question 2c	A list of coverage issues that the TETRA/LTE networks have had since inception
Answer 2c	N/A to this RFP. MSP will be expected to maintain current network as it is.
Question 2d	How many hours per month is the current incumbent spending on the maintenance of the two systems?
Answer 2d	Approximate maintenance hours 275 hrs/month.

Question 2e	How often are the terminal units serviced, is there a recommended service interval from the manufacturer (e.g., tune and test terminals unit every 6-month or on an annual basis etc.)?
Answer 2e	N/A to this RFP – This is dependent upon each department's requirements. Manufacturer's service intervals are incident based not time.
Question 2f	A complete list of spares and/or stocked parts for the TETRA and LTE networks
Answer 2f	The selected MSP will be provided with the list.
Question 2g	A complete list of spares and/or stocked parts for the microwave backhaul network
Answer 2g	The selected MSP will be provided with the list.
Question 2h	A complete list of spares and/or stocked parts for the IT network (e.g., MikroTik router/switches and firewalls).
Answer 2h	The selected MSP will be provided with the list.
Question 2i	A complete list of spares and/or stock for the terminal units (including replacement batteries).
Answer 2i	The selected MSP will be provided with the list.

Question 3:	Please provide details on historical helpdesk tickets, including average time to resolution, average close rate, average time to close, total hours logged and individual ticket detail or detailed extracts
Answer 3:	Approximate maintenance hours 275 hrs/month.

Question 4:	Please list all network outages and include downtime for each outage
Answer 4:	Approximate maintenance hours 275 hrs/month.

Question 5:	For question 4, please list the determined fault and the rectification measures for all these faults and how long did issues take to rectify?

Answer 5:	See Answer 4:

Question 6:	How is the TETRA system performing as a result of the specifications of the original RFP and has it met the requirements of the MONS?
Answer 6:	Yes.

Question 7:	Please provide the list of procedures and/or documentation of the procedures that are currentlyperformed on the MONS TETRA/LTE network
Answer 7:	The selected MSP will be provided the list. - Approximate maintenance hours 275 hrs/month.

Question 8:	Has PowerTrunk provided a recommended maintenance schedule for the equipment/network, if so, can the MONS share this documentation to enable the respondent to submit the mandatory detailed maintenance schedule and costs
Answer 8:	Yes. It will be shared with the selected MSP for the contract.

Question 9:	The original Radio RFP had a *"Parts Availability"* requirement (6.1.13.3) regarding repair parts forsystem components (10 years from date of acceptance) and end user equipment (7 years from date of acceptance). Can the MONS certify that the present system met all of those mandatory requirements?
Answer 9:	Yes.

Question 10:	Are any of the subscriber units "End of Production" or "End of Life"? Is the maintenance of the older TETRA terminals, such as the older Bermuda Regiment and PTB terminals included as part this RFP?
Answer 10:	Yes. The selected MSP will manage all warranty issues.

Question 11:	Please provide a breakdown of the number of portable and mobile TETRA terminal units currentlydeployed of the MONS TETRA network. Does MONS have a supply of spare terminal units?
Answer 11:	No. Spares to be purchased as needed.

Question 12a	Can MONS certify that the present system met or exceeded these requirements both onthe street and in-building, especially in critical areas such as Police Stations and Hospitals(KEMH and Lamb Foggo Clinic) etc
Answer 12a	Yes.
Question 12b	Please provide the *"Coverage Acceptance Criteria"* showing that the 95%+ coverage was achieved
Answer 12b	The original contract was delivered.
Question 12c	Please provide the as-built coverage maps as signed-off after the original RFP acceptance tests for the TETRA and LTE networks
Answer 12c	The selected MSP will be provided with the information.
Question 12d	Have there been any coverage and/or quality issues since the TETRA radio network was installed?
Answer 12d	Approximate maintenance hours 275 hrs/month.
Question 12e	Have there been any coverage and/or quality issues since the LTE radio network was installed?
Answer 12e	No.

Question 13:	Who is responsible for the costs of troubleshooting and remediation if the radio coverage (on the street & in-building) does not meet the 95% requirement (e.g., the MONS, PowerTrunk, or the MSP) at the time of the awarding of the new maintenance contract?
Answer 13:	The MSP is responsible for maintaining the network.

Question 14:	Please detail any planned radio system expansion projects, including new RF and console sites (e.g., Ft. Scaur RF site) or tower relocation projects (e.g., LINK Bermuda tower move) including detail of the microwave/fiber system expansions to accommodate these changes, and who will be responsible for payment and project management cost associated with these projects?
Answer 14:	Any planned works will be completed by the start of the new contract.

Question 15:	In the event that the MSP is trouble shooting radio quality issue(s) and it is determined to be a coverage related issue (for both TETRA and/or LTE) will it be determined beyond the scope of the maintenance contract? Please specify which Government agency is qualified to makes this determination?
Answer 15:	Any issues that relate to the TETRA/LTE system would be dealt with by MONS.

Question 16:	Who takes ownership of the MONS TETRA/LTE network (e.g., CTO level position to make technical and/or financial decisions and report to Regulatory Authority)?
Answer 16:	MONS
Question 16a:	Agency name?
Answer 16a:	MONS
Question 16b:	How many FT/PT Government representatives work with MONS TETRA/LTE network andwhat is the FTE of those representatives?
Answer 16b:	The complete management of the TETRA/LTE network is carried out by the MSP.
Question 16c:	What is their experience with running a radio network?
Answer 16c:	The MSP runs the radio network and reports to MONS.
Question 16d:	What branch of the Government do they report to?
Answer 16d:	MONS

Question 17:	Under Appendix D, the RFP states "All persons working on the system should have or be working towards the ITIL certification."
Question 17a:	Does the current MSP technical team have this required certification, or are they currently working towards this certification?
Answer 17a:	The current MSP and new responders should be working towards the first level of the ITIL certification as this is how IDT place service calls and conduct their change process.
Question 17b:	What certification level is required for persons working on the system? Is there a breakdown of certification required per level as the ITIL has levels from Foundation, Strategic Leader, Managing Professional and ITIL Master?
Answer 17b:	The foundation certification is all that is required.
Question 17c:	What ITIL certifications does the current technical team and the Government team hold?
Answer 17c:	Members of the Government team hold various levels of the ITIL certification.
Question 17d:	Are the Government employees that work on the system also required to have this certification?
Answer 17d:	Yes.
Question 17e:	And, if they don't, is it the responsibility of the RFP respondent to provide and pay for this certification for this Government personnel?
Answer 17e:	No.
Question 17f:	If so, for budgeting purposes, how many Government personnel will require this training.
Answer 17f:	No.

Question 18:	Regarding general training Government personnel, to get a better idea of costs please provide the following:
Answer 18:	N/A
Question 18a:	How many government employees require training?
Answer 18a:	N/A
Question 18b:	Please itemize the distinct types of training required
Answer 18b:	N/A
Question 18c:	For each group, what is the experience and education level of the technicians/operators?
Answer 18c:	N/A

Question 19:	Please list all vendors that require the MSP to maintain a relationship with.
Answer 19:	PowerTrunk, Teltronic, Cambium, Sepura via ECL, Ubiquiti, Redbox, Fortinet
Question 19a:	Does the Government have existing contracts with these vendors?
Answer 19a:	Yes.
Question 19b:	Please describe these contracts and their role within the operation and maintenance of the network.
Answer 19b:	The selected MSP will be provided with this information.
Question 19c:	Are there any vendors or subcontractors currently utilized by the current MSP contractorand what are their functions?
Answer 19c:	Yes to maintain the network.

Question 20:	Does PowerTrunk provide manufacturer support for the TETRA and LTE networks, if so:
Answer 20:	Yes
Question 20a:	Please provide PowerTrunk contact details for the MONS TETRA network
Answer 20a:	This information will be given to the selected MSP.
Question 20b:	Please provide PowerTrunk contact details for the MONS LTE network
Answer 20b:	This information will be given to the selected MSP.

Question 21:	Is PowerTrunk obliged to give support to another MSP for the maintenance contract or are they contractually obliged to continue to use ECL as their local service provider?
Answer 21:	N/A

Question 22:	Who is the manufacturer of the LTE radio equipment, where is it manufactured?
Answer 22:	PowerTruck/ Spain

Question 23:	Who is the manufacturer of the TETRA equipment, where is it manufactured?
Answer 23:	PowerTruck/ Spain

Question 24:	Is there a warranty on the current antenna and tower cabling systems (including the installation of microwave antennas, omni directional antennas and LTE antennas)?
Answer 24:	Yes.
Question 24a:	Who is responsible for the cost of repairs, including tower climbs and managing the scheduling of the repairs and testing?
Answer 24a:	The MSP.

Question 25:	Who manages the Government warranties for the MONS network equipment?
Answer 25:	The MSP.

Question 26:	Who is responsible for the backhaul networks?
Answer 26:	The MSP.
Question 26a:	Radio (microwave wave)
Answer 26a:	The MSP.
Question 26b:	Fiber optic connections
Answer 26b:	The MSP.
Question 26c:	Other
Answer 26c:	The MSP.

Question 27:	Please name the supplier of the backhaul radios (e.g., microwave backhaul).
Answer 27:	Cambium PT 820 and Ubiquiti.
Question 27a:	When does the warranty end?
Answer 27a:	March 31, 2022.
Question 27b:	When does manufacturer support end?
Answer 27b:	The vendor provided assurance of 15 years support from initial purchase.
Question 27c:	Where is the support based (e.g., North America or Europe etc.)?
Answer 27c:	North America.
Question 27d:	Is manufacturer training provided to the MSP?
Answer 27d:	No.

Question 28:	Are the backhaul radios a PowerTrunk supported product?
Answer 28:	No.

Question 29:	Are there existing warranties or support contracts with the manufacturers/suppliers listed below?
Answer 29:	Yes.
Question 29a:	PowerTrunk TETRA
Answer 29a:	Yes.
Question 29b:	LTE network
Answer 29b:	Yes with PowerTrunk
Question 29c:	Microwave backhaul network?
Answer 29c:	Expired by March 31, 2022.
Question 29d:	IT network equipment (e.g., switches, routers and firewalls)
Answer 29d:	All warranties expired by March 31, 2022 but support at software level from PowerTrunk. Redbox license is on an annual basis.

Question 30:	Please provide details of the PowerTrunk contract
Answer 30:	This information will be given to the selected MSP.
Question 30a:	When does the warranty end?
Answer 30a:	March 31, 2022
Question 30b:	When does manufacturer support end?
Answer 30b:	This information will be given to the selected MSP.
Question 30:c	Where is the support based (e.g., North America or Europe etc.)?
Answer 30c:	North America and Europe.

Question 31:	What company/manufacturer is supporting the LTE Network?
Answer 31:	PowerTrunk.
Question 31a:	When does the warranty end?
Answer 31a:	It will have expired at change of contract.
Question 31b:	When does manufacturer support end?
Answer 31b:	Not known.
Question 31c:	Where is the support based (e.g., North America or Europe etc.)?
Answer 31c:	Spain (Teltronics)

Question 32:	What company provides support and warranty for the Sepura terminals. Is this support from PowerTrunk or direct from Sepura/Hytera? What region does support come from (e.g., the UK, Europe, China, or North America etc.)
Answer 32:	The current vendor ECL, Sepura UK and PowerTrunk.

Question 33:	Are all of the TETRA terminals new, or are some terminals older units previously owned by various entities? Who will support these older units? Is there any warranty period on these units?
Answer 33:	95% of 1120 terminals warranty expires on 1 Nov 22. Remainder shortly after. The older units are supported and are not under manufacturer's warranty.

Question 34:	The MONS has produced a detailed RFP, and therefore we have several questions that need to be answered to give the best most cost-efficient solution. Depending on the answers to our questions, we may need to do another round of questions. Can we request a second round of questions?
Answer 34:	No as per the RFP the question process ends on December 17, 2021.

Question 35:	Depending on the answers to our questions we may need to extend the final submission deadline. In addition, the MONS has allotted a sizable portion of the RFP the response time over the Christmas break. This has effectively shortened the response time as it is difficult to reach overseas and local contractors and manufacturers over the holiday period. Can we ask for an extension to the submission deadline?
Answer 35:	There will be no extension the submission date is on Friday January 7, 2022.

Question 36:	Has the MONS had any support or supply-chain issues with PowerTrunk or their manufactures, as the parent company is the Chinese company HYTERA. And recent restrictions have affected manysuppliers who rely on Chinese based technology companies
Answer 36:	No.

Question 37:	1. In *Section D. Mandatory Technical Requirements*, the RFP clearly states, *"the MSP must havetwelve months or more experience within the past seven years (as of the submission deadline)*
	delivering maintenance, operations and support services on a Power Truck/ TETRA radio network for a public sector entity." We assume *"Power Truck"* is meant to be *"PowerTrunk,"* please confirm. Can the MONS clarify this extremely specific **mandatory requirement**, as there is onlyone local company that would have this specific experience and therefore limits the responses
	only to experienced PowerTrunk branded TETRA operators. Furthermore, *"PowerTrunk, is **a subsidiary of Hytera Communications Corporation Limited**, a company organized and existing under the laws of the People's Republic of China, responsible for business development, distribution and customer support for Teltronic land mobile radio projects in North America."* Ifthe respondent has a long-standing relationship with HYTERA (or Teltronic) can this relationship and significant Public Safety experience be leveraged to waive this mandatory requirement?
Answer 37:	Yes as per the RFP.

Question 38:	1. In **Appendix D, A. THE DELIVERABLES, 2.d.**, the RFP states *"The selected MSP will receive training by PowerTrunk qualified staff (or by certified subcontracted companies, with duly trained personnel and always under due supervision of PowerTrunk), which will visit the locations where the maintenance is to be executed in accordance with previously agreed plans and scheduling."* **For budgeting purposes, can the MONS please provide the following information:**
Question 38a:	Where does this training take place (e.g., Bermuda, North America, or Europe etc.?)
Answer 38a:	Bermuda and/or USA and Spain depending on the experience of the selected MSP.
Question 38b:	How long is this training and for how many people?
Answer 38b:	To be determined based on the experience of the new MSP.
Question 38c:	Can we have a schedule of this training, including the products that are covered by this training?
Answer 38c:	The selected MSP will be provided with this information.
Question 38d:	Please provide the mentioned "previously agreed plans and scheduling."
Answer 38d:	The selected MSP will be provided with this information.

End of Addenda No, [1#]