REQUEST FOR INFORMATION (RFI53/2024/25): Public Protection and Disaster Relief (PPDR) Network System Refresh

To assess PPDR system refresh options available in the market

1 Purpose

1.1. This Request for Information (RFI) seeks system refresh options for the City's Public Protection and Disaster Response (PPDR) critical voice communications network.

1.2. Interested service providers are invited to submit relevant information to help the City:

- Gather comprehensive data on available service providers.
- Enhance its understanding of the business options in the market.

1.3. This RFI aims to test market interest, explore business options, and obtain indicative pricing from potential private sector service providers to assess the viability of a solution.

2 Background

The City operates a robust PPDR network based on TETRA technology, commissioned in 2000 and last upgraded in 2022, serving over 17,000 radio users. The TETRA platform ensures unified and coordinated deployment of PPDR services, enabling reliable communication for Metro Police, Law Enforcement, Traffic, Fire and Rescue Services, Disaster Management, and Emergency Medical Services, even when other communication systems fail. Key benefits include:

- **High availability:** The TETRA PPDR network serves as the "communications system of last resort" during catastrophic failures of other networks.
- **Self-contained:** Service remains unaffected by the status of other networks.
- **Highly secure:** TETRA systems are globally trusted by safety, security, and intelligence agencies.
- **Instant communication:** Facilitates fast response times within closed user groups.
- **Coordinated incident management:** Enables effective intervention by different services.

- **Recorded communications:** All calls are logged for audit and post-incident evaluation.
- **Cost-effective:** Operating costs align with those of critical communications.

PPDR agencies would struggle to fulfil their mandates without such a critical voice communications system. The City's PPDR radio network requires a refresh to update hardware and software elements that are reaching end-of-life by 2028, specifically the Master Switching Office (MSO) and Dispatch Consoles, which will no longer be supported by the manufacturer.

3 Request for Information

3.1. This RFI is not a request for proposal, quotation, offer, or bid, nor does it limit the City of Cape Town in its future implementation activities.

3.2. Responses will provide the City with insights into market-available products supporting its required business capabilities.

3.3. The City may request additional information or demonstrations (proof of concepts) from respondents. Accurate and honest information is crucial.

3.4. This RFI aims to collect information on multiple products and solutions and is not restricted to the current product.

4 Timeline

The anticipated timeline for sourcing a solution is within the City's 2027/28 financial year, contingent on positive responses to this RFI and internal supply chain processes.

- **RFI Release date:** 16 January 2025
- **RFI Closing date:** 28 February 2025

5 Service Requirements

5.1. Network Refresh Requirements

The network refresh is needed to replace software and hardware ("systems") that will no longer be supported by the Original Equipment Manufacturer beyond 2028. The Dimetra Version 9.2 system was introduced into the market in 2022 and implemented in the City in the same year. By 2028, the software and hardware are expected to reach end-of-life, and vendor support for the existing system will discontinue. The City seeks a network refresh option to operate the PPDR network service beyond 2028, including all necessary software, hardware, and professional services. Basic sustainment support, including component repair and remote technical support, should be provided during the warranty period.

The system refresh will include ongoing availability of repair services, support, system expansions (e.g., additional RF sites, dispatch positions, data sub-systems, or network management positions), and the latest cyber security protection. The refresh should

offer a consistent, budgeted solution delivering a complete and functional PPDR communication system.

6 Functional Requirements

6.1. **PPDR System Elements:**

- Provide a turnkey operational PPDR communication system.
- Factory-certified integration, testing, and supply chain management of new software (SW) and hardware (HW) components.
- Professional implementation services to implement the live system.
- Integration of the PPDR system to existing integration points
- Updates/replacement of MSO site software and hardware, including servers, PCs, switches, and routers.
- Updates/replacement of RF site software and hardware, including base radios, controllers, switches, and routers.
- Updates/replacement of control room site software and hardware, including PCs, switches, routers, voice logging subsystems, consoles, and subscriber billing system.
- Indication of the need to acquire custom hand-held radios or any other special requirements
- Regular cyber security updates (anti-virus, security patches, appliance definitions, etc., pre-tested in laboratories).
- Incremental software enhancements (bug fixes, third-party patches, and new system features).
- Hardware repair by factory-trained and certified technicians at a centralized facility.
- 24x7x365 remote technical support by system technologists during the warranty period.

7 General Company and Product Information

7.1. **Company Background:** Provide details on your company structure and business model, including the use of large account resellers (LAR), value-added resellers (VAR), systems/solution integrators, or direct engagements. Include information on software and hardware provisioning, licensing, implementation services, accreditation programs, training, ongoing maintenance, and your main representative in South Africa.

7.2. **Product Hardware and Software Overview:** Provide details of your product offerings through attachments, brochures, or web articles.

7.3. **Product Lifecycle and Enhancement Process:** Explain how your solution can be continuously updated and enhanced based on new requirements from the City. Describe your product lifecycle methodology, including development, quality assurance, training, and production systems.

7.4. **Product Architecture and Security:** Detail the architecture of your solution and how it will be offered to the City. Explain the security measures in place to minimize risks to the City's communications.

8 Product Offering

8.1. **System Proposal:** Provide details of the PPDR system you propose, clearly indicating how it meets the City's functional requirements.

8.2. **Certification/Authorization:** Provide written proof of your certification/authorization by the OEM to provide the solution.

8.3. **Local and International Presence:** Detail your local and international presence and skills for installing, supporting, and maintaining the service.

8.4. **Additional Recommendations:** Feel free to make any additional recommendations or alternative proposals that meet the requirements and align with the overall intentions and purpose of the RFI.

9 Product Pricing Structure

9.1. **Payment Terms:** Confirm that the System can be offered as a once-off capital payment over an agreed period. Indicate the period required to complete the network refresh.

9.2. **Cost Estimates:** Provide likely cost estimates for the network refresh over the contract period.

9.3. **Detailed Cost Breakdown:** Provide a detailed cost breakdown covering all costs, including OEM costs, for hardware, software, professional services, and any other required items.

10 Interaction with Respondents

10.1. The City of Cape Town reserves the right not to utilize information gathered during the RFI process to complete a specification for tendering.

10.2. For queries, please reference this RFI description and send to the email address: WirelessNetworks.Tenders@capetown.gov.za

11 Proof of Concept

11.1. The City of Cape Town reserves the right to engage respondents to validate and test information provided in response to this RFI. This may include a request for a proof of concept or demo, without financial contribution towards proofing the concepts.

12 No Obligation

12.1. This RFI places no obligation on the City of Cape Town to proceed with any subsequent process to obtain any product or solution offering listed herein. Respondents will not gain preference or favour by responding to this RFI.

12.2. Responses to this RFI are voluntary. The City of Cape Town will use submitted information at its discretion and reserves the right to use any submitted information in public websites, reports, summaries, solicitations, grants, cooperative agreements, or future developments.

12.3. This RFI is for information and planning purposes only and shall not be construed as a solicitation, grant, cooperative agreement, or obligation on the part of the City of Cape Town. The City will not pay for the preparation of any information submitted or for the use of such information. No claims against the City shall arise from a response to this RFI or the use of such information.

12.4. The research obtained from this RFI will inform the technical and functional specification of the proposed goods and services, which may follow an open competitive bidding process. The City reserves the right not to proceed with any further process if the research/technology indicates it is not viable and feasible. The City also reserves the right to apply different procurement strategies while exploring methods to validate and test information provided in response to this RFI.

13 Submission Requirements

Please provide all inputs electronically on or before **16:00 on Day, 28/02/2025**.

All responses to be sent to: WirelessNetworks.Tenders@capetown.gov.za

Email subject line: RFI53_2024/25 response from [Insert company name]

Response format: PDF or MS Word

Length: +/-50 pages including support documentation.