



REQUEST FOR PROPOSALS No. 19-056

Mobile Wireless and Data Services

Addendum No. 3

Issued: September 3, 2019

1. Interpretation

- (a) This Addendum forms part of and will be read together with the RFP.
- (b) All terms used in this Addendum which are defined in the RFP will have the meaning assigned by the RFP unless the context otherwise requires.
- (c) In the event of any inconsistency between the terms of this Addendum and the other documents forming the RFP, this Addendum will prevail. Where the conflict is between this Addendum and the terms of a later addendum, the later Addendum will prevail.

2. Questions & Answers:

- (a) **Question:** Would RDN prefer a dealer or direct fulfilment model ongoing?

Answer: The RDN would prefer to deal with knowledgeable staff that have familiarity with the RDN and the RDN account. The RDN expects to have a Service Level Agreement in place that has clear commitments with respect to response times and the ability to escalate issues. The model that can better provide this would be preferred.

- (b) **Question:** Does RDN have a Mobile Device Management solution in place? If so, which one?

Answer: The RDN does not currently utilize a MDM tool.

- (c) **Question:** Does the RDN want to utilize Apple Business Manager or Samsung Knox Mobile Enrollment?

Answer: No.