

REQUEST FOR PROPOSAL NO. PS20210888  
SECURITY SYSTEMS

QUESTIONS AND ANSWERS NO. 4

ISSUED ON: NOVEMBER 26, 2021

Q1	Could you provide a detailed list of intrusion devices per site? (Example: keypads, motions, DC etc.)
A1	<b>Please see the most recent alarm inventory sheet attached. Further information is not available at this time. The successful proponent will work with CPS to obtain additional information required. The majority of alarms in the inventory are split between Honeywell and DSC</b>
Q2	Pricing section table 2C Preventative Maintenance includes one line price for maintenance per site for qty 150 sites. Can this table pricing be expanded to include pricing per site per system (Intrusion, CCTV, Security) since there are different quantities of sites with each of the systems listed?
A2	<b>Proponents should provide one (1) cost as per the line price. Alternative models of pricing can also be submitted with section 3.1.14 - INNOVATION AND ALTERNATIVE SOLUTIONS</b>
Q3	Do you have the master code / installer code for all the existing alarm panels? Admin logins for cameras, recorders and keyscan softwares?
A3	<b>Yes.</b>
Q4	Have you considered updating your alarm panels so all users, alarms, notifications, history can be viewed through one simple to use web based portal?
A4	<b>Yes, this has been considered. Alternative models of service delivery can also be submitted with section 3.1.14 - INNOVATION AND ALTERNATIVE SOLUTIONS</b>
Q5	Are you able to provide the panel type for each location, or even a more detailed panel type with monitoring connection and zone list - for most accurate pricing?
A5	<b>Please see the most recent alarm inventory sheet attached. Further information is not available at this time. The successful proponent will work with CPS to obtain additional information required. The majority of alarms in the inventory are split between Honeywell and DSC</b>
Q6	Do you own or is your existing provider willing to release the existing cellular / IP communicators they have doing your monitoring or would these need to be replaced?
A6	<b>The City owns all of its existing alarm hardware.</b>

Q7	We note mobile deployment summary is highlighted by percentage for geographical area's, can you provide any additional information on times services are required (split of designated 16,500hrs per annum)
A7	<b>The use of mobile services, is part of a dynamic service delivery, and includes ad hoc response to alarms, as well as changes in services due to site based risks and program changes. However, in general, CPS finds that roughly 35% of the activity is during the day-time hours of 0700-1900, and the remaining 65% during after-hours processes of 1900-0700.</b>
Q8	Please provide clarification on issue of Security Padlocks (approx. how many each year should be assumed). Please confirm process for key circulation and issue of new locks
A8	<b>Security padlocks are used ad-hoc and key circulation process is determined at the time of use based on operational environment.</b>
Q9	Please clarify specific requirements for radio equipment (access protocols) to connect to city's current and or future radio communication system
A9	<b>The City will provide radio hardware where required. Proponents who wish to use their own hardware will not be permitted to connect to the City network.</b>
Q10	Would it be possible to get the number of callouts for 2020 and year to date number for locksmith services?
A10	2020 Service Calls (approximate) - 404 2021 Service Calls - 546
Q11	<b>Finance</b> Could the City confirm the number of statutory holiday observances per year?
A11	<b>At the time of the issuance of this Q&amp;A No. 4 the City observes twelve (12) statutory public holidays.</b>
Q12	<b>Finance</b> The City of Vancouver website ( <a href="https://vancouver.ca/doing-business/living-wage.aspx">https://vancouver.ca/doing-business/living-wage.aspx</a> ) indicates maintenance of a living wage rate from 2018 of \$20.91/h, which is not in alignment with the Metro Vancouver living wage of \$20.52/hr defined by the Living Wage for Families Campaign; <b>with this in mind can the City confirm whether the wage posted on their website is the expected wage or if as indicated in Part A Section 10 of the RFP we are to assign the rate of \$20.52/hr published by the Living Wage for Families Campaign on their website?</b> The instructions of Part C - Appendix 3 refer to the Part D Form of Agreement Section 3.12 'Living Wage' in terms of obligations, but neither provide any certainty unless we disregard the statement published on the City's website.
A12	<b>The Proponent shall follow the rate published by the Living Wage for Families Campaign, which is currently \$20.52/hour.</b>
Q13	<b>Training and Certifications</b> Part C - Appendix 2 - Requirement E (VPL) refers to a training program requirement that meets or exceeds the Canadian General Standards Board Security and Safety security officer training standards. <b>In the event that a proponent develops and implements an in-house training program that is not CGSB-certified, what will the approach be for evaluating/confirming that a non-CGSB</b>

	<b>training program is aligned to or exceeds standards or will it be inherently the responsibility of the proponent to guarantee adherence to a set of standards?</b>
<b>A13</b>	<b>The Proponent needs to meet the minimum standards and it's up to the Proponent to adhere to any standards.</b>
<b>Q14</b>	<b>Training and Certifications</b> Among the training/qualifications listed in the RFP, certain curriculum such as Naloxone Training, Mental Health First Aid are available/offered by professional organizations such as the Mental Health Commission of Canada, Coastal Health Authority. <b>Does City Protective Services maintain specific requirements for this type of training curriculum to be delivered by specific professional organizations/governing bodies or are they open to a variety of course offerings?</b>
<b>A14</b>	<b>CPS is focused on the outcomes of the services offered and is open to the proponent seeking and utilizing available training from a variety of sources. Training offered is to adhere to industry best practice in curriculum and delivery and be able to defend legal scrutiny.</b>
<b>Q15</b>	<b>Compliance</b> Vaccination Requirements in relation to the COVID-19 pandemic are not mentioned. <b>Does CPS foresee any requirements for any vendor staff to be able to demonstrate full vaccination compliance?</b>
<b>A15</b>	<b>The City is looking at how its mandatory vaccination policy will apply to third parties and contractors operating at our worksites. More information will be shared when the details are known.</b>
<b>Q16</b>	<b>Technical</b> What type of radios does City Hall use and what type of radios does VCT use?
<b>A16</b>	City Hall: City Hall and Vanier Park utilizes Motorola CP200's and CP200d's and utilize a digital frequency. For any deployment requests at this location, CPS will provide the vendor with all required radio equipment to integrate into the existing security program.  VCT predominantly uses Motorola CP200's and CP200d's and utilize a digital frequency at one complex (Orpheum/Annex (and analog at the other (QET/PlayHouse)).
<b>Q17</b>	<b>Technical</b> Are there secure storage areas for equipment supplied by the supplier at each required location?
<b>A17</b>	<b>Secure storage is provided where supplier equipment is required to be stored.</b>
<b>Q18</b>	Are you able to provide the quantities for the intercom systems, if they are to be apart of the preventative maintenance scope?
<b>A18</b>	<b>Intercom systems are not part of the preventative maintenance scope.</b>
<b>Q19</b>	What percentage of the preventative maintenance service work is anticipated to be done outside of regular business hours?

A19	<b>No preventative maintenance work is anticipated to be done outside of regular business hours.</b>
Q20	In section 2.14 (Training), it is stated that a minimum of 2 hours per system training is required. Are we to presume that this is for new install projects and not apart of the preventative maintenance scope for existing systems?
A20	<b>This is for new installation projects only</b>
Q21	In pricing section 2B, there are two break downs, one for security system services and one for preventative maintenance. Are we to assume that security system services are for new install and repair projects that occur within a given year, and the hours that have been laid out for project management and technicians are based on previous years work call outs and projects?
A21	<b>The assumptions as stated are correct.</b>
Q22	What percentage of sites to you estimate will require lifts for preventative maintenance?
A22	<b>Approximately 6. The City will pay for and provide lifts where required.</b>
Q23	For Service Requirement C: Security Systems Support Services, is it required for the proponent to provide up-to-date certification and partner authorization on the security solutions to be provided and supported? I.e Milestone Partner Certification, Keyscan, Traka, Avigilon, etc
A23	<b>Proponents should provide all proof of all relevant information, certifications and partner authorization where a minimum requirement is noted.</b>
Q24	What are the city's requirements for cybersecurity plan for data protection, disaster recovery plans, ransom-ware protection, and other cybersecurity risks?
A24	<b>Proponents should provide all proof of all relevant information, certifications and partner authorization where a minimum requirement is noted.</b>
Q25	Do we need to provide a copy of a bonded insurance certificate to show a maximum liability protection for any security-related projects and services to be provided to the City of Vancouver?
A25	<b>The Proponent is requested to complete Part C - Appendix 5 - Certificate of Existing Insurance.</b>