THE CITY OF WINNIPEG

REQUEST FOR INFORMATION

RFI NO. 411-2011

INTEGRATED ELECTRONIC SECURITY SYSTEM

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PART B - REQUEST FOR INFORMATION

B1.   DEFINITIONS

B1.1   When used in this Request for Information:

(a)   "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;

(b)   "**Calendar Day**" means the period from one midnight to the following midnight;

(c)   "**City**" means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, and any subsequent amendments thereto;

(d)   "**City Council**" means the Council of the City of Winnipeg;

(e)   "**Contract**" means the combined documents consisting of the Request for Proposal package and any documents and drawings referred to and incorporated therein together with any submissions required to be made by the Contractor after award, and all amendments to the foregoing;

(f)   "**City Contact**" means the person authorized to represent the City in respect of the Request for Information unless otherwise specified hereinafter;

(g)   "**Contractor**" means the person undertaking the performance of the work under the terms of the Contract;

(h)   "**may**" indicates an allowable action or feature which will not be evaluated;

(i)   "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;

(j)   "**Person**" means an individual, firm, partnership, association or corporation, or any combination thereof, and includes heirs, administrators, executors or legal representatives of a person;

(k)   "**Respondent**" means any Person or consortium submitting a Information Submission in response to this Request for Information;

(l)   "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;

(m)   "**Site**" means the lands and other places on, under, in or through which the work is to be performed;

(n)   "**Submission or Information Submission**" means that portion of the Request for Information which must be completed or provided and submitted by the Submission Deadline;

(o)   "**Submission Deadline**" means the time and date for final receipt of Submissions;

(p)   "**Work**" or "**Works**" means the carrying out and the doing of all things, whether of a temporary or permanent nature, that are to be done pursuant to the Contract and, without limiting the generality of the foregoing, includes the furnishing of all Plant, Material, labour and services necessary for or incidental to the fulfilment of the requirements of the Contract, including all Changes in Work which may be ordered as herein provided.

B2.   BACKGROUND

B2.1   The City of Winnipeg Municipal Accommodations Division is looking for an Integrated Electronic Security System to be utilized in the municipal buildings. The system should be capable of providing centralized remote monitoring of intrusion alarm, card access, and CCTV functionalities. The new system will have to merge into existing Electronic Security System setup, reusing the infrastructure of sensors, power supplies, and communication lines. The existing Electronic Security System setup is explained in B4.

B2.2   A desired Integrated Security System should have the following characteristics:
- Scalability. It can be cost-effectively installed in a small facility with basic security needs and can also be expanded to meet complex security requirements of a large high-profile facility.
- Communicational flexibility. Having a network communication protocol as a primary communication tool between remote location and the central monitoring location, the system can use telephone line or wireless modem to communicate with remote locations, which are not connected to the corporate network infrastructure.
- Wide integration ability. The system can provide a comprehensive user interface for a central monitoring station location, which can integrate many of its components on one screen. The system can communicate with third party building automation systems and Panasonic iPro system (optional).

B3.   PURPOSE OF THE REQUEST FOR INFORMATION DOCUMENT

B3.1   The purpose of this Request for Information (RFI) is to identify:

(a)   an Integrated Electronic Security System the meets the needs of the Municipal Accommodations Division of the City outlined in B2.1; and

(b)   a service provider (Respondent) capable of sales, installation and support for the Integrated Electronic Security System.

B3.2   The City invites qualified individuals to submit an Information Submission in response to this RFI.

B3.3   After the Submission Deadline of the RFI, the City will review all Submissions received and use the information to make an informed decision to proceed to Request for Qualifications and/or Request for Proposals, and further in the development of specifications.

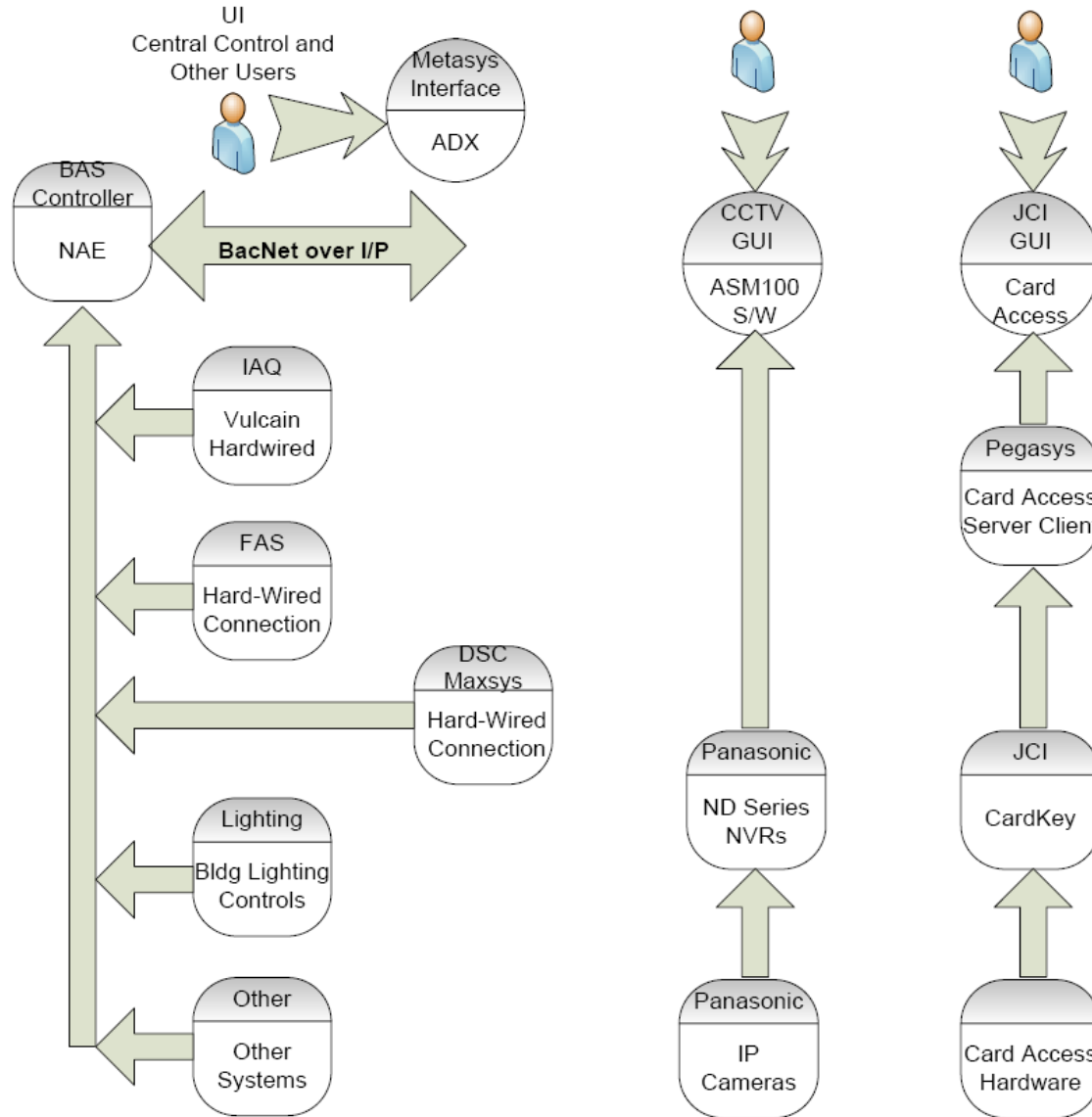## B4. EXISTING ELECTRONIC SECURITY SYSTEM SETUP

Diagram 1. Existing Electronic Security System setup

B4.1   As shown at Diagram 1 the existing Electronic Security System consists of three independent components:

(a)   Intrusion alarm system. The City of Winnipeg uses DSC Maxsys platform to monitor intrusion alarms in the municipal buildings. Each independent DSC Maxsys system translates the status of its sensors through an infrastructure of outputs, which are hard-wired to Johnson Controls Metasys monitoring system. Metasys system is capable to deliver the status of each Maxsys system to Central Monitoring Station location, translate the status to a Graphic User Interface associated with the floor plans of the buildings and alarm response instructions

(b)   Card Access system. Johnson Controls Cardkey P2000 system is used to provide the access control functionality. This system uses the corporate network infrastructure to communicate with the server and workstations, and to deliver the status to the Central Monitoring Station.

(c) Closed Circuit Television. The Municipal Accommodations Division uses Panasonic IP platform to monitor the City of Winnipeg buildings. CCTV cameras in the buildings are connected to Panasonic network video recorders of ND series, which use the corporate network infrastructure to communicate with ASM-100 software installed at the Central Monitoring Station.

B4.1.1 The described above components are not interconnected and cannot share valuable security information with each other and to deliver it to the operator as a whole package. Consequently, the goal of the system upgrade is integration. The vision of our Integrated Electronic Security System is presented in Section 3.

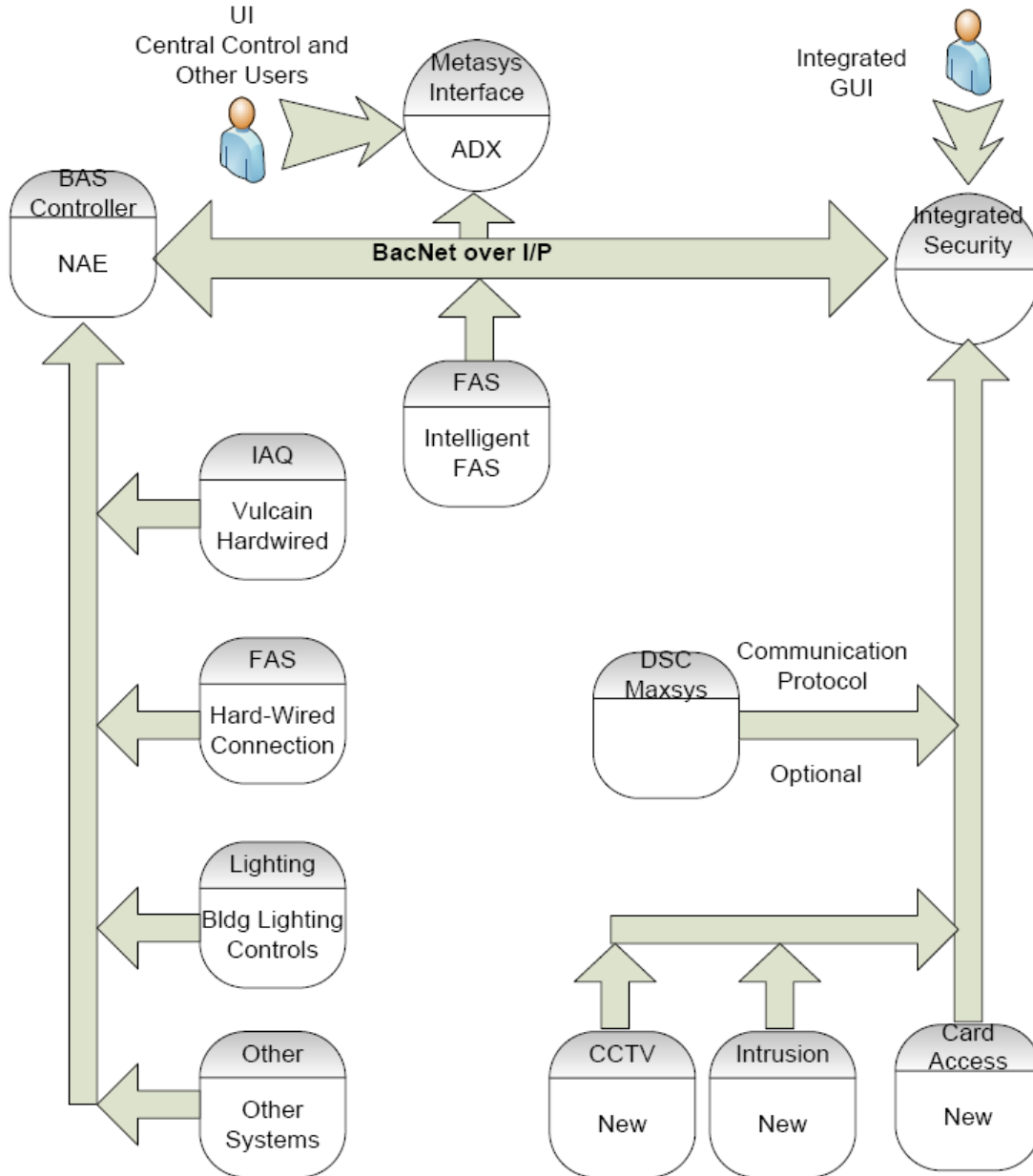## B5. DESIRED LAYOUT OF INTEGRATED ELECTRONIC SECURITY SYSTEM

Diagram 2. Integrated Electronic Security System

B5.1   Diagram 2 shows the concept of the Integrated Electronic Security System and its
         communication with Building Automation and Fire Alarm systems. The key features of the
         Integrated Security concept are:

    (a)   Integrated Security system unites intrusion alarm, card access, and CCTV systems into a
         common Graphic User Interface. The common GUI allows to manage all three systems.

    (b)   Intrusion alarm, card access, and CCTV components can exchange information with
         each other on the software level and can act as a whole

    (c)   Integrated Security system is capable of communicating with the Building Automation and
         intelligent fire alarm systems using BACnet protocol in order to exchange various
         statuses and coordinate responses. An example of a coordinated response may be as
         follows: card access system confirms that the last employee left particular area, after that
         intrusion alarm system switches to "Armed" mode, and BAS goes to unoccupied mode.

    (d)   (Optional) Integrated Security system can communicate with DSC Maxsys system on
         software or hardware level. It can obtain and process the status of sensors from the
         communication bus of DSC Maxsys system, and use this input as an integrated portion of
         the system.

B6.   SCHEDULE

B6.1   Details on the RFQ/RFP schedule will be provided to the Respondents at the completion of the
         RFI stage.

B7.   ENQUIRIES

B7.1   All enquiries shall be directed to the Contract Administrator identified in B8.

B7.2   Any Respondent who has questions as to the meaning or intent of any part of this document or
         who believes this document contains any error, inconsistency or omission should make an
         enquiry prior to the Submission Deadline requesting clarification, interpretation or explanation in
         writing to the Contract Administrator.

B7.3   If the Respondent finds errors, discrepancies or omissions in the document, or is unsure of the
         meaning or intent of any provision therein, the Respondent shall promptly notify the Contract
         Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the
         Submission Deadline.

B7.4   If the Respondent is unsure of the meaning or intent of any provision therein, the Respondent
         should request clarification as to the meaning or intent prior to the Submission Deadline.

B7.5   Responses to enquiries which, in the sole judgment of the Contract Administrator, require a
         correction to or a clarification of the RFI will be provided by the Contract Administrator to all
         Respondents by issuing an addendum.

B7.6   Responses to enquiries which, in the sole judgment of the Contract Administrator, do not
         require a correction to or a clarification of the RFI will be provided by the Contract Administrator
         only to the Respondent who made the enquiry.

B7.7   The Respondent shall not be entitled to rely on any response or interpretation received pursuant
         to B7 unless that response or interpretation is provided by the Contract Administrator in writing.

B8.   CITY CONTACT

B8.1   The City Contact is:

         Kristine Corbett
         Superintendent of Building Maintenance Services

Planning, Property & Development
Municipal Accommodations Division
4th floor – 185 King Street
Winnipeg MB R3B 1J1

Telephone No.   (204) 986-4014

B9. ADDENDA

B9.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFI, or clarifying the meaning or intent of any provision therein.

B9.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

  (a) The Addenda will be available on the Bid Opportunities page at the Materials Management Division's website at http://www.winnipeg.ca/matmgt/bidopp.asp

B9.2.1 The Respondent is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division's website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B9.3 The Respondent should acknowledge receipt of each addendum on Form A: Request for Information Application.

B10. CONFIDENTIALITY AND PRIVACY

B10.1 Information provided to a Respondent by the City or acquired by a Respondent by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the City. The Respondent shall not make any statement of fact or opinion regarding any aspect of the RFI and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.

B10.2 The protection of personal information and privacy will be fundamental aspects of the Project. Respondents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Respondents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) ("FIPPA") and that the Contractor will be expected to comply with the obligations imposed upon the City pursuant to FIPPA.

B10.3 To the extent permitted, the City shall treat all Submissions as confidential. However, the Respondent is advised that any information contained in any Submission may be released if required by City policy or procedures, by FIPPA, by other authorities having jurisdiction, or by law.

B10.4 All Information Submissions submitted to the City will be kept in confidence with the City for the sole purposes of evaluating and developing the best possible strategic option for the City. Information Submissions will become the property of the City. The City will have the right to make copies of all Submissions for its internal review process and to provide such copies to its staff and/or external advisors and representatives.

B10.5 All information will become and remain the property of the City; none will be returned. If the application contains any proprietary or trade secret information, said information must be indicated as such.

B11.   NON-DISCLOSURE

B11.1   Respondents must not disclose any details pertaining to their RFI and the selection process in whole or in part to anyone not specifically involved in their Submission, without the prior written approval of the City. Respondents shall not issue a news release or other public announcement pertaining to details of their Information Submission or the selection process without the prior written approval of the City.

B11.2   Respondents are advised that an attempt on the part of any Respondent or any of its employees, agents, contractors or representatives to contact any members of City Council or their staff or any member of City Administration other than the Contract Administrator with respect to this RFI solicitation, may lead to disqualification.

B12.   RESPONDENT'S COSTS AND EXPENSES

B12.1   Respondents are solely responsible for their own costs and expenses in preparing and submitting an Information Submission and participating in the RFI, including the provision of any additional information or attendance at meetings.

B13.   NO CONTRACT

B13.1   By submitting an Information Submission and participating in the process as outlined in this document, Respondents expressly agree that no contract of any kind is formed under, or arises from this RFI, and that no legal obligations will arise. The City will have no obligation to enter into negotiations or a Contract with a Respondent, even though one or all of the Respondents are determined to be responsible and qualified, and the Submissions are determined to be responsive.

B13.2   Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFI at any time.

SUBMISSION INSTRUCTIONS

B14.   SUBMISSION DEADLINE

B14.1   The Submission Deadline is 4:00 p.m. Winnipeg time, December 20, 2011.

B14.2   The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B14.1.

B14.3   Information Submissions will not be opened publicly.

B14.4   The Information Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFI number and the Respondent's name and address.

B14.5   Information Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.

B14.6   Information Submissions shall be submitted to:

> The City of Winnipeg
> Corporate Finance Department
> Materials Management Division
> 185 King Street, Main Floor
> Winnipeg MB R3B 1J1

B15. **INFORMATION SUBMISSION**

B15.1   The Information Submission should consist of the following components:

(a)   Form A: Request for Information Application (Section A);

(b)   Product Specifications, Features and Technical Details (Section B);

B15.2   All requirements of the RFI should be fully completed or provided, and submitted by the Respondent no later than the Submission Deadline, with all required entries made clearly and completely to constitute a responsive RFI.

B15.3   All Submissions received in response to this RFI will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.

B15.4   Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.

Format

B15.5   Respondents should submit one (1) unbound original (marked "original") plus one (1) copy in an MSOffice compatible electronic format on a standard CD. If there is any discrepancy between the electronic version and the original hard copy, the original hard copy shall take precedence.

(a)   Each requirement should be addressed in a separate section clearly marked with the corresponding letter;

B15.6   The City reserves the right to make additional copies of all Submissions for its internal review process.

B16. **FORM A: REQUEST FOR INFORMATION APPLICATION (SECTION A)**

B16.1   Further to B15.1(a), the Respondent shall complete Form A: Request for Information Application, making all required entries.

B16.2   Paragraph 2 of Form A: Request for Information Application shall be completed in accordance with the following requirements:

(a)   if the Respondent is a sole proprietor carrying on business in his own name, his name shall be inserted;

(b)   if the Respondent is a partnership, the full name of the partnership shall be inserted;

(c)   if the Respondent is a corporation, the full name of the corporation shall be inserted;

(d)   if the Respondent is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B16.2.1   If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B16.2.

B16.3   In Paragraph 3 of Form A: Request for Information Application, the Respondent shall identify a contact person who is authorized to represent the Respondent for purposes of this RFI.

B16.4   Paragraph 7 of Form A: Request for Information Application should be signed in accordance with the following requirements:

(a)   if the Respondent is sole proprietor carrying of business in his own name, it shall be signed by the Respondent;

(b)   if the Respondent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;

(c)   if the Respondent is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;

(d)   if the Respondent is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B16.5   The name and official capacity of all individuals signing Form A: Request for Information Application should be printed below such signatures.

B16.6   All signatures should be original.

B16.7   If a Submission is submitted jointly by two or more persons, the word "Respondent" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Respondents in the Submission, shall be both jointly and several.

B17.   PRODUCT SPECIFICATIONS FEATURES AND TECHNICAL DETAILS (SECTION B)

B17.1   The Respondent should provide a detailed description of how their Integrated Electronic Security System would address the four key features in B5.1

B17.2   In addition to the four key features, the Respondent should provide responses on the following additional features and technical details:

B17.3   GENERAL

(a)   where the user/cardholder database is stored

(b)   what database software is used (version, edition)

(c)   what software and database licences must be purchased

(d)   is the database encrypted

(e)   what are the backup and restore procedures (automated, manual, scheduled)

(f)   are virtual and redundant servers supported

(g)   what is the server architecture (main server, subsidiary servers, workstations)

(h)   what are the communication protocols between the server(s), workstations, and filed controllers

(i)   what is the system's operation during potential failure scenarios (server, communication link, controller failure server relation to workstation and field controller behaviour)

(j)   what is the functional dependability of each component of the system (events, access decisions)

(k)   what are the hardware requirements (processor, memory, HDD space, etc) for the server and workstation machines

(l)   what operating system should be used on the server and workstations

B17.4   FIELD CONTROLLERS

(a)   what is the filed controllers architecture (interconnection, distances, protocols)

(b)   what is scalability of the system and increments of expansion (types of filed controllers and how many doors or/and input/output points per controller is minimum and maximum)

(c)   what is the maximum door, input/output point, workstation capacity of the system

(d)   what are the backup communication options (phone modems, wireless modems, cellular backup alarm TX modules)

(e)   is a field controller capable to supply power to the door devices (card reader, REX MD, strike - supply technical specifications)

(f)   what is the communication requirements for field controllers and the server (cable requirements, protocols, maximum distance between field controllers)

(g)   is communication between a field controller and a server encrypted

(h)   what is the availability of separate input/output controllers, how many inputs/outputs per controller/system

(i)   are the intrusion alarm inputs supervised

(j)   what are the changes in operation of a filed controller if it is disconnected from the system and is in stand alone mode (stand alone functionality: allow access, trigger events)

(k)   how many cardholders, events, transaction records is it possible to store in a filed controllers' memory

(l)   how the transaction records stored in the controller during stand alone operation are affected when the communication with the system is restored

(m)   what programmed events or procedures are filed controllers are capable to store and support

(n)   is it possible to connect analog I/O (temperature, level) modules to the system

(o)   is it possible to interface with alpha-numeric keypads

B17.5   SOFTWARE

(a)   what levels/editions of the software are available (Global, Corporate, Enterprise, Special, Office) and differences between them

(b)   is real time status of devices, input, and output points supported

(c)   are maps, floor plans, diagrams, and flash animation supported

(d)   what type of graphics can be used (PDF, DWG, JPEG)

(e)   what transaction database search flexibility is supported (maximum retention policy, what details can be retrieved)

(f)   how many client software licences included with each software level package

(g)   what are the limitations regarding the maximum number of workstations/client applications

(h)   what events, triggers, procedures can be programmed

(i)   what event-programming languages or IF/THEN type of logics are supported

(j)   what reports can be run on the system, do reports support any programming languages (Transact SQL) or IF/THEN logics

(k)   where are the programmed events, procedures are stored

(l)   what integration with HVAC systems (BACnet or other protocols) can be achieved and what is the vendor's experience with this type of integration

(m)   what integration with intrusion alarm systems can be achieved and what is the vendor's experience with this type of integration

(n)   what integration with intercom systems can be achieved and what is the vendor's experience with this type of integration

(o)   what integration with CCTV systems can be achieved and what is the vendor's experience with this type of integration

(p)   what events can be triggered using input from an integrated system (for example, a card used after 21:00 – CCTV camera picture-in-picture is shown on the map together with an employee's photo associated with the card)

(q)   what is the maximum number of cardholders/users in the system

(r)   is a user/cardholder photo storage supported

(s)   is remote control of the doors and output points possible (remote door release)

(t)   are there security escalation levels (red alert, global lockdowns, etc)

(u)   is an elevator control supported

(v)   is an area card in and card out control supported (monitoring of the number of employees entered and exited the area)

(w)   what is the flexibility to program and use alarm monitors, pop-up alarm windows, instructions creation to the operators and what is the ability to acknowledge, delete an alarm

B17.6   SUPPORT, TRAINING AND REFERENCES

(a)   where the vendor's head office is located

(b)   is there a vendor's office located in Winnipeg

(c)   is Winnipeg based technical support available (number of technical staff and their qualifications and experience, 24/7 support availability)

(d)   is telephone/web/email technical support from vendor's R&D available (24/7 support availability)

(e)   what operator and installer training and certification is required to use the system

(f)   are Winnipeg based operator training sessions available

(g)   what are the names of the vendor's current corporate size customers using the Integrated Security System

B17.7   The Respondent should complete the quick assessment check list below:

Does the system have a two-door card access controller, which can communicate directly with the system's main server	YES	NO
Can the field controllers communicate with the server by any means other than a hardwired network connection	YES	NO
Can the system communicate with third party BACnet devices	YES	NO
Does the system support Indala 125 KHz or HID iClass 13.56 MHz readers	YES	NO
Does the system use MS SQL Server to store the users' database	YES	NO
Can the system be integrated with Panasonic iPro network video recorders	YES	NO
Can the system be integrated with Panasonic IP CCTV cameras	YES	NO
Does the system have independent hardware components dedicated to intrusion inputs monitoring	YES	NO
Does the system have an intrusion alarm User Interface module, which allows to the user to know the status of the security system (e.g. Armed, Ready, In Trouble) and receive additional information about field devices (e.g. a filed sensor status)	YES	NO

Can the system communicate with DSC Maxsys intrusion alarm panels or controllers   YES   NO

Can the system use third party intrusion and card access filed devices (e.g. motion sensors, door position switches, etc?)   YES   NO