



**AMENDMENT # 3**  
**REQUEST FOR PROPOSALS #312 (“RFP”)**  
**SERVICING SECURITY SYSTEMS AT OAG OFFICES IN OTTAWA AND REGIONS**

This Amendment #3, including any appendices attached hereto (the “Amendment”), amends and clarifies Request For Proposal (“RFP”) No. 312, as previously amended and clarified (the “RFP”). The RFP otherwise remains unchanged and any capitalized words not defined herein have the meaning ascribed thereto in the RFP.

**QUESTIONS AND ANSWERS**

**Question 1:** Appendix 2 – Monthly maintenance and service on Lenel OnGuard system and server; can you identify what you would like included in the server maintenance?

**Answer 1:** The following are included in the server maintenance:

- Check the performance of the Central processing unit (CPU) and perform diagnostic test;
- Check performance and perform inspection of all power supplies and Lenel server;
- Test all alarm systems with the control center;
- Verify database connection/communication signals between devices and software including regional offices;
- Perform backup of information and archive transactions when needed;
- Clean electric strikes when required;
- Advise the Physical Security Officer of any abnormalities or issues immediately.

**Question 2:** Appendix 2 – preventative maintenance inspection of hardware; what would you like included in hardware?

**Answer 2:** The following are included in the inspection of hardware

- Card Readers including battery life;
- Automatic door openers;
- T-Rex motion sensors;
- Door contacts;
- Controllers and battery life;
- Printer for Access card.

**Question 3:** Appendix 2 – we would like to have the UPS/battery operational at all times, may we have the manufacturer and model of the UPS so a battery can be sourced?

**Answer 3:** Model: Smart-UPS 1500; SKU - SMT1500NC

**Question 4:** Page 7, 3.f - ...one-time fee for ULC; please clarify what you are asking for?

**Answer 4:** One time reprogramming fee for all our 9 alarm systems (4 in our Regional Offices and 5 in Ottawa).

**Question 5:** Page 8, 8. – maintain suitable store of replacement parts-Appendix 1; just wanted to confirm that you wanted us to hold stock for the duration of the project and if so, what quantities of each would you like us to hold? Most of this equipment is available locally and readily available.

**Answer 5:** At least 1 replacement part for each item that cannot be obtained within 5 business days, should be part of the suitable store.

**Question 6:** Page 9, 4.5.3 – set up and deactivation of alarm codes when requested; describe how you will contact us with this request?

**Answer 6:** The OAG will send to the Contractor an encrypted email (PGP, Entrust) with the alarm location or identification name and the alarm code that we want you to assign to the requested panel. We can also use other means of encryption that will fulfill the expectations of the two parties.

**Question 7:** Page 10, 6 - ...OAG will not pay for travel; but page 24, 3.1.2 states OAG will pay for pre-authorized travel. Please clarify which we are to follow?

**Answer 7:** No travel expenses will be paid for any travel required to perform this contract. The OAG will not pre-authorize any travel and therefore no travel expenses will be eligible for reimbursement.

**Question 8:** Appendix 2, page 13 – Monthly-maintenance and service on Lenel system and server; does the existing server conform with optimal recommendation of the manufacturer now and when the new software for Badging is added?

**Answer 8:** Yes it does.

**Question 9:** Page 9, 4.6 – you are asking for Lenel SWC-ADVI and SWC-ADV; will you be adding/providing a new computer for this client software? This new PC should conform to minimal/optimal performance level identified by Lenel, the manufacturer.

**Answer 9:** The OAG will provide a computer with minimal/optimal performance recommendations.

**Question 10:** Page 9, 4.6.2 – “OAG reserves the right to purchase one (1) additional licenses for SWC-ADV”; are we to carry this in our bid offer or not? If not at the beginning, it will be hard to forecast a price in a few years.

**Answer 10:** Please provide us an additional licenses price for the Contract Year 1 and Year 2 and Option Years 1-3, as per PRICING SCHEDULE 3, page 19 of the RFP document.

## **RFP REVISIONS:**

**Page13 of the RFP document:**

**DELETE: Appendix 2 - Maintenance Schedule requirements**

**REPLACE:**

### **APPENDIX 2**

#### **MAINTENANCE SCHEDULE REQUIREMENTS**

##### **Daily**

- Monitoring of analogue OAG alarm systems (9 alarms) in the MSCC ULC Central Station in Ottawa;
- Provide services in relation to setup and deactivation of alarm codes.

##### **Monthly**

- Maintenance and service on the Lenel OnGuard system and server (located in Ottawa), which includes:
  - Check the performance of the Central processing unit (CPU)and perform diagnostic test;
  - Check performance and perform inspection of all power supplies and Lenel server;
  - Test all alarm systems with the control center;
  - Verify database connection/communication signals between devices and software including regional offices;
  - Perform backup of information and archive transactions when needed;
  - Clean electric strikes when required;
  - Advise the Physical Security Officer of any abnormalities or issues immediately.
- Back up of the OAG Lenel OnGuard server database;
- Inspection and verification of communication signals between Devices (i.e. card readers, alarm panels, controllers, etc.) and software;
- Verify alarm-Monitoring capabilities and vital statistics of access Control Components;
- Check reports for system errors "off-line and extraordinary Occurrences";
- Clean, Inspect and verify Operation of card printers;
- Preventative maintenance inspections for the following hardware (Ottawa site):
  - Card Readers including battery life;
  - Automatic door openers;
  - T-Rex motion sensors;
  - Door contacts;
  - Controllers and battery life;
  - Printer for Access card.
- Check the performance of the Central Processing Unit (CPU);
- Perform software diagnostic test for the CPU.

##### **Quarterly maintenance:**

- Perform quarterly preventative maintenance inspections for hardware (Ottawa site);
- Testing of all alarm systems with the control centre;
- Clean all the electric strike and all the new additions;

- Tighten all the loose locksets and all the new additions;
- Adjust the entire door closer and all the new additions;
- Test all the alarm systems with control center;
- Ensure card reader and handicap unit assemblies are tightly secured;
- Clean and lubricate electric strikes and electro-magnets.

#### **Yearly maintenance**

- Upgrade of Lenel OnGuard software.

#### **Biannual maintenance:**

- Biannual inspection of alarm systems verifying the operation of alarm signals, ensuring component are firmly secure and checking the operation of motion detector alarms;
- Confirm that the stand-by power (ups/battery) are operating appropriately, replacing any ineffective batteries as required;
- Carry out performance tests to confirm that power is adequate to maintain system operational during outages;
- Inspection of alarm systems;
- Ensure operation of motion detectors for alarm;
- Ensure alarm component are firmly secure;
- Check the performance of all the power supply.