

QUESTIONS & ANSWERS # 1

This document addresses **four (4)** questions (highlighted) that Infrastructure Canada (INFC) has received regarding RFP # INFC-2024/25-PS5210.

Q1:

Will INFC provide the Service Provider with installer codes to integrate and configure the equipment?

A1:

Yes, INFC will provide installer codes.

Q2:

Table 3 mandatory evaluation criteria. Point 11

It states the requirement for the system to manage a minimum of 5 and up to 8 user accounts. We want to make sure that we are not installing a new system but maintaining the existing one. Please advise.

A2:

Yes, the existing Keep by Feenics will be maintained. Refer to Part 1 section 1.1 "It is the intention of INFC to continue using its currently owned Closed-Circuit Video Equipment (CCVE) ACS equipment and Alarm Monitoring System and its current software called "Keep".

Q3:

Training: please provide more metrics such as number of people to be trained, recurrence and locations

A3:

Once a year training for up to 8 employees will be done virtually when possible. Otherwise, it could be done in person at 180 Kent Street in Ottawa.

Q4:

The service Provider will need to account for a 15% growth in equipment: could you provide more clarity on when this growth is expected to happen? 1st, 2nd, or 3rd year or later?

A4:

The growth of 15% in equipment is per year, to allow for control on approximately two additional doors per year.

**ALL OTHER TERMS AND CONDITIONS OF THIS BID SOLICITATION REMAIN
UNCHANGED**

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