

**Regional Recreation Corporation of Wood Buffalo (“RRC”)
Fort McMurray, Alberta
Request for Proposal (“RFP”)
For
Video Management Security System Refresh**

RFP # 2019-11-14-Video-Management-Security-System-Refresh

Closing Time: November 28th, 2019 4:00PM MST

This is not a tender. This RFP will not be publicly opened and read.

1.0 DEFINITIONS

The following definitions apply to the terms used throughout this document:

- 1.1 Closing Time means the date and time for the closing of this RFP as identified in section 3.1.
- 1.2 Contact means the position identified in section 2.2 and is responsible for managing the RFP process through whom all correspondence will flow, including receiving all commercial and technical questions and issuing addenda to this RFP.
- 1.3 Evaluation Team means the individuals who will evaluate the Proposals on behalf of the RRC.
- 1.4 Mandatory Requirements means those requirements in this RFP described with a “must”. Failure to provide mandatory information could result in a Proposal being rejected.
- 1.5 Proponent means a party responding to this RFP.
- 1.6 Proposal means the Proponent's response to the RFP and includes all the Proponent's attachments and presentation materials.
- 1.7 RFP means a Request for Proposal.
- 1.8 RMWB means the Regional Municipality of Wood Buffalo.
- 1.9 RRC means the Regional Recreation Corporation of Wood Buffalo.
- 1.10 Work means the goods and services described in section 2.1 and in detailed in Appendix A.

2.0 REQUEST FOR PROPOSAL INVITATION

2.1 *Project Overview:*

The RRC's procurement mandate promotes fair, transparent, and open exchange of opportunities to the public to develop relationships that will support the growth of the RRC.

This RFP is issued to invite Proposals for the RRC's requirements, hereinafter is referred to as Work. See Work definitions that are summarized below and detailed in Appendix A attached within.

Project Name: Video Management Security System Refresh
Location: Fort McMurray, AB
Work Description: Supply and Install VMS and Video Storage Servers

The Work is expected to be completed by January 31, 2020

The contract term for services, warranties, licenses and any other support agreements will be specified in any contract resulting from this RFP.

The Proponent acknowledges and agrees that this procurement process is a RFP and is not a tendering process. It is part of an overall procurement process intended to enable the RRC to identify one or more potential vendors for the requested product or service. The submission of a Proposal does not constitute a legally binding agreement between the RRC and any Proponent.

2.2 Contact Information:

It is the Proponent's responsibility to clarify interpretation of any matter the Proponent considers to be unclear before the Close of Questions Deadline, by contacting:

Supervisor, Supply Chain
Email: RFP.Support@RRCWB.ca

All inquiries relating to this RFP shall be directed in writing via email to the Contact above no later than than five (5) business days (November 21st, 2019) prior to Closing Time. Contact with any other RRC personnel, consultants, or others affiliates may result in non-acceptance of Proposals and Proponent disqualification.

The RRC is not responsible for any misunderstandings on the part of the Proponent regarding this RFP or its associated process. Questions will be deemed to be received once the questions submitted by Proponents have been received by the Contact noted above.

2.3 Delivery Requirements:

Proposals must be received via email to the email indicated in section 2.2 above before the Closing Time and the subject line must clearly reference this RFP number (**RFP # 2019-11-14-Video-Management-Security-System-Refresh**).

Proponents shall submit one copy of their Proposal, via email to the Contact in Section 2.2.

2.4 Proposal Validity Period:

Proposals shall be valid for a period of 90 days from the Closing Date or other such period as may be agreed by the Proponent and the RRC.

2.5 Proposal Eligibility:

In order for Proposals to be eligible for consideration, they must:

- 2.5.1 be received by the Contact on or before the Closing Time, at the email address specified in Section 2.2;
- 2.5.2 meet the Delivery Requirements, as specified in Section 2.3;
- 2.5.3 meet the Proposal Validity Period requirements, as specified in Section 2.4 and;
- 2.5.4 include a copy of the Acknowledgement Form – Appendix B signed by an individual authorized to do so on behalf of the Proponent.

3.0 Instructions to Proponents

3.1 RFP Timetable:

Interested parties should obtain the RFP directly from Alberta Purchasing Connection (APC) or the Regional Recreation Corporation of Wood Buffalo (RRC) websites facilitate receiving any RFP amendments issued.

The timetable below shows the anticipated schedule to award this RFP. The dates shown are estimates. The RRC will strive to meet the activity dates shown; however, the RRC reserves the right to change the schedule as its sole discretion.

Activity	Date	Time
Issuance of RFP:	November 14 th , 2019	4:00 PM MST
Close of Questions Deadline:	November 21 st , 2019	4:00 PM MST
Closing Date and Time:	November 28 th , 2019	4:00 PM MST
Anticipated Award Date:	December 3 rd , 2019	4:00 PM MST

3.2 General Conditions:

3.2.1 Business Code of Conduct

Proponents must be aware that RRC employees hold exclusive loyalty to the RRC and must never be put in a position where personal or financial incentives or interests may impair their judgment and ability to make decisions in the best interest of the RRC. Proponents must not offer nor should a RRC employee accept any gifts, gratuities, discounts or any other favors from a supplier or potential supplier to the RRC.

3.2.2 Consent to Use of Information

By responding to this RFP, the Proponent consents, and has obtained the written consent from any individuals identified in the Proposal for the RRC to use the personal information provided in the Proposal to evaluate the Proposal. The success Proponent shall provide proof of the consent of individuals as described in this paragraph to the RRC upon request.

3.2.3 Conflict of Interest

Proponents must fully disclose, in writing to the Contact on or before the Closing Time, the circumstances of any possible conflict of interest or what could be perceived as a possible conflict of interest if the Proponent were to become a contracting party pursuant to the RFP. The RRC shall review any submissions by Proponents under this provision and may reject any Proposals where, in the opinion of the RRC, the Proponent could be in a conflict of interest or could be perceived to be in a possible conflict of interest position if the Proponent were to become a contracting party pursuant to the RFP.

3.2.4 Alberta's Personal Information Protection Act (PIPA):

The RRC recognizes that each response may contain information in the nature of trade secrets or commercial, financial, labour relations, scientific or technical information of or about a Proponent. The RRC also understands that responses to this RFP are provided in confidence and protected from disclosure to the extent permitted under law.

The Proponent should identify appropriate parts of its Proposal as confidential since this will clearly establish its expectations toward the document, both to the the RRC as a public body and to the Information and Privacy Commissioner in any review or refusal of access. The RRC, however, may not be able to meet these expectations in every instance.

3.3 Pre-Submission Requirements:

3.3.1 Pre-proposal Meeting

A pre-proposal meeting will not be held for this RFP.

3.3.2 Request for Extension

Any request for an extension to the Closing Time will only be considered if received, in writing, five (5) business days (November 21st, 2019) before the Closing Time and is requested from multiple firms.

3.3.3 Addenda

The RRC reserves the right to respond to questions, make clarifications and changes, in its sole discretion, to this RFP at any time prior to the Closing Time through the issuance of addendums. Should the RRC issue any addendums to the RFP, the changes will be posted on the Alberta Purchasing Connection (APC) and the Regional Recreation Corporation of Wood Buffalo (RRC) website: no other notices will be issued. Proponents are cautioned to ensure they have received and reviewed all addenda (if any) prior to submitting a Proposal. All addenda issued by the RRC form part of this RFP.

3.3.4 Cost of Preparation

The Proponent is responsible for all costs of preparing and presenting the Proposal.

3.4 Submission Requirements:

3.4.1 In evaluating the Proposals received, the RRC will consider all of the criteria listed below in Section 3.6, and the RRC will have the sole and unfettered discretion to award up to the maximum number of points for each criteria as listed below. By

submitting a Proposal, the Proponent acknowledges and agrees that the RRC has, and is hereby entitled to exercise, the sole and unfettered discretion to award the points for the evaluation of the noted criteria.

3.4.2 By submitting a Proposal, each Proponent acknowledges and agrees that it waives any right to contest in any legal proceedings the decision of the RRC to award points in respect of the criteria noted below (the “Evaluation Criteria”).

3.4.3 Proposals and any accompanying documentation, upon receipt by the RRC, will become the property of the RRC and will not be returned to the Proponent.

3.5 Proposal Content:

Proposals submitted should be in enough detail to allow the RRC to determine the Proponent’s qualifications and capabilities from the documents received. Every effort should be made to include complete details of the proposed Work.

Proposals should contain, at minimum, the following items and should be identified accordingly:

3.5.1 Introduction

Introduces the Proponent and provides a summary of the qualifications of the Proponent and the Proponent’s area of expertise

The Proposal should include:

- i. A description of the overall company, in sufficient detail to explain how the Proponent is organized and its areas of business. The description should be in sufficient detail to demonstrate how the staff, organization and financial resources ensure the ongoing ability to provide timely and professional services to the RRC.
- ii. Summary of the corporate history including the full legal name of the company, company address, name of the President/CEO/Owner/Partner(s) and the date the company started business.
- iii. Provide details of any and all subcontracting arrangements proposed by the Proponent.
- iv. Details of any joint ventures, consortiums or partnerships that may be used to complete the Work.

3.5.2 Experience and References

Proponent should provide a minimum of three (3) references with contact information for the purpose of evaluation of the Proposal.

References should include:

- a. the name of the references providing the reference;
- b. the contact name, title, address and telephone number;
- c. the size and nature of the client's business;
- d. the period of time dealing with the client.

3.5.3 Proposed Equipment and After-Sales Services

Proponent should identify persons or teams who will provide specific knowledge and experience in performing work for the projects and services requested in this RFP.

Proponents should include a schedule highlighting all critical dates including manufacturing lead times and related delivery information to achieve operational readiness on or before January 31, 2020. This schedule should identify responsibilities of both the Proponent and the RRC.

Proponents should:

- a. provide complete breakdown of pricing,
- b. identify any discounts that may apply
- c. provide separate pricing for optional accessories
- d. provide all pricing information in Canadian funds, exclusive of G.S.T.;

Proponents should highlight after-sales service capabilities including service capacities and lead time, stocking capability of replacement parts, delivery lead times of replacement parts, etc.

3.5.4 Additional Information from Proponents

If the Proponent wishes to include any other option not specifically requested by this RFP, it may do so by including additional option, as appendices to the Proposal.

3.5.5 Execution of the Proposal

Proposals shall be properly executed in full compliance with the following:

- a. proposals shall be signed by an authorized representative for the Proponent; (Appendix B)
- b. if the Proposal is made by a corporation, the full name of the corporation shall be accurately printed immediately above the signatures of its duly authorized officers and the corporate seal (as needed per corporate bylaw) shall be affixed;
- c. if the Proposal is made by a partnership, the firm name or business name shall be accurately printed above the signature of the firm and the Proposal shall be signed by a partner or partners who have authority to sign for the partnership;
- d. if the Proposal is made by an individual carrying on business under a name other than his own, his business name together with the individual's name shall be printed immediately above its signature; and
- e. if the Proposal is made by a sole proprietor who carries on business in his own name, the proprietor shall print his name immediately below his signature.

3.5.6 Primary Contact Name

Provide the name of a single contact person for all future communications between the Proponent and the RRC. Also provide the name of a secondary contact in the event the primary is not available. These persons will be the sole contacts for the purposes of this RFP.

3.6 Evaluation of Proposals:

3.6.1 Clarification

The RRC reserves the right to seek clarification from any Proponent to assist in the evaluation of its Proposal.

3.6.2 Acceptance or Rejection

Proponents are advised that all of the Instructions to Proponents and conditions of the RFP must be strictly complied with and any non-compliance may invalidate the Proposal in question. The RRC reserves the right to reject any Proposal not adhering to material requirement set out in this RFP.

The RRC may, in its sole discretion, accept or reject for its consideration any and all Proposals that contain minor and inconsequential irregularity, or where practicable to do so, the RRC may, as a condition of acceptance of a Proposal, request a Proponent to correct a minor and inconsequential irregularity with no change in proposed price.

The determination of what is or is not a minor and inconsequential irregularity, the determination of whether to accept, waive, or require correction of an irregularity, and the final determination of the validity, will be at the sole discretion of the RRC.

3.6.3 Method

Once a proposal has been accepted as eligible, the RRC will evaluate it using a Weighted Matrix method. A sample matrix is shown in Figure 1 below. During the draft of the RFP, the RRC will select the evaluation criteria and assign a “weight” to each one. The weight indicates each criterion’s relative importance in determining the successful Bidder. Proposals will be evaluated against each criterion using a scoring scale from 0 to 5, with the resulting score then being multiplied by the assigned weight to give a Result. The Results are summed up to give a Total Score for the evaluation. The RRC will assign scores at its sole discretion.

Item	Criteria	Weight	Score	Result	Criteria Description
1	Pricing	40	4	160	Product value, ongoing costs for maintenance and support, project management & conversion costs, perceived degree of accuracy in pricing for overall project
2	Proposal Content	30	4	120	Quality of technical solution and consulting services.
3	Services & Resources	20	5	100	Quality of proposed project team. Ability to meet milestones and deadlines.
4	Past Experience	10	4.5	45	Quality of work and pertinent experience, past performance and vendor qualifications. Proven success implementing proposed solution at similar sized organizations.
	TOTAL	100	N/A	425	

Figure 1 – Sample Weighted Matrix showing scores and Totals

In this sample, the vendor would have scored four **hundred and twenty five (425) out of a possible total of five hundred (500)**. This Total will be compared against all other submissions, with the Proposal with the highest Total being deemed the Winning Proposal.

The RRC recognizes that “Best Value” is the essential part of purchasing a product and/or service and therefore the RRC may prefer a Proposal with a higher price, if it offers greater value and better serves the RRC’s interests, as determined by the RRC, over a Proposal with a low price. The RRC’s decision shall be final.

The RRC may, at its sole discretion, invite one or more Proponents for an interview or request further clarification to address any questions relating to their Proposal(s). Proponents will be responsible for any costs associated with the preparation for, and attendance at the interview to take place at a specified location in Fort McMurray, Alberta. The RRC may, at its sole discretion, select the format for the interview (i.e. in-person, telephone, video-conference, etc.).

The RRC may, if necessary, re-evaluate and adjust the previously determined scores based on the results of the interview(s).

3.7 *Recapitulation of Proposals*

The RRC reserves the right to internally publish the names of Proponents and any summary cost information deemed appropriate.

3.8 *Proposal Return*

Proposals and accompanying documentation, upon receipt by RRC, will become the property of RRC and shall not be returned to the Proponent.

3.9 *Negotiation and Selection*

By submitting a Proposal, a Proponent accepts that a contract may be negotiated between the RRC and the Proponent whose Proposal is evaluated as the best value. The RRC reserves the right to negotiate with any Proponent, or more than one Proponent. If the parties after having negotiated in good faith are unable to conclude a formal agreement, the RRC and the Proponent will be released without further obligations other than any surviving obligations regarding confidentiality and the RRC may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude an agreement with it, and so on until an agreement is reached.

The RRC may at its discretion 1) negotiate with a Proponent to award a contract for all or a portion of the Work; 2) cancel this RFP and issue a new RFP with a new scope of work; or 3) cancel this RFP in its entirety.

3.10 *Commitment*

Proponents are advised that the RRC makes no commitment under this RFP. Any commitment resulting from this RFP will be made by means of a duly authorized contract.

3.11 *Business License*

The successful Proponent will be required to obtain licenses to operate in the Province of Alberta. To perform work within the Regional Municipality of Wood Buffalo the successful Proponent will be required to obtain a municipal business license. All costs associated with licensing, insurance and all other requirements are to be borne by Proponent.

3.12 *Amendment or Revocation of Proposal*

A Proponent may amend its Proposal prior to the Closing Time by submitting a clear and detailed written notice to the Contact. A Proponent may revoke its Proposal at any time prior to an agreement being entered into with RRC by submitting a clear and detailed written notice to the Contact.

3.13 *Independent Determination*

A Proposal will not be considered by the RRC if it was not arrived at independently without collusion, consultation, communication or agreement as to any matter, such as prices, with any other Proponent.

3.14 *Funding*

The RRC may cancel this RFP or decide not to enter into an agreement pursuant to this RFP if appropriate budget funding approval is not available.

3.15 *Disclaimer of Liability and Indemnity*

By submitting a Proposal, a Proponent agrees:

- 3.15.1** to be responsible for conducting its own due diligence on data and information upon which its Proposal is based;
- 3.15.2** that it has fully satisfied itself as to its rights and the nature extended to the risks it will be assuming;
- 3.15.3** that it has gathered all information necessary to perform all of its obligations under its Proposal;
- 3.15.4** that it is solely responsible for ensuring that it has all information necessary to prepare its Proposal and for independently verifying and informing itself with respect to any terms or conditions that may affect its Proposal;
- 3.15.5** to hold harmless the RRC, its directors, officers, employees, agents, advisors, Regional Municipality of Wood Buffalo and all of their respective successors, from all claims, liability and costs related to all aspects of the RFP process;
- 3.15.6** that it shall not be entitled to claim against the RRC, its directors, officers, employees, insurers, agents, advisors and Regional Municipality of Wood Buffalo on grounds that any information, whether obtained from the RRC or otherwise, regardless of the manner or form in which the information is provided is incorrect or insufficient;
- 3.15.7** that the RRC will not be responsible for any costs, expenses, losses, damages or liability incurred by the Proponent as a result of, or arising out of, preparing, submitting, or disseminating a Proposal, or for any presentations or interviews related to the Proposal, or due to the RRC's acceptance or non-acceptance of a Proposal; and
- 3.15.8** to waive any right to contest in any proceeding, case, action or application, the right of the RRC to negotiate with any Proponent for the Contract whom the RRC deems, in its sole and unfettered discretion, to have submitted the Proposal most beneficial to the RRC and acknowledges that the RRC may negotiate and contract with any Proponent it desires.

3.16 Discretion of RRC

Notwithstanding any other provision of this RFP to the contrary, the provisions in this Article prevail, govern and override all other parts of this RFP. The RRC is not bound to accept any Proposal. At any time prior to execution of the Contract, the RRC may, in its sole and unfettered discretion, or for its own convenience, terminate the procurement process, cancel the Work or proceed with the Work on different terms. All of this may be done with no compensation to the Proponents or any other party.

The RRC reserves the right, in its sole and unfettered discretion, to:

- 3.16.1** utilize any designs, ideas or information contained in any of the Proposals for its sole use and benefit without making payment or otherwise providing consideration or compensation to any Proponent or any other party;
- 3.16.2** negotiate the specific contractual terms and conditions, including but not limited to the fee or price of the Work;
- 3.16.3** waive any formality, informality or technicality in any Proposal, whether of a minor and inconsequential nature, or whether of a substantial or material nature;
- 3.16.4** receive, consider, and/or accept any Proposal, regardless of whether or not it complies (either in a material or non-material manner) with the submission requirements or is the lowest priced proposal, or not accept any Proposal, all without giving reasons;
- 3.16.5** determine whether any Proposal meets the submission requirements of this RFP;
- 3.16.6** negotiate with any and all Proponents, regardless of whether or not the Proponent has a Proposal that does not fully comply, either in a material or non-material way with the submission requirements for the RFP or any requirements contained within this RFP; and
- 3.16.7** transfer any negotiated or executed contractual documents to a related corporation.

3.17 Selection

Selection of the successful Proponent, if any, is at the sole and unfettered discretion of the RRC.

3.18 Disqualification

The failure to comply with any aspect of this RFP (either in a material way or otherwise), shall render the Proponent subject to such actions as may be determined by the RRC, including disqualification from the RFP process, suspension from the RFP process and/or imposition of conditions which must be complied with before the Proponent will have its privilege of submitting a Proposal reinstated.

3.19 Representations and Warranties

- 3.19.1** The RRC makes no representations or warranties other than those expressly contained herein as to the accuracy and/or completeness of the information provided in this RFP.

- 3.19.2** Proponents are hereby required to satisfy themselves as the accuracy and/or completeness of the information provided in this RFP.
- 3.19.3** No implied obligation of any kind by, or on behalf of, the RRC shall arise from anything contained in this RFP, and the express representations and warranties contained in this RFP, and made by the RRC, are and shall be the only representations and warranties that apply.
- 3.19.4** Information referenced in this RFP, or otherwise made available by the RRC or any of its directors, officers, employees, agents or advisors, is provided for the convenience of the Proponent only and none of the RRC, its Directors, employees, agents and advisors warrant the accuracy or completeness of this information. The Proponent is required to immediately bring forth to the RRC any conflict or error that it may find in the RFP. All other data is provided for informational purposes only.

Appendix A – Project Details

Scope of Work

OVERVIEW

The Regional Recreation Corporation of Wood Buffalo (RRC) is inviting Proposals for the supply of a new IP Video Management System (VMS), replacing end-of-life video storage servers, and upgrading video management software on video storage servers that have not yet reached end-of-life. The RRC will be refreshing and modernizing its surveillance technology in order to achieve industry best practices and to gain efficiencies while reducing risks associated with aging and end-of-life equipment.

The purpose of this RFP is to select a vendor to:

- Supply a fully feature Video Management System (“VMS”) that is scalable in order to support future expansion and industry best practices. The successful solution must natively support many existing makes and models of non-proprietary IP HD and non-HD security cameras.
- Provide implementation services for migrating to the new VMS from our current Lenel/Onguard VMS.
- Provide training and knowledge transfer necessary for internal technical staff to operationally support and manage the VMS and storage server infrastructure systems.

The RRC expects that the proposed VMS and any hardware components (i.e. video storage servers) must be commercial-off-the-shelf (“COTS”) solutions. The proposed VMS must not be a software solution that is currently being developed and/or requiring extensive customization to meet the RRC’s requirements. The VMS must be made available to the RRC in the most recent non-beta and fully tested version available at the Closing Time of this RFP. All hardware must be non-proprietary.

Information Technology Architecture and Standards

The RRC maintains a primary data center at the MIP facility with various telecom closets throughout. 10Gbps network fibre backbone interconnects the various buildings with 1Gbps access switches.

The RRC utilizes virtualization where possible and is licensed for enterprise-wide usage of VMware ESXi 6.5. Microsoft Windows Server 2016 R2 is the standard operating system for new server installations, and SQL Server 2017 R2 is the standard enterprise database platform. The standard employee workstation is a PC configured with MS Windows 10 Pro 64 Bit, build 1903/1909. PC configurations include a minimum of Intel Core i5, 3.5GHz, and at least 8 GB of RAM. The standard office automation software suite is Microsoft Office 2016 or higher, and Clients are provided Google Chrome browsers for web application usage.

RRC Site Locations

The RRC’s primary facility and data center is located at Macdonald Island Park (MIP) in Fort McMurray, Alberta, with rural facilities located in Conklin and Anzac Alberta. The RRC uses a distributed architecture to collect and record video. A typical rural location will have between 30 and 40 cameras, with approximately 260 cameras deployed at its main facility Macdonald Island Park.

Each rural facility hosts a single dedicated video storage server. The Macdonald Island Park location hosts seven video storage servers throughout various buildings. Connection from the rural sites to the primary data center at Macdonald Island Park is backhauled by way of a VPN tunnel using the Internet as a backbone. Each rural site is provisioned with a 100Mbs Business Internet Service and a 300Mbs Business Internet Service at MacDonald Island Park.

RRC's Video Surveillance Infrastructure

Currently RRC has the following cameras installed:

Model	Model	Quantity
Axis	M3005	10
Axis	M3014	2
Axis	M3026-3MP	3
Axis	M3046-4MP	8
Axis	P1365-1080P_30	11
Axis	P3224MKII-30	24
Axis	P3225MKII-30	28
Axis	M3058-PLVE	3
Axis	P3717-PLE	13
Axis	Q6000-E MK II	1
Axis	Q6055-E	1
Axis	P3807-PVE	17
Axis	M3105-LVE	8
Axis	P3364	1
Axis	Q6055-E-1080P_30+	1
Panasonic	WV-SC386_HD	3
Panasonic	WV-SF336	1
Panasonic	WV-SF336_HD	8
Panasonic	WV-SF346	1
Panasonic	WV-SF346_HD	36
Panasonic	WV-SW396	7
Samsung	SNx-6084	76
Sony	SNC-DS10	72

D-LINK	DCS-6511	2
D-LINK	DCS-2210	1
Panasonic	WV-SF336	1
Total Cameras		339

Video Storage Server Infrastructure				
LNVR	Capacity	Location	Date of installation	Disposition
LNVR1	30TB	Suncor Leisure Center	2014-11-14	end of life
LNVR2	30TB	Suncor Leisure Center	2014-11-14	end of life
LNVR3	16TB	Anzac - Remote Location	2015-03-14	end of life
LNVR4	20TB	Suncor Leisure Center	2013-11-26	end of life
LNVR5	30TB	Shell Place	2015-03-25	end of life
LNVR6	30TB	Shell Place	2015-03-25	end of life
LNVR7	30TB	Shell Place	2015-03-25	end of life
LNVR8	43.6TB	Suncor Leisure Center	2018-08-15	Prefer to Repurpose
LNVR9	36.3TB	Conklin - Remote Location	2018-10-16	Prefer to Repurpose

Support, Maintenance and Documentation

Describe all support offerings available for the VMS and associated products.

As noted throughout this RFP, RRC's technical staff will perform day-to-day operational, support and maintenance duties. Therefore;

- Confirm that RRC staff will have direct access to the manufacturer's technical support resources.
- Identify tools and resources which will be available to RRC staff (i.e. web sites, email notifications, technical FAQs and knowledge bases, online conferences, etc.)
- Describe the process and workflow for RRC to open a repair ticket with the system's manufacturer of the VMS and also any hardware vendors for the storage servers.
- Provide a list of user associations or public discussion areas relating to vendors' product or service offerings.

Clearly state what manuals would be included as part of the documentation package. The RRC expects the following manuals to be included at a minimum:

- technical documentation;
- administrator manual;
- user manual

Warranty

Provide a description of all manufacturers warranties associated with the proposed system, including all hardware. The warranty period must be for a minimum one (1) year period from “Go Live”.

Warranty must include vendor’s warranty for installation services.

Training

The Vendor will provide training on all systems that are installed as a part of this RFP. Please note, training services are to be provided at no additional cost to the RRC. Training services requirements are as follows:

Prior to the “go live” of the systems, the Vendor will coordinate with the RRC on the training that will be provided. A training schedule will be established by the Vendor and manufacturer in consultation with the RRC. The training shall consist of System Administration and End User Training (Security personnel) and will cover at the very least the following topics:

- The configuration of the VMS as deployed
- The configuration of any cameras as deployed
- Adding users and restricting access levels
- Additional features of the system (that may have not been implemented)
- Basic and advanced search techniques
- Video archiving and retrieval
- Download and record archived video
- Storage system maintenance
- Day-to-day maintenance of the system
- Adding additional cameras/devices to the system
- System and camera software/firmware upgrades
- Remote viewing (view only mode) functions
- Management system operation and reporting
- Remote viewing functions (view only mode)
- Retrieval of archived video (if allowed by the user’s privilege)
- Setting and changing user preferences

The vendor and/or the manufacturer shall provide a minimum of sixteen (16) hours of instruction and training. The training shall be provided onsite and shall include day-to-day operation of the system and its maintenance. The instruction shall be broken down into two (8) hour blocks of time.

The Vendor shall work with the RCC to develop an outline of training topics similar to the outline above. This outline must be approved by the RCC prior to the start of any training sessions. All onsite training will be coordinated with the Director of Information Technology and training shall take place at Macdonald Island Park prior to the go-live date.

VMS REQUIREMENTS – GENERAL OVERVIEW

For the proposed system, it is the responsibility of the vendor to ensure that all current cameras will work with the proposed VMS solution.

The Video Monitoring/Management System (VMS) shall provide a system that allows the RRC to view images from the cameras and manage the cameras from a single interface/application across the data network.

Archive / Stored Video Search

The system will provide the ability to search video events such as motion detection events, date/time stamp, etc. The system must also be capable of performing searches on multiple cameras based on given criteria. The Vendor will clearly state in detail the system archived video search capabilities.

Matrix View Support

The system shall have the capability for viewers to view images from multiple cameras simultaneously. The matrix layout shall, at a minimum, support 1, 2, 4, 8, and 16 simultaneous camera views. Users shall have the option to customize and save screen layouts for simple selection of cameras of interest. This feature must be available to “viewing mode only” clients also via an Internet browser.

Simultaneous Viewer Clients

The system shall support simultaneous camera(s) viewing by a minimum of **eight (8)** clients via a client software or a compatible HTTP interface/browser such as Microsoft Edge, Chrome, Firefox, and Safari. The viewing only capability will not provide for any administrative type functions.

Simultaneous System Administrative Clients

The system shall support simultaneous administrative access by a minimum of **four (4)** clients via a client software or a compatible HTTP interface/browser such as Microsoft Edge, Chrome, Firefox, and Safari. Administrative access functionality will be restricted to the class of service defined for that user. If tablet-based apps (IOS, Android or Windows) are available, the apps will be made available at no additional cost to the RRC.

Remote Viewing

The VMS must provide the ability to view live video transmissions and archived videos across the Internet. Remote viewing on the LAN and WAN via an Internet browser is a requirement. The Vendor must clearly state the required network/firewall rules and the bandwidth requirements per remote WAN session that the RRC must provision for system access via the Internet.

Administrative access functionality will be restricted to the class of service defined for that user. If tablet based apps (IOS, Android or Windows) are available, the apps will be made available at no additional cost to the RRC.

View & Download Archived Video

Users authorized for live or archived image viewing only will **NOT** have the capability to download archived video. Users with privileges to view archived video shall not automatically have the capability to download archived video unless the user has specific privileges to do so.

Video Export Functionality

The system will provide the functionality to export archived video in a tamper proof manner. Exported video must support **H.264** or **MJPEG** standards. Only system authorized accounts will have the ability to export video footage and if possible from a defined workstation or server only. If licensing is required to view the recorded video, the Vendor will provide the appropriate number of licenses equivalent to the simultaneous viewing only and administrative users count. If the system can export to other video formats, please specify.

Alarm Monitoring and Logging

The system shall provide real-time alarm monitoring that provide real-time text viewing of events such as motion detection, camera connectivity, recording server status, and other related system wide events. The system will provide the ability to click on an event that should be hyperlinked to that instance or device. All events are to be logged and users shall have the capability to perform simple and advanced searches based on events in the log.

Administration HTTP/HTTPS Interface

All administrative features and functions described shall be accessible via an intuitive Graphical User Interface (GUI) via client software and/or a secure (https) internet browser.

Expansion Capabilities

The VMS hardware (servers and storage) shall be configured at a minimum to support all existing cameras. It is desirable that the storage system be capable of expansion by adding additional internal or external disk drives and/or disk shelves.

Please explain the storage expansion capabilities.

Time Lapse & Motion Detection Recording

During inactive periods in the RRC buildings (off hours), when there are no changes to the image/frame, the system will cease recording until a change in image has been noticed (i.e. motion detection). The system will have the intelligence to automatically start recording images from a camera once a change in frame has been noticed. It is desired that the motion detection sensitivity be adjustable. Please state if camera based motion detection is supported.

It is also desired that the system support time-lapse recording (i.e. system record periodically rather than continuously). The time-lapse interval must be configurable. Other techniques to conserve on disk space and bandwidth should be stated. Please explain how this requirement is achieved.

Schedule/Event Recording & Playback

The system must allow for the definition of a schedule for recording based on time and/or an event. The system will allow for the playback of archived video based on time, data, camera, or event type.

Recording Frame Rate & Resolution

It is desirable that the system allows the capability to configure the recording of the frame rate and resolutions of the video images received from the camera (i.e., the live video streaming frame rate and resolution may be different from the actual recorded video). This must be configurable on an individual camera basis.

All recordings should be configured to record at 24 FPS at HD (1080p) resolution.

Recording Capabilities

Recording capabilities must include the following:

- Picture recording for the included cameras shall be capable of recording up to the maximum resolution of the camera.
- The recording provides a date and time stamp option
- Capable of providing video data in a manner consistent with the handling and conveyance of video forensic evidence (tamper proof)
- Real-time playback without interrupting recording
- Adjustable frame rate and resolution recording camera by camera
- Allows authorized users to capture still pictures in multiple formats
- Allows authorized users to record live streaming video or download archived video in an industry recognized format

Video Retention and Archiving

The system must have the capability to automatically rotate out old stored video when needed, utilizing a FIFO queuing method. The archiving period must be user definable. The RRC requires that **60 days** of video footage be maintained.

VMS Server and Storage System(s)

The proposed system must be a turnkey solution where all necessary equipment is provided to ensure the functionality of the VMS. The necessary server(s) hardware required to perform daily activities should be included.

System Redundancy

Redundancy shall be incorporated in all server and storage hardware. At a minimum the server should have redundant power supply units and network interface cards. It is required that the server software (operating system and application) drives shall be either mirrored or configured in a RAID-5 for redundancy.

Server and Storage System Expansion / Growth

The specifications for servers and storage units will be required to accommodate all existing cameras.

In addition to the camera counts provided, the server and storage specifications must be sized to accommodate an additional **10% growth in camera count** (i.e., if the proposed solution is sized for 400 cameras and spans across 6 servers, the provided server hardware must have the capacity (CPU and RAM) to accommodate a total of 440 cameras (400 x 1.10)).

Similarly, the storage system must have additional capacity included to support the identified growth percentage (e.g., if the storage is sized for 400 cameras to archive **60 days** of archived video calculates to 48TB, the proposed storage system must include 52.8TB (48 x 1.10) of useable space for video footage).

As the future needs of the video surveillance system increases, solutions that allow the increase of system capacity without any loss of investments will be preferred (i.e., a modular server/storage system to which additional capacities can be added at a later date).

IMPLEMENTATION and INSTALLATION

It is the intent of the RRC to start the deployment of the equipment and installation services requested in the RFP during Q4 2019 and continue through Q1 2020.

Project Plan

The Vendor shall provide a full installation schedule showing the workflow using a graphical representation (i.e., Gantt chart, MS Project, etc.).

VMS Installation

The Vendor shall meet with the RRC implementation team prior to installation of the system to discuss all aspects and capabilities of the VMS system. The Vendor will present to the RRC all configuration options and get their input, and let the RRC choose how the system is to be used and configured. The Vendor will provide input as necessary. Based on these discussions, the Vendor will define an implementation plan that outlines the configuration of the system and deployment of hardware.

An implementation plan for the video security system must be developed by the Vendor. The implementation plan shall describe the detailed configuration of the network that is required. All plans must be presented to the RRC implementation team in written format. Under no circumstances shall a plan be either finalized or implemented without the signed approval of the Director of IT. Based on this document, the installation personnel shall configure the system.

The implementation plan for the network shall consist at minimum of the following documents:

- Video Network Design Summary (physical and logical network connectivity)
- VLAN and QoS Requirements of the Data Network if applicable
- Document the camera Configuration Parameters (resolution, frame rate, etc.)
- VMS Configuration Parameters (recording, storage, archiving, etc.)
- Storage System Configuration Parameters
- Physical and Logical Designs (Ethernet PoE and non-PoE ports required, Camera/VMS IP addressing requirements)

User Setup - All equipment (camera and VMS) requiring users to logon using a password shall be configured with user/site-specific passwords. No system/product default passwords shall be allowed.

Server & Storage Hardware Installation

The provided systems will be racked in a RRC provided racks. The vendor will be responsible for the turnkey operations of the servers and storage systems provided, including the installation and configuration of any server and Client operating system.

Network Configuration

The Vendor will NOT be responsible for making changes to the current data network. However, the Vendor will clearly identify in its proposal the physical and logical requirements of the RRC data network.

Latest Firmware/Software

It's expected that the latest released hardware and software revisions/versions will be provided and installed at the time of delivery. In the event a newer software or hardware revision/version is released after a portion of the proposed system has been installed, but before the go-live date, the Vendor shall upgrade all hardware and software at all locations to the latest version.

Device Connectivity

The Vendor will be responsible for providing connectivity between the equipment (VMS, Storage servers, etc.) and the network switches. All installed cabling will be neatly dressed and routed through the cable management system if available.

Functional and Technical Requirements

To assist the Evaluation Committee, a VMS requirements and capabilities table has been included, which provides Vendors a general list of features that either should or must be included in their Proposal.

The Vendor must submit a completed requirements table with their Proposal; failure to comply will result in rejection of the Proposal.

Throughout the Table, each requirement is labeled with an identifier:

[M] Mandatory - the Vendor must confirm its ability to fully satisfy these mandatory requirements by marking "Yes" or the Proposal will be rejected from further evaluation. By marking "Yes" to a mandatory requirement, the Vendor is confirming that the mandatory requirement is part of the base system offered, and is available at the time of submission (i.e. not a future system update). Mandatory requirements that are either marked "No" or left blank will result in the entire Proposal being disqualified as non-compliant.

[R] Rated - The proposed solution should contain these features. The Vendor's response will be evaluated and rated based on its response to these requirements. Should a feature not be part of the proposed system or not be available at the time of submission, or will require development to meet the requirement, the Vendor must clearly identify this.

Vendors are strongly encouraged to submit additional information in support of their responses by either providing the full response within the Vendor's Response column or by submitting their response within an appendix attached to their proposal submission.

The more detailed the response provided by the Vendor, the more chance there is of obtaining full marks.

VMS REQUIREMENTS and CAPABILITIES

	Requirements	(M)andatory or (R)ated	Vendor's Response (Yes, or No), and Comments
1	VMS Server software must be compatible with Microsoft Windows 2016 or higher and MS SQL Server 2016 or higher.	M	
2	Client software must be Windows 10 compatible.	M	
3	The VMS must support ONVIF standards. Please list all "profile" standards supported.	M	
4	The system must be compatible with the most recent versions of the following browsers: Chrome, Firefox, Microsoft Edge, Safari Describe any current limitations in functionality of the various web browsers listed.	M	
5	The VMS must support the following compression formats: H.264, H.265, MPEG-4	M	
6	The VMS must be capable of all of the following: <ul style="list-style-type: none"> • live event monitoring; • video monitoring; • playback of archived video; • central administration of all NVR storage appliances; • custom reporting 	M	
7	The System must be compatible and integrate with Microsoft Active Directory services for system user account management.	M	
8	The system must also be capable of RBAC (Role based access control) which would be used for granting user access to certain features of the system. Explain how this security control works.	M	
9	The VMS must be capable of integrating alarm notifications with maps to provide location of an event.	M	

	Please explain how this requirement would be accomplished.		
10	The VMS must support event driven SMTP messaging. Event types must include loss of camera image, motion in partitioned areas of an image, system warnings and failures. Please explain the system's capability to meet this requirement.	M	
11	The system must be capable of logging details on user activities, such as video exports. Please explain the system's capability to meet this requirement.	M	
12	The system must be capable to make bulk changes to operational IP cameras such as firmware upgrades, template changes, name changes, etc.	M	
13	The system must be capable of searching and viewing cameras based on location or other preassigned criteria.	M	
14	The system must support all major camera vendors that adhere to Open Network Video Interface Forum (ONVIF) specifications.	M	
15	A subset of existing cameras will likely remain in operation for 1 to 3 years. Therefore, the proposed VMS must fully support existing camera models as per the attached camera schedule. Or provide a solution, plan and costs for replacing those cameras not supported.	M	
16	The system should automatically back up all system databases containing camera and other device configuration details. Integration with Veeam backup software would be preferred.	M	
17	The system must be capable of automatically discovering IP cameras when cameras are added to the network.	M	

18	The VMS must be capable of connecting to a network time server (NTP) and provide time to connected devices (i.e. IP Cameras, VMS servers, video storage servers, etc.) so that all video components are time synchronized.	M	
19	It's preferred that the VMS provide full camera viewing functionality via web browsers (MS Edge, Chrome and Firefox), however a Windows based client is also acceptable.	M	
20	If Browser plugins are required to view system video streams or manage the system, these must be listed.	M	
21	The system must include IOS/Android/Windows-based tablets and mobile phones.	M	
22	The VMS must be deployable on industry-standard (nonproprietary) server hardware.	M	
23	The system must be capable of video instant playback including the ability to play back an event recording on a live video feed. Event driven video capture with pre and post event recording must be supported.	M	
24	The VMS must be able to integrate with Lenel/Onguard V7.x access control system so that door control, events and acknowledgments can be performed within the VMS user interface. If this is an add on module, please quote separately.	M	
25	The ability to integrate with external analysis systems for facial recognition. Please list which systems are supported and compatible with the proposed VMS solution.	M	
26	The VMS must be able to integrate with 3rd party alerting systems such as Nagios or Solar Winds, via SNMP traps, in order to report/monitor the health of VMS software, integrations and managed devices such as cameras. Please list which systems are compatible with the proposed VMS.	R	

27	The VMS must be able to display dynamic graphical maps and floor plans. The ability to initiate events and view camera feeds directly from graphical maps.	R	
28	The VMS must be able to automatically overwrite on existing media after the configured retention period has been reached.	M	
29	The VMS must provide comprehensive dashboards that can be customized, as well as to provide a visual representation of alarm events and other logs that provide details pertaining to user activity and system health.	M	
30	The VMS must be capable of searching video by camera type, or by date, time and location.	M	
31	The VMS must provide an SDK to leverage relevant APIs to create custom workflows or integrate with third-party software.	R	
32	The VMS must be capable of capturing and exporting still image and video in real-time and save it in standard, non-proprietary media format such as JPEG and .AVI.	M	
33	The VMS must be capable of video sequencing using multiple cameras video feeds as an aid to object tracking and for ease of viewing. Please explain the capability of this feature.	M	
34	The system must provide a single pane of glass management capability to monitor and manage cameras and storage.	M	
35	The system should support the ability to control viewing using joystick and keyboards.	M	
36	Operations - The client software must provide a web interface and support record, replay, drag and drop, saving video, and exporting capabilities	M	
37	PTZ camera operations - The ability to zoom and pan the video feed from a PTZ camera using joystick, keyboards and mouse.	M	

38	<p>The system should provide multiple recording modes, such as:</p> <ul style="list-style-type: none"> • continuous; • on motion; • manual; • disabled; and • recurrence patterns based on time, time coverage for daytime and night time. <p>List and describe all recording modes available with the proposed system.</p>	M	
39	Describe how the system allows for recording and viewing simultaneously.	M	
40	<p>The VMS must be able to conceal parts of an image from live and archived view for all recorded video data when required in the case of personal privacy protection. Masking must be accomplished within the VMS as a configurable opaque layer and not defined from an IP Camera, allowing RRC to remove the mask.</p>	M	
41	<p>Describe the process of adding Static Privacy Masking to a live and archived view.</p> <p>Vendors are encouraged to include screenshots to better demonstrate the process.</p>	M	
42	Explain how the VMS handles the recall of data from duplicate hours due to daylight savings time.	M	
43	The system must provide a free viewer and player, which must be compatible with MS Windows 10 Operating Systems.	M	
44	The system must be able to playback multiple synchronized camera and audio files from an exported archive.	M	
45	<p>Explain the system's process of synchronized playback.</p> <p>Vendors are encouraged to include screenshots to better demonstrate the process.</p>	M	

46	Provide a written description with visuals of the system's advanced playback controls.	M	
47	Describe the system's capability to support cloud-based storage, internal storage and/or hybrid storage. Please describe how the system may leverage cloud-based storage to archive recordings.	M	
48	Provide any architecture specifications and topology diagrams for the system's cloud-based storage options if available.	R	
49	If system provides for cloud storage, please describe any and all security safeguards to ensure confidentiality, integrity and availability of the recordings.	R	
50	Describe how the system assigns viewing restrictions and permissions to users, groups and individual workstations.	M	
51	Describe how the system could, either natively or through a third-party application, match faces of individuals in camera view with people registered in a database, and then send an alert to system users or groups. Provide a list of natively or third-party facial recognition applications supported by the system. Please describe the facial matching and search function for each analytic system. Describe the alerts that can be sent and any settings.	M	
52	Describe how the system could, either natively or through a third-party application, count people. Clearly specify if the People Counting analytic(s) is native or third- party.	M	

53	Describe how the system could, either natively or through a third-party application, warn of abandoned articles or objects left in an area for a determined amount of time. Clearly specify if this analytic(s) is native or third-party.	M	
54	Describe if and how the system supports loitering detection. Clearly specify if the Loitering Detection analytic(s) would be accomplished natively or through a third-party application.	R	
55	The system should be capable to search for objects based on characteristics, including but not limited to size, direction, color, and shape. Please describe search functions that the system is capable of, and whether they would be accomplished natively or through third-party application(s).	M	
56	Provide details on any other video analytics and functionality, not mentioned above, that the system offers. Clearly specify if they are part of the base system or optional.	R	
57	Provide details on the Camera Connection Licensing structure, which should include but not be limited to, the licensing model (i.e. per camera, etc.).	M	
58	Provide details on the User/Operator Licensing structure, which should include but not be limited to, how the licensing is charged (i.e. per operator, concurrent, etc.)	M	
59	Provide details on the Monitoring Only Licensing structure if applicable, which should include but not be limited to, how the licensing is charged (i.e. per operator, concurrent, etc.)	M	

60	Provide details on the Administrator Licensing structure if applicable, which should include but not be limited to, how the licensing is charged	M	
61	Provide details on the Mobile (Smartphone or Tablet) Platform Licensing structure if applicable, which should include but not be limited to, how the licensing is charged	R	
62	Provide details on any other licensing structures (not noted above), which are specific to the proposed system.	R	
63	The system should support auditing of various activities. Describe the auditing features/events available.	M	

If selected as the successful Proponent, the Proponent, at its own expense, must provide a certificate of insurance on which the Regional Recreation Corporation of Wood Buffalo and Regional Municipality of Wood Buffalo are named as an additional insured, and must maintain, with Insurers allowed by the laws of the Province of Alberta to issue insurance policies in Alberta the following insurance policies:

Workers Compensation Insurance – The firm or individual shall procure and maintain during the life of the Agreement, workers compensation insurance, including employer’s contingent liability coverage, in accordance with all applicable statutes.

Commercial General Liability Insurance – The firm or individual shall procure and maintain for the life of the Agreement commercial general liability insurance, including Contractual liability coverage, against claims for personal injury, bodily injury and property damage on an “occurrence basis” with coverage in the amount of five million dollars (\$5,000,000) per occurrence combined single limit.

Motor Vehicle Liability – The firm or individual shall procure and maintain during the life of the Agreement motor vehicle liability insurance with limits of the liability not less than two million dollars (\$2,000,000) per occurrence. Coverage shall include all owner, non-owned and hired vehicles.

Professional Liability - The firm or individual shall procure and maintain during the life of an Agreement professional liability insurance coverage in the amount of two million dollars (\$2,000,000) for each claim.

The said insurance policy is to include provision for the insurers to endeavour to provide the RRC with thirty (30) days written notice prior to cancellation.

Proponent shall furnish documentary evidence satisfactory to the RRC of such policies and of the renewal or continuance of such insurances prior to thirty (30) business days of any expiry date or dates thereof.

Proponent, and not the RRC, shall be responsible for any deductible that may apply in any of the said insurance policies.

Appendix B – Acknowledgement Form

Company / Proponent Name: _____

Address: _____

City: _____ Prov: _____ Postal Code: _____

Telephone: _____ Fax: _____

Website: _____ GST#: _____

Primary Contact: _____ Office: _____

Email: _____ Mobile: _____

Alternate Contact: _____ Office: _____

Email: _____ Mobile: _____

By signature below, the Proponent hereby acknowledges that 1) its understands and agrees with the RFP process described in this document, and 2) it has thoroughly reviewed the information contained in this RFP and has complied with the documents making up this Proposal, including all drawings and specifications as may be listed in the Index, and any amendments or addenda thereto:

Print Name

Title

Signature

Date

(Detach this page and return with your Proposal)