



Housing Authority of the City of Pittsburgh

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July 15, 2020

Fire and Security Alarm Monitoring Authority Wide REBID IFB #300-17-20-REBID

ADDENDUM NO.1

This addendum issued July 15, 2020 becomes in its entirety a part of the Invitation for Bids IFB #300-17-20-REBID as is fully set forth herein:

Item 1: Q: The Bid Specification references numerous service, response and reporting requirements that the alarm monitoring company will be expected to uphold over the length of the initial and extended contracts. These requirements are specifically stated on pages 37 and 38. Additionally, the requirements, certifications, disclosures and request for references appear to indicate that HACP is seeking to engage with an alarm monitoring company that owns and operates its own UL Listed monitoring stations and does not utilize a third party vendor(s) to provide monitoring services and support. Is that accurate?

- a. If not – who will be considered the responsible party to executing the required documents, certifications, disclosures, audits, etc.? The bidder or the third party monitoring vendor?

A: Yes it is accurate.

Item 2: Q: Please provide clarification on the language used in the Security: section listed on page 37 regarding the monitoring company's responsibility for redundancy and the use of UPS devices.

- *"There is no penalty for systems being taken offline due to downsizing. The monitoring company "is" responsible for its own redundancy in case of power and/or data loss. Company shall provide ability to "backup" unprocessed signals and transmit them even if said power and/or data is compromised. Uninterrupted Power Supplies*

All Hi-Rises have generators which direct emergency power to the Fire systems. Walk-ups do not. However, all fire systems and external dialers have long term battery "back-ups" in case of power loss."

- a. Is this a requirement for redundancy for the monitoring company's central stations, a secondary communications path with battery/emergency back-up power or any equipment installed and utilized at the HACP properties?
- b. The language highlighted above in blue indicates that there is emergency power and battery back-up devices installed and utilized at the HACP properties. What if the responsibility of the monitoring company in regards to these systems and devices, if any?

A: (a) Yes. (b) No, you are not responsible for HACP property.

Item 3: Q: Please provide clarification on the language used in the Fire: section listed on page 38 regarding the programming and monitoring of multiple zones.

“Program multiple zones within one account. This means one account may have up to 30 buildings, each having a unique zone associated with that building. Some buildings have multiple street addresses so the zone must correlate to that building’s address. Contractor must have the capacity to convey accurate addresses to 911 for the Fire Department Dispatch Calls. Point-to-Point dialing.”

- a. Does this mean that there is one Fire Alarm panel that monitors smoke, flow and fire detection devices across multiple/separate and distinct buildings? Or does one Fire Alarm panel have multiple zones and devices to monitor separate areas or parcels within a large structure, like a Hi-Rises, townhomes, condominiums or other multi-tenant/multi-family structures?

A: It’s a network. Each building has its own fire alarm panel and communicates to each other but only one (1) building will call the fire department.

Item 4: Q: What is meant by ‘Point – to – Point dialing’ also stated in item 7 referenced above?

A: From the point when the fire alarm goes off to the point where the fire department is notified in their trucks by a laptop where the fire is located. This is a very detailed report that includes building, address, and apartment #and type of alarm going off.

Item 5: Q: During the Pre-Bid conference call it was stated that a listing of the security and fire panels and equipment could be provided for each building. Can we get a copy of that information sent via email in an Excel format?

- a. If possible, please include the following information for each security and fire panel/account:
 - i. Panel type – Fire, Intrusion, combination Fire & Intrusion
 - ii. Manufacturer and model number
 - iii. Zone list and device count for each panel/account
 - iv. Communication format
 - v. Primary and secondary (backup) communications path
1. Include the carrier if the awarded Monitoring Company will be responsible for payment and/or coordination of services with the existing carrier
2. Dialer type, manufacturer and model – specifically if the dialer is an external unit
3. If cellular dialers are utilized either for Primary or Secondary (Back-up) communications, what is the required test signal interval?

A: #5 Once the contract is awarded we will submit information, including Panel Type, Communication format, zone list with device count, primary and secondary communication paths. #5(1) we will provide the present carrier information to the new carrier (if awarded the contract) any billing issue if it arises and communication between new and old carriers as needed. Item #5 (2) External dialers are: (Fire Only) DSC Maxsys PC4020 (POTS) and Telguard Cellular TG-7F (Fire) and T-4 for (security.) #5(a)(3) See the attachment which is the Addendum 1 added to the 2015 contract.

Item 6: Q: In both the Security and Fire sections the ability for the Monitoring Company to respond within two minutes to HACP requests to place an account/panel into.

A: Yes, Respond within 2 minutes.

Item 7: Q: Please clarify the requirements for invoicing stated on Page 22, in the Compensation section. Does HACP require hourly itemization for Monitoring Services by account/panel?

A: Monthly charges broken down for each account.

Item 8: Q: Fire Panel System – 53 Accounts

1. Can the PHA please list the following (broken down by building) as it relates to the Fire Alarm Panels

- a. Building Name / location
- b. Fire Panel Manufacturer (Simplex, DSC, GE/Edwards, etc.)
- c. Conventional or IP based
- d. Is there a Cellular communicator in use now? If so, please advise the make and model of the communicator
- e. If there are POTS Lines (Phone lines), does the Authority want to convert to cell communicator or stay with POTS lines?

A: Once the contract is awarded vendor will be provided all of the above mentioned information. Item (d) we use a combination of POTS lines and cellular.

Item 9: Q: When you state accounts in the RFP, do you mean total buildings or 53 separate panels to be monitored?

A: 53 separate panels to be monitored.

Item 10: Q: Security System – 40 Accounts

1. Can the PHA please list the following (broken down by building) as it relates to the security Alarm Panels

- a. Building Name / location
- b. security alarm Panel Manufacturer (Honeywell, etc.)
- c. Is there a Cellular communicator in use now? If so, please advise the make and model of the communicator
- d. If there are POTS Lines (Phone lines) does the Authority want to convert to cell communicator

A: Same answer as #8 of this Addendum. Item (d) we use a combination of POTS lines and cellular.

Item 11: Q: In Exhibit A – Scope of Work, under security, the IFB states that the vendor provides “ Ability to set up accounts in one day.” Is this accurate in the sense that the Housing Authority requires all 40 security panels all be turned over to the new provider in one day? (a) We want to clarify that this quick turn around is needed versus the Fire panels having a transition time of two months. (b) Does the security panels also have a two-month transition plan as well?

A: (a) No not one day but within a reasonable amount of time 2 to 3 days. (b)Yes the security panels also have a two-month transition plan as well.

Item 12: Q: The IFB requirement called for the vendor certifies that we contact and provide proof of attempt for (10) MBE entities and (10) WBE entities. Our question is, since no labor is going to be part of this IFB process and it is signal monitoring only, is the vendor still required to contact these entities and offer proof of contact and participation.

A: Yes.

Item 13: The proposal due date time, and location remain unchanged at July 21, 2020 at 11:00 AM, at the HACP Procurement Dept., 100 Ross St. 2nd Floor, Suite 200, Pittsburgh, PA 15219.

END OF ADDENDUM NO. 1

Kim Detrick

Kim Detrick (Jul 15, 2020 11:15 EDT)

Mr. Kim Detrick
Procurement Director/Chief Contracting Officer

Jul 15, 2020

Date