

## Cascades East Transit

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# COIC

## RFP CET 23-03: Video Surveillance System for CET Fleet Addendum 3: Responses to Vendor Submitted Questions

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**Date:** May 8, 2023

### Notice

The deadline for questions/Requests For Information from vendors has been extended to **Thursday, May 11, 2023, at 4pm PDT** to allow time to consider the responses in this addendum.

COIC's deadline to provide responses to all submitted questions is extended to May 16. The deadline for vendors to submit complete proposals remains May 19, 2023.

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Questions were submitted to the Central Oregon Intergovernmental Council (COIC) / Cascades East Transit (CET) from several vendors following the pre-proposal conference held on April 18, 2023. Official notes addressing questions raised at the conference are available in Addendum 1 to the present RFP on the COIC website.

Answers to vendor questions that were submitted by May 5, 2023, are included in this single Addendum 3 to the present RFP. Questions are presented verbatim as they were submitted with minor formatting adjustments and organized by the most relevant section of the RFP text. Multiple questions may receive a single answer where appropriate.

Where the RFP is quoted for reference in part, these are quotes supplied by vendors in asking their question and the truncation of the RFP item in such quotes are provided here for reference only and do not constitute a change in the requirement.

This document is searchable and uses PDF bookmarks for navigation.

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### 1.17

**Question:** In Section 1.17 the RFP refers to project funding, what is the amount of funding coming from the FTA and how much from CET\COIC?

**Question:** What is the estimated budget for this project?

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**Answer:** It is not COIC policy to release project budgets during an open procurement. COIC / CET are in part a grant funded government organization and as such budget availability may be subject to change (increase or decrease).

### 1.24

**Question:** In Section 1.24 regarding the non-mandatory pre-proposal conference would CET\COIC publish a list of questions and answers and the attendees list?

**Answer:** Yes. This is published as Addendum 1 with supplemental vehicle information in Addendum 2, posted to the COIC website.

### 1.27

**Question:** June 15th is the "Expected contract date" when do you anticipate installations starting or equipment arriving?

**Answer:** The schedule outlined at the top of the RFP relates only to the procurement process. The "expected contract start date" of June 15th refers to the beginning of the project proper, which may start with site surveys and design review as specified in 4.9.K. CET would optimally prefer that hardware installations on vehicles occur through late Summer to Fall and be complete before November.

### 1.29

It is the responsibility of the Proposer to review the RFP documents carefully to determine the applicability and cost for any Local, City, County, State, Franchise or Income taxes, tariffs, fees, business licenses and special taxes, or licenses that will need to be paid and/or purchased by the successful bidder/proposer as part of the performance of this contract or option of this contract. The Offeror is responsible for ascertaining and paying the taxes when due. The total proposed price shall include compensation for all taxes the Offeror is required to pay by laws in effect on the Proposal Due Date.

**Question:** Could COIC confirm if this is a requirement or option?

**Answer:** This is a requirement.

**Question:** In Section 1.29, would CET\COIC please confirm the state and city tax percentages?

**Answer:** COIC cannot confirm the rates of each applicable tax or fee at this time. For the record, Oregon does not have a standard statewide sales tax, though other taxes, fees, or regulatory costs may apply.

### 4.1.C

**Question:** Can CET provide access point make, model and configuration? (802.11ac, 2.4Ghz or 5.8GHz, etc.)

**Answer:** This is not available. COIC has stated elsewhere in this procurement that its facility networks are separately scheduled to receive upgrades and that vendors should make minimum or recommended requirements available to CET. Network upgrades are expected to be completed concurrently with the project plan for this procurement and may be available by the time video surveillance systems are ready for use.

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If a vendor provides clear details on the proposed system's network requirements for optimal performance, COIC may modify their planned network upgrades to accommodate any such needs or purchase components through the present RFP.

Vendors may include networking equipment in their core proposal, offer it as optional components, or simply provide minimum recommended specifications for optimal performance.

**Question:** Can CET provide a heat map depicting coverage of the currently installed access points so it can be determined if additional access points are required.

**Answer:** This is not available. If a vendor provides clear details on the proposed system's optimal range, COIC may modify their planned network upgrades to accommodate any need for additional access points.

Vendors may include networking equipment in their core proposal, offer it as optional components, or simply provide minimum recommended specifications for optimal performance.

### 4.2.H

Hardware components should be modular and/or replaceable by CET maintenance technicians to the greatest extent possible. This should allow, for example, a malfunctioning camera or network adapter to be replaced quickly to avoid prolonged service interruptions while malfunctioning components are diagnosed or repaired away from its duty location.

**Question:** Will COIC maintenance technicians be looking after minimal camera replacements as example? Or as part of the maintenance to have a callout service?

**Answer:** CET strongly desires a system to be capable of being maintained independently by CET staff to the greatest extent possible. This includes simple fixes like swapping parts, such as replacing a camera, without having to engage in extensive troubleshooting, significant system reconfiguration, or custom programming. It is desired that the awarded vendor will offer some form of ongoing support toward these efforts after installation and deliver such as online or phone support, remote adjustments of system settings, or on-site technician support. On-site support should be a last resort reserved for the most difficult issues. Vendors should clearly describe the range of their support offerings as a part of their proposal including optional or add-on services or tiers of support.

### 4.2.J

**Question:** Should battery back-up be part of our base quotation or added as optional?

**Answer:** Battery back-up may be listed as an optional component. It should be noted that Section 4.3.Q requires a battery to preserve clock time through any power interruptions, however, this may be different from the type of battery that provides uninterrupted power to the entire DVR and video system.

**Question:** If yes, what is the minimum battery backup required (e.g. Super Cap [2 min], Battery Backup [15 min], etc.).

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**Answer:** Any back-up battery for the DVR should at minimum provide sufficient power to save video recording in progress to prevent data loss and safely power down the system. A battery that allows continued operation through an interruption may be preferred insofar as it is economical.

### 4.2.M

**Question:** Is it acceptable to have flagged video write protected for a set number of days instead of being write protected until the flag is removed?

**Answer:** Yes, it is acceptable to write protect flagged event video by a method of a set number of days so long as there is also a means to protect/preserve certain videos indefinitely (e.g., a manually applied “do not delete” flag in addition to the “event” flag or simply a separate storage folder). Indefinite retention policy may involve downloading the video and associated information to a local workstation or server, but vendors should describe how such indefinite retention may be possible within the provided client (where search functions, for example, are available across the entire CET video archive).

### 4.3.B

CET desires a DVR for each vehicle that is capable of storing video, audio, and metadata onboard from a minimum of 240 hours of regular operations inclusive of all input devices connected to the DVR. Up to 60 days onboard retention preferred.

**Question:** Will CET kindly advise the operating hours per day (and # of days per week) for each fleet type:

- Low-floor transit bus model configuration
- Mid-size cutaway model configuration
- Small Van

**Question:** How long does each bus type operate per day in hours?

**Answer:** CET’s fleet typically operates 11 hours per day (7am-6pm), six days per week (Monday through Saturday). Certain vehicles may be subject to different schedules or hours, but this figure may be used for estimating purposes in the present RFP.

**Question:** Please confirm the minimum of 240 hours of retention is the minimum requirement.

**Answer:** Yes. Per 4.3.B, CET requires a minimum of 240 hours retention from each video source on each vehicle at the video quality specifications stated in Section 4 of the RFP. Quality settings may be adjusted for optimal performance by CET in cooperation with the awarded vendor.

### 4.3.C

**Question:** 4.3.C in the RFP States “Recording to the DVR shall be a minimum 15 frames per second (fps), in color, and at least 1080p resolution per camera from three or more cameras”. However, 4.3.D states “Configurations may include cameras recording at a quality deviating from the minimum standard of 4.3.C above only if at least two cameras in the configuration meet or exceed the standard. During the Zoom call, it was asked if this was required for all cameras within each system and we believe the answer may have been “yes”. Please confirm which requirement is correct.

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**Answer:** CET understands that a trade-off between quality and cost may be necessary and created the provision in 4.3.D to allow some variance while preserving a degree of quality. CET prefers the best quality available under the reasonable constraints of cost and data storage and transfer.

The standards of 4.3.C or better are CET's desired target specifications for all items in the proposed system. Vendors proposing different under 4.3.D are encouraged to provide a compelling rationale for the components proposed. Additionally, vendors may propose items meeting the standard of 4.3.C as their base proposal and items taking advantage of 4.3.D as optional components. CET's Evaluation Committee may score proposals based on items in either the base proposal or optional components best meeting CET's needs in their judgement.

It should also be noted that the standards of 4.3.C define a minimum *capability* for the system. Actual settings (such as a lower framerate) may be adjusted later by CET for optimal operational performance.

### 4.3.G

**Question:** Section 4.3.G. states, "DVR internal storage redundancy is preferred." Does CET require the SD card to be included in the standard pricing or should it be listed as an option?

**Answer:** Redundant storage may be included in either the standard pricing or listed as an option.

**Question:** Is there a required minimum storage capacity for the SD card?

**Answer:** There is not a required minimum storage capacity for redundant storage, though the best option should provide redundancy for at least a full day of regular vehicle operation or better. This would ensure continuous system operation in the event that a system disk in an error state is not able to be serviced immediately.

A redundant storage option is not required to be an SD card, though CET understands they are often the most cost-effective.

### 4.3.I

**Question:** Do any of the vehicle types (year/make/models) require custom made enclosures or vandal resistant covers for the DVR?

**Answer:** Please reference [Addendum 2](#). Current systems employ a tamper-resistant, locked box on the Ford E-450 and Transit models. These are pictured on pages 19 and 21 of Addendum 2. Whether proposed systems require new enclosures or are able to reuse existing ones or be placed in a different, secure location may depend on the unit proposed.

### 4.3.M

**Question:** It is assumed that buses assigned to routes will change periodically. Further it is assumed that routes are assigned using a routing & planning software package or manually. In order to have the DVR record route information, please describe how the route information can be made available dynamically to the DVR on the vehicle.

**Question:** How will the route/run information be made available?

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**Answer:** CET removes the requirement for vehicle route/run from 4.3.M.

**Question:** In the interest of providing a price effective solution, will CET accept two different models of DVRs sized for the vehicle types?

**Answer:** Yes. Vendors are encouraged to offer their best recommended product meeting CET's requirements as their base proposal. They may also offer one or more alternatives as optional components. CET's Evaluation Committee may score proposals based on items in either the base proposal or optional components best meeting CET's needs in their judgement.

In all cases, offered components must comprise a complete system meeting CET's minimum requirements without the use of items not disclosed and priced in the proposal. For example, if a DVR needs or may need an onboard network adapter in order to meet the connectivity requirements of this RFP, the adapter must also be offered and priced. Where certain components are not yet known to be required, they should be included as optional offerings with product descriptions clearly describing interoperability needs.

### 4.3.O

**Question:** Will the Seon Panic button be the only button allowed on new buses?

**Answer:** No. CET may consider other panic buttons or triggers as proposed by vendors.

**Question:** Do all 51 of the existing vehicles have a Seon 065-0096 panic button that can be repurposed with a new DVR/NVR?

**Answer:** Yes, so long as this model is compatible with proposed systems.

### 4.3.P

The DVR should have the ability to integrate data from other onboard systems such as transit CAD/AVL....

**Question:** What is the brand, make and model of COIC CAD/AVL for all buses?

**Answer:** CET uses Passio and Ecolane CAD/AVL systems on its fleet. Vendors are advised to take note of Addendum 1 regarding 4.3.P where CET further clarified that CAD/AVL integration may not be strictly required.

**Question:** What discrete inputs (signals) are required other than the standard (e.g., right turn, left turn, service brake)?

**Answer:** The basic inputs typically available by hardwiring are required. That is, signal indicator (left, right, emergency), brake, and accelerator. Vendors are encouraged to describe any other inputs available using the proposed solution or describe features that may be considered as optional add-on features. CET is not seeking "telematics" or driver analysis packages.

### 4.3.T

The DVR shall perform automatic, wireless, high-speed data uploads/offloading (duration not to exceed six hours) when vehicle returns to home base or provide an alert when uploads fail. Power systems must support transfer of a full day's recordings.

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**Question:** Will COIC/CET require that all information off the hard drives be downloaded each day?

**Question:** Does CET intend to download all video from each vehicle every day?

**Answer:** No. CET requires only that flagged video be automatically uploaded to the base system at the end of each day. However, systems should be capable of supporting large, hours-long recordings of flagged or manually requested video being uploaded as there may be occasion that it is needed.

### 4.3.U

**Question:** Do all the vehicles have the Pepwave Transit Mini (Max-TST-MINI-LTE-F-T-PRM) onboard? Is the Pepwave Transit Mini owned and maintained by the CET/COIC transit agency or is it owned and maintained by the CAD/AVL vendor(s)? Is there an available port on the Pepwave Transit Mini that the selected CCTV vendor can use for live look in capabilities?

**Answer:** All vehicles are now equipped with the Pepwave Transit Mini. The devices were recently installed and will transfer to COIC/CET ownership in December 2023. Several other onboard systems (e-fare, passenger counter, etc) use this device. While an open port is likely available, its use for video live look capabilities may be subject to testing. Vendors may offer optional components in the event that the Pepwave is not able to be used in this manner.

### 4.4.A

**Question:** On average, approximately how many cameras will be installed on each vehicle, and what resolutions and FPS settings are they likely to use?

**Answer:** Please reference Sections 4.3 through 4.5 of the RFP. CET expects recordings in 1080p resolution, at 15fps or greater, and in sufficient bitrate to ensure quality images for evidentiary purposes. Each vehicle is expected to be equipped with 6-8 cameras, though smaller vehicles may receive fewer cameras per the model described in 4.5. These specifications are not strictly defined in order to defer to the expertise of vendors and to allow a variety of technologies to be considered. Per 4.3.D, "configurations may include cameras recording at a quality deviating from the minimum standard of 4.3.C above only if at least two cameras in the configuration meet or exceed the standard." However, vendors exercising this option are encouraged to clearly describe the benefit and trade-off in doing so.

### 4.4.E.e

"...the exterior passenger boarding/lift area (side of vehicle)."

**Question:** Are all the lifts side mounted?

**Answer:** All lifts are side mounted except for on a small number of vehicles with rear lifts that are scheduled for replacement.

### 4.5.C.c.ii

4.5.C ii for the small van states "inside view of passenger alighting area, including a clear view of the wheelchair lift".



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**Question:** Because the above camera views are tied together in the RFP, does that mean the wheelchair lifts for all the small vans are vehicle-side lifts (same vehicle side as the passenger alighting area)?

**Answer:** Yes, the lift operates out of the main passenger alighting area (sliding door). Vendors may also at their discretion propose other ways to capture the zones mentioned in this model item (such as an exterior camera).

**Question:** Is one internal camera that captures the passenger alighting area and vehicle side lift acceptable?

**Answer:** Yes, so long as the zones are clearly captured without significant distortion.

**Question:** If the small vans have a rear lift it may require an additional camera (compared to side lifts) depending on the view CET requires.

**Answer:** CET does not currently have vans equipped with rear lifts. Vendors may include this additional camera as an optional component in the event that future procurements add such vehicles to the CET fleet during the life of this contract.

**Question:** Is it acceptable on the price sheet to list a “rear lift camera” as an option due to the possibility an additional camera may be required depending on the view CET requires (the standard pricing could be different from the small vans with a side lift)?

**Answer:** Yes.

**Question:** Is there another place on the price sheet you would prefer the pricing for an extra camera?

**Answer:** No. Optional pricing is acceptable.

**Question:** Please provide a seating diagram for all small vans that have a rear lift?

**Answer:** Please reference page 22 of Addendum 2 to this RFP for photographs of the interior of a small van (Ford Transit) in the CET fleet.

### 4.6.G

**Question:** For recordings uploaded to the cloud, how long should they be retained?

**Question:** How much video retention do you require? (days/hours)

**Answer:** Please reference Section 4.6.G. All video and associated data uploaded to the cloud should be retained for a minimum of 60 days. Flagged video marked for retention shall be archived and preserved indefinitely (at least 3 years), protected from being overwritten, unless manually removed by authorized CET staff. Indefinite retention may likely be preserved on local CET servers, but vendors offering cloud storage should include an option or tag allowing for indefinite storage. Additionally, training to help CET staff to actively manage video archives may reduce storage demands and should be described by vendors as well.

**Question:** On average, approximately how many minutes or hours of recordings are likely to be uploaded to the cloud each month, per vehicle?



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**Answer:** If a vendor proposes a system that uploads all flagged video to the cloud, CET would expect between 5-20% of all recorded video to be flagged and uploaded. Per Addendum 1 4.3.B, CET described the fleet as operating 11 hours per day, six days a week, for a total of 264 recorded hours in a four-week month. This would create an estimated **13-53 hours** of video uploaded to the cloud every month, per vehicle. However, this figure may be reduced considerably with active staff review and removal of unneeded flagged video (for example where a brake sensor flagged video and no incident is affirmatively identified).

**Question:** Any idea of how many Terabytes of cloud storage you would be looking at for 1 year worth of storage?

**Answer:** CET defers to the expertise of proposing vendors on this question in consideration of the detail above and the terms of the RFP requirements. While the answer immediately above roughly calculates 13-53 hours of video retained per vehicle per month, a simple multiplication calculation may not be appropriate here as active management (manual staff review and removal) of the archive is likely to considerably reduce the storage space needed.

Using the example above of 5-20% of recorded video being flagged and retained, 13-55 TB may be saved across the fleet in a 60-day period. However, active management will take place within the 60 days, reducing storage required (for example, deleting a video after 15 days when determined that retention is not needed). In that case, 50 TB could possibly be adequate over a year for flagged video not yet removed and videos marked for indefinite retention.

Vendors may propose video management scenarios leading to different storage needs. For example, a system may use 20 or 60 TB of short-term storage available on-demand to satisfy the 60-day retention policy and then transfer indefinitely retained video to cold storage, whether cloud or locally hosted. Vendors may additionally propose pricing based on storage consumption, services tiers, or other method. Storage costs should also include transport/bandwidth costs where applicable (that is, bandwidth for the cloud provider proposed; vendors do not need to consider local ISP bandwidth, though they may offer recommendations).

*All figures in this response should be considered as examples only.* CET defers to the expertise of proposing vendors and requests that proposals include sample calculations and clear descriptions of suggested storage policies and methods. Real-world usage may vary depending on settings used in operation.

While cloud-based systems are strongly preferred, CET may consider systems not employing cloud-based solutions where cost or other factors produce a compelling rationale.

### 4.7.B

Training schedules shall be coordinated with CET's Project Manager. CET reserves the right to adjust the schedule. CET shall determine how many staff need to complete the training and shall have final approval of the number of training sessions required.

**Question:** For the training schedules, what is the minimum amount of time that will be given for the change of schedule?

**Answer:** CET endeavors to offer a customary 24-48 hours notice of changes to scheduling but will always provide greater notice where possible. These terms may be subject to negotiation,

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recognizing the staffing and scheduling impacts on a vendor providing training. Additionally, consideration may be taken where “train the trainer” or lessons tailored toward administrator roles can better enable CET staff to pass on any knowledge transferred.

### 4.7.D

The Proposer shall also supply maintenance training to allow CET staff to maintain equipment and materials for reliable performance and maximum service life. This shall include a recommended schedule for routine inspection and preventative maintenance activities, inspection checklists, and procedures.

**Question:** Will CET be responsible if any equipment is damaged while in their possession at site?

**Answer:** In the event that damage is incurred during routine operation by CET after the system has been installed and delivered to CET’s possession, damage incurred may be subject to warranty terms, such as where damage is due to manufacturer defect, negligent installation, or other covered conditions. Damage resulting from CET’s actions not otherwise covered by warranty terms or other agreements will be the responsibility of CET to remedy.

### 4.7.I

CET shall review the documentation, diagrams and manuals for completeness and clarity. If CET determines additional information is required, the Proposer will supply the requested information in a format specified by CET at no additional cost.

**Question:** What is the timeline for CET to review all the information and to get back with the Vendor if additional information is needed?

**Answer:** CET will strive to review materials submitted along with the project plan as quickly as possible – typically within five business days. It is CET’s desire, however, to keep this clause active throughout the project period to allow easy remedies when further documentation or clarity is needed. CET’s intent is to ensure that existing documentation (such as detailed specifications for a wireless adapter integrated on a vendor-provided component that may reveal interoperability issues) is readily available and this clause is not meant to obligate the awarded vendor to conduct excessive work or produce new products except where a glaring defect or negligence necessitates such.

### 4.8.B

**Question:** Would CET consider a partial installation by the vendor, and after instruction the remaining installations would be performed by CET? If yes, please provide the number of vehicles for the initial vendor-provided installation.

**Answer:** Yes. CET will consider proposals where the vendor completes a small number of installations while providing instruction to CET staff or contract technicians enabling CET to perform remaining installations independently. If this is proposed, CET would require a “demonstration” installation to be completed on at least one vehicle per each major vehicle model listed in Attachment A2 (Gillig, Freightliner, E-450, and Transit).

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### 4.8.D

**Question:** At the CET installation location(s), are there dock high shipping doors available for unloading of product or will a truck with a lift gate be required? Are pallet jacks or forklifts available for equipment delivery?

**Answer:** CET's facilities do not have a loading dock. If vendor's delivery vehicle is not lift-equipped, CET may be able to rent a forklift so long as the vendor project team clearly notifies CET of the need in advance.

**Question:** Are there secure locations at the CET facilities for storage of surveillance equipment after delivery and during installation?

**Answer:** Yes. All materials received prior to or during installation will be held in a secure location at a CET facility.

### 4.8.G

**Question:** Would a cut and tuck process be acceptable to hide the wiring and reduce removal costs?

**Answer:** Yes, so long as any remaining components do not interfere with operation of other systems.

**Question:** Are patching of holes from previous system removal required?

**Answer:** Patching of holes remaining from the previous system being removed is desired, but may not be required in every case subject to CET Project Manager discretion so long as components are not exposed or vulnerable to tampering.

### 4.8.J.1

**Question:** We utilize certified subcontractors to perform on-site installation. Please confirm this is acceptable or advise if vendors should take exception to this requirement if not compliant.

**Answer:** The use of subcontractors for installation services is acceptable, though per the requirement in 4.8.J.1, vendors should "describe the qualifications and experience of the installation team on the Response Commitment Form in Exhibit C, to include a description of the installer's relationship to the vendor and the installer's direct experience on the systems being proposed." The CET Evaluation Committee may score proposals based on the "demonstrated qualification and experience of installation technicians", so vendors are encouraged to clearly provide this information.

### 4.9.D

**Question:** In Section 4.9, item D of the RFP, CET\COIC states that a minimum of two (2) buses will be available for installation. What is the maximum number of buses that could be made available a day for installation?

**Answer:** The maximum number of installations possible per day will vary based on operational need. One garage bay at CET's Bear Creek facility will be dedicated to this project. Other bays may be used on a space available basis in coordination with CET staff.

**Question:** Approximately how many vehicles will be installed within 1 month?

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**Answer:** As soon as the awarded vendor completes the project management requirements described in 4.9 in coordination with CET, installation may begin. CET has committed to providing at least two vehicles per day subject to operational need. If the awarded vendor and CET are both able to support continuous operations on this project, it is conceivable to complete all 51 retrofit installations within one month once installations begin. However, given the need for system testing and acceptance and the risk of interruption for a variety of reasons, a sufficient buffer should be anticipated. A perhaps more realistic target for the first month of installations may be 25-30 vehicles completed – however this is only a rough estimate and CET looks forward to the project planning expertise of the awarded vendor.

**Question:** If all goes well, approximately how many vehicles will be installed within 12 months?

**Question:** Should you decide that you want a vendor to do the installations do you plan to have 51 + 26 vehicles installed in a contiguous fashion?

**Question:** When do you anticipate new vehicles joining the fleet?

**Answer:** The availability of replacement vehicles for CET's fleet is subject to ongoing procurement efforts. If all goes well, nearly all 77 vehicles in the fleet (retrofit and replacement) may be equipped within the first twelve months, leaving only new additions to the fleet in subsequent years. However, realities relating to vehicle delivery times may reduce that figure. At minimum, the 51 retrofit vehicles in the current fleet must be completed within the first year of this project. Additionally, it may be possible to equip replacement vehicles with video surveillance systems at their point of manufacture.

### 4.9.E

Piloting and system acceptance testing of each vehicle and its system will be required before moving on to the next scheduled install. The CET Project Manager or designated appointee will approve each vehicle installation.

**Question:** Who will be the person to sign off and is this person the main POC?

**Answer:** The CET staff project manager will be the main point of contact for the awarded vendor throughout the life of this project. CET may designate staff or third parties to conduct testing and evaluation of installed systems. Whether an installed system is accepted upon piloting and testing is in the sole discretion of CET. CET reserves the right to waive or modify this requirement in order to allow for concurrent work to occur, though this will not waive or remove the requirement for testing and acceptance.

### 4.9.F

CET will provide space in the Bend and Redmond (Oregon) maintenance yards for installation.

**Question:** Will this workspace be covered for technicians? Is there any weather restrictions that will prohibit the techs from working outside?

**Answer:** CET commits to making at least one large, covered, indoor garage/maintenance bay available at all times for project installations at its Bear Creek facility during this project. Additional bays may be used on a space available basis and the exterior yard may be used for installation at the discretion of the installation team with CET approval prior to use.

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Project work may continue unimpeded by weather at the indoor maintenance facility at Bear Creek. Work may occur outdoors so long as CET and the vendor's project managers deem it safe. Extreme heat may rarely pose a weather risk during the months targeted for this project. Work that extends into November or later may risk extreme winter conditions interrupting work. It should also be noted that Central Oregon can experience extreme smoke conditions during Summer and Fall, which may pose hazards to work crews and potentially delay work.

CET's shared "Antler" facility in Redmond, Oregon, may also be used for installation subject to availability.

**Question:** What are the environments of the CET installation location(s), i.e. power, inside/outside, flat, gravel/blacktop, bathroom facilities, water stations?

**Answer:** Each location used for installation is a conventional transit maintenance garage and fleet yard. They are fully equipped with power, indoor and outdoor work areas, are flat on cement floors or paved yards, with amenities available. Installation teams will have access to restrooms and water stations. Access to other tools or amenities may be available at CET Project Manager's discretion. A CET staff member must be present at the facility during all installation work.

**Question:** Are we permitted to dispose of the installed systems' packing materials in your supplied dumpster?

**Question:** Will we have access to your dumpster to dispose of boxes during install?

**Answer:** CET's dumpsters may be used by installation teams for small quantities or incidental use at the CET Project Manager's discretion. Vendors must notify the CET Project Manager if large quantities of material or hazardous materials are expected to need disposal or otherwise arrange for disposal at vendor's expense. This may be subject to negotiation during the project planning phase described in Section 4.9.

### 4.9.H

**Question:** What is the window of availability (days/times) the buses will be available for installation to occur?

**Question:** Are there limited working hours that we will be allowed to work on installations? (i.e. night-time when vehicles are not on routes)

**Question:** What hours during the day/night on weekdays will the buses be available?

**Answer:** Buses will be available for installation work on weekdays during regular garage hours: Monday through Friday, 8am to 5pm. After-hours work may be approved at CET Project Manager's discretion subject to CET staff availability. (CET staff must be present at the facility while contract laborers are on site.)

**Question:** What hours during the day/night on weekends will the buses be available?

**Answer:** CET's maintenance garage is open on Saturday during the same hours as on weekdays (above). Scheduling work outside of these hours or on Sundays must be done in coordination with the CET Project Manager and may be subject to CET staff availability. (CET staff must be present at the facility while contract laborers are on site.)

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**Question:** Is there a pre-determined number of buses that will be available to work on per day, per garage?

**Question:** Installation costs typically vary by the number of vehicles being installed in one trip. Is there a minimum number of buses that CET will make available during each retrofit installation trip (e.g., CET will provide 20 buses to be retrofitted per installation “trip”)?

**Answer:** CET commits to making at least two vehicles available for installation per day. CET does not have a large spare ratio and scheduling further daily installations will be subject to operational availability.

**Question:** Is it possible to have all buses being worked on available at a single garage?

**Answer:** CET expects to perform work at its Bear Creek (Bend) and Antler (Redmond) facilities.

### Attachment A.1

**Question:** Please provide the make, model, and length of each vehicle being quoted in this bid for CET.

**Answer:** The following vehicle models are scheduled to have their video surveillance systems retrofit/replaced under this RFP (lengths approximate):

Qty	Make	Model	Length (ft)
4	Gillig	G27B	35
2	Gillig	G27B	29
26	Freightliner	M2	38
14	Ford	E450	26
5	Ford	Transit	19

Additional vehicles will be added to the fleet in the near term of the types as described in Attachment A.1, however exact models are not available pending procurement.

**Question:** Are the Gillig buses 35' or 40'?

**Answer:** Four Gilligs are 35 feet long; two are 29 feet long.

**Question:** Are there layouts available for the vehicles?

**Question:** Please provide a detailed diagram of each style of vehicle.

**Answer:** Vehicle layouts and camera placement diagrams are not available. Vendors may refer to the RFP and [Addendum 2](#), which offers detailed pictures of each vehicle type.

### Attachment A.2

- 1 SEON proprietary NVR (TH8, 2TB HDD)
- 1 Ubiquiti Bullet M2 HP (wireless bridge to connect NVR to SEON WiFi at fleet yards)
- 1 antenna to boost range of bullets (wireless bridges)
- 4-8 cameras based on bus model

## Cascades East Transit

**Question:** Is the Seon system the preferred system?

**Answer:** CET does not have a preferred model for this procurement.

**Question:** Is the Seon system proprietary?

**Answer:** CET assumes but is not certain that the existing cameras are proprietary.

**Question:** What model of Seon cameras are being currently used? What are the age of the cameras? What are the current camera locations within the bus?

**Answer:** The average age of existing video surveillance hardware is 8 years or more. Please reference the photographs in Addendum 2 for camera locations. Existing interior cameras are typically dome-style Seon models obtained before 2016. Exact model information not available.

**Question:** If replacing all the cameras, how many existing cameras need to be removed from each **low-floor transit bus**?

**Answer:** Eight cameras will need to be removed per low-floor transit bus. Photographs are included in Addendum 2 of this RFP. Please note that vendors may propose a different number of cameras for the new system replacing those that are removed. Preferred camera zones are included in Section 4 of the RFP.

**Question:** If replacing all the cameras, how many existing cameras need to be removed from each **mid-size cutaways**?

**Answer:** Four to six cameras will need to be removed per mid-size cutaway coach. Photographs are included in Addendum 2 of this RFP. Please note that vendors may propose a different number of cameras for the new system replacing those that are removed. Preferred camera zones are included in Section 4 of the RFP.

**Question:** If replacing all the cameras, how many existing cameras need to be removed from each **small vans**?

**Answer:** Two cameras will need to be removed per small van. Photographs are included in Addendum 2 of this RFP. Please note that vendors may propose a different number of cameras for the new system replacing those that are removed. Preferred camera zones are included in Section 4 of the RFP.

**Question:** The Ubiquiti M2 HP (Wireless Bridge to connect Seon NVR to WIFI fleet at yard) is on each bus with 1 antenna to boost range. Would COIC/CET like the bidders to try to reuse that equipment in their configurations or would you like the vendors to propose this equipment be updated?

**Answer:** Reusing the existing equipment is not required. If any existing component is compatible and capable of being reused, while still offering value and meeting the objectives outlined in these procurement documents, vendors may do so. However, upgrades may be offered as optional components. If newer technologies offer a better value, CET encourages vendors to clearly describe such. The evaluation criteria for this procurement values quality and "modern technologies capable of serving CET needs years into the future."



## Cascades East Transit

### Attachment A.3

**Question:** Will all equipment for the wireless links be replaced as part of this project?

**Answer:** COIC has stated elsewhere that its facility networks are separately scheduled to receive upgrades and that vendors should make minimum or recommended requirements available to CET. Network upgrades are expected to be completed concurrently with the project plan for this procurement and may be available for use by the time video surveillance systems are ready for use.

If a vendor provides clear details on the proposed system's network requirements for optimal performance, COIC may modify their planned network upgrades to accommodate any such needs or purchase components through the present RFP.

Vendors may include networking equipment for purchase in their core proposal, offer it as optional components, or simply provide minimum recommended specifications for optimal performance enabling COIC to separately purchase compatible networking equipment.

**Question:** Are vendors required to reuse the current building AP's already in place or does COIC expect bidders to replace this equipment?

**Answer:** Vendors may include networking equipment in their core proposal, offer it as optional components, or simply provide minimum recommended specifications for optimal performance.

If a vendor provides clear details on the proposed system's optimal range, COIC may modify their planned network upgrades to accommodate any need for additional access points.

**Question:** Can COIC/CET provide a site location layout/network topology map?

**Answer:** This is not available.

**Question:** What brand, make, model and specifications are the current building AP's?

**Answer:** This is not available.

**Question:** How is the wireless environment being managed?

**Answer:** The network is currently managed through a locally based controller. We have Ubiquiti access points and outdoor antennas. COIC IT staff manages all wireless resources.

**Question:** Please confirm that CET is responsible for the back-end infrastructure (facility wireless access points, etc.)

**Answer:** CET is responsible for administering and maintaining backend infrastructure and intends to separately procure required upgrades, though vendors may propose components under this RFP or suggest recommended hardware, as stated above.

**Question:** If new infrastructure equipment is needed, who is responsible for supplying? CET or the vendor?

**Answer:** As stated above, CET intends to separately procure new networking hardware. However, vendors must clearly state minimum network requirements for the proposed system's optimal performance and any known compatibility issues.

## Cascades East Transit

### Attachment B

Attachment B states the Redmond Public Works facility's "access point/s" consist of "High power directional antenna, Wireless repeater/antenna".

**Question:** What is the make and model number of the wireless repeater(s)?

**Question:** Are these repeater(s) counted as part of the 10 access points?

**Question:** How many of the access points are repeaters?

**Question:** Please provide the make and model numbers of any existing network equipment inside each facility that we can use to connect to the cloud.

**Answer:** This is not available. COIC has stated elsewhere in this procurement that its facility networks are separately scheduled to receive upgrades and that vendors should make minimum or recommended requirements available to CET. Network upgrades are expected to be completed concurrently with the project plan for this procurement and may be available by the time video surveillance systems are ready for use.

If a vendor provides clear details on the proposed system's network requirements for optimal performance, COIC may modify their planned network upgrades to accommodate any such needs or purchase components through the present RFP.

Vendors may include networking equipment in their core proposal, offer it as optional components, or simply provide minimum recommended specifications for optimal performance.

**Question:** Provide the addresses and schematics for each facility that requires Wi-Fi downloading.

**Answer:** Facility schematics are not available.

Addresses are:

- Bear Creek: 1250 NE Bear Creek Rd, Bend, OR 9701
- Antler: 243 E Antler Ave, Redmond, OR 97756 (this facility is owned by the City of Redmond)

**Question:** What is the dedicated bandwidth size for connecting to the internet at each facility.

**Answer:** Each CET fleet yard is serviced by 100Mbps fiber internet or better. Given that daily video uploads will typically occur at the end of the day, in evenings, the system may potentially have unrestricted access to this bandwidth. Actual operating conditions may vary and be subject to configuration by CET staff.

### Exhibit A

Page 40: Maintenance and Support (annual cost)

**Question:** Is this line for the annual cost for maintenance and support of the Video Management Software?

## Cascades East Transit

**Answer:** This is the annualized cost for maintenance and support offered by the vendor for the total proposed system. Costs related to software versus hardware or other categories may be broken out to offer more detail. Vendors should clearly describe the scope of maintenance and support services offered under the contract. Vendors are additionally encouraged to describe or price as optional any maintenance or support that falls beyond the scope of services to be included in the proposal. Proposed services may be marked as included in the total price if such services are not typically offered independent of the product.

### Exhibit F

(Page 61): A separate contract goal has not been established for this procurement.

**Question:** Please confirm that the DBE goal for this project is 0%.

**Answer:** COIC incorporates Disadvantaged Business Enterprise (DBE) goals as organization-wide policy but does not have separate DBE goals for each project or procurement. Vendors are encouraged to include DBE-qualifying information in describing their experience where applicable.

### Addendum 2

**Question:** In the picture of the Ford Transit small van, there is no front passenger seat. Is there not a front passenger seat in any of the Ford Transit small van vehicles? If yes, is the open passenger seat area available to mount a recorder in? What are the dimensions of the passenger seating area that will be available for recorder installation? Can more pictures along with the dimensions of this area be provided by COIC?

**Answer:** The front passenger seat has been removed from all Ford Transit models in the CET fleet. An existing mounting plate is below the center console holding the secured DVR measuring approximately 8x10 inches. This secure mounting position is preferred. The position where the seat would be is occupied by safety equipment and under the glove box does not offer a similar secure mounting platform.

A picture of the described area is below:

## Cascades East Transit



### Networking questions

*Because networking infrastructure, equipment, and capabilities are addressed in multiple locations throughout this RFP and because several questions were received about COIC's network, this section will attempt to collect and address many in bulk that are not answered above. A full inventory of networking equipment is not available at this time, but vendors are encouraged to note the information provided in Addendum 1 regarding CET's plans to upgrade its backend networking infrastructure.*

#### **From Addendum 1:**

Several questions were asked regarding the existing network architecture and server configurations. To reiterate, the bulk of the items that comprise COIC's network architecture are scheduled for replacement in the near term separate from this procurement. Network upgrades are expected to be completed concurrently with the project plan for this procurement and may be available by the time video surveillance systems are ready for use.

Vendors are encouraged to state minimum or recommended requirements for optimal system performance to CET. If a vendor provides clear details on the proposed system's network requirements for optimal performance, COIC may modify their planned network upgrades to accommodate any such needs or purchase components through the present RFP.

Vendors are responsible for proposing the **onboard** systems that are capable of operation with a robust facility network that has the current generation hardware and sufficient range and bandwidth.

## Cascades East Transit

Vendors may include networking equipment in their core proposal, offer it as optional components, or simply provide minimum recommended specifications for optimal performance that CET may then separately procure.

**Question:** Does current lot-based Wi-Fi (access points and antennas) provide acceptable coverage of the bus lots for downloading video to the on-site server? If not, which location(s) do not provide acceptable coverage?

**Answer:** Yes. CET is satisfied with current wireless internet coverage in the fleet yards for the purpose of video surveillance systems. However, the wireless access point hardware is scheduled for upgrade as described elsewhere in this document.

**Question:** Does the existing WiFi on the buses (Ubiquiti Bullet M2 HP wireless bridge and antenna) provide acceptable downloading of video from the vehicles (at both lots) to the on-site server?

**Answer:** Yes. However, vendors are encouraged to include optional alternatives to this device in the event that testing proves it inadequate to service the new, proposed system.

**Question:** What is the make and model of the wireless bridge antenna?

**Answer:** This is not available.

**Question:** What are the "2 long range antennae to broadcast SEON WiFi longer distances (at fleet yards)?"

**Answer:** This is not available.

**Question:** Are there two of these antennas at each bus yard?

**Answer:** This is not available.

**Question:** What is the make and model number for these antennas?

**Answer:** This is not available.

**Question:** Are these counted as part of the 10 standard access points currently used to broadcast SEON WiFi?

**Answer:** This is not available.

**Question:** What are the make and model number(s) for each of the 10 standard access points currently used to broadcast SEON Wi-Fi?

**Answer:** This is not available.

**Question:** How are the access points connected to the LAN network? Are they wirelessly bridged or are they directly connected via ethernet, fiber, etc.?

**Answer:** This is subject to the facility networking upgrades described above. CET will attempt to provide the highest quality connection possible at any site given its specific conditions.

**Question:** Does CET want this managed on a separate VLAN?

## Cascades East Transit

**Answer:** CET has the ability to create and use a separate VLAN.

**Question:** If yes, do the current access points support multiple SSIDs?

**Answer:** Yes, current access points support multiple SSIDs.

**Question:** What is the wireless encryption protocol? Would WEP2 be acceptable?

**Answer:** CET currently employs WPA2 but is willing to consider other options. Vendors should clearly describe protocols used by or available to the proposed system.

**Question:** Does CET run any type of antivirus or endpoint detection remediation (EDR)?

**Answer:** Yes. Antivirus is provided and managed by COIC's contract managed services provider.

**Question:** If yes, what program is it? And does CET have the ability to make changes to it or whitelist new applications or services?

**Answer:** CET has the ability to make changes and whitelist new applications or services.

**Question:** Does CET have the capacity to make changes to their internal firewalls and network to allow ports or protocols on the network?

**Answer:** Yes. CET has the capacity to make changes to its internal firewalls and network to allow ports or protocols on the network.

**Question:** We understand CET has existing access points that will be utilized for wireless downloading. If so, will you please provide the specifications, including brand/model, of the existing access points to ensure proper integration?

**Answer:** This is subject to the facility networking upgrades described above. Ubiquiti brand devices are used throughout the current system.

**Question:** Will CET kindly provide a site map of existing power and Ethernet locations at the facility, and/or facilities in which the wireless download will take place?

**Answer:** This is not available.

**Question:** Do all vehicles return to the same facility to accommodate wireless download each day?

**Answer:** Each vehicle returns to its home base – the same facility – at the end of daily service, where wireless downloads may take place. Depending on the vehicle, this is either CET's Bear Creek or Antler locations.

**Question:** Is connectivity and power readily available to support wireless access points at this/these location(s)?

**Answer:** Yes, power and connectivity is available at each location and CET has the ability to expand it as needed.

**Question:** Is there currently any existing wireless infrastructure at these location(s)?

**Answer:** Yes, see above.

## Cascades East Transit

**Question:** If yes, please advise make model and frequency type of any on-board or facility APs so that we can determine any potential issues with interference and bandwidth restrictions in our proposal.

**Answer:** This is not available.

**Question:** Please confirm that vendors are responsible for including this hardware (i.e. router) in our proposal.

**Answer:** As described above, CET plans to upgrade its facility network infrastructure separate from this procurement. Vendors are responsible for providing vehicle onboard systems and equipment capable of transferring data with current generation facility networking infrastructure. Additional onboard or facility components may be offered by vendors as optional items.

**Question:** What is the existing router currently on-board? Please supply the model and advise the quantity of available Ethernet ports for the new Recorder to connect to.

**Answer:** Existing video surveillance systems do not use an onboard router or network switch.

### Complete details available at the COIC website

This document is an addendum to RFP CET 23-03 providing official responses to vendor questions submitted in writing.

Find full details regarding RFP CET 23-03 at the COIC website:

<https://www.coic.org/open-procurements/>

