ADDITIONAL
BUS CAMERA SECURITY SYSTEM
RFP # 2020-01

January 30, 2020

TO: Potential bidders

FROM: Dana L. Gibitz-Manager of Procurement
STATEMENT TO ALL BIDDERS:

Fleet Size: The fleet size has been recalculated to compensate for buses that are scheduled to leave the property during the installation period of this contract. The updated fleet numbers are as follows:

<table>
<thead>
<tr>
<th>Model</th>
<th>Length</th>
<th>Qty</th>
<th>Quantity of cameras required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Articulated New Flyer</td>
<td>60'</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>MCI</td>
<td>45'</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Gillig CNG</td>
<td>40'</td>
<td>78</td>
<td>8</td>
</tr>
<tr>
<td>Gillig Diesel</td>
<td>40'</td>
<td>20</td>
<td>8</td>
</tr>
<tr>
<td>Gillig Hybrid/Diesel</td>
<td>40'</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Gillig Diesel</td>
<td>35'</td>
<td>15</td>
<td>8</td>
</tr>
<tr>
<td>Gillig CNG</td>
<td>35'</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Para-transit Diesel (Chevy)</td>
<td>22'</td>
<td>49</td>
<td>7</td>
</tr>
<tr>
<td>Para-transit CNG (Ford)</td>
<td>22'</td>
<td>30</td>
<td>7</td>
</tr>
<tr>
<td>Para-transit Ford Transit</td>
<td>18'</td>
<td>10</td>
<td>7</td>
</tr>
</tbody>
</table>

Laptops: Under “Back Office System” in the Specifications, Laptops are stated as required equipment. Please note that METRO will not be requiring vendors to supply laptops.

Number of Cameras: Various questions have been asked about the number of cameras required. Bidders should follow specification requirements for the number of cameras, however if the proposed system presents more value to METRO for the same coverage as outlined in the specifications, bidder should state the value and the difference and will be evaluated accordingly.

Interior Monitors: METRO will be requiring interior monitors as outlined in the specifications. Please note that these monitors are to be installed on only our line service vehicles, including Articulated New Flyer, MCI and Gillig buses. Paratransit buses will not be equipped with monitors at this time. Monitor proposals shall include one (1) monitor at a size of no less than 15” and the ability to show multiple camera displays to passengers riding the vehicle. METRO intends to mount these monitors on the electronic equipment box, however if other locations could present a better value to METRO, we will evaluate alternatives. Please note that bidders should also demonstrate abilities for other information to be displayed on these monitors such as but not limited to; real-time information, advertising, and customizable messaging.

QUESTION 1: On page 39, the RFP refers to Wi-Fi, are there wireless access points available now at the Metro Transit storage facility(s)? If there is, can a schematic of the lots be provided? If not, would you require a price quote separately for a WAP Infrastructure?

ANSWER 1: Metro does not require any assistance in the WAP infrastructure. The system will communicate over wireless for video download. Metro’s facility has a minimum of 5 access point’s onsite. See Attachment A for Facility Layout.

QUESTION 2: Would you provide an inventory of current vehicles in the fleet? Are wheelchair lifts available and/or used in the service vehicles?

ANSWER 2: See “Statement to All Bidders” at the beginning of the addendum. All the vehicles have a wheelchair lift or ramp onboard.
QUESTION 3: Are there cameras in the buses? If so, how many cameras per bus? Would Metro Transit require a quote for removal of old equipment? Will Metro Transit want the existing camera equipment back?

ANSWER 3: Cameras are currently mounted inside all vehicles applicable to this procurement as outlined in “Statement to All Bidders” at the beginning of the addendum. Depending on the vehicle model, there may be between 3-5 cameras in the interior. Removal of old equipment is necessary. Metro does require all the old hard drives back from each bus.

QUESTION 4: Please clarify, on page 36 are 7-8 cameras required in EACH vehicle, including both the Heavy Duty and the Paratransit vehicles?

ANSWER 4: See “Statement to All Bidders” at the beginning of the addendum.

QUESTION 5: The RFP states on page 44 that evaluation will be include References, how many references are needed?

ANSWER 5: Please provide at least three.

QUESTION 6: The RFP states on page 44 that evaluation will be include Project Schedule/Timeline for Installation, what is the anticipated start/end date of this project?

ANSWER 6: The winning proposal will be presented to our Board on 3/31/20. A Purchase Order and Pre-Install Meeting will follow as soon as possible following Board of Trustees approval.

QUESTION 7: What is the minimum number of buses that will be available each day?

ANSWER 7: Depending on available manpower of the winning contractor, Metro agrees to accommodate to complete the project as soon as possible.

QUESTION 8: Is there only one location where the bus cameras will be installed? If no, what are the addresses of each location? What are the hours of operations of each location?

ANSWER 8: Yes only one location where the install will be taking place and facility is open 24hrs. Metro agrees to accommodate in order to complete the project

QUESTION 9: Are we permitted to dispose of the installed systems’ packing materials in your supplied dumpster?

ANSWER 9: Yes, Metro will allow disposal of waste in our dumpster

QUESTION 10: What is the expected award date? How soon after the award is made will a purchase order be issued?
**ANSWER 10:** The winning proposal will be presented to our Board on 3/31/20. A Purchase Order and Pre-Install Meeting will follow as soon as possible following Board of Trustees approval.

**QUESTION 11:** What is the current network and server infrastructure? Is there a server available onsite for auto-upload or shall we also quote a new server for video uploads? If there is a server onsite, would you please share the specifications for it?

**ANSWER 11:** Winning contractor will be required to provide new server. Metro will provide 19” server rack space. Server is onsite at main facility. Must provide adequate storage.

**QUESTION 12:** Is this project related to any expiring grant funding?

**ANSWER 12:** Metro respectfully declines to answer this question at this time.

**QUESTION 13:** In the section titled “Digital Video Recorder”, item xvii of the RFP document states: “The VIDEO RECORDER should have the ability to use the Wi-Fi to push out a live secured video feed that can be used by METRO’s supervisors to have LIVE look-in.” Live look-in is typically supported by a cellular connection, as Wi-Fi is often limited or sometimes unavailable when vehicles are on route.

- **Therefore:**
  - a. Does METRO desire cellular capabilities to support live look-in?
  - b. If yes, does METRO currently have a cellular router on-board with an open port that can be utilized? Kindly provide the make and model number of the device, if available.
  - c. Does METRO desire Wi-Fi capabilities to support live look-in when supervisor vehicles are within range of the bus?

**ANSWER 13a:** Yes, bidder should be prepared to propose alternatives to support live look in

**ANSWER 13b:**
- 136 - Cradlepoint IBR-600
- 8 - Cradlepoint IBR-900

METRO is in the process of procuring routers to replace the IBR-600. We intend to upgrade entire fleet by the end of 2020. The camera installs should take place under the assumption that METRO will at some point have an available port for the respective camera system.

**ANSWER 13c:** Currently our supervisor vehicles are equipped with Sierra Wireless MP70 access points with laptops, if additional hardware is required bidder must include this in their response

**QUESTION 14:** In the ‘Scope of Services’ item A, it states that vendors are responsible for the removal of existing video camera equipment.

- **a.** Do all 186 vehicles have existing systems that will require removal?
- **b.** What is the make and approximate age of the systems?

**ANSWER 14a:** Yes – Please reference “Statement to All Bidders” at the beginning of the addendum for the correct fleet size.

**ANSWER 14b:** Current systems include:
Mobileview Penta with 2-4 Tb HD – Approximately 9 yrs old  
Mobileview NVR 7001 with 4 Tb – Approximately 2-5 yrs old  
Mobileview NVR 7001H with 4 Tb - Approximately 2-4 yrs old

**QUESTION 15:** In the 'Overview' section, it states that vendors are responsible for "installation of this software on workstations and servers".
   a. How many workstations will be used?
   b. Are workstations and servers at different locations (Please specify the number of locations)?

**ANSWER 15a:** Bidder should be ready to install on a minimum of 10 workstations  
**ANSWER 15b:** 2 physical locations and 7 mobile vehicles

**QUESTION 16:** In the section titled “Wi-Fi Network”, the RFP states: “The systems should be able to connect to METRO’s current wireless infrastructure and configured to connect to the specified wireless SSID using wpa2 security protocol.”
   a. Please advise the make and model of the access points.
   b. What frequency is being used currently?
   c. Will all vehicles return to the same facility / area for downloads daily?
   d. Please advise the address(es) of each location.
   e. What is the total number of access points at each location?
   f. Can METRO kindly provide the current bandwidth for upload and download?
   g. If a heatmap of the location is available, can it be made available to potential contractors?

**ANSWER 16a:** Aruba 305 AP and Aruba 365AP  
**ANSWER 16b:** 2.4GHz and 5GHz  
**ANSWER 16c:** Yes  
**ANSWER 16d:** 416 Kenmore Blvd  
**ANSWER 16e:** 40 Aps at Metro’s main facility  
**ANSWER 16f:** 100MBps  
**ANSWER 16g:** No current heatmap available however please see attachment A for WAP Locations.

**QUESTION 17:** In the section titled “Back Office System”, it states “Included in the Back Office system will be the 802.11 WLAN infrastructure.” Please confirm per question 11, that the Wi-Fi network is the responsibility of METRO (the buses will be required to connect to the existing wireless infrastructure).
   a. As such, please confirm that METRO will be responsible for off-board wireless hardware, patch cables, etc.

**ANSWER 17:** METRO will be responsible for the Wi Fi network  
**ANSWER 17a:** Hardware outside of Question/Answer 11, Yes, METRO will be responsible to provide

**QUESTION 18:** In the section titled “Back Office System”, it is stated that laptops need to be provided. Please advise quantity of laptops required.

**ANSWER 18:** See “Statement to all Bidders” at the beginning of the addendum.
QUESTION 19: In the section titled “Back Office System” the RFP states: “The Contractor will be required to provide any servers (which must be rack mounted) along with ample storage and any network hardware required to interface with the wireless controller.” Please advise current wired and wireless network capabilities. Would METRO kindly supply a network diagram outlining connectivity at each applicable site?

ANSWER 19: No current network diagram. All APs are 802.11ac. There is wired infrastructure in place at all METRO facilities. Will have access to Gigabit ports on Cisco or Aruba switches.

QUESTION 20: In the section titled “Back Office System” the RFP states: “The Back Office system must be remotely accessible from outside of METRO.”

a. Is there currently a VPN solution in place for remote users to access their internal devices?
b. Does METRO have control of the firewall and is METRO willing to allow remote access by port forwarding?

ANSWER 20a: Yes
ANSWER 20b: Yes

QUESTION 21: In the section titled “Spare Parts and Warranty”, it states: “The Contractor must provide a service agreement for the maintenance and software.” Can METRO further explain they type of maintenance agreement is desired? (For example, on-site removal and reinstallation of equipment within a ___ hour time period, or twice annual preventative maintenance.)

ANSWER 21: Technical support for but not limited to hardware, software, software updates, and firmware upgrades. Detailed information for what is covered during warranty period. Possibility of advanced replacement if necessary – Quality of warranty and technical support is to be evaluated based on the Customer Service/Training/Support criteria as outlined on the proposal page.

QUESTION 22: Kindly confirm the delivery of the proposals should be addressed to:

ANSWER 22: Attn: Dana Gibitz, Manager of Procurement
416 Kenmore Boulevard
Akron, Ohio 44301-109

QUESTION 23: On page 4, item #10 if our company is not licensed to do business in Ohio, is the Certification Authorizing to do business in the State of Ohio required?

ANSWER 23: Page 4, Item 10 “Each bidder, who is a foreign corporation, i.e., a corporation not chartered in Ohio, but licensed to do business in Ohio, is required to submit with his bid an affidavit duly executed by the President or Executive Director of the corporation, stating in said affidavit that said foreign corporation had, in accordance with the provisions of the Revised Code of the State of Ohio, obtained a certificate authorizing it to do business in the State of Ohio. The certificates, or certified copies of same, are obtainable from the Office of the Secretary of State, Columbus, Ohio.”
If your corporation meets this definition a certificate will be required. Please reference the Ohio Revised Code for further information.

**QUESTION 24:** On page 35, item “G. providing two sets of any special tools, equipment and diagnostic test equipment required for the new systems.” What types of tools is METRO requesting?

**ANSWER 24:** If the winning bidder’s system requires specialty tools or equipment to service, Metro would need this provided.

**QUESTION 25:** Site Visit: RFP states “It is HIGHLY recommended that prior to bidding, a site visit be conducted to review the current condition of each bus.” Based on this, would it be possible for us to do a site visit on either February 4 or February 5. If so, could you please provide us with a time that would work best for this visit? If not, could you please provide an alternative date that same week that would work for METRO?

**ANSWER 25:** Please email dana.gibitz@akronmetro.org as soon as possible to schedule visits.

**QUESTION 26:** Digital Video Recorder, Section VI – Specifies IP cameras. Shall industry standard IP cameras being proposed be powered utilizing PoE over ethernet cables?

**ANSWER 26:** Solutions will be evaluated as part of the RFP process as outlined in the proposal section.

**QUESTION 27:** Will Akron Metro make available a standard price form to be utilized by all proposers?

**ANSWER 27:** No, METRO is evaluating all proposals as outlined in the proposal section.

**QUESTION 28:** Please specify the total number of fixed route buses that will be installed with the new bus camera security system as part of this project and the total number of cameras on each fixed route bus. (7 or 8 cameras?) This will allow vendors to propose and more importantly “price” a standard solution across the fleet.

**ANSWER 28:**

<table>
<thead>
<tr>
<th>Total: 139 Line service</th>
</tr>
</thead>
<tbody>
<tr>
<td>104 Out of Date DVR’s</td>
</tr>
<tr>
<td>35 Optional Warranty Covered NVR’s</td>
</tr>
</tbody>
</table>

Total number of cameras installed on vehicles should be as indicated in the specifications. Please see “Statement To All Bidders” at the beginning of the addendum.

**QUESTION 29:** Please specify the total number of paratransit buses included in this project and the total number of cameras to be installed on each vehicle for continuity and “pricing” of a standard solution.

**ANSWER 29:**

<table>
<thead>
<tr>
<th>Total: 89 Para-transit buses</th>
</tr>
</thead>
<tbody>
<tr>
<td>79 out of date DVR’s</td>
</tr>
<tr>
<td>10 Optional Warranty Covered NVR’s</td>
</tr>
</tbody>
</table>
Total number of cameras installed on vehicles should be as indicated in the specifications. Please see “Statement To All Bidders” at the beginning of the addendum.

**QUESTION 30:** Is there a particular percentage you want us to use for “spares”, or do you simply want us to price the “spare level” we would recommend?

**ANSWER 30:** Bidder should provide pricing for spare components as well as their proposal for a recommend spare level.

**QUESTION 31:** The [Wi-Fi Network (Overview)] section of the RFP states “The systems should be able to connect to METRO’s current wireless infrastructure”. What version of 802.11 is currently supported by METRO’s wireless infrastructure (e.g., 802.11ac) and is there currently complete coverage for the entire garage/yard where buses are parked?

**ANSWER 31:** Wireless devices are 802.11ac. Aruba 305 and Aruba 365 Aps. Yes, there is coverage where the vehicles are parked.

**QUESTION 32:** Your RFP states “The Contractor will be required to provide any servers ... along with ample storage”. Since the amount of storage and sizing of servers is dependent on items such as (length of time that video needs to be stored, average number of video queries initiated per day, average length of video queries, average number and length of driver initiated video event button pushes) is it possible for METRO to quantify some of these variables for us so that we can best estimate the best server / storage size for your system.

**ANSWER 32:** Average time of recorded video is 30 min at 10-15 recordings per day. Tagged related videos are 8 min total (5 min before and 3 min after) at 5 per week.

**QUESTION 33:** Please provide complete addresses of where the buses will return for wireless download. Also, do they park indoors or outside.

**ANSWER 33:** All buses will return to Metro property for download

Metro RTA
416 Kenmore BLVD
Akron, Ohio 44301

Buses are parked inside a garage/barn type building or near a wireless access point

**QUESTION 34:** Metro has indicated a requirement for an on-board monitor. Can you please advise what size monitor, where it is to be located on the vehicle and if it is to be used only to display video from the onboard camera?

**ANSWER 34:** Size should be no less than 15”, please see note to all bidders at the beginning of the addendum. METRO intends for the monitor to be mounted on the equipment cabinet in a secure structure for each vehicle however bidder may suggest alternative locations that best suit their product or the best value to METRO.
QUESTION 35: Akron has indicated a requirement for a 2 TB SSD. Would you consider a Hard Disk Drive as a more cost effective alternative to a SSD? Hard Disk Drives are a very cost effective storage medium when compared to SSDs and are not a compromise as it relates to storage and retrieval if recorded video.

ANSWER 35: METRO denies this request.

QUESTION 36: Please provide 'notice of award' expected date.

ANSWER 36: Please refer to Answer 10

QUESTION 37: Please provide project start and completion dates.

ANSWER 37: Please refer to answer 6

QUESTION 38: Would you accept video segments on a USB drive? Portal? Different ways of submitting?

ANSWER 38: Yes

QUESTION 39: Number of vehicles and fleet composition:
   - Artics
   - Fixed Route
   - Paratransit
   - Other

ANSWER 39: See “Statement to All Bidders” at the beginning of the addendum.

QUESTION 40: DVR model(s) and hard drive size:
   DVR Firmware:

ANSWER 40: Please refer to answer 14b

QUESTION 41: Camera types:
   - Interior -
   - Exterior -
   - Std res, AHD, IP -

ANSWER 41:

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobileview</td>
<td>MSS-7007-00-FF</td>
<td>Interior</td>
</tr>
<tr>
<td>Mobileview</td>
<td>MVC-9000-28-WI</td>
<td>Interior</td>
</tr>
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<td>Mobileview</td>
<td>MSS-8002-***</td>
<td>Exterior/Interior</td>
</tr>
<tr>
<td>Safety Vision</td>
<td>SV-620A</td>
<td>Exterior</td>
</tr>
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</table>
QUESTION 42: Other Hardware - GPS, G-Force, monitor(s), cellular modem

ANSWER 42: GPS – Vehicle tracking currently provided by Avail for our line service vehicles and Ecolane for our Paratransit vehicles.
G-force – Not currently used at Metro
Cellular - Please Refer to Answer 13a & 13b

QUESTION 43: Video Software:
   Software version:

ANSWER 43: Metro currently uses: Fleet Manager 1.10.0.26.30
              Depot Manager 3.1.2.22

QUESTION 44: Live Streaming:
   Cellular Modem – Make and Model: Please Refer to Answer 13a & 13b
   Data Provider: Verizon

ANSWER 44: METRO assumes “live streaming” is in reference to the Live Look-In Function as outlined in the specifications.
   Cellular Modem: Please Refer to Answer 13a & 13b
   Data Provider: Verizon

QUESTION 45: Live GPS:

ANSWER 45: Real Time bus tracking is currently provided by Avail for our line service vehicles and Ecolane for our Paratransit vehicles.

QUESTION 46: Need for 7-8 cameras on a paratransit vehicle?

ANSWER 46: Please see comment in “Statement to All Bidders” at the beginning of the addendum.

ATTACHMENT A: FACILITY WAP LAYOUT