# SUPPLEMENTAL/BID BULLETIN NO. 3

## SUPPLY, DELIVERY, INTALLATION AND COMMISSIONING OF CCTV SURVEILLANCE MONITORING (PHASE II)

TO   :   All Prospective Bidders
  :   Members, HO-BAC-PGCS
  :   Others Concerned

Relative to the Bidding Documents which was posted in PhilGEPS and PPA Websites on August 7, 2020 for the Supply, Delivery, Installation and Commissioning of CCTV Surveillance Monitoring (Phase II) (BAC PGCS-027-2020), please note the following clarifications:

## BID DATA SHEET (BDS)

### ITB Clause 5.4, page 37

Ancillary means the surveillance and supplemental services necessary for quality and reliability of service performance relative to safety, security and operational compliance through digital and process transformation.

## TECHNICAL SPECIFICATIONS

### Network Attached Storage/Network Video Recorder- Item 7, page 71

The surveillance and monitoring system should be able to store footages up to a rolling 30-day period and readily access the same for viewing, investigation, review and analysis. The capability to extend the period should be available.

### Connectivity with Central Command Center and Mirror Command Center- Item 12, page 73

The service provider shall carry out its monitoring and surveillance activities through various cameras and servers that support a variety of required capabilities including facial recognition, video analytics with basic analytic motion, tampering and light detection. The service provider should also have the ability to operate other camera features and control other security devices (I/O Speaker/ Access Control, etc.). PPA shall procure the various cameras, servers and accessories installed at PPA sites

The service provider shall be responsible for the transportation, installation, set up, interconnection, integration, configuration, commissioning, testing of all surveillance and monitoring equipment.

The service provider has the ability to integrate into the existing infrastructure such as:

A) Escalation Management Solution to consolidate reports and information

B) Database and other data requirements (e.g. reports, dashboards)

C) Intelligent Surveillance Center Management System Software Suite

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Integration means the hardware, software or the other sensing devices are incorporated relative to the monitoring and surveillance service that shall ensure security, safety, and operational compliance, identify incidents, threats, risks or anomalies, through the following capabilities:

a) Monitoring live video feeds

b) Setup and maintain a variety of analytics as required by each sites such as facial recognition and selected video analytics

c) Activate analytics triggered alarms in near real time [between 10 seconds to three (3) minutes. PPA shall provide the parameters for the alarm;

d) Investigate and validate certain incidents/anomalies prior to contacting onsite personnel. PPA shall identify the incidents to be investigated and validated and the personnel to be notified;

e) Escalate reports in near real time and communicate finding, in a pre-defined manner (automated/manual), to onsite personnel and to the PPA main office;

f) Provide additional/continuous information and escalate to higher personnel, as needed, incident reports of all events and findings, anomalies and escalations;

g) Automated reporting through SMS, EMAIL and a private secure network for pre-determined incidents requiring immediate attention, including the necessary devices to receive the information; and

h) Reactive and proactive incident review (quality assurance) to ensure compliance to standards

The surveillance system shall also automatically monitor the performance of personnel to measure and improve efficiency and shall provide PPA with a daily, weekly monthly review of the following;

1) Daily monitoring center performance;
2) Weekly incident report; and
3) Monthly aggregated report

Escalation Management System (collect and filter monitoring center action data and generate transparent reports)
1) Consolidation of handover of incidents (detection to resolution)
2) Semi-automated capability of data collection
3) Reports availability in near real time
4) Live performance dashboard of the monitoring center

Escalation should be:
1) Able to create several layers of escalations and have various channels of escalation
a. Automated SMS and Email
b. Custom messaging through a secure private network and receiving device
c. Manual Mobile/Landline escalation and coordination

**Central Monitoring Station- Item 13, page 74**

The multi-site remote video monitoring and surveillance services is the surveillance system through a pool of experienced, trained and equipped professionals, will simultaneously and remotely monitor at least twenty (20) PPA locations nationwide, initially. on a 24 hours a day, 7 days a week, for 365 days a year, under any weather condition, from a secure, remote and

conducive centralized monitoring station in the National Capital Region, for a service period of five (5) years.

Remote, or off site, monitoring, as opposed to onsite monitoring, will ensure that surveillance measures will not be interrupted and affected by conditions on site. It will also create a layer of anonymity preventing issues of collusion and intimidation thereby ensuring that surveillance personnel will always have a clear and unbiased view of events.

Monitoring Platform is capable of:
1) Incident Detection through triggered alarms
2) Ability to tweak alarms in terms of (location, sensitivity, priority and queue)
3) Multi-layered platform for automated enhanced capabilities

**Other Requirements Item (d) Operations Handbook- Item 16, page 77**

In the event of a disruptive event (e.g. earthquakes, typhoons, pandemic) suspending PPA operations, the Service Provide shall continue to perform 24/7/365 operations. The service provider has the ability to:
1) Communicate to PPA (at all levels) on the status of the event;
2) Activate automatically the incidental services related to crisis
management and disaster management;
3) Recommend essential services for extreme events the guide the service provider on the required        services;
4) Perform simulations with PPA and its sites to validate the effectivity and efficiency of the Business Continuity and Recovery Services
5) Conduct postmortems with PPA as part of process improvement

**Other Requirements – Item (g), page 78**

All Personnel Requirements must be submitted during the bid submission.

Issued this 27th day of August 2020

THE BIDS AND AWARD COMMITTEE:

By:

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