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### ADDENDUM No.1

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|---------------------------|-----------------------------------|
| REQUEST FOR PROPOSAL No.: | RFP# PERS2019.03.11.RH            |
| TITLE:                    | PERSONAL EMERGENCY SAFETY DEVICES |
| ADDENDUM ISSUE DATE:      | March 22, 2019                    |
| CLOSING DATE:             | April 10, 2019                    |

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Proponents advised that Addendum No. 1 to RFP PERS2019.03.11.RH is hereby issued by the Society. This addendum shall form part of the Contract Documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above named RFP, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponents not being familiar with this addendum. This Addendum No. 1 contains three (3) pages in total.

#### Questions & Answers Or ADDITIONS

- Q1:** Section 1.1: refers to Schedule A. It was not attached to the RFP document.
- A1:** The reference to Schedule "A" was included in error. Schedule "A" is not included as part of this RFP
- Q2:** Section 1.3c: refers to replacing 1,900 units with "newer GPS and/or cellular enabled technology". Does that mean no new POTS landline units are required?
- A2:** TeleCare will replace approximately 1900 units that will be a combination of landline and GPS/Cellular technology
- Q3:** Section 3.3.1 Amendment to the RFP permits amendments up to 5 days prior to the closing date. This would leave very little time to update the proposal and submit it in time to meet the closing date deadline.
- A3:** The timeline as stated in the posted RFP will remain in effect.
- Q4:** Section 6: b3, b4, b10, b22, b27: require that the 3rd party monitoring station has the technology in place to support the devices we offer which are capable of the requested functionality.



- A4** TeleCare will supply the contact information of our 3rd party monitoring station if required so that the proponent can ensure potential compatibility exists.
- Q5** Section 6: b23 – different sensors may have different waterproof/water resistant ratings according to the IEC. IP is the name of the standard created by the International Electrotechnical Commission (IEC) to determine how resistant an electrical device is to fresh water and common raw materials – like dirt, dust and sand. Presumably Good Sam would want the respondents to list compliance per device, i.e. some are waterproof, others are water resistant, the PERS panel has no rating. The Tunstall Amie pendant is rated IP67 which means it is protected from immersion in water with a depth of up to 1 meter (or 3.3 feet) for up to 30 minutes. The iPhone X is also rated IP67.
- A5** Telecare would request that all responses include details on compliance for each device.
- Q6** Section 6: b19– “includes analog and cellular options for landline connections” is confusing. Cellular options do not require landlines.
- A6** As noted in response to question #2 above TeleCare will require a combination of landline and GPS/Cellular options.
- Q7** Section 6: b21– “inactivity timer indicating how long a battery has been inoperable”. Section b20 is typically how batteries are monitored. Inactivity timers are typically used to measure ADL activities of the senior. Please clarify.
- A7** 6 b21 should have read “inactivity timer to measure how long a client has been inactive”.
- Q8** Section 6: b24– “Meets EN and UL safety certification standards”. EN is a European standard not used in North America. Please confirm or clarify
- A8** 6 b24 should have read “Meets UL Safety Certification Standards”.
- Q9** Section 6: b25 “Able to support additional PERS”. Is this referring to supporting additional users and/or peripherals on the same unit?
- A9** Yes, that is correct.
- Q10** In the RFP you’re asking for Personal Help Buttons or also described as Personal Safety Devices. Our question is; are you only looking at personal emergency panic pendant devices, only, or are you willing to look at personal emergency wrist worn devices, or both?
- A10** TeleCare is willing to review all potential solutions.
- Q11** Are you looking to utilize these also for your staff?
- A11** There is potential for TeleCare/GSS staff to use this technology moving forward.



- Q12** In your RFP it states that approximately 1900 TeleCare subscribers will be impacted with this change. Are we to assume that this would be the number of devices ordered?
- A12** TeleCare will determine initial order size and inventory levels based on the best possible option from submitted proponent proposals.
- Q13** Who is your chosen Monitoring Centre?
- A13** Please see: <http://armcom.ca>
- Q14** Can you please verify that the Monitoring Centre meets SIA Alarm Code for remote monitoring and reporting?
- A14** All requirements are met by our current Monitoring Centre.
- Q15** Are you currently using a Software system that the new devices will need to work with?
- A15** Devices will need to be compatible with Sirius software.
- Q16** Or will the Software that operates the procured devices be sufficient?
- A16** TeleCare will require ability to access provided devices software.
- Q17** With the closing date being April 10.2019, and with a possibility that your allowing vendors to present their solutions by May 3.2019, when would the procured devices need to be delivered?
- A17** Telecare will negotiate the size and timing of the initial order with the successful proponent at the conclusion of the RFP process. We anticipate the timing of the initial order to be in late May to early June of 2019.
- Q18** Is Data privacy a concern, meaning that all Data shall be Collected and Stored on Canadian soil to adhere to privacy mandates, or can this be addressed by international countries?
- A18** All data privacy concerns are addressed by our monitoring group and not relevant to this RFP
- Q19** We tried to enter information into your RFP response template and noticed that it is password protected. Can we receive the password, or can we receive a copy of the RFP response template in a different format that we can provide the required answers, with staying within the rules of the RFP?
- A19** You need to download, complete and submit the RFP as detailed on Page #8 of the RFP package.
- Q20** Can we please receive a list and address of the locations that these devices will be used, so we can verify the cellular strength with our communication partners?
- A20** Proponents should supply a complete list of areas that are covered by their product.