**NML Security Recording Solution Tender – Questions and Answers**

* What sort of budget do you have?

As this is a tender we are not revealing the budget.

* Who is the incumbent service provider & will that arrangement change if we were successful?

We have a current maintenance contract that will continue in the short term, we will review this as it approaches the end of the contract.

* Do you have or have you seen any recording systems that meet your requirements?

We are not looking for any particular system, it is up to each responder to put forward the most appropriate system

* What telemetry is used for the PTZ cameras ?

Twisted Pair

* The protocol used for the cameras?

The PTZ is SensorNET  the IP is H264

* You state that the existing IP cameras must be compatible with the new solution. Can you please confirm the make and model of these cameras, or if they are Onvif compatible?

All ip cameras are onvif compatible.As in the tender list most are currently analogue they would also need to work

* In addition, an indicative cost of installing additional capacity should be provided and some scope built into the solution. Can please detail how much additional capacity is required to be included within the tender proposal?

Each replacement recording device to have a minimum of 32 analogue and 64 IP ports with the exception of JS2/JS1and Dale St where this can be scaled down to a smaller unit of 16/32’

* You have requested that the cameras are SNMP compatible. What do you specifically mean by SNMP compatible within your environment?

All new IP comeras must be SNMP compatible. This is a way of us monitoring cameras aswell as using IP

* You have requested 10 additional cameras to be installed in World Museum Liverpool. Can you confirm if these are internal or external cameras?

Internal

* You have requested either Analogue or IP. Due to the vast difference in performance do you require full IP HD (1080p)cameras or standard analogue quality cameras?

All new additional cameras should be IP. The existing analogue still are required to work on the new solution

* If analogue cameras are requested will local power be supplied adjacent to camera locations?

no

* The above table in section 4.2 also highlights the need for scope on each site as the proposed solution needs to have spare ports to allow for future IP camera installs. What is meant by spare ports?

The hardware must allow for up to 64 ip cameras and 32 analogue per site

* Each replacement recording device to have a minimum of 32 analogue and 64 IP ports with the exception of JS2/JS1and Dale St where this can be scaled down to a smaller unit of 16/32’. Is the requirement of a units with 32analogue inputs and 64 ip input a fundamental required, this type of equipment is only one type of solution for your tender. True IP systems offer a different range of solution.

The hardware must allow for up to 64 ip cameras and 32 analogue per site

* Any hardware and software will also need to be compatible with a Microsoft VDI RDSH Windows session host client environment based on windows server 2012 R2. This is for managers and administrators to view site and camera status as well as view sections of video as required. Dual monitors are often used to manage this software and view multiple cameras per site from each location. Is the requirements a of a VM platform a fundamental requirement of your system. In our experience running IP CCTV system in a VM environment within clients will not give the performance you will be expecting. Will a distributed architecture of client/server application be accepted as a proposal?

All software must be compatible with session hosts RDSH microsoft enviroment aswell as PC's. We do not want dedicated PC's to run this ins every site.

* The local hard drive storage for each site must have RAID disk presentation of RAID 5 or a suitable configuration to allow for a hard drive to be replaced without downtime or data loss and have capacity of 12TB per site or less if can allow a minimum of 30 days recording per site. You state that the system should be RAID 5. Can alternatives designed for IP CCTV be offered instead of RAID 5 if they offer better solutions?

Alternative RAIDtypes is fine. Any solution must ensure that a device can lose at least one disk and still not lose any data and run without invervention.

* You stated 12TB of storage is required. Based on RAID 5 this will be approximately only 9TB of usable storage. Can you please confirm the resolution and frames per sec that you require?

12TB of usable storage is required per site

* We would suggest the highest video quality from your existing cameras at D1 resolution and 25Fps. Any new IP CCTV camera be a minimum of full HD 1080p at 25IPS

All new cameras should be IP based

* The software should give us the ability to pull recordings from a particular date or time to another location to view and if required save or archive. Do you require a client workstation at each location with the ability to download recordings onto DVD at these locations?

No

* The unit should combine multiplexing, sensor/motion detection, video and audio. Can you confirm what your requirements of each of these features, Multiplexing , sensor/motion detection, video and audio?

All hardware needs to support these features

* The solution should include software that can manage the bandwidth of each site by having options to tailor the amount each camera can use, on a central software system. This will be installed on an existing Windows server 2012R2 virtual server for the database. The server specs in terms of memory and processor can be adjusted as required. These permission should be able to be locked down to only particular types of user and not all users. Is running the system on a VM environment a fundamental requirement or will non VM security solutions be also consider? In addition to this will dedicated hardware operating in a windows environment with a client server application be considered?

We require that the client is compatible with RDSH Microsoft windows. The virtual server is suggested as we can provide this at no extra cost and also is replicated to a secondary backup data centre. Otherwise any hardware would need to be x 2 for a secondary backup centre also, this is why we detailed the requirement this way.

* The software should allow us to view and administer all equipment from any NML site, ideally via a web browser (with bandwidth restrictions). Do you mean that you can connect and view any part of the IP CCTV system from any equipment on the IP CCTV system base on users rights and permissions.

yes correct

* Can you please confirm the IP cameras fitted on your sites are ONVIF conformant Products.

Yes

* Can you please confirm all types of PTZ Telemetry protocols being used on your sites.

The PTZ is SensorNET, the IP is H264

* Can you please confirm how many alarm inputs per site and the way you need these setting up on the new system.

None are required

* Can you please confirm that all sites require a full viewing suite as not all sites was viewed on the tour.

All sites require this

* Can you please confirm that the viewing equipment noted in the tender notes specified about a NVR with 32 analogue and 64 IP ports can be changed to a different setup as long as the same number of inputs are available.

The proposed solution needs to cater for all current analogue and ip cameras, plus future cameras will be IP so allow for future proofing and deployment.

* Can you please confirm that no UPS is required on any of the sites.

No UPS is required

* The document mentions the NML MPLS network.  Do we supply the networking equipment (switches, etc.) to connect to the network?

No networking equipment is required as part of the tender

* As the existing system is analogue, do we supply the Analogue-to-Digital converting equipment for the installation?

Yes please

* During the site visit on the 21st December, it was mentioned that there were some discrepancies between the information published in the RFP and the actual number of camera’s (analogue, IP),  etc. installed at the various sites.  It was suggested that an update would be sent out to potential providers.  It was also mentioned that there was a constant change in the number and location of cameras and other equipment so getting a definitive number was like trying to hit a moving target.  So the question is – do we work specifically to the information given in the document and adjust to the needs of the NML as we actually move forward with the project?

For consistency please respond based upon the information in the tender

* How many FPS for each site

12

* Can you confirm that analytics are not required?

Yes, Not required

* Can you confirm that bandwidth management for each site is required?

As per the tender, we need to be able to manage the bandwidth per unit and site via the central software. This is to prevent end users being able to use all the site bandwidth which is shared with all essential NML functions

* Who is supplying the main server to connect to the hub rooms?

NML IS team will supply a virtual server running Windows server 2012r2 as detailed In the tender document

* During our site visit we were shown that in both locations local control was in operation. The tender states that no local control is required can you please confirm how control will be managed on each location

As in the tender, via a server application that can be then run on a thin client that is running Microsoft RDSH session host VDI environment

* Can you please confirm the bandwidth available for each device

As per the tender, we need to be able to manage the bandwidth per unit and site via the central software. This is to prevent end users being able to use all the site bandwidth which is shared with all essential NML functions

* Given the fact that IS are aware that video over RDSH can be highly problematic, is the VM environment a pre-requisite for this tender?

Yes

* The document mentions the NML MPLS network.  Do we supply the networking equipment (switches, etc.) to connect to the network?

No

* As the existing system is analogue, do we supply the Analogue-to-Digital converting equipment for the installation?

Yes as stated In the tender

* What alarm integrating is required for each site?

None

* What resolution do the cameras need for recording?

Analogue Medium to High - 5/60

* How many FPS for each site?

12 FPS

* What is expected from the front end software?

Client to have clear vision of all sites with one control point.

* Do we need to re-cable between the NVRS that are not in the same room?

Shouldn’t have to re-cable anything.

* Do the Monitors in each control room need retaining for use?

Yes

* Please can you confirm if the cameras will be recorded at 25ips?

12 – 25 ips

* Please can you confirm the image resolution required for recording the existing cameras and new cameras

Quality 4 CIF 10 / 80P for IP

* You currently use Joystick control for PTZ cameras.  The tender does not state anything about joystick - If so how many will you require

1 per site minimum

* Will the new recording units require a keyboard for each site

Yes, Some will require upgrading

* During the site visit we were informed by Frank that there were already 8 Analogue and 2 new IP Cameras in the Egypt Gallery. Can you confirm in that we do not need to supply additional cameras for the Egypt Gallery

No you do not need to supply, as they are already installed.

* Can you confirm the amount of PTZ & Static cameras there are for each site?

As per the tender document with the exception of MMM, which should read 9PTZ as opposed to 1PTZ.

* Who is integrating the Cortech at National Museums Liverpool?   Ian Johnson answered

The integration with the CORTECH is carried out jointly with the installer and CORTECH.  They should check if any further licence is required.

* What telemetry is being used for each camera?

Twisted Pair

* Could you confirm what level of maintenance is required for the project and where does the liability of the new install finish (i.e. equipment and cable)?

Liability ends at the recording device.  Defect liability cover will be in place for initial 12 month period.

* Who is supplying the evidence locker? Ian Johnson answered

It is not required.

* Can we clarify in advance which type of IP cameras you use across the sites, and the specific manufactures of these cameras?

WAG Vivotek and AD Illustra Pro.

DTO AD Illustra Pro.

* What protocol are the PTZ cameras utilising at the following sites:
* JS1             Sensor Net
* JS2             Sensor Net
* MMM          Sensor Net
* MRB           Sensor Net
* Sudley        Red Vision / Keyboard
* WML           Synetics / Matrix Pelco P