

[insert your organisation name and logo or branding]

# Request for Proposals (RFP)

Metlink CCTV, audio installation & maintenance services

## Part 2 – Response Form



RFP released: Wednesday 6<sup>th</sup> March 2024 NZST

Deadline for Questions: 5pm Thursday 21<sup>st</sup> March 2024 NZST

Deadline for Proposals: 12pm (midday) Friday 5<sup>th</sup> April 2024 NZST

Greater Wellington Regional Council  
100 Cuba Street  
Wellington

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## Check list for Respondent to complete for their own benefit:

1	All sections in this Part 2 Response Form have been completed	Yes / No
2	All sections in the Part 3 Pricing Template have been completed	Yes / No
3	Response to Proposed Contract has been submitted	Yes / No
4	You have signed the supplier declaration	Yes / No

# SECTION 1: About the Respondent



## Supplier tips

- The section gives the Buyer basic information about your organisation and identifies your Point of Contact for the duration of the RFP process.
- If an item is not applicable e.g. you do not have a registered office complete the box by stating 'not applicable'.
- If you are submitting a joint or consortium Proposal complete an 'Our profile' table for each Respondent. Cut and paste the table as appropriate. Provide only one Point of Contact for your joint/consortium Proposal.

## Our Organisation

### Choose one of these statements to complete, and delete the others

This is a Proposal by [insert name] (the Respondent) alone to supply the Requirements. **OR**

This is a [joint/consortium] Proposal, by [insert the name of your organisation] and [insert the name of the other organisation/s] (together the Respondents) to supply the Requirements.

Name	Detail
Trading name:	[insert the name that you do business under]
Legal name (if different):	[if applicable]
Physical address:	[if more than one office – put the address of your head office]
Postal address:	[e.g. P.O Box address]
Registered office:	[if you have a registered office insert the address here]
Business website:	[url address]
Type of entity (legal status):	[sole trader / partnership / limited liability co / other please specify]
Registration number:	[if your organisation has a registration number insert it here e.g. company registration number]
Country of residence:	[insert country where you (if you are a sole trader) or your organisation is resident for tax purposes]
GST registration number:	[NZ GST number / if overseas please state]

## Our Point of Contact

Item	Detail
Contact person:	[name of the person responsible for communicating with the Buyer]
Position:	[job title or position]
Mobile number:	[mobile]
Email address:	[work email]

# SECTION 2: Solution overview



### Supplier tips

- In this section you are asked to provide your response to our Requirements (Part 1 Section 2) by demonstrating your organisation’s ability to meet our criteria (Part 1 Section 3: Our Evaluation Approach). Carefully read Part 1 Sections 2 and 3 before completing this part.
- If there is anything that you do not understand ask our Point of Contact to clarify.
- If any information you provide is commercially sensitive to your business, you must let the Buyer know. Please mark the information ‘commercially sensitive’ or ‘Confidential Information’. It is not acceptable to render this whole document confidential unless this is truly the case. The Buyer has a duty to protect Confidential Information, subject to the exceptions in the RFP-Terms (Section 6).
- If some of an answer is in another document e.g., a marketing brochure, copy and paste the relevant extract into this Proposal. Do not submit the whole brochure. Please do not include any advertising brochures or similar material in your Proposal.

## Section 2.1 Pre-conditions



### Supplier tips

- You must be able to answer ‘yes’ to each of the pre-conditions. Make sure you are able to verify that this is the case, if asked.
- ‘Yes’, means that you can currently meet the pre-condition. It does not mean that you are planning to, or intend to at some time in the future.
- If you cannot answer ‘yes’ to all, your Proposal will not meet the basic Requirements and will be declined.

	Precondition / Question to produce evidence	Pass/Fail
PC1	Is a Bosch Security Certified Partner	YES/NO
PC2	The Respondent confirms that all permanent and part time employees within their organisation (not just for this contract), including sub-contractors, performing services on behalf of the Respondent is paid, for each hour worked, a rate no less than the New Zealand Minimum Living Wage Rate applicable at the time.	YES/NO
PC3	Professional Indemnity Insurance (minimum cover of NZ\$3m)	YES/NO
PC4	Public Liability Insurance (minimum cover of NZ\$20m)	YES/NO

## Section 2.2 Business and solution overview

We are interested in understanding a little more about your business, size, structure, ethos, and why you believe you are best suited to delivering this contract.

Maximum of two pages.

**Note:** The information you provide here will not be weighted but may be considered when considering overall value for money for the whole life of the contract.

Your response here

Please provide an overview of your proposed solution.


Maximum of two pages.

**Note:** The information you provide here will not be weighted but may be considered when considering overall value for money for the whole life of the contract.

Your response here

# SECTION 3: Response to non-price requirements

## Section 3.1 Response to requirements



**Supplier tips**

- Here you are asked to answer questions relating to the evaluation criteria (written). Your Proposal will be scored against your answers to these criteria. Aim to give answers that are relevant, concise, and comprehensive.
- Consider the % weighting for each criterion. The higher the weighting the more important it is. Take the weightings into account in deciding how much detail to include.
- If you have made any assumption about the Requirements or delivery, clearly state the assumption.

3.3.1 Relevant experience and track record	
<i>We seek relevant, current evidence that demonstrates your organisation’s ability to meet our CCTV requirements.</i>	
#	Requirement
R-01	<p><b>ORGANISATIONAL PROFILE</b></p> <p>Describe your organisation’s size, structure, location, and annual turnover. Explain why this is sufficient to successfully deliver the outcomes described in this RFP.</p> <p style="background-color: yellow;">Your response here</p>
R-02	<p><b>CCTV REFERENCE SITES</b></p> <p>Provide three examples of recent or current contracts delivering and managing CCTV (as defined in the scope of this RFP) or similar. References in the last three years and New Zealand public sector sites are preferred. For each site, please list:</p> <ul style="list-style-type: none"> <li>• contract and client (including contact details for reference purposes)</li> <li>• location and dates you provided the services</li> <li>• scope of services</li> </ul> <p>For each one, include referee details. Let us know if you wish to be contacted before we contact your named referees.</p> <p style="background-color: yellow;">Your response here</p>
R-03	<p><b>CCTV LESSONS LEARNED</b></p> <p>We are interested in learning from your experience working with other clients. What lessons should we be aware of and how can GW make sure we don’t repeat the same mistakes?</p> <p style="background-color: yellow;">Your response here</p>

### 3.3.2 Relevant skills and capability

*We seek evidence that showcases your team's ability to deliver and support our CCTV requirements.*

#	Requirement
R-04	<p><b>YOUR TEAM</b></p> <p>Using a one-page CV for each, identify the individuals who will be assigned to the GW account if you are the chosen supplier. Include relevant qualifications and relevant CCTV experience (including any biographies) and detail their commitment to the contract and expected working hours per month. We also need to know where each of your team members are geographically located.</p> <p>Please include an organisation chart in your response to this section, to show how your team, including sub-contractors and suppliers, fits together and will work with GW's team.</p>
	Your response here
R-05	<p><b>SUBCONTRACTORS' KEY PERSONNEL</b></p> <p>If you are including subcontractors within your Proposal, we want to understand each subcontractor's technical and management skills. For each subcontractor organisation, provide their company details, specific role in the contract, location, key personnel and their skills and experience. Include how your subcontractors will engage consistently through the appropriate channels. Please include a one-page CV of the sub-contractor's key personnel including their relevant qualifications and relevant CCTV experience.</p>
	Your response here
R-06	<p><b>TEAM RATIONALE</b></p> <p>Why are you proposing your team and subcontractors in the way you have?</p>
	Your response here
R-07	<p><b>KEY PERSONNEL RISK MANAGEMENT</b></p> <p>Describe how you manage key personnel (and subcontractors) changes, seamless transition and continuity of a high skill set throughout the delivery of the contract.</p> <p>What other contract commitments do they have at the same time as this contract that could impact their ability deliver on time?</p>
	Your response here

R-08	<p><b>CERTIFICATIONS AND ACCREDITATIONS</b></p> <p>It is essential that the supplier is or will be a Bosch Security Certified Partner prior to the commencement of the contract. This is important for maintaining the Maintained Assets and is experienced with large scale CCTV and ICT systems including Managed Switches.</p> <p>Please confirm which team members hold or will hold the required certifications to meet GW’s requirements:</p> <ul style="list-style-type: none"> <li>• For management of existing Bosch assets, Bosch BVMS training and certification</li> <li>• For accessing on site rail assets, Rail corridor permits, KiwiRail HSE induction and KiwiRail electrical awareness intermediate.</li> <li>• For accessing bus assets, experience obtaining traffic management plans.</li> <li>• Any other accreditations or certifications considered critical for CCTV scope delivery including but not limited to Allied Telesis AMF and Galagher access control system.</li> </ul> <p>Your response here</p>
R-09	<p><b>BUILDING COMPLIANCE</b></p> <p>Some of our sites require annual Building Warrant of Fitness recertification annually. How will you ensure and provide evidence of maintenance and annual certification of the Gallagher Access System on-time for the BWOF anniversary date annually?</p> <p>Your response here</p>
R-010	<p><b>GW CAPACITY AND CAPABILITY</b></p> <p>We require a specialist supplier that will undertake maintenance (Maintained Assets), equipment renewals, system administration and new installation work for CCTV as required across rail, and bus infrastructure.</p> <p>To that extent, we require a fully resourced and competent team to provide us with the services. How will you provide resources and provide for continuation of services when key personnel are on leave or resigns?</p> <p>Your response here</p>

### 3.3.3 Methodology and requirements

We seek clarity around how you will deliver on our CCTV requirements in this RFP.

#	General requirements
R-011	<p><b>TRANSITION METHODOLOGY &amp; TIMELINE</b></p> <p>We require a specialist supplier that will undertake maintenance (Maintained Assets), equipment renewals, system administration and new installation work for CCTV as required across ferry, rail, and bus infrastructure from the first day of the contract.</p> <p>Given the short period for contract handover, please describe your contract implementation/transition methodology and timeline including a detailed Gantt chart to provide assurance to us that there will be a continuation of services from day one of the contract. In your methodology, please include a description with any appendices about how you will engage critical suppliers to ensure your premises have the correct connectivity. Do not include pricing in your response, as this will be included in the Price Response Excel.</p>
	Your response here
R-012	<p><b>YOUR APPROACH TO COLLABORATION</b></p> <p>Collaborating with stakeholders will be a critical success factor for this contract. Throughout the life of the contract, you will be required to work with other suppliers, local councils, KiwiRail, Transdev, GW ICT.</p> <p>What is your approach to collaboration where there is a complex network of inter-dependent stakeholders, and how do you know your approach will be successful in the GW setting?</p>
	Your response here
R-013	<p><b>REPORTING TOOLS AND TEMPLATES</b></p> <p>Describe your proposed contract client reporting tools and processes for faults and works tracking.</p> <p>How would we as a client use those tools and what are the limitations and/or additional costs? For example, any unique licenses required, limitations or specific user training that we would need to incur?</p> <p>Please do not include actual costs in your response to this question, the Excel Price Template will have a place for these.</p>
	Your response here
R-014	<p><b>RISK MANAGEMENT</b></p> <p>What are the material risks associated with your proposal and service delivery and how you will mitigate these (prevent them from happening) and manage them (if they do happen)?</p>
	Your response here

R-015	<p><b>CLIENT ENGAGEMENT MODEL</b></p> <p>What does your client engagement model structure look like? This includes your approach to governance, sharing product roadmaps, innovations and value add opportunities.</p> <p>Your response here:</p>
#	<p><b>1.Planned maintenance requirements</b></p>
R-016	<p><b>ENGAGEMENT WITH KEY STAKEHOLDERS</b></p> <p>The chosen supplier must be experienced working in high-risk rail corridor and bus stop areas.</p> <p>Both the Rail and Bus CCTV recording infrastructure currently resides in the Revera Data Centre. How will you actively engage with, KiwiRail, Transdev, Local Councils, and Revera to ensure access to and work completion at the various sites, including Revera data centre access, RMC access, traffic management plans, rail permit approvals as and when required?</p> <p>Your response here</p>
R-017	<p><b>MAINTAINED ASSET MAINTENANCE</b></p> <p>The supplier will be required to manage a complex set of sites that have a high level of health and safety management requirements. These are high risk sites and require specific access permits, training, tools, material, and trained personnel.</p> <p>Describe your methodology to access the sites, your working hours, equipment used when providing planned and reactive maintenance to ensure continuation of service at the specified levels and how you will adhere to all health and safety rules and obligations.</p> <p>Your response here</p>
R-018	<p><b>TRAFFIC MANAGEMENT PLANS (TMP)</b></p> <p>What experience do you have in successfully applying for Corridor Access Requests and TMP's with the local territorial authorities? These plans are mandatory before going onto the road corridor and all railway station car parks.</p> <p>Your response here</p>
R-019	<p><b>ASSET REPLACEMENT - RAIL</b></p> <p>What is your process for replacing an asset on our rail corridor?</p> <p>We would expect you to include process information such as the applicable permits, team members, their processes, indicative timeframe, working in blocks of line, and equipment. For more information, refer to KiwiRail's website.</p> <p>Your response here</p>
R-020	<p><b>ASSET REPLACEMENT – BUS</b></p> <p>What is your process for replacing an asset at a Metlink bus hub?</p> <p>We would expect you to include the applicable information such as permits, team members, their processes, indicative timeframe, and equipment.</p>

	Your response here
R-021	<p><b>UNINTERRUPTED POWER SUPPLIES (UPS) MAINTENANCE AND RENEWALS (INCLUDING BATTERY REPLACEMENTS):</b></p> <p>What experience do you have with UPS management and what is your process to proactively identify then advise us on which UPS's requires replacement and optimal product replacement?</p>
	Your response here
#	<b>2.Asset renewal programme requirements</b>
R-022	<p><b>ASSET MANAGEMENT</b></p> <p>We understand that you will be holding CCTV inventory for us and other clients. How do you proactively track and monitor our inventory so that it does not get mixed up with other clients? How do we get visibility of our inventory levels?</p> <p>Note that we will work with the chosen supplier to articulate inventory levels, SLAs, and associated metrics.</p>
	Your response here
R-023	<p><b>ASSET CONDITION ASSESSMENTS</b></p> <p>We require a condition (visual inspection) assessment, plus a photo, condition rating (Aligned with NAMS 1-5) and GPS coordinates of all Maintained Assets at least once a year. The supplier may be asked to tag assets during the exercise.</p> <p>How will you complete these actions and allocate resources to make sure all Maintained Assets are assessed and rated on an annual basis? Do not include pricing in your response, as this will be included in the Price Response Excel.</p>
	Your response here
R-024	<p><b>MAINTAINED ASSETS EXPERT ADVICE</b></p> <p>We require a supplier that will work with us and provide expert advice when we identify and activate new sites or enhance/re-construct existing sites to provide expert advice on <b>connectivity and camera placement</b>.</p> <p>How will you provide advice, identify value-for-money solutions, and guide us to achieve the desired outcome?</p>
	Your response here
R-025	<p><b>CCTV COVERAGE AND TECHNOLOGY</b></p> <p>We require the supplier to provide expert advice on camera placement to achieve the best possible outcome and coverage.</p> <p>We also require the supplier to provide expert advice on the <b>camera set-up, most appropriate camera selection, and software masking</b> in certain instances. How will you provide advice and direction to achieve the requirements listed?</p>
	Your response here

R-026	<p><b>ASSET RENEWAL PROGRAMME</b></p> <p>CCTV and security assets (hardware) reach end-of-life either by age, condition, or technological obsolescence, and we require the supplier to provide technical advice to assist identify assets that are due to become technologically obsolete or may no longer be fit-for-purpose.</p> <p>Please tell us how will you keep us apprised on technology changes and asset obsolescence proactively, so asset planners are fully informed?</p>
<p>Your response here</p>	
R-027	<p><b>PRODUCT ADVICE</b></p> <p>During the contract, we may be open to exploring alternative or additional CCTV hardware and software solutions.</p> <p>What experience do you have with alternative and additional integrated solutions including alternative Video Management Systems (VMS) and analytics software?</p> <p>How will you proactively advise us on optimal system setup and upcoming technology advancements? As part of your reply, please tell us how you will keep us apprised on medium to longer term initiatives and technology roadmaps that could work for us?</p>
<p>Your response here</p>	
R-028	<p><b>CCTV PRODUCT TRANSITION</b></p> <p>We seek a Bosch certified supplier to support our current inventory, but we may transition to a new camera type/brand and VMS software during the life of this contract. Tell us how you have led other clients through the transition from a single brand camera setup to a multi brand camera set up. This includes seamless integration between the two.</p>
<p>Your response here</p>	
R-029	<p><b>FUTURE POSSIBILITIES – PUBLIC ADDRESS SYSTEM</b></p> <p>We are considering reviewing our public address system (currently Jacques) (hardware and software) with a view to improving audible customer information available at railway stations.</p> <p>This may involve replacing the Jacques system by procuring a different system that meets our requirements, or only replacing specific components of the existing system.</p> <p>If we decide to replace the current system in its entirety, a separate procurement process will be initiated. In that event, will your current offering be able to manage and maintain the new system? Please detail any risks and constraints your current offering may present.</p> <p>If we decide to replace specific PA components of the existing Jacques system, how will you work with the chosen supplier?</p>
<p>Your response here</p>	

R-030	<p><b>FUTURE POSSIBILITIES - CCTV OPERATIONAL MONITORING ACROSS THE BUS NETWORK</b></p> <p>We are considering options around bus CCTV monitoring. This relates to hardware and software functioning rather than behavioural monitoring. What capabilities do you offer in this space and is this a realistic service offering from your company? Please do not include pricing in your answer, please use the RFP Price Template.</p> <p>Your response here</p>
#	<p><b>3.Reactive maintenance including warranty management requirements</b></p>
R-031	<p><b>REACTIVE EMERGENCY MANAGEMENT</b></p> <p>We seek a hands-on, responsive supplier who will remediate CCTV hardware and software outages, stolen hardware, and any other unexpected system issues. How will you triage such issues, perform root cause analysis, establish a time-bound remediation plan, and engage with us to achieve this? Please see appendix for critical location SLA times, based on site prioritisation.</p> <p>Your response here</p>
R-032	<p><b>OUTSIDE WORK HOURS AND WEEKEND EMERGENCY MANAGEMENT</b></p> <p>Historically, CCTV issues and outages typically take place outside work hours, school holidays and public holidays. How are your teams set up to remediate issues that happen during these hours? Please do not include pricing in your response to this question – the pricing Excel response form will include a rates table for this.</p> <p>Your response here</p>
R-033	<p><b>DIAGNOSTICS AND OPERATIONAL SOLUTION MONITORING</b></p> <p>We seek diagnostics and monitoring services for the bus and rail CCTV networks. This is to ensure we have full transparency that everything is working as it should. What does your monitoring solution look like? Please include details such as who your subcontractor is for monitoring (if applicable), methodology and reporting that you will provide to GW.</p> <p>Your response here</p>
#	<p><b>4. Software license management requirements</b></p>
R-034	<p><b>LICENSE MANAGEMENT EXPERIENCE</b></p> <p>We seek a supplier with license management expertise, so that the current software and hardware continues to successfully operate. How would you manage our licenses in scope of this procurement?</p> <p>Your response here</p>
#	<p><b>5. Security system management requirements</b></p>

R-035	<p><b>SECURITY MONITORING</b></p> <p>From time to time, NZ Police require GW to upload footage to the Police’s cloud-based portal. More information is available on request.</p> <p>How does your process look, to review footage and package up the required footage then ensure it is uploaded into the Police portal within a pre-agreed timeframe? We also receive requests under the Local Government Official Information and Meetings Act 1987 (LOGIMA) and the Privacy Act that requires footage.</p> <p><i>Please note that monitoring footage for suspicious behaviour is outside scope of this procurement.</i></p>
	Your response here
R-036	<p><b>WARRANTY MANAGEMENT SERVICES</b></p> <p>The supplier will be required to provide Warranty Management Services.</p> <p>Please provide your proposed methodology in failure reporting and performing corrective action services on our behalf.</p>
	Your response here
#	<b>Rail network asset management requirements</b>
R-037	<p><b>RF LINK INSTALLATION REQUIREMENTS</b></p> <p>We require the supplier to maintain point-to-point RF links throughout the CCTV network (both Cambium and Ubiquity). However, the supplier will be required to install Cambium for new installations.</p> <p>How would you approach this requirement including ensuring reliable connectivity is maintained and the most appropriate solution is specified for new installations?</p>
	Your response here
R-038	<p><b>MANAGED SWITCHES-RAIL</b></p> <p>Rail assets have a large network of Allied Telesis POE Managed switches.</p> <p>What experience do you have with large scale managed switch system administration?</p>
	Your response here
#	<b>Non-functional requirements</b>
R-039	<p><b>NON-FUNCTIONAL REQUIREMENT: CAPACITY OPTIMISATION</b></p> <p>The potential duration of this contract is up to 10 years. New sites and functions could be deployed during this time. We seek reassurance that the proposed solution is right-sized/tailored to the task (without over-provisioning and over-spending).</p> <p>How do you achieve this, and how does your solution link into reporting cycles (including bandwidth, storage use and data consumption reporting)?</p> <p>What do your routine reviews of system capacity and capability look like and if any decisions regarding the upgrades are required (unless there something ad-hoc / urgent requests, which will be dealt with as required)?</p>
	Your response here

R-040	<p><b>NON-FUNCTIONAL REQUIREMENT: AUTOMATED OPERATIONAL NOTIFICATIONS</b></p> <p>Under the new contract, we seek automated operational monitoring across rail and bus networks. Because at present, we rely on manual checks of camera operations.</p> <p>What sort of camera automated system does your solution offer, rather than the current process which requires manual identification of camera outages?</p>
	Your response here
R-041	<p><b>NON-FUNCTIONAL REQUIREMENT: SECURITY QUESTION</b></p> <p>Please describe how you will ensure the following security requirements are met.</p> <ul style="list-style-type: none"> <li>• All communication between cameras, storage, and monitoring stations should be encrypted to prevent unauthorized access. This includes data in transit and at rest, encrypted end to end using encryption algorithms from the NZISM-approved list.</li> <li>• Strict access control measures to restrict access to live feeds and recorded footage based on user roles and permissions and support the GWRC governance policies and procedures in place.</li> <li>• Must allow detection of tampering with cameras or recording devices, with alerts and logging mechanisms and simple auditing capabilities in place</li> <li>• Incident management must be aligned between GWRC and the supplier.</li> </ul>
	Your response here
R-042	<p><b>NON-FUNCTIONAL REQUIREMENT: PERFORMANCE QUESTION</b></p> <p>Please describe how you will maintain the current performance requirements.</p> <ul style="list-style-type: none"> <li>• The system should provide real-time monitoring capabilities with minimal latency. Typically, 25-30 frames per second (FPS) for standard applications. And must be able to set them to lower or much higher number 60 FPS or even more for specific applications where fast-moving objects require it.</li> <li>• The solution should support high-definition video quality for clear image capture. ranging from standard definition (SD) to high definition (HD) and beyond such as 720p, 1080p, 4K</li> <li>• The ability to scale the system to accommodate many cameras and users without significant degradation in performance</li> <li>• The efficient handling of video storage, retrieval, and archival to ensure smooth playback and quick access to footage</li> <li>• Should be able to protect from dust and moisture and other atmospheric or weather conditions</li> </ul>
	Your response here
R-043	<p><b>NON-FUNCTIONAL REQUIREMENT: USABILITY QUESTION</b></p> <p>Please describe how you will maintain and manage the following usability requirements.</p> <ul style="list-style-type: none"> <li>• Ability to access the system for monitoring and administration functions including calibration if required</li> <li>• Configurable alerts and notifications for events such as motion detection, camera malfunctions, storage capacity thresholds any other critical events to be monitored</li> </ul>
	Your response here

R-044	<p><b>NON-FUNCTIONAL REQUIREMENT: RELIABILITY QUESTION</b></p> <p>Please describe how you will maintain and manage the following reliability requirements.</p> <ul style="list-style-type: none"> <li>• Capability to manage the redundant components and failover mechanisms to ensure uninterrupted operation across the platform</li> <li>• Capability to gracefully handle hardware failures, network issues, or power outages without losing critical footage</li> <li>• Mechanisms to ensure the integrity of recorded footage, such as checksum verification and redundant storage</li> </ul>
	Your response here
R-045	<p><b>NON-FUNCTIONAL REQUIREMENT: SCALABILITY QUESTION</b></p> <p>Please describe how you will ensure the following scalability requirements are met.</p> <ul style="list-style-type: none"> <li>• Flexible and modular architecture that allows easy increase or decrease of cameras, storage devices, monitoring stations or similar components</li> <li>• Distribute processing such as load balancing for storage load efficiently across multiple servers or nodes to maintain performance as the system scales and to meet the growing demands</li> </ul>
	Your response here
R-046	<p><b>NON-FUNCTIONAL REQUIREMENT: REGULATORY COMPLIANCE QUESTION</b></p> <p>Please describe how you will ensure the following compliance requirements are met.</p> <ul style="list-style-type: none"> <li>• Compliance with data protection and privacy regulations and obligations with regulatory bodies such as the Privacy Act 2020, Biometrics Code 2024, PSR, and NZISM including features like anonymization of sensitive information and secure data handling practices. Note: we expect you to be operating as an agent of Greater Wellington in accordance with S11 of the Privacy Act 2020.</li> <li>• Certification or attestation in internationally recognised security standards and frameworks (ISO27001, NIST, CIS Controls, SOC2) will be considered an advantage?</li> </ul>
	Your response here
R-047	<p><b>NON-FUNCTIONAL REQUIREMENT: VULNERABILITY MANAGEMENT QUESTION</b></p> <p>Please describe how vulnerability management will be undertaken, and how status and outcomes will be assured with GW.</p> <p>Examples of which may include.</p> <ul style="list-style-type: none"> <li>• Cyber Security mitigation and management processes.</li> <li>• Do you use risk-based approach in prioritisation of the remediation?</li> <li>• Does your vulnerability management process cover not only software components but also hardware components of the solution and infrastructure involved? How do you manage firmware patching and updates?</li> <li>• Patch management process and practice.</li> <li>• What patching cycle period do you use?</li> <li>• What authoritative sources and security intelligence feeds you leverage to identify and address out-of-band and zero-day vulnerabilities?</li> </ul>
	Your response here
#	Health, safety, quality, and wellbeing requirements

R-048	<p><b>HEALTH, SAFETY, AND WELLBEING - INTRODUCTION</b></p> <p>GW are looking to understand your approach to whole of life health, safety, and wellbeing considerations. The following questions are looking for proof that Health, Safety, and Wellbeing (HSW) is woven into the fabric of your business operations. Not just your end products, but also how you deliver services without harm to your staff and others. The following questions explore your commitment and practices to ensure you have and maintain effective health, safety, and wellbeing management systems. These questions also help us understand how you have harnessed the benefits of safety by design principles, as well as the integration robust health, safety, and wellbeing practices into past work or contracts.</p> <p>At a high level, how do you demonstrate that:</p> <ol style="list-style-type: none"> <li>1. Effective HSW is an organisational priority?</li> <li>2. Your senior managers influence HSW outcomes?</li> <li>3. You empower your workers to actively participate in HSW matters?</li> </ol>
	Your response here
R-049	<p><b>HEALTH, SAFETY, AND WELLBEING – INDEPENDENT ASSESSMENT</b></p> <p>Has an independent assessment been conducted on your HSW management systems? If yes, who carried it out, what were the results of the assessment and why did you decided to invest in an independent assessment?</p>
	Your response here
R-050	<p><b>HEALTH, SAFETY, AND WELLBEING – HEALTH &amp; SAFETY BY DESIGN</b></p> <p>In a single page, provide an example from a previous contract where you successfully incorporated the 'Health and Safety by Design 'principles<sup>1</sup>?</p> <p>In your response to this question, please outline the challenges you faced, the strategies you used to overcome them, and the impact on service provision, product safety and user experience.</p>
	Your response here
R-051	<p><b>HEALTH, SAFETY, AND WELLBEING – OVERLAPPING DUTIES</b></p> <p>Provide a detailed explanation of how you meet your HSW obligations when your duties overlap with other parties such as subcontractors? Specifically, we are interested in your approach, as the main contractor, to ensuing effective consultation, cooperation, coordination<sup>2</sup> with other parties throughout a contract.</p>
	Your response here

<sup>1</sup> <https://www.worksafe.govt.nz/topic-and-industry/health-and-safety-by-design/health-and-safety-by-design-gpg/>

<sup>2</sup> [PCBU’s working Together: advice when contracting – Worksafe NZ](#)

R-052	<p><b>HEALTH, SAFETY, AND WELLBEING – PLANNING &amp; RISK MANAGEMENT</b></p> <p>Provide a detailed description of how you meet your HSW obligations during contract planning and risk management. Specifically, we're interested in understanding your approach to identifying potential hazards, conducting thorough risk assessments, developing effective strategies to manage these risks, and reviewing control measures to determine their ongoing effectiveness.</p>
	Your response here
R-053	<p><b>HEALTH, SAFETY, AND WELLBEING - TRAINING</b></p> <p>Please provide a short statement explaining how you meet your obligations with respect to each of the following areas.</p> <ol style="list-style-type: none"> <li>1. Health, Safety and Wellbeing</li> <li>2. Training and competency</li> <li>3. Incident management</li> <li>4. Injury management</li> <li>5. Emergency preparedness</li> </ol>
	Your response here
R-054	<p><b>HEALTH, SAFETY, AND WELLBEING – CONTINUOUS IMPROVEMENT</b></p> <p>Provide a detailed explanation of how your business fosters continuous improvement in HS&amp;W.</p> <p>Specifically, we are interested in the proactive steps and strategies that have been initiated through the routine review of daily work activities, underscoring your commitment to ongoing enhancement in safety measures.</p>
	Your response here
R-055	<p><b>QUALITY MANAGEMENT SYSTEMS</b></p> <p>We would like to understand what accreditations your organisation holds around Quality Management Systems. This covers all aspects of the contract to ensure outcomes are delivered to the highest standards, on time and to budget.</p> <p>Please provide us with an overview of what your QMS looks like, and how this provides the assurances we seek.</p>
	Your response here
#	Privacy requirements
R-056	<p><b>PRIVACY: POLICY ALIGNMENT</b></p> <p>We have a GW CCTV Privacy Policy included at the RFP appendix. How does your proposal align to this policy?</p>
	Your response here

R-057	<p><b>PRIVACY: PRIVACY AND SECURITY ACCESS</b></p> <p>It is important that recordings are only viewed and used per GW's Privacy Policy.</p> <p>How do you ensure that camera footage is only viewed when required, and that any personnel viewing camera content has their own logins, data access logs and audit trails?</p>
Your response here	
R-058	<p><b>PRIVACY: EMERGENCY PERSONNEL ACCESS</b></p> <p>From time to time, emergency situations may mean we need to co-operate with law enforcement and provide them access to our CCTV solution and security system.</p> <p>What experience do you have with working alongside emergency response personnel in a CCTV setting? Specifically, working alongside the Armed Defenders Squad in the event that they need to access to footage and/or view bus cameras real-time.</p>
Your response here	
R-059	<p><b>PRIVACY: BALANCING INDIVIDUALS' RIGHT TO PRIVACY WITH GW BUSINESS OUTCOMES</b></p> <p>It is important that the privacy of Metlink customers, staff and members of the public is respected while still delivering on GW's business outcomes.</p> <p>How would you preserve the privacy of individuals, whose interest is not of interest to GW? I.e., they are not committing a crime?</p>
Your response here	
R-060	<p><b>PRIVACY: FACIAL BLURRING</b></p> <p>Using your knowledge of the Bosch solution, how would you implement facial blurring technology?</p>
Your response here	
R-061	<p><b>PRIVACY: PERSONS OF INTEREST</b></p> <p>When reviewing footage, how does your approach ensure that only the authorised users can see the identities of persons of interest rather than everyone present?</p>
Your response here	
R-062	<p><b>FACIAL RECOGNITION (FR)</b></p> <p>There is no imminent requirement for FR. But in the next 5-10 years, a catastrophic event could trigger the need for facial recognition technology across Metlink's CCTV network.</p> <p>Based on your understanding of our current CCTV setup, how quickly could facial recognition technology be implemented across the network or at set locations. What dependencies will you have to get it live? Feel free to include any other key considerations.</p>
Your response here	

### 3.3.5 Broader outcomes and public value

*We want to understand the social, environmental, cultural, or economic outcomes that your solution brings.* In scoring this section, we place high value on the Broader Outcomes described below. As a minimum standard and to be considered further, please describe how these are incorporated into your Proposal. Please provide evidence that demonstrates your claims.

#	Requirement
R-063	<p><b>KAITIAKITANGA AND SOCIAL WELLBEING:</b></p> <p>Please describe how the following are incorporated into your Proposal. Please provide evidence that demonstrates your claims.</p> <ul style="list-style-type: none"> <li>• We encourage initiatives that embrace cultural diversity, inclusivity, and recognition of our indigenous heritage.</li> <li>• We want suppliers to show how they support Māori and Pasifika employees to celebrate their heritage through their work and sharing of Mātauranga Māori and traditional practices.</li> <li>• We will also encourage suppliers to partner with Māori or Pasifika owned business or social enterprises where possible. We want contractors to show how they support social wellbeing and engagement with the local community, enabling them to be more connected and involved in the contract.</li> <li>• We require all suppliers to pay the Living Wage to all staff and support this practice through the contract supply chain.</li> </ul>
	Your response here
R-064	<p><b>ECONOMIC WELLBEING:</b></p> <p>Please describe how the following are incorporated into your Proposal. Please provide evidence that demonstrates your claims.</p> <ul style="list-style-type: none"> <li>• We support prosperity through quality employment pathways. We encourage increased opportunities, upskilling, and innovative supply chain initiatives, that encourage a more resilient workforce and reduced inequalities.</li> <li>• We want suppliers to demonstrate how they are helping create employment opportunities and career pathways for target sectors, partnering with local and agency organisations to reduce barriers to employment.</li> <li>• We want suppliers to show how they are adding to a diverse supplier model to increase resilience and support a robust local economy. We promote and support partnership applications, local suppliers and subcontractors and innovative solutions.</li> </ul>
	Your response here
R-065	<p><b>ENVIRONMENTAL WELLBEING:</b></p> <p>Please describe how the following are incorporated into your Proposal. Please provide evidence that demonstrates your claims.</p> <ul style="list-style-type: none"> <li>• We support initiatives that protect and enhance the local environment as well as considering global environmental challenges like climate change.</li> <li>• We want suppliers to show how their organisation and operations support a circular economy in terms of waste minimisation. We want suppliers to show how their organisation can contribute to Council’s target of being Carbon Zero by 2050 and support New Zealand’s carbon reduction commitments, through energy efficiency, use of alternative energy sources and innovative solutions through the supply chain.</li> </ul>

	Your response here
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## Section 3.2 Non-price Assumptions

Please state any assumptions you have made in relation to the Requirements (not Pricing).

Assumptions
Your response here

## SECTION 4: Price



### Supplier tips

- In the Part 1 Section 4 we have outlined the pricing information that we are seeking. This should inform you how to present your proposed price. We have provided a template you must use this for your pricing information (Part 3 Pricing Template).
- In preparing your pricing information you must consider all risks, contingencies and other circumstances relating to the delivery of our Requirements and include adequate provision for them. You must also document any assumptions that you have made in costing the full delivery of the Requirements within the Part 3 – Pricing Template.
- If we have asked for a two-envelope response you must put all financial and pricing information in the Part 3 Pricing Template

### Section 4.1 Pricing

Please submit your financial information and pricing using Part 3 Pricing Template. This is a separate spreadsheet.

### Section 4.2 Pricing Assumptions

Please state any assumptions you have made in relation to the cost and pricing information within the Part 3 Pricing Template.

## SECTION 5: Proposed Contract



### Supplier tips

- ~~In the Proposed Contract we have detailed the terms and conditions of our Proposed Contract. We need to know whether or not you are prepared to do business based on the Proposed Contract.~~
- ~~If you have any points that you wish to make about the Proposed Contract this is where you tell us. Note below any suggestions or changes you wish to propose.~~
- ~~It is important that, if asked, you are able to explain why your changes are important to you.~~
- ~~In deciding which Respondent/s to shortlist the Buyer will consider each Respondent's willingness to meet the Proposed Contract terms and conditions.~~

This section is not required.

You are not required to review the draft contract or provide any tags or feedback at this stage of the procurement. We attached the draft contract to the RFP for informational purposes only. This document is a first cut and will be a basis for discussions with shortlisted suppliers.

For now, no action is required.

## SECTION 6: Our declaration



### Supplier tips

- Here you are asked to answer questions and make a formal declaration.
- Remember to select 'agree' or 'disagree' at the end of each row. If you don't you will be deemed to have agreed.
- Remember to get the declaration signed by someone who is authorised to sign and able to verify each of the elements of the declaration e.g., chief executive or a senior manager.
- If you are submitting a joint or consortium Proposal each Respondent (supplier involved in the joint or consortium Proposal) must complete a separate declaration.

Respondent's declaration		
Topic	Declaration	Respondent's declaration
<b>RFP Process, Terms and Conditions:</b>	I/we have read and fully understand this RFP, including the RFP Process, Terms and Conditions (shortened to RFP-Terms detailed in Section 6, as amended by Section 1, paragraph 1.6. if applicable). I/we confirm that the Respondent/s agree to be bound by them.	[agree / disagree]
<b>Collection of further information:</b>	The Respondent/s authorises the Buyer to: <ul style="list-style-type: none"> <li>a) collect any information about the Respondent, except commercially sensitive pricing information, from any relevant third party, including a referee, or previous or existing client</li> <li>b) use such information in the evaluation of this Proposal.</li> </ul> The Respondent/s agrees that all such information will be confidential to the Buyer.	[agree / disagree]
<b>Requirements:</b>	I/we have read and fully understand the nature and extent of the Buyer's Requirements as described in Section 2. I/we confirm that the Respondent/s has the necessary capacity and capability to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.	[agree / disagree]
<b>Ethics:</b>	In submitting this Proposal, the Respondent/s warrants that it: <ul style="list-style-type: none"> <li>a) has not entered into any improper, illegal, collusive, or anti-competitive arrangements with any Competitor</li> <li>b) has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFP</li> </ul>	[agree / disagree]

	c) has not attempted to influence, or provide any form of personal inducement, reward, or benefit to any representative of the Buyer.	
<b>Offer Validity Period:</b>	I/we confirm that this Proposal, including the price, remains open for acceptance for the Offer Validity Period stated in Section 1, paragraph 1.6.	<b>[agree / disagree]</b>
<b>Conflict of Interest declaration:</b>	The Respondent warrants that it has no actual, potential or perceived Conflict of Interest in submitting this Proposal, or entering into a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFP process the Respondent/s will report it immediately to the Buyer's Point of Contact.	<b>[agree / disagree]</b>

**Details of conflict of interest:** [if you think you may have a conflict of interest briefly describe the conflict and how you propose to manage it or write 'not applicable'].

**DECLARATION**

I/we declare that in submitting the Proposal and this declaration:

- a) the information provided is true, accurate and complete and not misleading in any material respect
- b) the Proposal does not contain intellectual property that will breach a third party's rights
- c) I/we have secured all appropriate authorisations to submit this Proposal, to make the statements and to provide the information in the Proposal and I/we am/are not aware of any impediments to enter into a Contract to deliver the Requirements.

I/we understand that the falsification of information, supplying misleading information or the suppression of material information in this declaration and the Proposal may result in the Proposal being eliminated from further participation in the RFP process and may be grounds for termination of any Contract awarded as a result of the RFP.

By signing this declaration, the signatory below represents, warrants, and agrees that he/she has been authorised by the Respondent/s to make this declaration on its/their behalf.

**Signature:** \_\_\_\_\_

**Full name:** \_\_\_\_\_

**Title / position:** \_\_\_\_\_

**Name of organisation:** \_\_\_\_\_

**Date:** \_\_\_\_\_