



# **Eastholme - Home for the Aged**

## **REQUEST FOR PROPOSALS FOR A NURSE CALL RETROFIT AND UPGRADE**

**CONTRACT NO. RFP-NURSECALL-24**

**ADDENDUM NO.1**

**ISSUE DATE: October 10, 2024**

### **1.0 GENERAL**

This addendum forms part of the contract documents and is to be read, interpreted and coordinated with all other parts. The cost of all contained herein is to be included in the contract sum. The following revisions supersede the information contained in the original contract documents issued for the above-named project to the extent referenced and shall become part thereof.

### **2.0 SITE VISIT**

A non-mandatory site visit was held on October 7, 2024, at 11:00am. The following vendors were in attendance:

Ainsworth  
Delco Security  
KR Communications  
MRC Networks  
Spectrum Telecom  
Venasse Building Group  
Zodiac Light Waves

### **3.0 QUESTIONS & ANSWERS**

The following are questions submitted by potential proponents and responses from Eastholme. The Question and Answer period is now closed and no additional questions will be addressed. No requests for extensions to the Submission Deadline will be granted.

**CONTRACT NO. RFP-NURSECALL-24**

**Question 1**

Can you clarify if Eastholme would like a quote based on only the current locations and numbers provided?

**Answer 1**

The price for the current number of call points is required. Please add information about the cost of adding more call points (should we need them). We are expecting that the numbers listed in the RFP are a close approximation of what is required.

**Question 2**

Can you clarify the roam alert requirements.

**Answer 2**

Currently five (5) exterior doors are equipped with roam alert and eleven (11) doors will require roam alert sensors.

**Question 3**

Who is your current phone provider?

**Answer 3**

Avaya supported by Ewee.

**Question 4**

Do you have a license for Ascom/Connexall?

**Answer 4**

Yes

**Question 5**

Are intercoms / two-way communication required in the resident rooms?

**Answer 5**

No

**Question 6**

Can you provide higher resolution drawings?

**CONTRACT NO. RFP-NURSECALL-24**

**Answer 6**

No additional drawings will be issued.

**Question 7**

Are the Ascom phones Apple or Android?

**Answer 7**

Android

**Question 8**

Any doors that are currently an Emergency Exit and controlled by your fire alarm system are already protected – meaning that they can't be opened unless the fire alarm is activated. Do you really require a wander controller on those doors?

**Answer 8**

Yes, all doors will open when the fire alarm is activated. The locations on the ground floor and patios can be opened for events (not just when the fire alarm is pulled). The system should be able to track exit from these doors. We also request that the capacity to temporarily silence the alarm as well as to override the alarm be available as an option (with visual system indication/alert). Example, if a resident wearing a pendant is invited to a barbeque on the patio, we don't want the alert going off the entire time.

**Question 9**

Connexall - can you declare all the systems integrated with it please? Tender mentions RoamAlert, nurse call, fire system and phone system. Any other integrations going to Connexall? Do you have alarms going to mobile phones via MobileConnex?

**Answer 9**

Required integrations to the staff handheld devices (you supply the software or use current middleware Connexall), further we require that emergency alert is initiated for room with a fire (as is currently the case), and elopement alerts. Price additional integrations separately. Mobile Connex is not in use.

**Question 10**

Could you provide details of your phone system please? We'd like to know:

- a. System brand and model
- b. How many wireless phones are involved
- c. What the wireless phones have for integrations currently.

## **CONTRACT NO. RFP-NURSECALL-24**

### **Answer 10**

- a. System brand and model – Desk phone – Avaya 10.1.0.2.0 Build2, Handhelds are ASCOM Myco 3 and D63
- b. Approximately 60 phones
- c. At present the phones are not integrated with any other equipment, however it is expected that security systems, and camera's will be added to the system.

### **Question 11**

Specifications mention a key feature being voice control for emergencies. Is it required for 2-way intercom communication to be included in the nurse call system? It's common for LTC homes to not need this feature since staff have to cancel the call at point of origin anyway.

### **Answer 11**

We have specifically asked to exclude the audio to resident rooms. That feature is not useful for people who live with dementia. It is mandatory to cancel at point of origin.

### **Question 12**

Specifications mention including portable call points like bed and chair alarms. Are either of those existing at the home and integrated to the existing nurse call system now?

### **Answer 12**

They are not currently integrated. We are asking for the integration.

### **Question 13**

You mention specialty call cords like breathcall and soft touch to be included. Can you provide a quantity you'd like included please?

### **Answer 13**

6 breathcall and 30 soft touch.

### **Question 14**

The specifications appear to be requesting wearable devices for both staff and residents. Could you provide quantities required of both the staff and resident tags please?

### **Answer 14**

If the proposed system accommodates staff availability & proximity as well as resident location please provide pricing for 150 staff, and 128 residents. Please indicate whether devices can be assigned individually (unique identifiers).

## **CONTRACT NO. RFP-NURSECALL-24**

### **Question 15**

Also can you confirm if you want the resident tags to have a button to call for help or is it just for tracking/roam/etc.?

### **Answer 15**

If possible YES, for staff code white alert would be ideal.

### **Question 16**

The specs mention having wireless throughout the building for staff access - can you provide details of that system please?

### **Answer 16**

Wired connections are to USW Pro 48 POE switches with a USW Pro Aggregation core, and wireless is provided by 56 U6 lite wireless access points. All VLANs terminate on a Fortinet Firewall controlling access, Internet is provided through a SASE interface using local fibre internet and Starlink as a back-up path.

### **Question 17**

For the RTLS part of the system where wireless tags are being tracked, how high a resolution do you want the tracking? Are you looking for room-level locating or something more general like which RHA zone?

### **Answer 17**

Preference is room level location.

### **Question 18**

Although the specification doesn't ask for duplex audio, since you are upgrading the nurse call system, have you considered integrating audio functionality? This would allow care staff to communicate with residents through the Ascom phones, triaging needs before attending. This feature can enhance resident care and improve staff efficiency. The cost difference between non-audio and audio-enabled nurse call systems is not substantial, and it may improve care and staff satisfaction.

### **Answer 18**

We have specifically asked to exclude the audio to resident rooms. That feature is not useful for people who live with dementia.

### **Question 19**

Confirm if the nurse call system requires UL 1069 "Hospital Signaling and Nurse Call Equipment" compliance.

**CONTRACT NO. RFP-NURSECALL-24**

**Answer 19**

Preferred, but not mandatory.

**Question & Answer 20**

**Q**

Under "other Alarms" requirements, it reads: "Notification of home area perimeter doors or external doors being held open for too long." Confirm if this alarm is already in place.

**A**

Yes, this is in place.

**Q**

If so, how is it being achieved through Connexall or directly via the access control system?

**A**

Directly thorough the nurse call.

**Q**

If the latter, what access control system is in place?

**A**

The doors use keypads and magnetic locks.

**Question 21**

Is the current integration with ASCOM mobile devices done through Connexall or ZIP protocol?

**Answer 21**

Connexall

**Question & Answer 22**

Under "other integrations" requirement:

- a. It reads: "Ability to sense exact call point (room, location, resident) when push goes to the mobile device." Please provide use cases for this requirement. Are you looking to integrate with an existing RTLS system? Does "call point" refer to a pull cord, patient station, or an RTLS bracelet?

**Answer**

A call point is the place where the resident calls for assistance. If a call point is initiated at a bed, please indicate resident name, room number, and call point location (i.e. bed). If RTLS is integrated for elopement risk, please indicate exit location. If the system proposed contains location identifiers for staff and residents within the resident home area/unit please describe and price the feature.

- b. It reads: "RFID compatible – Staff badge and resident badge." Please clarify your expectations for RFID integration and provide use cases. Are these badges from Roam Alert or access control?

## CONTRACT NO. RFP-NURSECALL-24

### **Answer**

Roam alert and door access are currently two separate systems.

- c. Do RFID tags have code white for staff?

### **Answer**

We are asking proponents to identify whether this functionality exists in their solution. This may include resident location and proximity of staff to respond, as well as code white alert.

- d. It reads: "Internal Network & Wi-Fi." Please clarify your requirements for integration and the intended outcomes.

### **Answer**

If there is a reliance on wireless or network equipment for any part of the system, we are looking to confirm if it will work with the Ubiquiti UniFi system that has been deployed. Wired connections are to USW Pro 48 POE switches with a USW Pro Aggregation core, and wireless is provided by 56 U6 lite wireless access points. All VLANs terminate on a Fortinet Firewall controlling access etc. If this solution is not supported for the product being offered, please provide details on the equipment that is supported.

## **Question & Answer 23**

Under "Equipment to be Included":

- a. It reads: "Portable call points (bed alarms and chair alarms) or compatibility equipment & necessary adapters." Please clarify the requirements for portable call points and specify how many are required.

### **Answer**

Please include 40 compatible portable call points in the RFP.

- b. It reads: "Wearable devices, sensors." Please clarify these requirements and how many devices are needed.

### **Answer**

If the proposed system accommodates staff availability & proximity as well as resident location please provide pricing for 150 staff, and 128 residents. Please indicate whether devices can be assigned individually (unique identifiers).

## **Question & Answer 24**

Under "Specifications, Systems Tied In," it reads: Other connected systems include:

- a) Fire and life systems (mag lock/door release)
- b) Fire panel
  - Confirm how the fire system is currently tied in and what the workflow is.

### **Answer**

When fire originates in the room, the nurse call indicates sounds the emergency and shows "fire" on the display for phones. Likely wired into the system.

**CONTRACT NO. RFP-NURSECALL-24**

- Confirm if the fire sensors in each room need to be connected to the nurse call system.

**Answer**

Yes, confirmed. Proponents will need to identify co-ordination efforts.

**Question 25**

Please provide your reporting requirements. What type of information should the nurse call system reports include? Is it an automatic report?

**Answer 25**

See RFP Appendix B, Section H. Specifications - Reporting Requirements

**Question 26**

Are there any requirements for rounding or task management?

**Answer 26**

Not at this point.

**Question 27**

Are there bathrooms on the first floor that will require nurse call functionality?

**Answer 27**

Yes

**Question 28**

As per our conversation in the site meeting, you said that counts are inaccurate and that we need to add a buffer for that. Can you please send the required buffer to be unified on all bidders and include that in our cost?

**Answer 28**

See answer to Question 1.

**Question 29**

Regarding the Ascom phone integration, can we please have the models of those phones and how many phones are on site?



**CONTRACT NO. RFP-NURSECALL-24**

**Answer 29**

The devices are connected to Connexall middleware. Approximately 60 phones are in use (combination of Myco 3 and D63)

**Question 30**

In the site meeting, we discussed Integration options, but any added option would be at an added cost. So, can we please set the mandatory integrations required to be unified for all bidders? Also, how would you like us to price the optional integrations?

**Answer 30**

Required integrations to the staff handheld devices (you supply the software or use current middleware Connexall), further we require that emergency alert is initiated for room with a fire (as is currently the case), and elopement alerts. Price additional integrations separately.

**Question 31**

Please confirm that we can use the existing Connexal base license, and for any new integration, we will add its license cost.

**Answer 31**

Connexall requires the owner to maintain the subscription. Therefore, the proposed solution should integrate with Connexall. The proponent would be responsible for ensuring the notifications from the nurse call continue to work with existing equipment (including phones).

**Question 32**

We understand the tight time for this project, but please, we need an extension of just 3-4 business days to be able to work on our proposal after having answers from your side to the submitted questions and having the new plans from your side as well.

**Answer 32**

No extension will be granted.

**Question 33**

Will residents and staff all be wearing a wireless pendant?

**Answer 33**

Please describe how the proposed solution would track staff availability and proximity (if it does), as well as resident location.

**Question 34**

Are resident room devices including the Lav. Bedside and Dome lights all to be wired devices?

**CONTRACT NO. RFP-NURSECALL-24**

**Answer 34**

Yes

**Question 35**

Is Eastholme ok with re-using existing cabling that will not be under warranty?

**Answer 35**

No

**Question 36**

Are you replacing the existing patient wandering system?

**Answer 36**

Yes

**Question 37**

Please elaborate on residents' muting of alarms? This seems to be a privacy feature that may be requested of a voice system but can present resident safety issues.

**Answer 37**

The resident can mute everyone else's alarms in their room. This is an existing feature in our system.

**Question 38**

Is Eastholme looking for an overhead public address system that can be initiated through the Nurse Call system?

**Answer 38**

Not asking for modifications to PA system. Asking Proponents to provide options available with a full robust nurse call solution.

**Question 39**

Voice control for emergencies - Please explain what the expectation is for this feature.

**Answer 39**

Possible for systems that incorporate staff related features.

## **CONTRACT NO. RFP-NURSECALL-24**

### **Question 40**

Visual representation of resident and closest staff to call point - Please explain what the expectation is for this feature.

### **Answer 40**

Possible for systems that track resident movement.

### **Question 41**

Are staff and residents all wearing a pendent/badge. If so what quantities for both? And is there an expectation to integrate access control to this project.

### **Answer 41**

No expectation to change access control. Staff do not currently have RFID. Considering proponent suggestions to enhance safety.

### **Question 42**

What is the expectation of Eastholme, are you wanting a full RTLS system or the ability to move to a full RTLS system?

### **Answer 42**

The expectation is presentation of a robust nurse call system with improvements to existing system.

### **Question 43**

Is the vendor to supply a quantity of patient fall detect units? If so how many of each type? Or is there an expectation for vendors to utilize present fall detection devices? (please provide make and model to help ascertain what can be accomplished). When connected to nurse call, is the connection required to be annunciated as a different priority type from other types of calls. Example "bed exit" over a "normal" call?

### **Answer 43**

Please include 40 compatible portable call points in the RFP and provide pricing for additional units.

### **Question 44**

Quantities of wearables required?

### **Answer 44**

128 residents

**CONTRACT NO. RFP-NURSECALL-24**

**Question 45**

Life Safety Grade would indicate a UL1069 Certified system. Are you requesting a UL1069 system? If not tested to a Life Safety Grade standard by a regulated testing authority, who will determine acceptability of product offerings.

**Answer 45**

Preferred, but not required. The proposed system must meet the Ministry of Long-Term Care requirements. Eastholme will determine the acceptability of the products.

**Question 46**

If an RTLS system is being requested, what level of granularity is expected, Floor Level, Wing Level, Room Level? What standard is the present WiFi system designed to.

**Answer 46**

Granularity to Room level.

The present system was not designed to a specific standard.

**All terms and conditions of the Document remain in full force.**