Request for Information

Project Title: Consolidation and Modernization of Municipal Security

Request # TMW 2026-19

Activity	Date
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Municipality of Markstay-Warren
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2 CONFIDENTIALITY STATEMENT

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3 SUBMISSION DEADLINES AND METHODS

All submissions for responding to this Request must be submitted to our office, as stated below, no later than:

Submissions are accepted no later than – **Friday, 20 November, 2026**, **at 4pm Local Time**

Responses shall be submitted electronically in PDF format and should address the information requested in this document. Additional supporting material may be included where appropriate. Documents will be accepted through email at info@markstay-warren.ca and publicworks@markstay-warren.ca

4 SPECIFICATIONS AND SCOPE OF WORK

4.1 INTRODUCTION

The Municipality of Markstay-Warren is requesting information from qualified firms regarding the supply, installation, monitoring, maintenance, and support of electronic security systems for municipal facilities.

The purpose of this Request for Information (RFI) is to better understand available technologies, system architectures, integration capabilities, service models, and budgetary costs prior to determining future procurement requirements. Information obtained through this process will be used to define an overall municipal strategy for the future access, security and monitoring of municipal facilities and may result in additional request for quote, or request for proposals.

This RFI is for information-gathering purposes only and does not constitute a commitment by the Municipality to proceed with any procurement process. Any prices or quotations provided should be budgetary levels. The results of this RFI are considered public documents and components may be shared as part of future procurements. Proponents are asked not to include any proprietary information in their bids.

4.2 FACILITIES

The Municipality is seeking information related to the following facilities:

- Markstay Municipal Office
- Warren Community Centre / Municipal Office
- The Municipality is considering additional facilities in future phases including

- Fire Services Buildings
- Public Works Garages
- Rental Use Spaces
- Membership Spaces (i.e. Gym)

4.3 EXISTING ENVIRONMENT

The Municipality currently operates a range of security and related systems at its facilities. Respondents should note that the intent of this RFI is to evaluate modernization, integration, and lifecycle replacement options rather than a greenfield installation.

4.3.1 Markstay Municipal Office:

- An existing intrusion alarm system utilizing wireless door and motion sensors is currently in place dividing the area into a 2 zone environment.
- The system is aging and expected to require modernization or replacement.
- Wireless detection remains of interest where appropriate to building conditions and technical feasibility.
- A recently installed IP-based video surveillance system is in place. The Municipality is seeking options for centralized management and controlled sharing of video across municipal sites and authorized users.

4.3.2 Warren Community Centre:

- The facility contains an existing fire alarm system. Monitoring is provided through a separate alarm connection. This system should be integrated to the intrusion prevention system.
- The municipal arena and hall portion of the building do not currently have intrusion detection.
- The Municipality is seeking solutions that can support compliance with applicable ULC monitoring requirements while maintaining or improving integration with existing fire alarm infrastructure.
- Due to the size and construction of the facility, wireless solutions alone may not provide full coverage of all access points.
- The scope of alarmed security systems applies only to the municipal areas and does not include leased multi-use office spaces within the building.

4.4 PROJECT OBJECTIVES

The Municipality is seeking information on solutions that may:

- Modernize existing intrusion alarm systems;
- Implement or upgrade electronic access control systems;
- Integrate alarm monitoring, access control, and video surveillance into a unified or coordinated platform;
- Improve operational efficiency through centralized administration and reporting;
- Maintain or achieve compliance with applicable ULC monitoring and fire code requirements where required;
- Leverage existing infrastructure where practical to reduce unnecessary replacement costs;
- Provide scalable solutions capable of supporting future municipal facilities.

4.5 FUNCTIONAL CAPABILITY AREAS (INFORMATIONAL)

Respondents should describe how their solutions would address the following functional capability areas. Alternatives and variations are acceptable and encouraged.

4.5.1 Entry Control

The Municipality is interested in adding a centralized (wireless key fob or similar technology) access to all facilities and controlled spaces within the facilities. This system is intended to limit the number of keys issued by the Municipality as well as tracking access to the facilities for both employee and rental use.

4.5.2 Intrusion Detection and Alarm Systems

The Municipality is interested in systems that may include door and window sensors, motion detection, glass break detection, and centralized or distributed alarm panel architectures. Respondents should identify recommended approaches for both small office environments and larger complex facilities, including limitations of wireless deployment where applicable.

4.5.3 Fire and Life Safety Integration

Respondents should describe how their solutions may interface with existing fire alarm systems and related infrastructure, including where integration is possible or limited. The Municipality is particularly interested in understanding how ULC monitoring compliance can be achieved within proposed system architectures.

4.5.4 Monitoring and Communications

Solutions should include information on 24/7 monitoring capabilities, redundant communication methods (including cellular, IP, or dual-path systems), and notification mechanisms. Respondents should identify monitoring centre certifications, alarm handling procedures, and escalation workflows.

4.5.5 System Architecture and Integration

Respondents should describe whether solutions are cloud-based, on-premises, or hybrid, and outline integration capabilities with existing or future systems, including video surveillance and access control. Cybersecurity and secure remote access capabilities should also be addressed.

4.5.6 Installation and Implementation Approach

Respondents should outline their standard approach to site assessment, installation, system commissioning, and minimizing operational disruption. The ability to retain existing infrastructure where appropriate should be addressed.

4.5.7 Training and Documentation

Respondents should describe training programs for municipal staff, as well as documentation provided, including user manuals, system diagrams, and configuration records.

4.5.8 Maintenance and Lifecycle Support

Respondents should outline warranty terms, preventative maintenance programs, emergency repair response times, and lifecycle management strategies.

4.6 QUALIFICATIONS

Respondents are requested to provide the following:

Company Information:

- Company profile
- Years in business
- Staffing levels and technical resources
- Office locations serving Northeastern Ontario

Experience:

- Municipal and public sector experience
- Relevant project references
- Similar installations or service engagements

Technical Solutions:

- Description of proposed system architecture
- Integration capabilities with existing systems
- Access control platforms and technologies
- Monitoring service capabilities

Service Standards:

- Response times for service and emergencies
- Preventative maintenance approach
- Support availability and escalation procedures

Pricing Information (Budgetary Only):

- Estimated costs for intrusion alarm systems
- Monitoring service costs
- Access control systems and credentials
- Optional integration with video surveillance systems
- Maintenance and ongoing service costs

Respondents should note that pricing is preliminary and subject to site review and detailed design.

4.7 SITE VISITS

Respondents may request site visits to better understand facility conditions and existing infrastructure.

5 ASSUMPTIONS AND CONSTRAINTS

The Municipality will not be held liable for any errors or omissions in any part of this Request. The information contained herein is supplied solely as a guideline for responding Proponents. The information is not guaranteed or warranted to be accurate by the Municipality, nor is it necessarily comprehensive or exhaustive. Nothing in the Request is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the Request. Should the Municipality be contacted, no oral explanation or interpretation will modify any of the requirements or provisions of the proposal documents.

6 TERMS AND CONDITIONS

The Municipality reserves the right to:

- Request clarification from respondents;
- Meet with one or more respondents;
- Use information obtained through this RFI to inform future procurement documents;
- Modify or cancel this process at any time;
- Proceed or not proceed with any subsequent procurement process.
- Use the process as pre-evaluation for any subsequent procurement contracts.

7 APPENDIX 1 FACILITY DRAWINGS

8 MAIN OFFICE FLOOR PLAN



MULTIUSE FLOOR PLAN

