



SUNSHINE COAST REGIONAL DISTRICT

Question and Answers #3

Request for Standing Offer No. 2611606

Electrical Engineering Services

Date: March 27, 2026

Item No.1

Clarification: The primary scope of this Standing Offer is to provide electrical engineering support for the Infrastructure Department's capital and maintenance projects. Emergency SCADA and PLC call-out services are intended as auxiliary support only, to be utilized in the event that the SCRD's internal SCADA technicians (or primary staff) are unavailable. Proponents should view these emergency services as a "back-up" capacity rather than a primary daily responsibility.

Item No. 2

Question: What SCADA platforms are currently deployed? Is the SCADA system centralized or distributed across multiple facilities?

Answer: The Regional District is currently switching from IFIX to VT SCADA. There are three (3) SCADA systems.

Item No. 3

Question: What PLC/RTU platforms are currently installed?

Answer: Majority of our PLC's are Allen Bradley MicroLogix 1100/1400 series controllers. Newer controllers are Allen Bradley CompactLogix 5380.

Item No. 4

Question: What HMI platforms are used? Are there local HMIs installed at treatment plants or pump stations?

Answer: Majority of HMI's installed are Red Lion. We have a few Allen Bradley HMI's at newer sites. These work in parallel with our SCADA system.

Item No. 5

Question: Does the Regional District provide VPN access to the SCADA network, various PLC's and HMI's for consultants?

Answer: It is possible, but would be a temporary measure during projects/troubleshooting/etc, enabled only as needed.

Item No. 6

Question: If VPN access is available, are consultants expected to remote into Regional District's internal engineering workstation and/or laptops that has all the required software for PLCs, HMI/SCADA, connect directly to the control network or provide their own laptop with required software? If the consultant is expected to use their own laptop, does the Regional District have a list of the required software versions within their inventory of equipment

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Answer: I would expect most consultants doing this type of work to have their own hardware and software that would be required. We do not have physical programming stations that can be accessed remotely. If required, we would supply a list of requirements for a specific project, but we would not supply any laptops or software.

Item No. 7

Question: Does the Regional District hold licenses for PLC and SCADA programming software, or is the consultant to supply them?

Answer: The Regional District holds licenses for PLC's which are tied to our laptops and cannot be shared. Consultants would be required to supply their own PLC licenses. I believe VT SCADA's license is tied to each server so could be used by the Consultant.

Item No. 8

Question: What response times are expected for on-call SCADA or instrumentation support?

Answer: The Regional District does not stipulate a minimum response time, however, will use the indicated times during scoring of each Proponent.

As per the "Emergency and Response Time Obligations" and "Responsiveness & On-Call Support" sections, proponents are required to state their own proposed guaranteed maximum response times for regular business hours, after-hours, weekends, and statutory holidays. These proposed times will be evaluated as part of the proponent's overall methodology and approach.

Item No. 9

Question: What types of incidents require immediate response versus scheduled support? Are there target on-site response times for emergency situations?

Answer: Immediate responses are typically required for incidents that threaten the Regional District's water or wastewater treatment, regulatory compliance, public health and safety (IE complete loss of SCADA, pump failures, or outages).

Schedule Support applies to routine maintenance, foreseen works, non-critical alarms, and minor programming adjustments.

Item No. 10

Question: Is remote troubleshooting (VPN/remote desktop) acceptable for most incidents?

Answer: Remote/VPN troubleshooting is acceptable for first line response and diagnosis of problems. On-site follow-up may be required, based on encountered issues, or ability to be addressed remotely.

Item No. 11

Question: In what circumstances would the proponent be expected to attend site in person versus providing remote support?

Answer: In-person site attendance is expected when remote troubleshooting is unsuccessful, when there is a physical hardware failure (e.g., replacing a faulty PLC card, RTU component, or addressing physical wiring/communication loss), during the commissioning of new hardware, or when physical on-site verification is required for safety and operational protocols.

Item No.12

Question: Could you please provide clarity on the price evaluation. How will the hourly rates be used to evaluate the pricing? Would an average rate be calculated across all the roles? Does the Regional District have an assumed level of effort for each role?

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Answer: The pricing will be evaluated as per section 7.3 of the RFP.

Item No.13

Question: We noted in the body of the request the requirement for PLC/SCADA programming. Our question is if our firm has limited or no expertise with SCADA but does have other expertise in electrical engineering being asked for should we still consider submitting? How important is this type of work to the request; is the need by SCRD heavily weighted in industrial instrumentation PLC/SCADA work?

Answer: While industrial instrumentation and SCADA programming are included in the Scope of Work, they are **not the primary focus** of this Standing Offer. The weighting of the evaluation is more heavily centered on general electrical engineering support for capital and maintenance projects.

The PLC/SCADA requirements should be viewed as an **auxiliary "back-up" service**. Because this is a secondary, as-needed capacity, a firm's lack of deep expertise in this specific area should not discourage them from submitting a proposal if they are highly qualified in the other requested electrical engineering disciplines.
