REQUEST FOR INFORMATION

PENDER
COUNTY NC

Physical Security Refresh

RFI # 210104-119 – ADDENDUM #1

January 20, 2021

Proposals Due: Extended Deadline to

January 29, 2021 by 2:00 PM (EST)

Issued for:

Pender County Information Technology Services
805 S. Walker St. # 1437
Burgaw, NC 28425
Phone: 910.259.1260

Issued By:

Trisha Newton, Purchasing Agent
Pender County Finance
805 S. Walker St. #1578
Burgaw, NC 28425
Phone: 910.259.1281

IMPORTANT

Pender County is pleased to have a remarkable number of vendors interested in this RFI. Please remember this is a true RFI for educational purposes and financial forecasting. ***Pender County will not be selecting a Vendor or awarding a contract as a result of this process.*** As required by Pender County's local purchasing policy, an RFP will be issued later in the year.

The due date for proposals has been extended to January 29th, 2021 at 2:00pm. If you would like to reschedule your presentation, please email rmoore@pendercountync.gov.

REVISED TIMELINE

January 4, 2021	Request for Information issued
January 12, 2021 by 5:00pm EST	Deadline for any questions on the RFI – email to tnewton@pendercountync.gov
January 12, 2021 by 5:00pm EST	Deadline to register for a time to present response – sign up at https://www.signupgenius.com/go/8050E4DABA92CA3FD0-demo
January 20, 2021	Answers provided to questions via an Addendum
January 29, 2021 by 2:00pm EST	Deadline for responses to RFI – email to tnewton@pendercountync.gov
January 27-February 5, 2021	Presentations via Microsoft Teams – invite with Teams details

QUESTIONS AND ANSWERS

Q1. We would like to request an extension to the RFI question deadline as well as the RFI submission deadline date.
A1. The Deadline for responses has been extended to January 29th, 2021 by 2:00PM.

Q2. The RFI references IEI keypads and as these are typically locally controlled. This may require rewiring the entire door as there may be no centralized wiring to carry the cable back to a central location. a. Is this to be considered in the RFI response?
A2: Yes, please provide as much information possible.

Q3. 24x7x365 Support: Support must be available 24x7x365 for all components due to the critical nature of Public Safety and other 24x7 departments.
a. How is support defined? Does this include on-site 24x7x365?
A3a. 24x7x36 On-site for a complete system outage with no work-around would be expected.
b. Do you allow screened vendors network/VPN access to applications, like the VMS, for remote support?
A3b. Yes, approved and authorized vendors could be granted remote access. Pender would work with the vendor to setup access once approved.

Q4. If we recommend a hybrid architecture based on the resiliency question included on page 7, including some on-premises servers/ archivers, should we provide a response to this RFI or is the cloud-hosted, cloud-managed requirement a hard requirement?
A4. Pender is seeking information for a Cloud-Hosted, Cloud-Managed solution. However, Pender does not discourage responses for hybrid solutions provided the management and footage access is cloud-based.

Q5. Is the county planning to replace any cameras during this project?

A5. Yes. During each Phase, the County intends to replace cameras that are non-IP based. The Administrative building has a majority of coaxial cameras which will need to be replaced.

Q6. If our proposed solution does not support all these camera brands, should we include suggested replacement makes and models along with pricing?

A6. Yes, provide as much information as possible.

Q7. Could you describe the existing county network infrastructure? If a site or the entire County loses internet access, does the County have a LAN/WAN interconnection between all or some sites? If only some sites, which ones?

A7. Currently, the County buildings are connected via private fiber (within Burgaw), E-LAN/WAN interconnects or VPN connections for remote locations. The County currently has one primary internet connection but is seeking a secondary for fail-over purposes.

Will Pender County provide the following:

Q8a. Security drawings for the Administrative Building of the existing video security cameras and the access control doors placement.

A8a. Keep in mind that this is an RFI to show options rather than a binding proposal. The County did not anticipate Vendors needing this specific information to respond to this RFI. For security reasons, a Non-Disclosure Agreement will be required in order to obtain this information. Email your specific request to tnewton@pendercountync.gov.

Q8b. Equipment list for each device

A8b. For security reasons, a Non-Disclosure Agreement will be required in order to obtain this information. Email your specific request to tnewton@pendercountync.gov.

Q8c. A list of locations where the network switches are located and other IT closets in the building that we will use them to connect the video security cameras, and access control to the network and cloud (so that we will keep our cable distance at a minimum if we are replacing the existing cable.)

A8c: For security reasons, a Non-Disclosure Agreement will be required in order to obtain this information. Email your specific request to tnewton@pendercountync.gov.

Q9. Will you please provide the drawings and location or locations for where Pender County would like to install the video security for Miller Pond?
A9:

Q10. Does Miller Pond have existing poles that we will install the pole mounted video security cameras onto as well as exterior enclosures to house a PoE switch, an ISP modem, or connect a wireless transmitter?
A10. No existing poles but Pender intends to have them installed. The current Restroom/Picnic building will house any equipment required. No equipment currently exists at this location.

Q11. Who is responsible for electric for the security poles?
A11. Pender will be responsible for this. However, if you have a means of quoting this please do so.

Q12. In Miller Park is there a main building that has a network switch or where we will install a network switch and connect to an ISP modem or the county network?
A12. The current Restroom/Picnic building will house any equipment required. No equipment currently exists at this location.

Q14. What is the network bandwidth at the Administrator building to connect the access control and video security to a cloud-based system?
A14. Currently, the Administration building utilizes the County's primary internet connection (located in our primary Data Center) via private fiber. The connection is 10Gbps between the Administration Building and the Primary Data Center. The County is currently seeking a secondary internet connection which will reside at the Administration building.

Q15. What is the manufacturer of the gate hardware in Miller Park?
A15. Gate hardware does not currently exist. We are seeking recommendations for such equipment through this RFI. If your company can or cannot accommodate gate controls, please state this and provide requirements. If your company can source gate hardware, please state this as well.

Q16. Is the current access control system at the Administration Building connected to a fire drop that will drop the electrified locks on the doors in case of a fire?
A16. Yes, the current control system is tied to the fire alarm system and will disengage the doors.

Q17. How many mobile phone connections will be needed?
A17. To be determined. This would need to scale based on need. For the purposes of this RFI, please quote for 50 but include the individual cost of each.

Q18. How many people will have access to view the access control and video security? Client workstation connections?
A18. This is an undetermined need at this time. Please include the per user costs.

Q19. How many PTZ controllers - joysticks are needed?
A19. Pender does not currently need a Joystick but would like to see costs for these as future buildings will need this feature.

Q20. What is the manufacturer and model of the Hybrid Solution for the Jail?
A20. The Jail does not currently have a hybrid solution. Pender would like to explore replacing the current DVR's with such a solution.

Q21. Is there a video wall currently in place? If there is not, how many monitors do you envision being on the video wall?
A21. Yes, in two locations. 2 TVs at each but the need exists to add additional.

Q22. What is the manufacturer and model number of the existing fire alarm system at the Administration Building?
A22. Fire-Lite MS-9200UDLS & Fire Suppression System Notifier RP-2002

Q23. Will Pender County provide site walk throughs for the Administration Building and Miller Pond?
A23. We are not able to offer in person walk throughs, so we are exploring the option of releasing a video or virtual walk through. Keep in mind that this is an RFI rather than a binding proposal.

Q24. What are the condition of the access control locking hardware, door release buttons, request-to-exits, and door contacts at the Administration Building? Are all access control doors working properly?
A24. The equipment is 10 + years in age. Most equipment is operating as expected. We have issues with 2 of the proximity pads.

Q26. The existing IEI ProxPads are combination devices where all existing door peripherals (locks, exit devices, etc.) are cables and terminated at the reader/controller. This is different than most other access control systems.
a. Does the County understand that most access control systems use a central point for access control equipment located separately and away from each door?
A26a. Yes.

b. Does the County expect that doors would need to be re-wired, including horizontal cable pulls from each door to a central location?
A26b: We are seeking information for a replacement system. We intend the vendors to make us aware of such needs. Pender would like to re-use as much equipment as possible while understanding that changes may be required.

c. Will there be an opportunity to perform site survey/walks of each property?
A26c: We are not able to offer in person walk throughs, so we are exploring the option of releasing a video or virtual walk through. Keep in mind that this is an RFI rather than a binding proposal.

Q27. The RFI mentions "Gate Hardware Integration" for Miller's Pond Park. On a site visit today I did not see a gate. Is there one on site? If not is that something we should be looking at pricing? Of will that be added in the future by the County?
A27. Gate Hardware does not exist. We are requesting that vendors provide quotes for this equipment if possible. If not possible, provide the requirements for your system.

Q28. The administration building is using 9 MAG locks. Is there any interest or need at this time to upgrade those to a different type of hardware?
A28. Pender is interested in seeing an estimated cost for changing out Mag locks with an alternative mechanism.

Q29. For access credentials does the county prefer using fobs for key chains, printable cards or any other options? What is the estimated number of county employees?
A29. Pender currently uses a combination of fobs and printable cards but prefers cards. However, the system would accommodate both ideally. 550 employees. If other options are available, please advise.

Q30. Do you use an Active Directory for access control today?
A30. No, the County would like to use on-prem AD or Azure AD.

Q31. Can the current card holder database be exported to a CSV file?
A31. Various portions of the Access Control database can be exported including Doors, Access Levels, Sites, and Users. Pender will work to provide as much information as possible to the vendor.

Q32. Does Pender county prefer storage on-site versus all cloud versus hybrid (or is the lowest overall cost the most important)?
A32. Please provide costs for both if available.

Q33. Is no door access required at Miller's Pond building?
A33. Not at this time.

Q34. Is there space at Miller Park to install some equipment (e.g., switch or gateway)?
A34. Yes

Q35. How many current access control cardholders?
A35. Estimated 550 employees.

Q36. How many new access control cards does Pender County generate per year?
A36. Roughly 120 annually.

Q37. What is the format of the current access control cards?
A37. Pender currently utilizes both cards and fobs

Q38. What type of elevator control is required (Floor by floor or by car)?
A38. By Car.

Q39. What type of elevator interface is available (Software or hardwired)?
A39. We believe this to be hardwired.

Q40. What is the most common service issue on the current video and access systems?
A40. Video: playback issues, camera issues without notification, multiple NVRs to manage, etc.
Access: old software no longer patched or enhanced, no means of unlocking door remotely, no notification if doors are ajar/open, etc.

Q41. What is the desired Frame rate for the cameras?
A41: 30 FPS minimum

Q42. What is the current WAN bandwidth?
A42: This varies building to building. The minimum will be 10Mbps x 10Mbps. The Primary internet connection is currently 500Mbps x 500Mbps. Please provide any bandwidth requirements necessary.

Q43. Is remote computer access available for service/ maintenance?
A43: Yes, approved and authorized vendors could be granted remote access. Pender would work with the vendor to setup access once approved.

Q44. For security issues, will Pender County need alerts such as Intruder, vandalism?
A44: Yes, this would be ideal.

Q45. Do the gates have security access today? Do they have wired or wireless network access at gate locations?
A45. Gate hardware does not currently exist. We are seeking recommendations for such equipment through this RFI. If your company can or cannot accommodate gate controls, please state this and provide requirements. If your company can source gate hardware, please state this as well.

Q46. Is there any data Pender County would need to access from a CJIS system?
A46. Not at this time.

Q47. Are we able to do walkthroughs for this RFI?
A47. We are not able to offer in person walk throughs, so we are exploring the option of releasing a video or virtual walk through.

Q48. With the requirement to provide actual proposals for the Administration Building and Millers Pond, would it be possible to set up a site visit for the week of the 19th (after MLK day)? This would allow for accurate cost estimates to be provided.
A48. We are not able to offer in person walk throughs, so we are exploring the option of releasing a video or virtual walk through.

Q49. Who do we need to coordinate the site visit with?
A49. We are not able to offer in person walk throughs, so we are exploring the option of releasing a video or virtual walk through.

Q50. Please confirm that the registered dates for Sign Up Genius to present a response is to review the proposed solution and go over the RFI and not intended to be a demo of the product? I assume after a RFI review you would set up product demos for qualified submissions.
A50. The registered dates will give each vendor the opportunity to demonstrate their proposed solution via Teams. We are seeking a solution that brings video surveillance and door access under a single management interface.

Q51. Can you tell me what type of Microsoft O365 licensing you are using today and plan to use in the future: E3/E5 or G3/G5?
A51. G3, G1, F3 and Kiosk

---END---