# *REQUEST FOR INFORMATION*



# Physical Security Refresh

**RFI # 210104-119**

Date of Issue:  Monday, January 4, 2020

Questions Due:  January 12, 2021 by 5:00 PM (EST)

Answers Issued via Addendum:  January 14, 2021 by 5:00 PM (EST)

**Proposals Due:  January 26, 2021 by 2:00 PM (EST)**

**Issued for:**

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**Issued By:**

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## TABLE OF CONTENTS

## SUMMARY

Pender County is seeking information regarding a new, Cloud-based, Physical Security system. This will include Door Access Control and Video Surveillance. The County is seeking a unified system that allows the Door Access Control system and Video Surveillance to interact and be managed as one single system.

The County's current system is comprised of one door access control system and multiple NVR's. County ITS faces many challenges while managing this equipment. The Door Access Control management software is old and no longer developed. Managing multiple NVRs is cumbersome and, in most cases, the interface is poorly written and difficult to work with. In addition, the equipment is on-premise, requiring staff to connect via VPN to access to manage the systems and view video footage.

The County intends to pursue a phased-in approach, in which sites will be added onto the new system over a 5-year period. This will allow the County to forecast costs for future fiscal year planning. The County intends to begin with the Administrative Building and Miller's Pond Park in Year 1. The County would like to use as much existing hardware as possible to maximize its investment.

This Request for Information (RFI) is intended to collect information and recommendations regarding a Cloud-Hosted Unified Physical Security System.

The County requests detailed responses showing how your firm would address items in the following sections of this RFI:

- REQUIRED FEATURES - SYSTEM
- REQUIRED FEATURES – VIDEO SURVILLANCE
- REQUIRED FEATURES – DOOR ACCESS CONTROL
- PREFERRED FEATURES & QUESTIONS

In addition, the County is seeking costs for a solution that will encompass all requested needs and features. Please include costs for the following:

- Cost Per Door per month
- Door Hardware Costs (if applicable)
- Costs for equipment to bring a site on-line, such as new SEG (Secure Ethernet Gateway) units and/or Proxy Pads
- Cost per User per month (if applicable)

- Cost per Camera per Month
    - 3MP Dome Indoor/Outdoor, 30/60/90 days storage, record on motion
    - 3MP Dome Indoor/Outdoor, 30/60/90 days storage, record always
    - 5MP Dome Indoor/Outdoor, 30/60/90 days storage, record on motion
    - 5MP Dome Indoor/Outdoor, 30/60/90 days storage, record always
    - PTZ Outdoor, 30/60/90 days storage, record on motion
    - PTZ Outdoor, 30/60/90 days storage, record always

The County intends to bring the Administration Building and Miller's Pond Park on-line first. Please provide a quote for these two (2) sites:

## Administration Building
805 S. Walker St.
Burgaw, NC 28425

This site currently has Door Access in place. The proposal will need to include any hardware and labor needed to up-fit this site. In addition, it has an Alibi NVR with Coaxial Cameras. Please include costs to replace Cameras and pull appropriate cabling in the proposal.

- 16 Cameras Currently
    - 2 x External Dome
    - 6 x External Bullet
    - 8 x Internal Dome

- 16 Doors Currently
    - 9 x Magnetic Lock
    - 7 x Strike Lock

## Miller's Pond Park
12762 US Highway 117
Rocky Point, NC 28457

This Park site currently has no door access or cameras on-site. Cost will need to include all parts, cabling, hardware and labor to up-fit this site.

- 5 Outdoor Fixed Dome Cameras
- 30/60/90 days storage, record on Motion
- 30/60/90 days storage, record always
- Gate Hardware Integration

## RFI PROCEDURES

### 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 14, 2021 | Answers will be provided to questions via an Addendum |
| January 26, 2021 by 2:00pm EST | Deadline for responses to RFI – email to tnewton@pendercountync.gov |
| January 27, 28 and 29, 2021 | Presentations via Microsoft Teams – invite with Teams details |

### Questions

Clarification questions will be accepted until January 12th, as specified on the cover sheet of this RFI.  All questions must be submitted via email to tnewton@pendercountync.gov.  An addendum containing any general clarification and answers to questions will be issued as an addendum to this RFI no later than January 14, 2021.

### Presentations

Respondents are invited to present their submissions via a Microsoft Teams meeting.  Respondents may sign up via Sign Up Genius using the following link: https://www.signupgenius.com/go/8050E4DABA92CA3FD0-demo.  Time slots will be made available no later than January 6, 2021 at 5:00pm (EST).  Respondents must register by 5:00pm (EST) on January 12, 2021.  An invite to a Teams meeting will be sent in advance of your presentation time.

### Content and Format

The County expects concise, detailed, point-by-point responses to each of the RFI response items identified in Sections "Required Features - System", "Required Features – Video Surveillance", "Required Features – Door Access Control", and "Preferred Features & Questions".  The County is not interested in brochures or "boilerplate" responses.  Instead, responses should clearly define how the vendor's proposed solution(s) would meet the County's business requirements.  Any issues or exceptions to the County's requirements should also be identified and explained.

The response should define all services that would be required by the proposed solution. The response should also include:
- The vendor's understanding of the project and services by addressing the County's business requirements.
- Internet Bandwidth requirements, interconnect/WAN bandwidth requirements, network switch requirements, and network switch port requirements for the proposed solution.
- Software and/or Licenses required for the solution and/or Add-On Features.
- A plan to "Phase-In" the solution with an anticipated project kick-off beginning August 2021 and a 5 year expected project closure.
- All costs to include:
  - Cost Per Door per month
  - Door Hardware Costs (if applicable)
  - Site Equipment Costs
  - Cost per User per month (if applicable)
  - Cost per Camera per Month
    - 3MP Dome Indoor/Outdoor, 30/60/90 days storage, record on motion
    - 3MP Dome Indoor/Outdoor, 30/60/90 days storage, record always
    - 5MP Dome Indoor/Outdoor, 30/60/90 days storage, record on motion

- 5MP Dome Indoor/Outdoor, 30/60/90 days storage, record always
- PTZ Outdoor, 30/60/90 days storage, record on motion
- PTZ Outdoor, 30/60/90 days storage, record always
  - Proposal for Administration Building
    - 16 Cameras
      - 2 x External Dome
      - 6 x External Bullet
      - 8 x Internal Dome
    - 16 Doors
      - 9 x Magnetic Lock
      - 7 x Strike Lock
  - Proposal for Miller's Pond Park
    - 5 Outdoor Fixed Dome Cameras
    - 30/60/90 days storage, record on Motion
    - 30/60/90 days storage, record always
    - Gate Hardware Integration
  - Implementation and Installation
  - Support & maintenance
  - Add-On Features NOT included in the solution
  - Add-On Licenses needed with annual support/maintenance
  - ***Any additional costs not listed above***

## CURRENT ENVIRONMENT

The Pender County network consists of 25 buildings located across the entirety of the County. In Burgaw, the County seat, most of the buildings are connected via private fiber to the Primary Data Center. These connections are at minimum 1Gbps. Internet is currently served through the Primary Data Center. However, ITS is in the process of seeking a secondary internet site for redundancy. Buildings outside of the County seat are connected via WAN/Interconnect services with various bandwidths.

### Door Access Control
The current Door Access Control system uses IEI Hub Manager version 8 for management. Currently, there are 19 sites total on the system. Each site has a SEG (Secure Ethernet Gateway) to allow the site to communicate with the network. Each door has a Proximity Card Reader (IEI prox.pad plus), which connects to the SEG. There are currently 120 doors total on the system; with the largest sites not exceeding 16 doors. The door hardware consists of either Magnetic locks or Door Strikes, depending on the need. Each door must have two (2) forms of egress to meet fire code. Currently, this is satisfied using a Push to Exit button or Door handle that allows egress and/or a motion sensor. In the event of a fire alarm, the locks disengage to allow egress.

### Video Surveillance Systems
The County manages 25 individual Network Video Recorders in 24 locations. Manufacturers include Everfocus, Honeywell and Alibi. In addition, the County manages 238 security cameras; 103 Coaxial Cameras and 135 IP Cameras. Manufactures include Everfocus, Honeywell, and Vivotek.

## REQUIRED FEATURES - SYSTEM

The County has identified that the following features must be in the unified solution, encompassing both Door Access and Video Surveillance. Any required feature not available in your solution must be identified and notated. Furthermore, if any required feature is an add-on or extra cost, this cost must be identified as well.

- **Fully Cloud hosted solution:** The solution must be cloud-hosted and cloud-managed. On-premise hardware will be limited to Security Cameras, Door Hardware, Proximity readers, and hardware that converts ethernet to serial for purposes to connect to proximity devices, etc.

- **Unified System:** Allowing both Door Access and Video Surveillance to be managed collectively and interact as needed. For example, door access to secure area activates a camera in the area to send footage and/or video to designated staff.

- **100% Turnkey:** Installation, to include all cabling and installation of hardware, will be "Turn-Key" and performed by the vendor or subcontractor.

- **Browser Agnostic:** Web-based access must be browser agnostic and work with major browsers including Google Chrome, Firefox, Microsoft Edge and Internet Explorer. This includes all components including Video Live View and playback.

- **24x7x365 Support:** Support must be available 24x7x365 for all components due to the critical nature of Public Safety and other 24x7 departments.

- **Intuitive Interface:** Interface must be easy to use and navigate.

## REQUIRED FEATURES – VIDEO SURVILLANCE

The County has identified that the following features must be in the Video Surveillance portion of the solution. Any required feature not available in your solution must be identified and notated. Furthermore, if any required feature is an add-on or extra cost, this cost must be identified as well.

- Browser-Based Management, must work with major browsers including Google Chrome, Firefox, Edge and IE.
- Mobile phone apps to allow authorized users to view video footage, both live and playback from their smart phone. Must support both Apple iOS and Android platforms.
- Ability to capture image or video when door accessed.
- Notifications to include camera failure or system issues.
- Ability to delegate live view and footage review to staff for specific cameras and/or sites.
- PTZ Control to include Joystick control devices.
- Ability to support multiple brands of cameras (including existing Vivotek, Everfocus and Honeywell IP cameras).
- Ability to support multiple standard protocols used by cameras (including RTSP & ONVIF).
- Ability to view camera live feed.
- Ability to view camera recorded footage.
- Interface, including playback, navigation and download, is intuitive and easy.
- Ability to easily "split" a clip to a specific date/time.
- Scalable cloud storage costs per camera based on duration and Megapixel of camera (if applicable).
- Scalable to accommodate multiple buildings and cameras for future growth.
- Ability to set up On Screen Display, to include date/time and name of camera.
- Ability to set camera name.
- Ability to record on Motion and motion zones.
- Review Event History such as motion, system issues, etc.
- Ability to support integration with Hybrid Solution in which footage is hosted on-premise and on-line (Jail)
- Minimum of 30 days recorded footage
- Video Wall Application with multiple TV/monitor support

## REQUIRED FEATURES – DOOR ACCESS CONTROL

The County has identified that the following features must be in the Door Access Control portion of the solution. Any required feature not available in your solution must be identified and notated. Furthermore, if any required feature is an add-on or extra cost, this cost must be identified as well.

- Browser Based Management, must work with major browsers including Google Chrome, Firefox, Edge and IE.
- Mobile phone apps to allow authorized users ability to unlock door(s), remotely, via mobile app and basic management of doors.
- Real-Time Notification (door ajar, door accessed).
- Granular Permissions & User Roles with the ability to grant access to specific doors & buildings via permissions.
- Grant Permission to access door logging to determine who entered a controlled area.
- Auto-Update Daylight Savings Time.
- Integration with Fire Alarm System; required by fire code.
- Ability to unlock door from physical Push Button to allow visitors entry into secure area.
- Integration with Gate Hardware for Parks and other sites.
- Audible Door Ajar Alert.
- Ability to set Holiday schedules to look doors that are automatically unlocked during business hours.
- Ability to set schedules for specific doors to unlock during business hours.

## PREFERRED FEATURES & QUESTIONS

The County has identified the following preferred features. Preferred features are not required but highly desired. Any feature not available in your solution must be identified and notated. Furthermore, if any feature is an add-on or extra cost, this cost must be identified as well. This section also contains questions that pertain to both required and preferred features. Please provide answers for each and any additional information that you feel may assist the County in selection of a solution. Responses should be provided on a separate document referencing each section.

### Integration
1. Does the proposed solution support integration with Azure AD or On-Prem AD?
2. Does the proposed solution support integration with Gate Hardware?
3. Does the proposed solution integrate with badging applications? The County currently uses Alpha Card ID.
4. Does your solution integrate with Biometric Hand Readers?
5. Does your solution integrate with Elevator Controls?
6. Does your solution integrate with Fire Alarm Systems to include notification if doors are unsecured due to fire alarm trip?

### Security
1. Describe the security measures in place for your solution, to include Administration Portal, Self-Service Portal and End-To-End security for subscriber units to your cloud service.
2. Does your solution meet CJIS, HIPPA and PII compliance? Does this also include your data center, employees with access to your data center/systems and any 3rd party vendors?

### Data Centers & Redundancy
1. How many data centers host the proposed solutions?
2. Where are your data centers located? For security, only provide the general area (ex. Western North Carolina).
3. What Disaster Recovery measures are in place to ensure your solution remains available to customers?
4. Describe your data center sites and alternate data center site locations used for redundancy.
5. Would the County's data reside in data centers outside of the United States?
6. What is your uptime in percentage?

### Resiliency
Describe what would happen if a site or the entire County lost internet access. What measures can be put in place to allow cameras to continue recording and doors to continue to be accessed while installing the least on-premise hardware?

## CLOSING

The County recognizes the considerable effort that will be required in preparing a response to this Request for Information. However, this RFI does not commit Pender County to award a contract, pay any costs incurred in preparation, or travel to Pender County to present a demonstration, or to procure or contract for services.

All responses submitted become the property of the Pender County Government. Pender County reserves the right to cancel this Request for Proposal in part or in its entirety.

Pender County looks forward to receiving your proposals in response to the Request for Information.  Your time is sincerely appreciated.