REQUEST FOR PROPOSALS #66-24109TS

University of North Carolina at Charlotte
Purchasing Office
Reese Building, 3rd Floor
9201 University City Boulevard
Charlotte, North Carolina 28223-0001

Addendum Issue Date: June 19, 2024	Due Date: **Wednesday, July 10, 2024, at 2:00 PM ET**
Purchasing Agent: Trever Swint	Access Control Software
ADDENDUM #1	

This addendum is issued to address questions submitted during the Open Question Period. Questions and answers hereby become incorporated into the Scope of Work, Requirements and Terms of this Solicitation.

1. What version of Open Options Access Control is currently being used at UNCC?
   Answer: DNA 8.3.2.0
2. How many access control card readers are currently connected to the entire UNCC Open Options Access Control System?
   Answer: 2,523
3. Of the access control card readers currently connected to the UNCC Open Options Access Control System, how many are hardwired to an access control board?
   Answer: 1245
4. Of the access control card readers currently connected to the UNCC Open Options Access Control System, how many are integrated in a wireless lock set?
   Answer:1287 CURRENT PROJECT WILL INCREASE COUNT BY 400
5. In the UNCC Open Options Access Control System; are there any wireless locksets that are not Allegion/Schlage AD400 Locksets?
   Answer:0
6. Are there any other types of wireless locksets connected to the currently installed system?
   a. What types? none
   b. How many of each? 0
7. What card reader technology is being used on the UNCC Open Options Access Control System?
   Answer: Wireless Tap Prox
8. How many of the following Mercury Manufactured Access Control Boards are currently connected to the UNCC Open Options Access Control System?
   a. LP2500 - Intelligent Controller 105
   b. LP4502 - Intelligent Controller 47 REPLACEMENT PROJECT WILL TAKE THIS NUMBER TO 71
   c. LP1501 - Single Reader Controller 13
   d. LP1502 - Dual Reader Controller 43
   e. MR50 - Single Reader Interface 603
   f. MR52 - Dual Reader Interface 217
   g. MR16IN - 16 Zone Input Monitor Module 68
   h. MR16OUT – 16 Relay Output Module 18
   i. 500w wireless gateway (interface board) 81

9. How many of the following Allegion/Schlage Panel Interface Modules (PIM) are currently connected to the UNCC Open Options Access Control System?
   a. PIM400-485 = 93
   b. PIM400-1501 = 10
   c. Inl-500w-gatway: 81
   d. PIM400-TD2 = >10

10. How many client workstations will there be on the new access control system?
    Answer: Current count: 267. The future count will be significantly less.
11. How many web-based log on credentials are needed on the new system?
    Answer: More than 36.
12. How many mobile workstations will there be on the new system?
    Answer: Between 36 - 267
13. How many identification badging stations are connected to the current system? None N/A

14. How many visitor identification stations are connected to the current system? None N/A
15. Are there any Biometric access control systems connected to the current system? No
    a. What types? N/A
    b. How many of each? N/A
16. Are there any Burglar Alarm / PID systems connected to the current system? Yes
    a. What types? DT Keypads
    b. How many of each? 5
17. Are there any elevator control systems connected to the current system?
    a. What types? MR52 TIED TO OUTPUT BOARD THROUGH OPEN OPTIONS ELEV. CONTROL
    b. How many of each?
18. Are there any intercom systems connected to the current system?
    a. What types? AIPHONE/ HARDWIRED DOOR RELEASE
    b. How many of each? 2
19. Are there any types of 3rd party integration licenses on the current system?
    a. What types? ALLEGION AD400 LOCK SUPPORT
    b. How many of each? APROX. 1600
20. What level of Connect Care does UNCC have with Open Options?
    a. Connect Care Standard
    b. Connect Care Plus
    c. Connect Care Clients
    d. Connect Care APIs
21. What version of Avigilon Video Surveillance System is currently being used at UNCC?
    Answer: We are on ACC7 moving to ACC8.
22. Is the currently installed Avigilon Video Surveillance System integrated with the UNCC Open Options Access Control System? Answer: No currently not integrated. But there are plans.
    a. What functions are integrated? None
    b. How many points are integrated? None
23. Will UNCC perform all database migration to the new system, or will that be in the Security Contractor's Scope of Work? If in contractor's scope, please define:
    a. Number of cardholders to transfer.
    b. Number of reader groups to transfer. Answer: Not Applicable
    c. Number of time groups to transfer. Answer: Not Applicable
    d. Number of integration rules to transfer. Answer: Not Applicable
       Personnel Profiles: 369,145
       Number of Cards: 493,603
       Access Levels: 8,472
       Personnel Groups:1,311
       Database size 120gb+

24. For badge-printing purposes, do you have a template of what's needed on the credential?
    a. Does the template change by user type? N/A
25. Database:
    a. Are all active and inactive users up to date. Answer: yes.
26. Are you looking to replace the entire Open Options/DNA Fusion software with a new system? Or will this new system work in parallel as a second system for new buildings while existing sites remain on DNA Fusion?
    Answer: Initially, both systems will operate until everything has been converted to the new software.

27. How many total card readers are going to be monitored by the new system?
    Answer: **2,523+**
28. How many total AD300/AD400 locks are going to be monitored by the new system?
    Answer: 1287+
29. Can you provide a list of existing Mercury controller types and quantities for the DNA Fusion enterprise that is to be converted to the new system?
    Answer: SSP-LX: 47, SSP/D2: 43, SSP/EP:105
30. Do you require badging software that will allow you to print new access cards for the new system?
    Answer: No, that is handled by a separate department.
31. What communication protocol is being used by the Blackboard card readers (i.e. Wiegand, OSDP)?
    Answer: Wiegand
32. Can you provide the specific Blackboard card reader part number(s) being used on campus?
    Answer: Due to changes in purchasing. We are looking to move away from Blackboard readers and to Schlage MTB11/MTB15. BLACKBOARD DR5000
33. How many Avigilon cameras do you have on your video management system? Of these cameras, how many would you possibly want to have integrate with the new access control platform?
    Answer: Over 2,000 cameras. We want to integrate as many as needed.
34. Is this an entire system conversion? (a walk thru required, number of buildings to be converted, building locations, device location, maps, hardware locations) or is UNCC looking at performance specifications – for a solution upgrade (capabilities of, access control working with, video working with, intrusion)? Answer: Only a software integration change. All existing hardware will remain the same.
35. How many existing LP1501's? LP1502's? MR53's?
36. How many existing cameras?2000
37. How many hardwired doors?**2,523**
38. How many wireless doors?1287
39. How many blackboard readers?1245
40. Who is handling the client workstation connections? UNC Charlotte
41. Is the Avigilon ACC integration a requirement?yes
42. Will UNC be utilizing the existing servers, or do we need to quote out new ones for the access control and video? If so, what are the server requirements? Video is not part of this project. We have our own VM servers.
43. Will the existing network infrastructure continue to be used for this project? Yes
44. Can the Avigilon cameras be connected to another VMS platform headend? No
45. What level of integration is expected for the video? As much as needed
46. What types of data will be integrated? For example, sharing transactional data like badge in, door force and door prop alarms. As much as possible. We need to be able to set up and configure the system depending on the needs of the building.
47. Does the UNiversity require integrations from the access control solution for typical University applications like Banner, Starez, dining plans, etc.? Yes, Banner, Active Directory,Transact/ Blackboard. Oracle, and Microsoft SQL database connections are preferred. Being able to pull specific data from an external database and/ or system is essential.
48. Is the University currently utilizing a one-card solution? No, Physical and Mobile ID through Transact
49. Is the University currently using mobile credentials? If so, what mobile credential platform is in use? Yes, Transact/ Blackboard.
50. Does the University require that the access control platform function with situational awareness control over the access control solution? For example, certain access control platforms allow the system to be seamlessly modified for events like active shooter, inclement weather, special events, etc.? If available and can integrate with existing Emergency Management software solutions.
51. Does the University require a platform that includes software to manage standard operating procedures for alarms and events? Does the University also require a solution with built in decision management and workflow procedures to guide operators actions in the system? It is not a requirement to have a workflow built into the system. If available, It would be a nice feature to look at.
52. Does the system require functionality beyond a button for lockdown? Lockdown via a button is only one option. A lockdown could also be initiated from a mobile app or integrated solution alarms like

Shooter Detection Systems. At a minimum we are looking for one button solution. Other solutions would be on a need to know basis as only a very select few can initiate lockdown operations.

53. Does the University desire a cloud based access control platform? No, on-prem is required for data retention, cloud could potentially be used as redundancy for data. The application is preferred to be web-based.

54. Does the University desire an integration to SIP based communication appliances like emergency call stations? Emergency call stations are not currently integrated with our network.

55. Does the University desire to evaluate multi-year support terms for the SSA provided there might be cost savings involved with a longer term? Potentially

56. Should the access control integrate with Active Directory? Yes, it must be able to connect to Active Directory and several other databases. Such as Banner and Transact/ Blackboard.

57. Please provide a detailed list of all Mercury hardware, including model numbers and quantities. Most if not all access control software solutions that can re-use Mercury hardware need to know the quantities for licensing. Please include all Mercury Intelligent Controllers (e.g. EP/LP1501, EP/LP1502, EP/LP2500, etc.) and downstream boards (e.g. MR50/MR50-S3, MR52/MR52-S3, MR16OUT/MR16OUT-S3, etc.) SSP-LX: 47, SSP/D2: 43, SSP/EP:105; LP4502 - Intelligent Controller 47 REPLACEMENT PROJECT WILL TAKE THIS NUMBER TO 71
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58. Please provide a detailed list of all Allegion wired and wireless locks in use, including model numbers and quantities. Answer: There are 1287 total Allegion locks connected

59. For the Allegion wireless locks, please share the standard hardware configuration methodology. For example, "an AD400 connects wirelessly to a PIM400-485 or PIM400-1501 (which?) and then to an XYZ". What is the maximum number of locks connected to 1 PIM? We have 93 PIM400-485; 10 PIM-400 1501; 80 PIM400-486 connected by LNL-500w gateway boards and >10 PIM-TD2. There can only be 16 locks connected to any 1 PIM no matter type

60. Please provide the total number of doors being controlled via your access control provider in total, including all hardwired and wireless doors. Answer: This was answered at the top of questions 2 and 3.

61. Please provide the total number of cardholders on the system.
Answer: between 300,000 - 400,000

62. Please confirm that the awarded bidder must agree to accept all Apple, Google, and Samsung reporting responsibilities and provide needed reports (specifically revolved around access control for the campus mobile credential) so that UNCC meets all existing contractual obligations to such entities. Answer: All Mobile credentials and licenses are handled through a separate system. This system is handled through a completely separate department. The only thing the ACM needs to do is tie into that system's database and be able to process NFRC chip information from the phone to the reader.

63. For pricing purposes, how many Avigilon camera locations would you like to see in the access contractor software? We offer a solution that pulls camera views (live and recorded) into the access control platform and saves recordings based on the door and cardholder. Not all cameras need to be brought into the access control software, but cameras looking at doors or door readers would be beneficial. (Note: you can still do everything you did prior in Avigilon too. This is a duplication of images, not a replacement.) Answer: Currently 200- 1,000. In the future, it could be more.

64. Please expand on the below. What is the University trying to accomplish with these items?
    a. Ability to pull reports from external applications such as Tableau or Webfocus
    b. Ability to pull data into data lake: Answer for a and b: The ACM must have a functional API we can integrate with to pull and push data from and to the ACM database. Allowing us to use that data to track and compare to other data sources. This will be done outside the ACM software. And to update cardholder information, process new cards, and allow us to script

certain people base level access access (i.e. Access to their office and exterior access to their building.

    c. Define/elaborate on GIS integration: Answer: Being able to import GIS map files into the system. Preferably not just importing a pdf file into the acm.

65. Are you looking for pricing for a service agreement in addition to the software replacement? If so, can you please identify a specific scope of services for pricing? (i.e. preventative maintenance, software upgrades, expected repairs, etc.)

Pro-Support Service Team.
We are looking for a Pro-Support Service Team to help transfer our current database into the new system's database. The pro-support Team will have to help us build the new system in stages with the information we have on hand. Our current database is around 112 to 120 gbs in size. We are connected to at least 4 databases to differentiate access to 170 departments within 96 buildings. We have 2523 doors and growing. We have over 300,000 user profiles. Which include Faculty, staff, students, alumni, and on-site contractors. We expect the transfer to take some time. We will need the Pro-Support Service team through the whole setup, transferring the data, and after we go live with the new system.

Training.
Training must be offered for the new system. We have 15 administrators who will need training in the new system. These administrators cover all aspects of the hardware, software, and networking that connect to the ACM. These administrators must know how your ACM system interacts with all aspects of our digital environment. This is to support our client base better. On-site training would be nice but not necessary.

Support After:
Regarding support, we are looking for a 24/7 line of service capability. If we have a major issue, we need to be able to contact someone within 10-20 minutes.
We also want the ability to email support with basic questions about day-to-day operational issues.

Upgrades:
We can do the upgrades, but we need something to upgrade to. The software must have a development team behind it. We would also require access to release note documentation covering bugs, fixes, changes, and new features. For each new release of the software. Also, there is documentation on how to fix or access specific aspects of the software. Through a knowledge portal and access to the software manual.

Hardware:
We are looking for a system that can work on our current hardware. There are no plans to replace it.

API: We will need access, information, and training to interact with your API.

A SIGNED COPY OF THIS ADDENDUM MUST BE INCLUDED WITH YOUR PROPOSAL

COMPANY NAME	DATE
PRINTED NAME	SIGNATURE

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Rev: 06/2021