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City of Raleigh

Request for Qualifications: 274-ESIFS-SECA-2025

Title: Security Access Professional Services

Submittal Due Date and Time: Thursday, December 9, 2025, no later than 12:00PM EST

ADDENDUM NO. 1

Issue Date: December 3, 2025

Issuing Department: Engineering Services

Direct all inquiries concerning this RFQ to:

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Information Technology Supervisor

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City of Raleigh
Addendum #1 to RFQ 274-ESIFS-SECA-2025

Issue Date: 12-3-2025

To: All Proposers

This Addendum, containing the following additions, clarifications, and/or changes, is issued prior to receipt of qualification packages and does hereby become part of the original RFQ documents and supersedes the original RFQ documents in case of conflict.

Receipt of this addendum must be acknowledged by signing in the area indicated below. Please make the follow additions, clarifications, and/or changes to the RFQ as listed below and **sign and return this addendum with your submittal package.**

Current system in place

Question 1: What brand and type of access control system is the City using today? Do you want us to plan to replace everything at once, or would you prefer a phased approach where new equipment works alongside the old system for a while?

Response 1: The City of Raleigh Facilities Division currently utilizes the Vykon Security Access Solution as its standard access control system. At this time, there are no plans to replace or upgrade the existing system. The scope of work under this contract is limited to on-call maintenance, diagnostics, and repair services for the existing Vykon infrastructure.

Vendors should not plan for a full system replacement or phased migration. All proposed services should focus on supporting and maintaining the current Vykon system as deployed across City facilities.

Door and site details

Question 2: How many doors are currently online at each location? How many elevators, turnstiles, or other special entry points are included? Are there areas that require extra-tight security?

Response 2: The City of Raleigh Facilities Division currently manages approximately 600 access-controlled doors across various locations. In addition, there are 3 elevators integrated into the access control system. There are no turnstiles or other specialized entry points in use at this time. All access-controlled areas require badge access; however, there are no designated zones with enhanced or extra-tight security measures beyond standard access control protocols.

Card/credential technology

Question 3: What type of access cards are employees and visitors using now (older proximity cards or newer smart cards)? Is the City interested in mobile credentials on phones, and are there any restrictions we should know about when changing card types?

Response 3: The City of Raleigh Facilities Division currently uses key fob (Badge)-style credentials, specifically HID ProxKey II or equivalent. These credentials meet the following specifications:

- Minimum 37-bit Wiegand protocol
- Operate at 125 kHz frequency
- Must be compatible with existing proximity readers

At this time, the City is not interested in implementing mobile credentials (e.g., smartphone-based access) as part of the on-call services scope. Any proposed changes to credential types must maintain full compatibility with the existing reader infrastructure and access control system.

Fire alarm integration

Question 4: How should the access system connect with the fire alarm system? For example, should the connection be through a simple contact closure or a monitored circuit? Which doors need to unlock automatically in an emergency, and what order of priority should we follow for safe exit?

Response 4: For on-call services, the awarded vendor must be capable of supporting diagnostics and repair for access control system interfaces with the fire alarm system, whether through a simple contact closure or a monitored circuit, depending on the existing configuration at each facility. All access-controlled doors are configured to unlock for egress upon activation of the fire alarm system. This ensures compliance with life safety codes by allowing immediate and unobstructed exit from the building. There is no prioritized unlocking sequence.

*John Andrews
Information Technology Supervisor*

Sign below and return this addendum with your submittal response.

Proposer Name & Company: _____ **Date:** _____

Signature: _____ **Title:** _____