

### Questions for IFB #251-26-134 – Access Controls Material & Related Services

Reference	Vendor Question	Answers
	For one of the items on the material list, there is just a general description. Can you provide a specific model number for the “Precision Motorized Latch Retraction”?	Precision Hardware Motorized Latch Retraction - Part # RPMLR-K
General Question	<b>Approved Product Flexibility</b> Several line items specify specific brands and model numbers (e.g., Aiphone, HID, LenelS2, Axis). In the event of non-availability, will equivalent or alternate products be accepted if they meet or exceed performance requirements? If so, is there a formal process for pre-approval?	In the event a specified product is unavailable, WCPSS will consider alternate products, provided they meet or exceed the established performance requirements. To initiate this process, a Request for Information (RFI) must be submitted to the WCPSS Project Manager, including detailed product specifications for review and approval.
General Question	<b>Camera Integration &amp; Cabling Responsibility</b> The RFP mentions that WCPSS will provide network cabling “in most cases.” Can you clarify which scenarios would require the vendor to provide or install network cabling?	Not specifically. The WCPSS Technology department does take care of this on behalf of the district.
General Question	<b>Other Installation / Service Responsibility</b> Will there be requests to provide services related to a turnkey installation or service to integrated devices such as, but not limited to; installing conduit, 120VAC circuits, ADA door installation, service, or integrations?	Yes, installations may require turn-key services.
General Question	<b>Volume Expectations</b> Since this is a term contract with no guaranteed minimum or maximum, is there any historical data or anticipated annual volume available to help vendors plan resource allocation and pricing?	Historical data is not a reliable indicator of future demand.
General Question	<b>Labor Category Utilization</b> To better inform our labor pricing, can you share a general expectation of how often work is performed during standard vs. after-hours or holiday/weekend timeframes? Do you require a dedicated	Historically, after-hours and holiday/weekend work has accounted for approximately 10% of the total work. The means and methods of oversight are left to the discretion of the contractor. Regular meetings will be held throughout the duration of the project,

	management team? (how are the field team managed/audited) Is there quarterly business reviews or regular meeting requirements?	including Pre-Construction, Progress Updates, and Close-Out meetings.
General Question	<b>Orchid/S2 System Integration Scope</b> Is the awarded vendor responsible for any software licensing, system upgrades, or user/credential management within the S2 or Orchid platforms?	Those responsibilities are not part of this contract.
General Question	<b>Manufacture Certifications Orchid/S2</b> As a rule, we usually keep assigned personnel current and certified with the manufacturing systems utilized at a customer site. Is the awarded vendor required to keep certified technicians for the S2 or Orchid platforms?	Please refer to the Purpose Statement on page 3 of Invitation to Bid.
General Question	<b>Geographic Coverage</b> Will this contract apply to all WCPSS facilities across the county? Or will it be limited to specific types of sites or scopes?	The contract will apply to all WCPSS facilities throughout Wake County.
General Question	<b>Service Expectations / SLAs</b> Are there any response-time or service-level expectations for repair or support work under this contract? What are the criteria / conditions for emergency after-hour service?	This contract pertains solely to installation services and does not cover general repair work. Any repair or support services provided will be strictly limited to issues arising from completed installations. For such installation-related support, we expect a response time of no more than one (1) calendar day.
General Question	<b>Remote System Access for Troubleshooting</b> Is the awarded vendor permitted to remotely access the S2 Security Management System and/or Orchid Hybrid platform to assist with triage, diagnostics, or minor remote resolution? If so, are there any WCPSS-specific security protocols or approvals required to enable remote access?	The awarded vendor will be granted access to the program; however, all access must be conducted on-site. Remote access will not be permitted.
General Question	<b>Recommendations</b> We have several customers and local County Governments we provide similar services to, will letters of recommendation be accepted and considered? Is past performance a measure in selection?	Please refer to Award Criteria on page 6 of Invitation to Bid.

General Question	<b>Work Order Management</b> We currently use work order management software that we share access to our customers that provides real-time work order updates, the ability to run reports, and is web based. In addition, we have a staffed after-hours team that monitors our service email groups and phone lines. What work order management system do you use? Does it notify by email or text? Can it alert several recipients or just one?	WCPSS utilizes Maximo to submit and track work orders. The system provides automated email notifications to keep relevant parties informed of updates and status changes.
Award Criteria, page 6	How are the award criteria weighed? (i.e. What weight is given to pricing versus other criteria?)	Please refer to Award Criteria, page 6 of IFB.
Price Escalation, page 10, paragraph 34	If a manufacturer issues a price increase or is impacted by tariffs during the contract term, will WCPSS accept price adjustment requests for affected items? Is there a limit on how often these may be submitted?	In the event that a price increase is directly attributable to changes in tariffs, WCPSS will consider a reasonable pricing adjustment upon review and verification of supporting documentation.
Price Adjustments during Extension years, page 10, paragraph 10	If WCPSS elects to extend the contract beyond June 30, 2026, will vendors have an opportunity to update pricing based on current market conditions?	If the contract is allowed to be extended, increases would be negotiated between the two parties at that time
Tariff-Driven Exceptions, page 10, paragraph 10	Are there any special considerations for tariff-driven or supply chain-related cost increases that would allow for mid-contract price adjustments without risk of cancellation?	In the event that a price increase is directly attributable to changes in tariffs, WCPSS will consider a reasonable pricing adjustment upon review and verification of supporting documentation.
Pricing	<b>Labor classifications and expectations</b> What is the difference for the level of expertise on price expectations between a Field Technician and Physical Security Technician on the Access Control pricing? Similarly, what is the difference for level of expertise and price expectations between an Installation/Configuration Technician, Field Troubleshoot and repair Technician, and Orchid System support Technician on the camera side?	The means and methods for determining the appropriate level of expertise among various labor positions shall be at the discretion of the contractor.