

HRCSB REQUEST FOR PROPOSAL: ACCESS CONTROL SYSTEM

HARRISONBURG-ROCKINGHAM
COMMUNITY SERVICES BOARD



HARRISONBURG-ROCKINGHAM COMMUNITY SERVICES BOARD

REQUEST FOR PROPOSAL

FOR

ACCESS CONTROL SYSTEM

Issue Date: Tuesday, January 28, 2020

The Harrisonburg-Rockingham Community Services Board (HRCSB) requests qualified firms to submit proposals for implementation and maintenance services for an access control system at a new structure that will be serving as the HRCSB's primary office location at 1241 North Main Street, an existing building located on the same property with an address of 1353 North Main Street called Arbor House, and newly renovated location of the McNulty Center for Children and Families at 463 East Washington Street, all locations are in Harrisonburg Virginia.

Proposals will be received until 3:00 PM on Tuesday, February 18, 2020.

Questions concerning this Request For Proposal (RFP) and/or requests to tour the properties should be directed to:

Andrew Hahn, IT Manager

ahahn@hrcb.org

540-434-1941

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Offer and Agreement:

In compliance with this Request For Proposal (RFP) and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon subsequent negotiation.

Virginia Contractor License #: _____

Class: _____ Specialty Codes: _____

Name of Firm: _____

Address: _____

City: _____

Zip Code: _____

Telephone Number: _____

FAX Number: _____

FEI/EIN Number: _____

Completed By (Print): _____

Date: _____

Signature In Ink: _____

* Contractor _____ **DOES** _____ **DOES NOT** consider the firm to be a minority owned business.

* Contractor _____ **IS** _____ **IS NOT** certified as a minority business by the Virginia Department of Minority Business Enterprise.

* Contractor _____ **DOES** _____ **DOES NOT** consider the firm to be a woman owned business.

* Contractor _____ **IS** _____ **IS NOT** certified as a woman owned business by the Virginia Department of Minority Business Enterprise.

*Optional Information: Minority contractors are encouraged to submit proposals; however, minority or woman-owned status does not influence award.

HRCSB does not discriminate against small and minority businesses or faith-based organizations in accordance with the Code of Virginia 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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I. PURPOSE

Harrisonburg-Rockingham Community Services Board (CSB) is seeking proposals and intends to award one contract to a qualified vendor for an access control system in the soon to be constructed primary office building for the CSB located at 1241 North Main Street, the Arbor House facility located on the same lot as the primary office with an address of 1353 North Main Street, and the McNulty Center for Children and Families at 463 East Washington Street, all locations being in Harrisonburg Virginia. The current access control system will reach end of life during 2020 and would not be able to accommodate the number of doors in the new and renovated buildings.

II. BACKGROUND

The Harrisonburg-Rockingham Community Services Board is a public agency providing community-based mental health, developmental, and substance use services to local residents since 1972. The HRCSB currently has offices located at 1241 North Main Street including a two story structure, Arbor House, added in 2011 to house a crisis residential program with a second floor build out in 2013. The CSB also provides services at the McNulty Center for Children and Families located at 463 E. Washington Street.

Continued significant growth in staff and services and completion of a feasibility study in 2017 led to a contract for construction of a new building at 1241 North Main Street of approximately 51,300sf and additions at 463 East Washington Street adding approximately 1,480sf to an existing structure of approximately 7,800sf. Arbor House is not adding additional space or being renovated. All other current Main Street structures, except for Arbor House, will be demolished at the completion of the construction project. Construction is underway with a targeted completion date in early summer of 2021.

HRCSB desires to have an access control system that provides secure staff and visitor flow into and through each building that is compatible with other systems and may re-use some or all current hardware. The CSB's current access control system is not able to expand enough to accommodate the new and renovated structures and will reach its end of life date in 2020.

The selected vendor will need to be able to start discussions and work immediately upon award to coordinate with construction already in process.

III. INQUIRY PERIOD

Vendors shall contact HRCSB IT Manager, Andrew Hahn, with the subject line of email being "HRCSB Access Control System RFP", in order to ensure timely receipt of all questions. The inquiry period opens upon release of the RFP, and closes at 3:00 PM on Tuesday, February 18, 2020. HRCSB reserves the right to disregard any questions that are not properly or timely submitted. Any questions or answers deemed to be material to all vendors will be sent to all vendors at the email address the RFP was initially distributed to; any other questions or answers will not be distributed to all vendors. All questions need to be submitted by 3:00 PM on Friday, February 07, 2020. HRCSB may conduct discussions with potential vendors who submit

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proposals for the purpose of clarifications or corrections regarding a proposal to ensure fully understanding of, and responsiveness to, the requirements specified in the RFP.

IV. BUSINESS REFERENCES

Interested vendors' proposals shall include a list of at least three (3) companies or organizations with which it has had access control system contracts or agreements within the past two (2) years. The contracts must not have been terminated prior to the end date due to poor performance and/or acts of negligence. This list shall include the name and phone number of a contact person who is familiar with the vendor's job performance. HRCSB may not be used as a reference. HRCSB may verify the vendor's experience based upon the list of business references submitted and any other sources which HRCSB deems appropriate.

V. DEMONSTRATION OF EXPERIENCE

Interested vendors shall submit with its proposal demonstration of previous experience in delivering this, or similar, services. Vendor shall include descriptions and examples of at least two (2) projects or contracts completed in the past five (5) years that demonstrate appropriate experience – do not simply provide the name of the project or customer. Examples can be from the same projects for which business references are provided.

VI. HOW TO SUBMIT A PROPOSAL

Vendor shall prepare a written proposal statement that addresses how all parts of the Scope of Work section below will be provided, and completely fill in a copy of the three (3) page response sheet and forms included below. The forms can be completed electronically and printed for signature or printed and completed by hand. Original signatures shall appear on pages 3 of the response forms in vendor's submitted proposal. Vendor may attach additional sheets if necessary to fully provide information regarding quote and scope of work.

Return an electronic copy via email to ahahn@hrcsb.org – AND one (1) original hard-copy of the written statement of work and pricing proposal, all three (3) required forms, and any other documentation necessary to fully respond to this RFP, to:

Harrisonburg-Rockingham Community Services Board
ATTN: IT Manager
1241 N Main St, Harrisonburg, VA 22802

on or before 3:00 PM on Tuesday, February 18, 2020. Proposals can be mailed or hand delivered to the receptionist at 1241 North Main Street building. Mailed proposals must be received by the stated deadline. Proposals shall be clearly marked on the outside of the envelope in the lower left hand corner as follows: "HRCSB ACS RFP". The name and address of the vendor submitting the proposal shall also appear on the outside of the envelope. Late proposals will NOT be accepted.

VII. PRE-BID WALK-THROUGH

A pre-bid walk through will be conducted on Monday, February 03 at 2:00 PM at the 1353 North Main Street, Arbor House and at 3:00 PM at the 463 East Washington Street, McNulty Center for Children and Families. Building floor plans will be available at those times, but are also available

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prior by emailing the IT Manager (ahahn@hrcsb.org), with the subject line “HRCSB ACS Floor Plan Request”.

VIII. SCOPE OF WORK

HRCSB expects a recommendation for an Access Control System (ACS) that is specific to location/building/room function, facility and door type. Any recommended system components should provide HRCSB with maximum flexibility for expansion now and in the future. The components should be upgrade-able and swappable without requiring mass replacement of all components or fragmented system control. The system components should be open protocol. Cards or other keying devices should offer maximum flexibility, ease of use and access management for users and system administrators. Electronic door locking components (such as card readers) should be durable, exchangeable without causing system fragmentation, failures partial or otherwise, and agnostic to other system components such as card or fobs, program software and key-ways. Once in place, the system should provide HRCSB administrators with multi-platform access management that provides system status, door status, simple access programming capabilities, remote programming, scheduling, locking and unlocking, and detailed reports.

CONTRACT TERM: Two (2) year initial term with up to three (3) additional one-year extensions by and through written amendment executed by, and at the discretion of, HRCSB. Vendor must also provide 24/7 support.

SCOPE OF SERVICES SUMMARY:

- A) The Vendor shall provide all materials, hardware, software, fabrication, installation, programming and testing in conformity with manufacturer’s documentation, specifications contained herein, and applicable codes and authorities having jurisdiction for the implementation of a complete Access Control System (ACS) for the project.
- B) A complete ACS is defined as all card readers, access cards, controllers, and specific access control panels, power supplies, etc., as well as all cabling/wiring, needed to achieve a complete and functional system. This document may not show or list every item to be provided. When an item is not shown or listed and it is clearly necessary for proper installation and operation of the equipment and systems, Vendor shall provide, install, test and certify the item at no increase to contract price.
- C) The Vendor shall be fully certified by software vendor to sell, install and maintain in Virginia all system components required.
- D) The Vendor shall have at least five (5) years of experience in designing, selling, installing and maintaining the proposed access control systems.
- E) The Vendor shall possess all applicable contractor licenses.
- F) The Vendor shall provide all software licenses for the ACS.
- G) The Vendor shall be responsible for coordination of all ACS programming and ACS connections/interfaces with appropriate HRCSB personnel.
- H) The Vendor shall provide all software, hardware and system programming for integration with the new ACS equipment.
- I) The Vendor shall provide all hardware and system programming for connection of the new ACS to the HRCSB network(s).

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- J) The Vendor shall provide, installation, testing, adjustment and initial programming necessary for all equipment.
- K) The Vendor shall provide written documentation and specific instructions for system as installed.
- L) The Vendor shall be responsible for fully implementing the functions described in this document.
- M) The Vendor shall provide training to HRCBSB in the operation, adjustment, servicing and repair of this ACS.
- N) Vendor shall be responsible for communicating and field coordinating conduit and power requirements for security devices directly with electrical contractor when necessary to complete installation.
- O) The access credentials will be validated at the Proximity/SmartCard card readers at the access-controlled door locations. The perimeter doors will be locked during regular hours and holidays and controlled by credentials and schedules for off hour's access. With the exception being the main entrance and emergency services entrance, as those doors will be open to the public during business hours. In case of emergency the access-controlled doors should be able to be locked down.
- P) The Vendor shall be responsive to both the Owner (HRCBSB) and General Contractor (Lantz) during the construction phases to coordinate the implementation and testing of the ACS as outlined herein this document, and not cause undue burden or hindrance to the delay of the construction phases.
- Q) Question and answer clarification discussions with one or more offerors may be scheduled if the CSB deems it advisable.

IX. ACCESS CONTROL SYSTEM PRODUCTS

- 1) HRCBSB anticipates approximately 50 access-controlled doors. The door access control equipment should be reused whenever possible.
- 2) The client workstation (or portable laptop) shall be used by the Vendor to program all necessary information into the ACS for this project, including, but not limited to, ACS programming and site-specific user information.
- 3) The Vendor shall perform all necessary tests of system operations and shall monitor systems activity and functionality during the installation. Documentation of tests shall be provided to HRCBSB.
- 4) The network appliance shall be capable of running on an existing TCP/IP network and shall be accessible, configurable and manageable from any network connected PC with a browser. Browser access for configuration and administration of the system shall be possible from a PC on the same subnet, through routers and gateways from other subnets, and from the Internet. Control and management of the system shall therefore be geographically independent.
- 5) Security of the data communicated over the network to and from the browser, network controller and nodes shall be protected by an encryption (SSL 128-bit) and authentication (SHA-1).
- 6) Access control features shall include:
 - a) Multiple access levels and cards per personnel
 - b) 128-bit card support

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- c) Detailed time specifications
 - d) Multiple card formats for mixed card populations
 - e) Activation/expiration date/time by person with one-minute resolution
 - f) Access level disable for immediate lock-down
 - g) Multiple holiday schedules
 - h) Timed unlock schedules
 - i) Scheduled actions for arming inputs, activating outputs, locking and unlocking portals
 - j) Card enrollment reader support
 - k) Photo ID creation support
 - l) Counted-use access controlled
 - m) Up to 1000-person record
 - n) One central lock-down switch that kills all power supplies for door actuators/levers/electric strikes (thus, securing all ACS doors)
 - o) Function on battery back-up should the building lose power
 - p) Provide a two-factor authentication option at the main entrances
 - q) Shall be flexible to integrate into the fire alarm system
 - r) Shall be flexible to integrate into a video surveillance system in the future
 - s) Shall be flexible to integrate into the ALERTUS emergency notification system
- 7) Security database features shall include:
- a) Record recall by ID tag, name or card
 - b) SQL capability and ODBC compliance
 - c) Optional storage and recall of ID photos and personal/emergency database
 - d) An API for adding to, deleting from and modifying the database
 - e) Storage of system user passwords and permissions
 - f) System user permissions to grant whole or partial access to system resources, and personal data
 - g) Predefined reports on system configuration, system activity history, and people
 - h) English-based query language for instant custom reports
 - i) Customer Report writer interface that allows the interactive creation of customer reports. Reports may be saved for later reuse. No third-party software such as Crystal Reports shall be necessary.
 - j) Periodic archive creation for historical custom reporting and improved on-board database performance
- 8) Access Control Panels
- a) Access Control Panels (ACP) shall support all of the devices on the design drawings. Standard ACPs shall consist of the following components:
 - i) Access Control blade
 - ii) Input blade
 - iii) Output blade
 - b) The ACPs shall monitor, power, or control, cards readers, door position contacts, door strikes and/or locks and other devices as shown on design drawings
 - c) The ACPs shall read data encoded on cards and communicate with the Main Controller and Central Processing unit to determine if entry is authorized
 - d) Authorized opening of any door from a workstation

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- e) All components that make up the access control panel shall be security mounted on the specified back panel, with an approved enclosure. All cables shall be run within an approved cable management system and shall be neatly dressed and labeled at the point of termination. All labels shall be clearly visible without the need to remove any wire way covering or wire management device
- 9) Card Reader Doors
- a) The card readers shall be Multi-Technology Proximity reader. It shall meet or exceed the following criteria:
 - i) The card reader shall read the encoded data from the access card and/or transponder and transmit the data back to the host panel, giving an audible and visual indication of a properly read card
 - ii) The reader shall not exceed a typical read range of 4” to 8” (unless specified otherwise), when used with a proximity card, proximity adhesive tag or key fob
 - iii) The card reader shall have separate terminal control points for the green LED, the red LED, and the audible indicator
 - iv) The card reader shall have a hold line that will buffer a card read
 - v) The card reader shall be fully weatherized, and shall have an operating temperature of -22 to 150 degrees Fahrenheit (-30 to 65 degrees Celsius), and shall have an operating humidity of 5-95% non-condensing
 - vi) The reader shall have a lifetime warranty
 - vii) The card reader shall match the finish color of the wall/mounting surface to the best of its color selection
 - viii) The voltage requirements of the card reader shall be 5 to 24 VDC
- 10) Power Supplies
- a) Access Control peripheral devices shall be powered by power supplies. Provide battery back-up sufficient for a minimum of four (4) hours of standby at the maximum rated load.
 - b) Furnish and install both 12 VDC and 24 VDC power supplies to power up all electrically controlled door locks. Where power boosters are required as part of the hardware group, provide, install and interface the boosters to the electrified lock(s) and the ACS. Coordinate 120 Volt A/C power installations with the electrical contractor.
 - c) Size all power supplies to permit simultaneous continuous-duty activation of all door locks, with an additional minimum 20% capacity on each supply. Calculate voltage drop to locks and size lock control wiring to provide proper jack operation. System should be configured so that battery backup is an option from one central location for each building, when possible.
 - d) Run individual lock power circuits form a separate output on the power supply, 12 VDC and 24 VDC, PDS-CB, Power Distribution Modules, located within the ACP.
 - e) Provide a separate enclosure for the batteries if the batteries will not fit securely in power supply enclosure “right-side-up”. Do not lay batteries on their sides or ends in order to fit them into the enclosure. Do not expose wiring between the power supplies and the batteries.
- 11) Electrified Locking Hardware
- a) All Electric Locks shall be “Fail Secure/Safe”, according to the hardware specifications.
 - b) Striker Plates shall be compatible w/ both 12 VDC and 24 VDC systems.

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12) Access Control Cards

- a) Cards shall be compatible with all card readers.
- b) The access cards shall be iClass Smart Card/Proximity combination card, 32 bit or industry equivalent.
- c) The Vendor shall furnish clips and lanyards for each card. Cards shall be able to be “punched” for a clip attachment after printing.
- d) Furnish 1000 cards.

X. TRAINING

1. The Vendor shall provide a minimum of four (4) copies of Operation and Maintenance manuals for all equipment furnished under the Access Control section. These manuals are to be available during training.
2. Provide a minimum of eight (8) hours of scheduled training for the equipment furnished under this Section, including programming, operation, service, and maintenance.
3. Training shall be by engineers or technicians highly skilled in the systems and certified by manufacturer as qualified to train in the particular systems.
4. Training shall be conducted at dates and times directed by HRCSB. Training shall be provided for designated personnel.

XI. PROGRAMMING

1. Vendor shall provide initial programming for all applicable systems. Vendor programming shall include, but not be limited to:
 - a. English-language description of each access control location.
 - b. Programming of the head-end equipment.
 - c. Programming of Access Control Software.
2. The Vendor shall coordinate with the HRCSB IT Department staff to update the system software to the most recent version available during the warranty period at NO ADDITIONAL COST.

XII. TEST AND REPORTS

1. The Vendor shall perform system tests using personnel who have attended a manufacturer’s training school for installation and testing of the systems as described herein. The Vendor shall perform testing with the test instruments as specified/directed by the manufacturer.
2. Upon completion of the installation of the ACS, the Vendor shall submit written reports including, but not limited to, the following information:
 - a. A complete list of all equipment installed, including serial numbers of major components.
 - b. Certification that all equipment is properly installed, programmed, functional, 100% operational, and in conformance with specifications herein.
 - c. Test report of all devices, and equipment.
 - d. Test technician’s name, company and date of test.
3. Following review of the test report(s) by HRCSB, the Vendor shall perform a test of the ACS equipment in the presence of the HRCSB IT Department staff and the Vendor. Test(s) shall include performance tests of all equipment and material listed herein. The Vendor shall be

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responsible for all additional costs to HRCSB if retesting is required. At a minimum, perform tests to demonstrate that:

- a. All systems are free from grounding problems and open circuits.
 - b. If applicable, systems operate properly on battery backup.
 - c. All software functions properly as specified, and all equipment is fully programmed.
 - d. ACS doors actuate properly with visual indicator or light.
4. Sixty (60) days prior to the expiration of warranty, Vendor shall retest all systems as described herein, and submit a test report of findings. The scheduling of the retest shall be coordinated with HRCSB. All items covered by warranty shall be corrected immediately. The warranty shall remain in effect until the Vendor corrects 100% of defective items.

XIII. REPORTS

1. The system shall be able to produce a report of individuals who have not used their badge to access a reader since a given date (Last Access).
2. The system shall be able to produce a report of individuals with detail information about card reader access.
3. The system shall be able to produce a report of status of each badge issued. (ex., Active, Suspended, etc.)
4. The system shall be able to produce a report of card reader activity.

XIV. PRICING

1. Vendor shall indicate pricing for all categories specified on Response Sheet page 2, below. No costs other than those specified in vendor's proposal will be paid by HRCSB unless agreed to in writing in advance of purchase or work being completed. All costs for each project, whether or not included below, must be approved by HRCSB prior to the start of any work.

VENDOR SELECTION: After proposals are reviewed, a recommendation will be made to HRCSB Management to award to one vendor. HRCSB Management will make final selection, and may consider proposal quality, reasonableness and appropriateness of proposed budget, funding available, and past contract/subgrant performance. All vendors who submit a proposal will receive a Letter of Intent at the email address provided on the Response Sheet, regardless of vendor selected. The CSB expects to be able to make a vendor selection by Wednesday, February 26, 2020. This date may be adjusted by the CSB if deemed necessary during the selection process.

**THE FOLLOWING THREE (3) PAGES MUST BE INCLUDED AS PART OF
VENDOR'S RESPONSE.**

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RESPONSE SHEET 01 OF 03

VENDOR NAME & CONTACT INFORMATION

Vendor Name: _____

Contact Name: _____

Address: _____

Email Address: _____

Phone Number: _____

VENDOR'S FEDERAL TAX ID NUMBER: _____

THREE PROFESSIONAL REFERENCES (include address, email address and phone):

1. _____

2. _____

3. _____

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RESPONSE SHEET 03 OF 03

PRICING: Vendor shall indicate pricing for all categories herein. No costs other than those specified in vendor's proposal will be paid by HRCSB unless agreed to in writing in advance of purchase or work being completed. All costs for each project, whether or not included, must be approved by HRCSB prior to the start of any work. *Attached additional sheets as necessary to provide accurate information about how your company will fully meet the specifications and provide all the services requested by HRCSB.*

Provide the following information.

Number of years your company has been in business:

Typical response time for service calls:

Warranty provided for work completed, if any:

PLEASE INCLUDE A COPY OF ANY CURRENT LICENSES OR CERTIFICATIONS WITH YOUR PROPOSAL.