TJPA

TRANSBAY JOINT POWERS AUTHORITY

REQUEST FOR PROPOSALS 20-01
PHYSICAL SECURITY SYSTEMS MAINTENANCE

QUESTIONS & ANSWERS

The following questions were received related to the above-referenced RFP:

1. *Are you open to system-level recommendations from Convergint's Advanced Solutions and Transportation vertical experts (i.e. Health Monitoring Software, etc.)?*

   No.

2. *Will this agreement include a comprehensive maintenance warranty on all/any existing equipment (fixed annual cost to cover equipment failures, fixes, replacements, etc.) or will equipment be repaired as needed and billed as Time and Materials?*

   The latter: the equipment shall be serviced weekly and repaired as needed in accordance with the professional services agreement.

3. *Please list device types that will be included in the scope of this service agreement (readers, cameras, intercoms, emergency notification pedestals, etc.), including part numbers and total quantities currently on site. If a comprehensive maintenance warranty is required (question #2), please advise on the specific materials to be covered/included (servers, cable, panels, monitors, vs. readers and cameras only, etc.).*

   Refer to RFP section 3.1.

4. *Please provide the device ages for any devices to be covered under comprehensive warranty.*

   Two years.

5. *Please provide additional detail on the existing redundancy setup.*

   Access control and camera servers are duplicated and two different MDFs and systems are connected via a looped converged network.

6. *Please advise on how any required service hours beyond the standard allocation of (16) per week for each type of Specialist will be accounted for and billed.*

   Service hours beyond standard weekly allocations shall be approved on an as-needed basis by written authorization the TJPA Chief Security Officer with a not-to-exceed budget cap amount.

7. *Is there an existing video wall controller/software? Please provide additional details.*

   Yes, the existing video wall is based on standard Creston and Jupiter hardware (built-in controller/software) and is serviced and maintained by a separate contractor, AVI.

8. *Please provide additional detail on the elevator manufacturer and system integration (inputs/outputs vs. software-level integration).*

   The transit center building traction elevators (Type Gen 2 and MEI) are manufactured by Otis. System integration is via Lenel access control hardware and software.

9. *Do any existing systems have any additional 3rd party integrations/add-ons (video analytics, visitor management modules, license plate recognition software, etc.)?*

   No.

10. *Will there be a transitional period between the current service provider and the new service provider?*

    No.

11. *Do you have any documentation or templates for the transitional period?*

    No.

12. *Please provide a description and additional detail regarding what elements of network infrastructure will be covered under this service agreement (Components and services?)*

    Refer to RFP section 3.1.

13. *As far as some of the integrations that are in place, who will be responsible to maintain version upgrades, Q&A, UAT and testing every time there is a new version.*

    Refer to RFP section 3.2 tasks 3 and 4.

14. *Based off the RFP it stated that you will need a specialist for 16 hours per week. How is the work prioritized? Who will be managing the expectations?*

    Specialist and other requested service personnel shall report directly to the TJPA Chief Security Officer or TJPA designee for work prioritization and management of expectations.

15. *On the bus deck, the access control enclosures are about 15 feet high and seem to be covered by the wall panels. Will we work hand and hand with subcontractors to have them remove the wall panels in order for our team to service the access control above the door enclosures.*

    Access control enclosures are not covered by wall panels; they are located within the secure rooms. Wall panels may only be removed by metal specialty contractors with experience in architectural metal panels; the panels shall only be removed for upgrades and improvements such as adding devices and associated conduits.

16. *The RFP scope of work does not include maintenance of software support agreements for any of the security systems. Should the Consultant include costs for annual software support for any of the systems in the RFP response?*

    No.

17. *Two sets of Proposal Form A and Proposal Form B were provided on RFP pages 48 through 51. Please confirm that only one set of Forms A and B are required in the proposal. If two sets of Form A and Form B are required, please clarify how they are to differ.*

   Confirmed. One set of Forms A and B is required to be submitted.