



COLLIN COUNTY

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ADDENDUM No. Three (3)

**Access Control and Time Collection System
RFP No. 2016-044**

Effective: March 15, 2016

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Delete:

Attachment B Questions and Answers

Replace with:

Attachment B Questions and Answers (Revised)

Please note all other terms, conditions, specifications drawings, etc. remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

Revised Attachment B

Access Control and Time Collection Systems RFP No. 216-044

Questions & Answers:

Outstanding questions are in red.

1. There are no drawings included in the Access Control and Time Collection RFP. Will you be issuing these at a later date or at the pre proposal conference?

The county does not have schematics of the existing access control system as that was added to buildings throughout the county over time. Building floor plans will be available for review at the pre-proposal conference on March 9th.

2. What is the estimated value of this project?

This is a budgeted project approved by Commissioner Court and funds are available. The RFP process is soliciting bids to determine the best cost effective option for the county.

3. How will it be funded (budget, grant...etc)? If it is not funded, what funding options are being researched?

This is a budgeted project approved by Commissioner Court and funds are available.

4. Also are you able to disclose a list of the vendors that responded to the RFI#2015-143?

**Advanced Connections
Associated Time
DAC Innovations
Entech Sales and Service
Enterprise Security Solutions of TX
Green Solution
Johnson Controls**

**Kaba Work Force Solutions
Knight Security Systems
Open Options Access Technology
Schneider Electric
Securadyne Systems
TimeClock Plus**

5. The RFP states the replacement of the existing system. I understand the requirements and the intent of the spec but just trying to clarify the word replacement and the reasons. What/why is driving the need to replace to the existing system?

The county has an access control system which only supports 125 Khz access cards. These cards are more susceptible to a “bump and run” type of cloning attack which could allow an un-authorized person to clone an access badge and gain access to non-public areas within the county.

6. I understand the need for new reader and card technology but trying to understand the need to change the software and panels?

The county seeks to improve the physical security posture within our organization. We are seeking a solution to migrate our access cards, and hence the access control readers, to the 13.5 Mhz spectrum. If a proposal is available which does not require a new software system but would just need to update the badges, readers and other relevant components the county will review the project and give it equal consideration with all other proposals in accordance with our evaluation criteria and process.

7. The RFP Access Control and Time Collection Solution calls for the brand "Open Options" is Collin, County open to alternative brands or solutions?

Open Options is not specified in the RFP, Collin County will consider any solution proposed.

8. Can you provide the criteria which will be used regarding industry rankings for each system as referenced from section 4.1 Level 2?

The IT department uses industry rankings from organizations such as Gartner and other evaluation firms to identify where a certain vendor and/or product ranks within the industry. The Facility department leverages similar reference information within their field.

9. From section 5.12, is it the intent of the county to replace the Open Options DNA software and hardware, or just the 125KHz reader?

The county is seeking to solicit proposals from the vendor community and is open to considering any proposal from an upgrade to a full scale replacement of the existing system. The goal of this RFP is to address current security issues and position the county such that the building access controls will be sufficient to protect physical assets within the county for a number of years.

10. From section 5.12, is the file produced by DNA automatically copied to a share, and then automatically imported into PeopleSoft or is manual intervention needed?

It is automated using scheduled tasks on the access control server to copy the file to a network share available to PeopleSoft. The file is then retrieved from the network share location and processed into the PeopleSoft time file using a highly custom process written by Collin County. It is the intention of the county to replace these customizations and leverage published API's from PeopleSoft for the time processing. In the event that a file copy does

not occur at the scheduled time then the process requires manual intervention and/or manual data entry to correct missing time data.

11. In section 5.13, does the "Consolidation" of the building access control system consist of migrating the Sheriff's office from its stand-alone system, into the server at the central plant?

The *consolidation* refers to the county seeking to consolidate the two distinct access control systems into one system with role based security access determining who is able to publish ID badges and assign building access throughout the county. The application will be deployed on high density servers in the main data center, not Central Plant, with database services provided from the county enterprise SQL Server.

12. Can the county please provide the Equipment Standards as referenced in Section 5.14.3?

This section relates to the county data network. The standards for network equipment are Cisco network equipment and Panduit horizontal cable components.

13. In section 5.14.4, how many workstations does the County currently have in place?

Three to Five units, assuming that this question intended to ask how many workstations will need to run the badge software.

14. In addition to the Browser based work stations, will any thick clients for badge printing be required from section 5.14.4?

I think that depends on the architecture used for the proposed solution.

15. What version of PeopleSoft is the county using from section 5.20.1?

The county is running PeopleSoft version 9.2

16. In section 5.22.2.4, will the existing badge station be used, if so please provide make and model?

The county is seeking a new solution to include new badge printing stations. Please document in the proposal the requirements for desktop systems (if it requires a client side install), badge printer, camera solution, and any other peripherals associated with creating the badges and assigning security access. The county intends to procure devices compliant with our current computer standards to satisfy the necessary hardware.

17. In section 5.22.2.4, will new credentials be required, if so how many?

Assuming that this question is asking how many ID badges would be required to support the higher frequency cards, the county will require approximately 2000 cards between employees, contractors and other related resources.

18. In section 5.24.7, will the proposed system need to include licenses, and programming into the Milestone system or just the capabilities?

At this point, the county is just looking to know if the proposed solution can provide integration to the Milestone video surveillance system. The integration to Milestone is not a go-live requirement.

19. In section 5.24.7, what is the current Milestone VMS system in place?

The current install is 2014 version 7b

20. In section 5.20, what are the current steps to import the Time Collection Functions into PeopleSoft (Please describe each step so that we may customize our solution.

PLEASE NOTE: COLLIN COUNTY DOES NOT WISH TO IMPLEMENT A NEW CUSTOM PROCESS OR RETAIN THE EXISTING CUSTOM PROCESS TO ACCOUNT FOR EMPLOYEE TIME WORKED. THE COUNTY SEEKS TO IMPLEMENT A TIME KEEPING SOLUTION WHICH WILL USE STANDARD INTERFACES/APIs TO REPORT TIME WORKED.

The following process describes the steps necessary to reproduce the time file generated through scheduled tasks running on the current access control system server and tasks to process time files on the PeopleSoft system. These manual steps to replicate the “automated” processes were accurate for the PeopleSoft 9.0 installation and will serve to provide an idea of the custom process used at Collin County. The county **does not** seek to implement another solution requiring customization within PeopleSoft.

Regenerating Time Collection File

The ACCESSCONTROLVENDOR time collection file is generated by a batch process executed from the ACCESSCONTROLVENDOR server. The TimeCollection.bat file, located on D:\TimeCollection of the ACCESSCONTROLVENDOR server, is used to execute a process that will produce a text file containing the time collection data from the previous day. For example, if the current day is the 12th of the month then the process will create a file containing data for the 11th of the month. The following procedures are used to recreate the time collection file.

1. Go to the ACCESSCONTROLVENDOR server.
2. Right mouse click on the Start button and select Explore to open a Windows explorer window.
3. Navigate to the D:\ drive.
4. Double click on the Time Collection folder.
5. Double click on the TimeCollection.bat file.
6. Verify that the new time collection file has been transferred to the production PeopleSoft application server by double clicking on the 'ACCESSCONTROLVENDOR on PEOPLESOFTSERVER icon on the

ACCESSCONTROLVENDOR server desktop. If the file has been successfully transferred then the current dated file will exist in the directory.

Reprocessing Time Files in PeopleSoft

If ACCESSCONTROLVENDOR time files must be re-processed be very careful to determine if ANY time has been processed in the PeopleSoft system at all. If any part of the time collection processes worked, or if time keepers have added data, then the default time processes will not deliver the desired results and instead will add any collected time to time already entered in the PeopleSoft application. If time data has already been captured through the time collection process then the Rapid Time process must be modified to process the new time file in REPLACE mode in order to avoid duplication of time entries. To process the time as a REPLACE first run through the process steps to process the time file in an add mode then find the batch session on the Report Rapid Time search page. Open the session and change the Add/Replace drop down box to REPLACE and click the Submit button at the bottom of the page.

If the ACCESSCONTROLVENDOR time files have to be reprocessed then it is highly likely the time admin processes will have to be re-executed as well. In order to re-run the PeopleSoft time admin processes the following steps must be followed under a *user ID with the appropriate level of authorization*.

If the decision is made to reprocess the time files and re-run time admin the users must be notified to exit the system via a broadcast email sent to the county to notify the users that the PeopleSoft system is being taken down. Users already on the system can only be locked out of the system if the PeopleSoft web server is stopped and re-started. Stopping the web server will force out all users in the PeopleSoft system.

1. Login to the PeopleSoft system and navigate to PeopleTools → Process Scheduler → System Process Requests.
2. Enter, or create, a run control.
3. Click the checkbox next to Rapid Time Load, the process name is CCG_TCD, and click the OK button.
4. Run the process and monitor that it completes successfully through the process monitor.
5. Once the CCG_TCD process is completed then the time admin processes must be re-run. The navigation to the screen is Time and Labor → Process Time → Request Time Administration. Select the appropriate run controls to process the time files. NOTE: In order to access the time admin run controls the correct user ID and password must be used.
6. Monitor the time admin processes through process monitor to ensure they complete successfully.

21. In section 5.20, what improvement would you like to see in that process?
Use published application program interfaces within PeopleSoft so the county may eliminate the use of customizations inside of PeopleSoft.
22. In section 5.18, how many access cards are initially to be included in our response?
At least 2000 cards
23. In section 5.18, clarify whether this is referring to the credentials to be utilized or whether it is referring to data communications between the system components. It is unclear whether the intention is to utilize a credential that meets TWIC, PIV, etc. or whether it is calling for the use of NIST Advanced Encryption Standard for communication.
This RFP is intended to replace our existing access control process with one which offers a greater degree of security. The preference listed in section 5.18 is there more to reinforce the idea that the county seeks proposals from vendors which are conscious of the security needs of their clients and have taken steps to provide assurance to customers that they are focused on security as well.
24. Will Collin County consider a separate vendor just for Time and Attendance if the time clocks can utilize the same badges provided by the Access Control vendor?
Yes
25. I need to get an understanding of current number of readers, according to your list there are 634 locking devices with readers, correct?
26. 85 plus another 750 county wide access readers, fitted with an LCD clock, are designated as time collection devices (TCDs) within the Count, correct? quote: In addition to the device types listed above there are approximately 750 badge access readers, in addition to the 85 TCD units, deployed across the county. Does this mean there is 835 TCD's county wide?
27. How are the remote county readers and TDC communicating with the Main Controller?
28. You have indicated the counties requirement 5.14.2. DATABASE COMPONENTS, will embedded PostgreSQL database in Enterprise Class Access Control Database hardware chassis be acceptable for use in your system?
29. Can you provide as builds for all location with card readers and or TCD's?
30. Can you provide a system wide access control as-build showing logistical and logical location of door controllers, card readers and or TCD's?

31. Does the county have stock on door controllers required for replacement bad, damaged and or warranty replacement?
32. Open Option used SSP (Central Plan description page 5) which are Mercury door controllers, correct? How many, what type and location of SSP in the counties system?
33. Will the county accept the takeover of current SSP-Mercury board technology into a new Access system?
34. The following question are related to Integration of access control to PeopleSoft-PS:
 - a. What time frequency would be required to synchronize the operation to view the Table between access control and PS, how many minutes or hours will be required?
 - b. If we synchronize a provisioning schedule between PeopleSoft and Active Directory; will Collin County create a database View over the PeopleSoft data? Which includes a LastDateTime Modified Stamp?
 - c. Will Collin County provide an AD domain account for Security Contractor that has sufficient authority to update Active Directory?
35. Section 5.14.4 Workstation Components, Re: Web Access section: clarify that the Web access requirement. Do you require that no software be installed on the client workstations; i.e. webclient only accessing the system software/server via common web browser. Or is this a requirement that the client workstations can communicate over the owner's LAN. WAN, and or internet as required?
36. Provide further detail on the three (3) year maintenance requirement. Is this to be break/fix, no billing? Time and Materials? An annual Preventative Maintenance piece? Is it to be 24 hours or just 8 to 5, will overtime billable?
37. On the maintenance, only new items are to be picked up for maintenance correct? In other words, we would not pick up the field door hardware.
38. One of the manufacturer's proposed solutions would be to create an import file from which PeopleSoft can feed. This would be configured to update on a "near real time" basis. Can the County please provide details as to the information this import file would need to include? Or, what information would be required to be fed to PeopleSoft via the import file? Cardholder name, Unique ID, Date/Time of transactions, Badge in/Badge out, etc?
39. The specification calls for a "bi directional" integration between the proposed ACS solution and PeopleSoft. What, if any, data is to be imported from PeopleSoft into the proposed ACS Solution? And, would this be a continuous

synchronization process or would it be configured to synchronize on a specified periodic basis?

40. Is it the county expectation that the active directory be included in the pricing for this RFP, or just state that the proposed solution can do Active Directory for future implementation?
41. In Sections 5.1 through 5.22, the RFP states that the “vendor” vs the “proposer” is to create these documents. Can we assume that they these deliverables are required after the project is let to the successful bidder and not part of the proposal?
42. Can you please provide the response required documents in an Excel spreadsheet and a Word document so we may respond in the format that you have created, rather than create the documents from scratch?
43. Can we get a print out of the existing system?
44. If a new system is being installed, will the county provide security for doors that will be down during conversion?
45. Is there any work that will need to be done after hours?
46. Can you please provide the version/revision of DNA Fusion that you are currently running?

Pre-conference questions:

1. At the jail do you have access control at the cell doors, what other doors does the SO have control of?
No, it is through a different touch screen system. The employee access doors are controlled by the system as well as the pharmacy, commissary.
2. Are they standard strike?
Yes

3. Will there be an addendum with all the individual departments' requirements be summarized? **Yes we will give a summary.**

IT Response:

The IT department seeks to implement an access control system which will take advantage of stronger encryption technology available with 13.5Mhz identity cards operating on a software platform deployed on highly dense servers running Windows Server Data Center 2012 R2 under a VMware ESX 5.5 implementation with database services provided on an application specific tablespace residing within a shared instance on the county's enterprise MS SQL Server stack. The solution should provide role based security to allow specific department users, with appropriate security rights, to create, issue and assign access to identity badges.

Sheriff Office Response:

The Collin County Sheriff's Office shares the goals and objectives of IT, however, wishes to maintain security rights to create, issue and assign access to identity badges for all areas under the control of the Sheriff's Office.

4. Do you provide the quantities of badging stations, work stations, cameras etc. for each area? **The county will provide the computer system(s), badge printer(s), camera(s) for each location based on the current standards of the county as they apply to the recommended equipment list provided in the winning proposal.**
5. Can you give the number of badging stations and printer used and where they are located? **There are currently three badging stations in the county. The primary station is located in the HR department. The SO houses a badge station used to create ID badges used within their area. The Facilities department has a third unit used primarily to assign access permissions to doors. A fourth system is used in the Facilities Control Room for monitoring.**
6. Do you want additional printers or stations or readers? **We would look to the vendor to propose the number of printers, stations or readers as part of the proposal using their best practice deployment method and recommendation.**
7. There is a list of equipment in the RFP, but the number of doors vs. locks does not match, we also need a count of card readers for each location can this be provided? **Reports from the access control system, with privileged information redacted, will be provided. Equipment counts in the RFP stipulate:**

Approximately 1700 door locks, 85 time collection devices and, 750 badge readers.

8. Can we get drawings of the buildings so we know what type of equipment is where? **The as built drawings are not up to date, some of the buildings were purchased and others have had updates.**
9. Even if the current cabling is used, the current locations for the FCS's are needed?
Please define what a FCS is.
10. Can the County provide a printout from the system that shows the panel and count coming from each?
Yes
11. The card readers are they one for one for lock or do you have read-in read-out?
One for one. In locations where a door is controlled by two readers to control ingress and egress from a conference room, each reader is a separate unit.
12. Moving to the 13.5 MHz cards, do all the card reader only ready the 125 KHz cards?
All readers only read the 125 KHz cards. During the implementation, we will be open to employees having 2 cards when a zone is being changed.
13. Going back to the drawings, will the County require us to get permits for the different locations in City of McKinney?
The County has provided plans in the past and the vendor would update them to get the permits.
14. What product set is approved for this project, does the County care what product is proposed? **No, as long as very departments requirements are met and if it meets the business need of the County and requirements of the RFP.**
15. The current system is an open system, but we need the standards used by the County, like white covers and other standards to propose the upgrade can those be provided?
The county is open to the vendor to propose these as part of their solution.
16. Why would you consider another system when the open option system you have can work for you with an upgrade?
The county is open to any proposal.
17. Will the County consider solutions with the open options system if it is shown to meet the requirements in the RFP?

Yes, the RFP criteria will be used to evaluate the proposed solutions.

18. What type of printer do you use?

Fargo

19. Has the County acquired badge printers separate from the current provider?

Yes

20. How many badge printers and software are needed and at which locations?

There are currently three badging stations in the county. The primary station is located in the HR department. The SO houses a badge station used to create ID badges used within their area. The Facilities department has a third unit used primarily to assign access permissions to doors. A fourth system is used in the Facilities Control Room for monitoring.

21. The system uses Cisco; will the County provide the switches and connections?

You will give us the number you need and we will see what can be provided per our capacity.

22. If the Open Options system is switched out will the County be responsible after the vendor brings in the panels for the access levels, card holder and that kind of things or is it a turnkey? **The county is seeking a turn-key proposal for the implementation but intends that our personnel will receive appropriate training so that we may be self-sufficient with all aspects of the solution.**

23. Currently does the County have to physically enter data into PeopleSoft or does it populate? **Currently, data is manually entered into PeopleSoft and into the access control system.**

24. When someone is added to PeopleSoft does it automatically populate the security system?

No

25. Is it one directional?

(Assumption: It is assumed that this question relates to the time reporting interface) It is a one directional feed driven by a batch file from the access control system that is copied to a network share once per 24 hour period.

26. The RFP requires an active directory access, how do you see that working?

We would like the kind of driver and an integrated busing system so we can eliminate the custom.

27. Do you want a video management system included in the solution or is that an option?

Not at this time but would be good to have.

28. What video management system does the County use and where?

Milestone

29. Can the County provide how many cameras, software one the Milestone to interact with the Open Options system?

None of the cameras currently interact with the existing access control system

30. Is a solution with digital mapping (geo) with control of all equipment with locations required? There are some of the in the court house.

This is not a requirement but would be a nice to have feature.

31. Do you have a budget number or a range for this project?

Yes

32. Under the training, what is the county asking for the vendors to provide in the proposal for the testing plan?

We would look for the vendor to propose their “best practice” approach

33. Are you asking for a three (3) year warranty with year four (4) and year five (5) as options?

Yes

34. Would the awarded vendor have to maintain all the old Meg locks?

Existing equipment, on the current access control system, would continue to be maintained by Collin County.

35. Do you expect the warranty to cover preventive, services, and services calls?

Yes

36. Hand punches hand readers are they in the same location?

In the court house 7 or 8

37. Is enrollment on a separate internet data base on the palm readers?

Same system just a separate access method.

38. Do the digital clocks sync over the network and synchronize back?

The time collection devices (TCD) synchronize to the access control server. At this time, we do not believe that the access control system is configured to use the county’s NTP server but we would like that feature to be in place with the new system.

39. Would the County be willing to keep the current time display units or do you need all new readers?

We are not as concerned about the aesthetics as the functionality. Also that all clock read the same time and when cards are swiped the time is accurate and match the recorded punches with the display.

40. Please explain why the County has married these two systems?

This was the result of an RFP, released in 2006, to capture employee time as a component of our initial PeopleSoft implementation. The current access control vendor submitted a proposal, based on the requirements at the time, and was awarded the bid.

41. In the Main courthouse the EOC does integrate via hardware with the main system, to what existent does the input output?

The county EOC is not located at the Courthouse. Unsure of question.

42. Is there going to be an extensions of the bid due date?

We will get the addendum out and if asked for by more than one vendor it will be considered based on the amount of time for responding.

43. When you are talking about going digital, do you mean the account residing on the network? **The reference to a digital system was made from the basis of the transmission method currently in use which transmits access requests from the reader to the control unit via a serial connection. The end goal of the statement is that we want to future proof the county and do not want to be looking at having to replace the system again in the short term. If the industry practice is to use serial communications please stipulate that in the proposal response and provide a rationale for the proposed system being deployed in that manner. If the proposed solution uses power over Ethernet (PoE) devices please provide a rationale for that implementation platform.**

44. Do you want every panel on the network? **We want every panel to be accessible to any authorized user for the purpose of security and access control and anticipate that would require every panel to be on the access control network.**

45. If we go that route are we going to be responsible for the pulling cabling or will the County do it to keep the standards up?

The vendor will be responsible for cable pulls, in keeping with the county standards, and will be responsible for damaged ceiling tiles.

46. If we need to do the cabling we need the County to provide the requirement and standards? **Yes. In a nutshell, any cabling which will connect to our data network will be required to meet Panduit certification requirements.**

47. Do subcontractors need to be certified?

Unclear which certification is being discussed. Assuming that this relates to sub-contractor brought in to perform horizontal cabling, yes the vendor must be capable of issuing a Panduit certification when pulling cable in buildings currently certified by Panduit.

48. What is the manufacture of the equipment?

Unclear which equipment set this refers to but assuming this is related to question 46 the network gear is Cisco and the cabling components are Panduit.