

## **Exhibit A Scope of Services**

### **1. OVERVIEW:**

The Town of Hillsborough is a residential community located in San Mateo County, California. The Town has an area of 6.23 square miles. The Hillsborough Public Works Department is the largest department in the Town of Hillsborough with over 30 full-time staff members.

The Town's Public Works Department currently operates a server based Cyberkey access and control system that is at the end of its useful life. The system is comprised of 122 locks at 23 different public works facility locations throughout the Town.

### **2. SCOPE OF WORK APPROACH**

This scope of work provides general attributes of the desired system as well as general locations, number of access points, access point types and access controls required. The scope is intentionally minimal to allow the proposers to share the attributes of their products and the value that their system would bring to the Town. Proposers may provide proposals with only the desired general attributes described by this RFP and provide optional add alternates that they believe would be of value to the Town. The Town may consider or reject add alternative at its discretion.

### **3. SYSTEM ATTRIBUTES:**

Following is a general description of the attributes and functions that the Town desires to be part of the selected system. The Town understands that different solutions may use different technologies to achieve the desired functionality. Proposals that provide an alternative approach to attributes listed below must include a detailed explanation for the approach and how the approach will meet the Town's needs.

- A. Access Device and System:** The Town seeks a system that is easy to use, administer and maintain by the Town's Public Works Department with little if any IT support. The system should be reliable and have demonstrated record of success at similar facilities. It should also be easy to expand and replicate as changes are required and new users added. Ease of use and maintenance is important. The Town desires a system that is easily expandable to other Town departments and facilities in the future.
- B. Turnkey System:** The Town seeks a turnkey system. Proposer will install all necessary hardware, software, wiring and any other system components. Proposer shall include all labor, necessary tools and equipment. Proposer will be responsible for the initial configuration and user assignment of the system. Proposer will train key staff members on the use of access and intrusion system. Proposer will be responsible for providing all services and equipment necessary to replace current system with the proposed system. The submitted proposal shall include all costs associated with providing this service. Any costs or services not provided in the proposal will be the responsibility of the proposer and not the Town.
- C. Proven System:** The Town seeks a system that has a demonstrated track record at public works or other facilities with similar access and control requirements as described in this RFP and Scope of Service. The technology used must have a demonstrated track record of being easy to use, reliable and secure. The system cannot be easily "skimmed", hacked or overridden, and the proposer must submit documentation to support this requirement.
- D. Access Locations:** The Town's Public Works Department currently uses Cyberkey technology to secure various access and entry points to its facilities. The facilities include a public works corporation yard, water tank sites, water and sewer lift stations, water tank sites and cell tower stations. A complete list of these sites and associated details is provided in Exhibit B.

**E. Access and Entry Points:** The system will control various public works entry points as described in the Table 1, below.

*Table 1: Access and Entry Points*

Type	Count
Building Exterior Door	40
Building Interior Door	11
Connex Box	4
Control Panel, Pump	4
Control Panel, SCADA	3
Earthquake Box	6
Gate	25
Ladder Guard	18
Lock Box	1
Pump Hatch	5
Safe	1
Tool Cage	3
Vault	1
<b>Grand Total</b>	<b>122</b>

**F. Existing Lock Types:** The current system is installed on various lock set types. Table 2 describes the types of locks the current system controls.

*Table 2: Lock Types*

Type	Count
Deadbolt	26
Door Lever	21
Lever	3
Padlock	68
Switch Plate	3
Switch Plate & Keypad	1
<b>Grand Total</b>	<b>122</b>

**A. Guest Users and Facilities Access:** The Town desires a system that will allow users with administrative authority to provide one-time or scheduled access to entry points of certain facilities by contractors and other “guest” users. The Town seeks a system that provides convenient and reliable guest user access and prefers but does not require remotely activated access capabilities. There are several technical challenges to guest user/remote access capabilities:

- a. Many of these entry points are gates that do not have access to power and are secured by padlock, as described in Table 3, below.
- b. The only public works facility with access to the Town’s network is the public works corporation yard.
- c. The quality of cellular communication varies widely from facility to facility.

The proposed solution must provide verifiable details regarding guest user access and how the system performs under the above conditions.

*Table 3: Remote Activation, by Entry Point Type*

Entry Point	Door Lever	Padlock	Switch Plate	Switch Plate & Keypad	Grand Total
Building Exterior Door	2		2		4
Gate		20	1	1	22

<b>Grand Total</b>	<b>2</b>	<b>20</b>	<b>3</b>	<b>1</b>	<b>26</b>
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- B. Timers:** Select building exterior doors and facility gates must have the ability to be scheduled to be open vs. secure during set times/periods or for one-time events. These timed entry points are currently located in the public works corporation yard. Several of these access points may need to be converted to powered locks by proposer to provide the desired functionality as part of this proposal.

*Table 4: Timed Entry*

<b>Row Labels</b>	<b>Deadbolt</b>	<b>Door Lever</b>	<b>Switch</b>	<b>Grand Total</b>
Building Exterior Door	1	2	1	4
Gate			2	2
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>

- C. Assignment of Administrative Authority:** The system should support multiple users with multiple levels of access and administrative authority. It should allow managers, supervisors and administrative staff to make changes to timers and accessibility restrictions, provide remote access to facilities. Assignment of administrative authority should be user friendly and intuitive. System should provide the ability to display, report and/or query changes made by administrative users over a specified period of time.
- D. Individual Accessibility Restrictions:** The System must allow for individual accessibility restrictions for each access point as well as by each user. System should be able to assign temporary accessibility for temporary employees or Town contractors. System should be able to disable access on demand or by scheduled expiration dates and times. System should provide the ability to display, report and/or query user access over a specified period of time.
- E. Access Logs:** System should log each activation of each access point. Log should include date/time of activation and user information.
- F. Notifications:** System should include real-time text or email notifications for certain events like after-hours entries or attempted unauthorized entries.
- G. Installation:** System must be installed during Town business hours, Monday through Friday, 8 a.m. to 5 p.m. System installation must be done in a manner in which facilities remain secure. System switch over must be managed in a manner in which Public Works employees continue to have access to their appropriate facilities. Programming shall be transferred from the existing access control system into new system, if practical. The completed system shall be tested and approved once installed.
- H. Electricity:** In general, most of the Town’s public works facilities have power. However, a number of locked assets at those facilities that are a part of the asset and control system do not. Table 5 provides a list of locked assets and their ability to be energized.

*Table 5: Available Power*

<b>Power Available</b>	<b>No</b>	<b>Yes</b>	<b>Total</b>
Building Exterior Door	5	35	40
Building Interior Door		11	11
Connex Box	4		4
Control Panel, Pump		4	4
Control Panel, SCADA		3	3
Earthquake Box	6		6
Gate	22	3	25
Ladder Guard	18		18
Lock Box	1		1
Pump Hatch	5		5

Safe		1	1
Tool Cage	3		3
Vault	1		1
<b>Grand Total</b>	<b>65</b>	<b>57</b>	<b>122</b>

- I. **Power and Communications Interruptions:** The Town regularly experiences power, network and cellular service interruptions. Proposer shall describe how its system performs during such events. The Town seeks a system that can best handle such events such that access to facilities is not interrupted and security is maintained.
- J. **Service and Support:** The Town prefers a system that has available local service and support. The proposer shall be capable of responding to emergency issues on the same day during normal business hours and non-emergency maintenance issues within two business days.

#### 4. CONTRACT REQUIREMENTS

The selected proposer shall meet the following minimum requirements:

- A. Provide all materials, hardware, software, fabrication, installation, programming and testing in conformity with manufacturer’s documentation, specifications.
- B. Be fully certified by software vendor to sell, install and maintain all system components required.
- C. Have demonstrated experience in designing, selling, installing and maintaining the proposed access control systems.
- D. Possess all applicable contractor licenses. Business License.
- E. Provide installation, testing, adjustment and initial programming necessary for all equipment.
- F. Provide written documentation and specific instructions for system as installed.
- G. Be responsible for fully implementing the proposed system hardware and software functions.
- H. Shall provide training, training documents and training presentation to Department in the operation, adjustment, servicing and repair of the proposed system.
- I. Shall provide all proposed system software and hardware updates to the Town in a timely and user-friendly manner.

#### 5. PROPOSED PROJECT SCHEDULE

Proposer shall provide a detailed schedule that provides, at a minimum:

- A. Kick-Off Meeting
- B. Design
- C. Installation
- D. Testing
- E. Training
- F. System Acceptance