

**Town of Hillsborough**  
**Facilities Access and Control System Replacement Project RFP**  
**Pre-Proposal Meetings and Emailed Questions and Answers, #1**  
**as of July 24, 2020**

Q: Will the Town provide a detailed inventory and photographs of each location regarding facilities, buildings, doors, door handles, door fire rating, locks, lock sets, power access, network/communications systems access, etc.?

A: The Town provided overall details in Exhibit A, Scope of Work and an inventory of facilities, locks and lock functionality as Exhibit B to the RFP. That is the level of detail that the Town will provide at this time.

Q: If not, can proposers come on site, inspect each site and lock covered in the RFP and do their own inventory?

A: Yes. The Town will provide proposers site access by appointment, as provided in the Addendum 2 to the RFP, so that they can fully inform their proposals and costs proposals to the Town. This can be found at: <https://www.hillsborough.net/207/Request-for-Proposals>

Q: Will addition of site visits delay the schedule provided in the RFP?

A: Yes. A revised schedule is provided in Addendum 2 to the RFP.

Q: Are there any ISO or other public agency security requirements.

A: That is not currently a requirement of the RFP. If the proposed solution includes/requires this functionality, or provides an advantage to the Town, please provide details and associated costs as an optional item in the proposal. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Are there OEM software considerations?

A: That is not currently a requirement of the RFP. If the proposed solution includes/requires this functionality, or provides an advantage to the Town, please provide details and associated costs as an optional item in the proposal. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Can two systems be proposed. For example, one for buildings other for padlocks. Based on access to power, communication, etc.

A: The RFP does not explicitly exclude a two-system solution, but the Town prefers a single system solution.

Q: How should we price Licensing and Admin Cost agreements?

A: Provide all costs for 3 years, as described and provided in Exhibit C of the RFP.

Q: Are you open to changing the procedure you use to deal with outside vendors, key management practices, as a part of the facility access and control solution?

A: The proposed solution's impact on facility access business practices will be considered during the proposal evaluation process.

Q: Will you provide an attendee list for the companies that attended the site walk or virtual meeting?

A: No. The Town did not maintain a formal attendee list for this RFP.

Q: How should we submit proposals?

A: By email to [ecooney@hillsborough.net](mailto:ecooney@hillsborough.net), as provided in the RFP.

Q: Can the proposed solution include power installation?

A: Yes, but the proposal shall include all work and costs associated with it. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Does the Corporation Yard gate have a timer now?

A: Yes. But it is not currently functioning. It also had ability to open with radio control, which is also not currently functioning.

Q: How often does the Town experience power outages? How long do they last?

A: The Town experiences occasional outages during winter storms, PG&E service issues and during PG&E planned power outages due to wildfire risk. The amount of time that the power outages lasts varies, depending upon PG&E response time. The longest most recent outage lasted three days.

Q: How much resiliency do you need in the proposed system? For example, when power goes out, the system may not be able to change access rights and parameters, or assign new cards, but existing card holders could enter facility, etc.

A: The Town expects that the proposed system will continue to allow authorized users to enter and exit facilities and will continue to secure the facility during power outages.

Q: If there is a battery backup option for a facility for power loss what would be the minimum backup time requirement?

A: If the proposed solution includes/requires a battery backup, please provide details and base backup cost and rate sheet with tiered rate pricing for additional hours/days of backup as an optional item to the proposal. The Town prefers the simplest solution that will provide the functionality outlined in Exhibit A to the RFP, Scope of Work.

Q: Does the Town want a master override key for the facilities in case long-term emergency, power outage, communications failure, unforeseen circumstances disable system?

A: If proposed solution includes/requires a master override key, please provide details and cost as an optional item to the proposal. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Is there an engineer's estimate?

A: No

Q: Is there an available, approved budget.

A: Yes.

Q: What are the contractor COVID-19 requirements.

A: The Town will provide an addendum to the RFP documenting those requirements.

Q: Do you need panic hardware?

A: That is not currently a requirement of the RFP. If the proposed solution includes/requires this functionality, or provides an advantage to the Town, please provide details and associated costs as an

optional item in the proposal. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: What is the acceptance process? Will the project go to City Council for approval?

A: Yes. The evaluation and acceptance process is described in the RFP.

Q: How quickly after City Council approval would project installation begin.

A: The Town anticipates the project could start within 45 days after City Council approval.

Q: Is the switch plate with keypad on the exterior of the front gate required?

A: Yes, or an alternate solution for employees who arrive without access key.

Q: How many credentialed users, including other departments, vendors, guests, etc.

A: The Town cannot provide an exact figure, but it would be around 50.

Q: Less than 100?

A: Yes.

Q: How does the cyber lock located at the front gate work?

A: Employees either push and hold Cyberkey into the lock set or they key in using the keypad.

Q: Which Town employees are issued mobile/cellular devices?

A: Managers and Supervisors either have a town cell phone or receive a stipend for their own cell phone. Public Works field employees and supervisors also have access to tablets that are cellular enabled.

Q: What is the condition of the existing padlocks?

A: Some padlocks have not been replaced for quite some time or at all. Others may have been replaced more recently. All current padlocks at facilities are in working order. Often, padlock issues occur with the cyberlock port: wear and tear can prevent the lock and key from marrying correctly, and the lock functions poorly and has to be replaced.

Q: What is the power source of the current cyberlock system?

A: The cyber key is battery powered.

Q: Is there wireless network throughout the corporation yard?

A: Yes.

Q: Is there wireless network at the non-corporation yard sites?

A: No.

Q: Do all buildings in the corporation yard have hard interned connection (e.g., ethernet cable ports)?

A: No. Most do, but there are several garage storage areas that do not.

Q: For doors that have a lever and a deadbolt:

1. Do you want both lock mechanisms in final solution?
2. If both lock, do you want both to lock?
3. If one locks and the other doesn't (e.g., the deadbolt locks but the lever doesn't), do you want it configured that way, or can it be modified if need be?

A: The Town only needs one lock per door. Doors with two locks or with deadbolt and lever door handles are legacy conditions. Contractors can propose the most effective, efficient and cost-effective solution for their product in their proposal. The Town prefers the simplest, least cost approach.

Q: Is the existing Cyberkey system server based?

A: Yes

Q: Does the Town want a server-based system?

A: No. The Town prefers to eliminate servers and server maintenance where possible by moving to cloud-based systems, when cost-effective and secure.

Q: Are the Public Works facilities for PW employees, other entities and vendors, or both?

A: Both. Some PW facilities have other entities' utilities on them (e.g., cell tower) and some PW facilities are regularly accessed by contract vendors.

Q: Does the Town prefer to keep the current Cyberlock system, lockset, keys, etc.

A: The current Cyberkey system is at the end of its useful life. The Town is assuming full replacement of the existing system and is considering and accepting proposals for systems and solutions that meet the general requirements provided in the RFP.

Q: Are you happy with the shackle size of the existing padlocks?

A: Yes.

Q: Have there been any issues with break ins, cut locks, vandalism?

A: No

Q: You use the term "switch plate" in the RFP. Can you explain what the term means to the Town in the RFP.

A: The term is used loosely. For the purposes of the RFP, it means a powered lock that can be controlled by a timer.

Q: Do you daisy chain padlocks?

A: Yes.

Q: Do you have chemical storage considerations at water tank sites or at the PW Corporation Yard.

A: The Town does not provide sewer or water treatment, so there is no significant chemical storage or security considerations of that nature.

Q: Who is the Public Works cell phone provider for Town owned cellular mobile devices?

A: T-mobile.

Q: Does the Town want or would it see it as an advantage to have a network system included as a part of the system, particularly for the remote sites?

A: That is not currently a requirement of the RFP. If the proposed solution includes/requires this functionality, or provides an advantage to the Town, please provide details and associated costs as an optional item in the proposal. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Are tank hatch locks included in this RFP?

A: No.

Q: Is Hillsborough looking for LDAP Integration, are you a Microsoft Windows shop? Some of the software you can integrate your access active directory with active control.

A: Hillsborough uses MS Windows. That is not currently a requirement of the RFP. If the proposed solution includes/requires this functionality, or provides an advantage to the Town, please provide details and associated costs as an optional item in the proposal. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Is the safe a requirement or a nice to have?

A: It is currently a part of the Town's Access and Control system and the Town prefers this to continue.

Q: When the RFP and site list says there is no power at a location, is that high voltage, low voltage or neither.

A: Both. There are a number of lock sets (e.g., padlocks) that do not have access to either high or low voltage. The Town is providing proposers with the opportunity to do facility site assessments to assess power availability as it relates to their proposed solution. Please refer to Addendum 2 to this RFP.

Q: Do you want all of the access points controlled by the Access and Control System such that they are electrified?

A: The Town wants all the locked access points controlled by the Access and Control System. How this is accomplished will depend upon the proposed solution. Proposers should describe in their proposals how their system achieves this, considering the lock list provide by the Town and proposer's site inspections as provided in Addendum 2 to the RFP. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Is the Town ok with a wireless solution for locations with no power?

A: Yes. The Town is open to proposed solutions that provide the functionality described in Exhibit A, Scope of Work. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Will the Town replace the existing parts of the access and control system or just add to what you have?

A: The existing system is at the end of its useful life. The Town anticipates replacing the entire system.

Q: Does auto-open mean a mechanical open or just an admin feature in the software to release or open the door/lock?

A: Auto-open lock points are provided in Exhibit B of the RFP. The Town desires a system that will allow Town employees to assign a guest user with the permission (via the access and control system) to unlock identified locks so that a Town employee does not have to physically go to the site and open locks for the guest user. Proposers should state how their system provides this functionality. The Town prefers the simplest solution that will provide the functionality outlined in the RFP Scope of Work.

Q: Do you anticipate the installation of cameras at any of the sites?

A: That is not currently a part of the RFP scope of work.

Q: Is it safe to assume that all of the existing door hardware is in good working condition?

A: Yes. Existing door hardware is by and large functioning. There may be instances where door hardware should be replaced due to wear and tear. However, it is the existing Cyberkey system and associated component hardware that is at the end of its useful life.

Q: Can you provide a list of doors that are egress?

A: These are listed as "Exterior Building Doors" on the RFP, Exhibit B. The Town is providing proposers with the opportunity to do facility site assessments to assess power availability as it relates to their proposed solution. Please refer to Addendum 2 to this RFP.

A: For the elevator's, is the requirement to enable the elevator or limiting access to multiple floors?

Q: There are no elevators included in this project. Please refer to Exhibit B of the RFP.

A: Would you like to keep the existing system's credentials or would you like to change them to a private key credential?

B: Exhibit A, Scope of Work outlines the desired overall credentials/access permission and credentials transfer and configuration needs.