Questions and Answers

Q1) In section 5.4 p. 10; must all potential bidders have signed in on all site attendance sheets to be considered responsive bidders?
   A1) Yes

Q2) Shall all sites listed in Attachment I (p.15) be installed with the current Tallahassee location card reader technology by Indala/Motorola to allow for a single card technology to be the backbone of the access cards of the required 1500 card purchase?
   A2) Technology should be the same for all locations, but does not have to be limited to the technology in the Tallahassee/Pensacola offices.

Q3) Shall the required photo ID badging system be installed in Tallahassee?
   A3) Yes

Q4) Is it required that the photo ID system be integrated into the desired network system so that .jpg images be part of the card database of personnel?
   A4) Yes

Q5) Is the required Photo ID Badging system printer to be installed in Tallahassee?
   A5) Yes

Q6) Must all site security signaling systems for intrusion detection via Glass Break, door force, or panic alarms, be integrated into the network access control system for on-line reporting in conjunction with typical 24/7 monitoring now in place?
   A6) Yes

Q7) Miami Location 1st floor - Shall the hallway door next to Room 104 be fitted with a new card reader and electric lock
   A7) Yes. This may be the old computer room; however, it is a functional wiring closet and needs a card reader/lock.

Q8) Miami Location – As part of the upgrade, shall all doors with door knobs be retrofitted with door handle hardware?
   A8) No. Existing doors equipped with card readers should not need replacement door hardware. Defective door hardware is a DDD/landlord issue.

Q9) Miami Location – Must all doors with card readers be upgraded to also include Request to Exit Motion Detectors above the doors to prevent false alarms on egress?
   A9) No.
Questions and Answers

Q10) Orlando – What is the quantity of card readers and other security devices for the 2nd floor proposed location? No actual site visit allowed.
A10) Securing this 2nd floor Enterprise Building space is not a part of the ITB. If and when DDD acquires the space, this will be considered an addition to the existing new system. See Q11 and Q12.

Q11) Orlando – Is it required that the proposed Orlando 2nd Floor be part of the ITB response?
A11) No See Q10 and Q12.

Q12) Orlando – Shall a security system be installed for the future 2nd floor space and be integrated into the access control system?
A12) Not at this time. See Q10 and Q11.

Q13) Jacksonville – Must all doors leading into common (public) areas be installed with door contacts for intrusion detection even though the proposed location is on the 2nd floor?
A13) Second floor entry doors leading into the conference room and DDD’s lobby in the new site must be installed with door contacts for intrusion detection.

Q14) Jacksonville - Must there be access control readers on each of the duplicate doors leading up from the stairwell, and the parallel door into the secured area? Or can one door be an exit only door locked from the inside? (See double doors at stairs, lower left corner of plans that were handed out)
A14) No. One door can be controlled by card reader access and one door can be exit only.

Q15) What is your estimated time to have everything converted to the new vendor?
A15) Ideally, 12/1/2010 as the current contract expires 11/30/2010. The exception is the Jacksonville office currently under construction. This security system will need to be in place the first week in January as DDD anticipates a mid-month move-in. DDD realizes full conversion is dependent upon the delivery of equipment/software and will work with the awarded vendor.

Q16) Do you have a priority order for the locations to be converted over?
A16) Tallahassee offices, Pensacola, Orlando, Tampa, Miami. The Jacksonville system must be installed the first week of January 2011 (see Q15). Installation is dependent upon delivery of equipment/software and is subject to change. DDD will discuss a reasonable timeline with awarded vendor.

Q17) How many locations will be allowed to create cards for new employees?
A17) Tallahassee Administrative Services only.
Questions and Answers

Q18) Will the current devices and equipment be available for reuse? If so, are there specifics for the locations?
A18) Per the ITB, at a minimum, the awarded vendor would be required to replace all controllers and card readers at designated areas of each building. The ability to integrate generic equipment that can be used with exiting devices and equipment will minimize the overall cost.

Q19) Can the conversion work be performed after hours?
A19) Yes. DDD will ensure authorized staff is on-site.

Q20) Do you have a priority of the locations to be converted?
A20) See Q16.

Q21) Do all your locations have back-up communications? If not, which ones don't?
A21) Back-up communications consist of modems for all offices.

Q22) Does the Department have a preference as to the type of card reader - standard proximity or smart card type?
A22) No preference. All access keys must function in each facility.

Q23) Some of the doors are presently treated with readers and/or access keypads. Are we to remove unused equipment, and if so, who is responsible for repair and touchup?
A23) Awarded vendor would remove only equipment being replaced (if necessary). Any reasonable repairs/touchups would be handled by property maintenance for each site.

Q24) Is the requirement for the badging system a single system to serve all locations or one per location?
A24) A SINGLE SYSTEM TO SERVE ALL LOCATIONS.

Q25) Mandatory site visits were stipulated, however in order to participate should the vendor have attended all, and is he/she required to bid all of the sites outlined in this ITB?
A25) Yes. This ITB is inclusive of all sites.
Q26) The existing intrusion systems were not covered with any detail during the site visits. We request the number and type of intrusion panels, keypads, and devices for each location, and if they are to be utilized where possible or replaced.

A26) See Q18 and Q23. Attending vendors were provided floor plans at each pre-bid conference on which to mark equipment locations. In Tallahassee, we were unable to access the Howard Building room which contained the panels. There are three (3) panels in the room.

Q27) If existing intrusion panels can be and are to be utilized, can the Department obtain lock out codes from present vendors?

A27) Unable to confirm; dependent upon current system vendors. New panels may be necessary in some offices.

Q28) Is it the Department's intent to utilize existing hardware other than the controllers and readers (locks, REX's, contacts, etc) at each location? Further, does the Department own all of equipment and devices presently installed at each site, intrusion and/or access control?

A28) See Q18, Q23, and Q26. DDD owns the equipment and devices installed at each site.

Q29) Tampa - During the site visit it was pointed out that there was no card reader at one of the emergency exit doors. Is this location to have a ingress card reader added?

A29) No.

Q30) Orlando - During the site visit it was discussed that there is not an intrusion system serving the Annex Building (Enterprise Building), however other vendors found an existing system in office #115. Is there an intrusion system or not in this building and if so, please identify locations and type of devices.

A31) The first floor suite of the Enterprise building is secured with an intrusion system. There are three (3) card reader locations; two entry doors off the lobby and one external door.

Q32) Orlando - Are the Main and Annex Buildings currently networked together?

A32) Separate security panels are installed in both the Chandler Building and the Annex (1st floor suite of the Enterprise). Assigned keys allow staff access to both buildings.
Questions and Answers

Q33) Orlando/Jacksonville/Pensacola - There were diagrams given for additional spaces, buildout areas, etc. Please identify what components are to be provided and at what locations, by each site.

A33) Acquisition of additional space in Orlando (see Q10) and Pensacola is ongoing. Neither of these are a part of the ITB. If and when DDD acquires the space, this will be considered an addition to the existing new system for each office. Diagrams of the new Jacksonville space were provided at the pre-bid conference and site visit. This diagram identified required access card reader locations (also see Q14). The plan also identified a Security Room; panels will be installed in this room. As this is a new system in Jacksonville, DDD will rely on the awarded vendor’s motion/glass break sensor location recommendation. Once awarded, the successful vendor will be given access to the new space.

Q34) Jacksonville - What is the construction of this site's new space? Drop ceiling, plenum, nonplenum, etc? Please provide an anticipated construction schedule of the build out.


Q35) Further to Question 12 - No information was provided as to an intrusion system for this space - please provide detail as to locations, device types, etc, as well as specifications for doors and locking hardware required for each type door to be treated in the new space.

A35) See Q12 and Q33.

Q36) Can we have the scale drawings for all ten (10) buildings?

A36) Scale drawings unavailable. Square footage of each location is as follows: Tallahassee Ashley 43,156; Tallahassee Lafayette 35,378; Tallahassee Howard 29,589; Tallahassee Turner 21,462; Jacksonville 36,855; Miami 22,691; Orlando Chandler 23,124; Orlando Enterprise 5,865; Pensacola 18,459; and Tampa 32,578

Q37) Will DSL service be provided for all ten (10) locations?

A37) DSL will not be necessary. Security will run on DDD’s state phone network.

Q38) In what building and room will the central computer controlling the inputting of information for all ten (10) locations be located?

A38) Lafayette Building.
Questions and Answers

Q39) Should the other nine (9) locations have the ability to view and monitor access control and security activity? If so, please provide detailed locations for the rooms this will be required in.
A39) No

Q40) Should we mimic the existing setup for each door at each location?
A40) Yes

Q41) Please define the card reader format for all ten (10) locations.
A41) Will leave the card format to the awarded vendor. Our preference is to have all-in-one Identification Badge/door access key. See Q67

Q42) Will there be unrestricted work hours at all ten (10) locations? If not, what are the work hours for each of the ten (10) locations?
A42) Designated staff will require 24/7 access. All other staff will be assigned limited/restricted access. Authorized access hours/levels will standardized for all locations and will be discussed with awarded vendor.

Q43) Are there existing raceways between floors for expanding the existing access and security systems at each of the ten (10) locations? If not, which locations do and do not have it?
A43) Yes.

Q44) On exit control, do we follow NFPA 101 or local fire inspectors local interpretation of NFPA 101 or leave as is as the Department of Health has previously had installed?
   -Example: At the Tallahassee Lafayette Building, there are two (2) pneumatic exit buttons indicating that the button may be in control of the exit time-out whereas all other locations have exit buttons which connect to the control panel which controls the timer only on the maglock egress.
A44) Exit control should adhere to wherever set of rules is the strictest; county or state.

Q45) Who is in charge of correcting any fire code violations?
A45) DDD will coordinate issues with the landlord.

Q46) Is there existing cabling supports per the National Electric Code for any new cabling at each of the ten (10) locations? If not, which locations do and do not have it?
A46) Ceiling cabling network wiring utilizes J-hooks.

Q47) Is there any open spaces on existing access control panels for additional or new doors to be added to the system at each of the ten (10) locations? If not, which locations do and do not have it?
A47) Do not know. Believe most panels are full.
Questions and Answers

Q48) If existing Sonitrol panels are continued to be used, have all recall issues been resolved regarding the connector kits which can fail causing an entrapment during an emergency situation?

http://www.sonitrol.com/
http://www.cpsc.gov/cpscpub/prerel/prhtml10/10718.html

A48) Tallahassee/Pensacola Sonitrol panels are in good working order. The security system signals must communicate to awarded vendors central station.

Q49) What is the budgeted amount for the project?

A49) DDD has received federal budget approval in the amount of $350,000.00.

Q50) Is the project funded and approved for this year?

A50) Yes. See Q49.

Q51) Please confirm that bidders are to assume in the bid response that all existing wiring and hardware meets all current code requirements and is fully operational?

Ref. Maintenance is to include:

• Repair or replace any and all defective card readers, controllers, glass breaks, door switches, PIR, electronic locks, egress switch, audio sensors, motion detectors, modems

A51) Currently, all existing wiring and equipment is fully operational. DDD is unaware of any code deficiencies. If code deficiencies are found and verified, DDD will assume the cost of correcting identified deficiencies. This may require an addendum to correct the ITB language.
Q52) If we are to provide maintenance for all existing equipment, we will need model number, date of installation, and service repair information of all existing equipment to be maintained and included for the 5 year agreement.

A52) Model numbers and service repair information not available. Approximate purchase dates and current vendor information is as follows:

Tallahassee Ashley November 1995 (Sonitrol)

Tallahassee Lafayette 2nd Floor East Wing November 1995 / 2nd Floor West Wing February 1999 (Sonitrol) / 1st Floor SE November 2004 (Sonitrol) / 2nd Floor SW December 2009 (Sonitrol)/ 1st Floor West Wing May 2010 / 1st NW July 2010

Tallahassee Howard August 2004 (Sonitrol)

Tallahassee Turner November 2004 (Sonitrol)

Miami February 1997 (Stanley)

Orlando Chandler February 1996 (Stanley) ; Orlando Enterprise May 2002; Pensacola July 2003 (Sonitrol)

Tampa September 2006 (Stanley).

Jacksonville will be a new system.

Q53) For the current Sonitrol systems that have active audio for listen-in abilities how are all other bidders to address in bid response? This is proprietary to Sonitrol and cannot be provided by other bidders.

A53) Exclude audio. See Q61 and Q69.
Q54) Please specify the security intrusion devices that you want bidders to include for the new Jacksonville location.

**REF 3.3 DEFINITIONS**

*Fully Integrated Security System* – Web based security system that incorporates all locations into one system

The awarded vendor will be required to provide the following:

**EQUIPMENT**

- At minimum, replace all controllers and card readers at designated areas of each building (the number of controllers and readers will be identified during site-visits).
- Provide initial photo badges for all staff up to 1,500 employees
- **Provide and install a photo-badge system** that will produce up to 500 badges annually.

**MONITORING**

- Full Service monitoring (see section 3.2)

**3.2 TERM**

It is anticipated the contract period resulting from this Invitation to Bid will be for five (5) years beginning 12/01/2010.

- Handle all alarms by reporting to designated staff before taking the next step
- Provide designated staff access to making changes to the arm and disarm times
- Provide designated staff access to activating and deactivating end users
- Provide designated staff access to run and print reports
Questions and Answers

A54) Diagrams of the new Jacksonville space were provided at the pre-bid conference and site visit. This diagram identified required access card reader locations. The plan also identified a Security Room; panels will be installed in this room. As this is a new system in Jacksonville, DDD will rely on the awarded vendor’s motion/glass break sensor location recommendation. See Q14 and Q42.

Q55) Please provide more specific detail on the Full Service monitoring is how the system is to be managed including the cardholder management as the information provided is not complete.

A55) System is to be monitored 24/7. All reception and hearings offices equipped with “panic” button connected directly to system/monitoring service for daytime emergencies. System evening activation and morning deactivation times will be standard for all locations and to the specific time zone. All DDD offices are open 7-days a week. Monday-Friday working hours and door access will be standard for each office. Saturday-Sunday door access will be in locked status allowing staff entry via access key/card. After-hours emergency notification contact lists will be provided for each office. DDD after-hours emergency contacts must be notified by monitoring service prior to contacting authorities to prevent false alarm calls.

Q56) Under section 3.3 you use the term “web based security system that incorporates all locations into one system”. To clarify, does this mean that you want a Web location (.com, .net) that you can access all of your accounts from the same web location?

A56) All accounts are to be accessible, with single account viewing of all offices by Tallahassee Administrative Services. The system will not sit on the SSA federal network. DDD does want a web based application.

Q57) Under section 3.3 FULL service monitoring, what type of on site monitoring are you requesting? How would you like this displayed on site?

A57) See Q55.

Q58) What type of communication do you want us to use from each location, phones lines or internet? On page 15 of the spec under scope of work the sentence “the security system will operate independent of any other system or network of the……, “ Please clarify this statement, are we not allowed to use the existing network for communications, or existing phone system?

A58) See Q56. Security system will sit on its own network.
Questions and Answers

Q59) Under Equipment on page 15, only the controllers and card readers are to be replaced at a minimum. Does that mean that all existing door switches, locking devices, egress buttons and egress PIR’s can be reused where appropriate? Is this equipment currently owned by the existing vendor? Do we have to remove the existing vendor equipment if we win the bid?
A59) Yes. Equipment owned by DDD. You are not required to remove existing vendor equipment. See Q23.

Q60) On page 16 under operation of system, bullet point 3 – arming/disarming any location shall be available the application web server….. Do you mean that you want remote arming and disarming available for the security system, or do you want to be able to lock or unlock a door if needed?
A60) Both.

Q61) During the Tallahassee location walkthrough, a comment was made regarding “we want to keep the audio sensors”. We need to clarify this point. If it is the intention of the DOH to keep the audio sensors then that will exclude all but one product line and reduce the number of bidders dramatically. Please clarify this statement.
A61) Audio sensors can be excluded.

Q62) During the Miami location walkthrough there were 5 doors additional doors mentioned. The question was asked if we were to provide access control (locks, readers, egress devices) and no answer was given. Can you please provide a door count of existing and new doors for this location?
A62) See Q52. Extra door to mailroom (#71) and to examiner’s office (#102) are key locked and will remain that way. No additional access control will be added to these two doors. See Q7 regarding room #104. Room #1 is the Hearings Interview Room and requires access control from inside the room on the door leading from the area into the DDD hallway. Should an incident occur, the Hearings Officer can scan and exit the room leaving the claimant in the room and unable to enter the DDD secured hallway. The Hearings Interview Room entry door off the waiting room will be key locked; no access control required on this door.

Q63) “Provide initial photo badges for all staff up to 1,500 employees” do you want the vendor to include the labor to manually print these badges or will DOH perform this task?
A63) Awarded vendor will generate the initial badges.
Questions and Answers

Q64) Do you desire an onsite central server or a hosted solution?
   a. Onsite central server is defined as the security vendor running software on a server machine on your internal network
   b. Hosted solution is defined as the security vendor handling all server hardware and software at a remote location but allowing the customer web access to make instant data changes as if the server were onsite

A62) Onsite central server. DDD will maintain system on designated internal network.

Q65) If you prefer an onsite central server solution who is to provide the server hardware? (Vendor or DOH)
A65) Awarded vendor will provide.

Q66) “The security system will operate independently of any other system or network of the Division of Disability Determinations, Department of Health, or the State of Florida.”
If your intention is to create a separate network for all of the remote locations from the existing State of Florida network, who is responsible for the new network backbone? Will the DOH provide a new ISP (such as cable or DSL modems) for each location or will the vendor have to provide this? Hopefully the DOH will provide existing network connections and IP addresses. Please clarify this.
A66) The Division of Disability Determinations will provide the network to interconnect the remote sites. The security system should be capable of connecting to an Ethernet network at each location. The awarded vendor is responsible for providing a means for connecting to the security system for monitoring.

Q67) Is there a preferred standard card format for DOH? (Examples, HID Proximity, HID iClass, Indala, Desfire, etc…)
A67) Will leave the card format to the awarded vendor. Our preference is to have all-in-one Identification Badge/door access key.

Q68) Does DOH desire any biometric readers and if so, where at each facility?
A68) No.

Q69) Locations that have Sonitrol systems (Tallahassee, Pensacola) have audio detection devices that are unique and proprietary to Sonitrol only. Are the other vendors to replace the audio based system with a recommended alternate solution?
A69) No. See Q61.
**Jacksonville** – The site visit in Jacksonville was not at the new facility so we were not able to actually see the new space. This will make it very difficult to quote accurately.

Q70) Does the new space have any existing security devices or shall we consider this a brand new installation?
   A70) This is a new installation.

Q71) Jacksonville - If a new install, will the security vendor provide and pull all cables or is there an existing cabling contractor for this facility?
   A71) DDD will utilize the owner’s cabling contractor.

Q72) Orlando- The annex location has no existing burglary detection. Is the vendor to add recommended burg protection?
   A72) See Q30. The Annex is covered by an IDS system and there are three card readers in use.