

PROPOSAL REQUEST

For

**Access Control Replacement
Project**

For the

**Northwest Central
9-1-1 System**



March 31, 2022

Introduction

The Northwest Central 9-1-1 System (hereinafter referred to as “NWC911”), 1975 E. Davis Street, Arlington Heights, Illinois, is seeking proposals from firms qualified Replace the existing Access Control system with a new state of the art Access Control system that utilizes modern technology including smart phones for access.

Background

The NWC911 system was first installed in 1991. The System serves eleven communities and a population of 485,000. There is one Public Safety Answering Point (PSAP) in the region with over 70 dispatchers/call takers. Currently, NWCDS is set to replace the current out of date WIN-PAK Access Control System.

Proposers Background, Qualifications, and Experience

Proposers should use this section to explain why their firm is the best choice for *NWCDS*. This section must contain the following:

Compliance: what requirements and safeguards does your organization employ to establish and maintain full compliance with regulations such as OSHA, NEC, State & Local Codes?

References: provide a list of references of similar jobs to the one you will be proposing for NWCDS.

Risk Management: what kind of business insurance coverage do you have to protect against error and omissions, bodily injury, property damage, and theft or disclosure of confidential information? Does your policy provide true worldwide coverage to protect your company?

Qualifications: what qualifies your firm to replace the Access Control System.

Scope Statement

This new system must utilize fast, reliable mobile access. The system must perform sub-second unlocks with even through Internet and service outages. Remote system management. Manage the entire database from any web browser, on any device. Integrated video and access. Visual verification with mobile monitoring on the same application, remote unlock, and two-way audio. Complete access control with video, voice activation, turnstile and elevator solutions, plus Schlage® wireless lock integrations. Key-Fob and touchless mobile door access system without the need to open an application on the mobile device. Remote gate opening from 25 feet away from the reader via Bluetooth or WI-FI.

Below is a list of work that we are looking for your firm to include in the proposal. The proposal is to include all parts and labor for the project:

Description	QTY
Door Access Control System Proximity including Readers	27
Software Yearly Subscription SAAS	31
Badges Cards	150
Video Gate Phone with 7" Station and 2 wire converters (must include video/Audio & Prox reader)	2
Additional 4 Door Access with wiring and installation (optional)	4
Removing old enclosures and install new one and terminating doors to new enclosures; partial rewiring	5

In addition to the quantities above the proposal should include all additional components needed to make this a turnkey system. This includes, but is not limited to the following items:

- Appropriate quantities of Access Control 4 component plenum rated cable.
- Wire, Patch Panels, Inserts, Cable Management, Rings, Tides, special cables, miscellaneous hardware
- Smart Readers that are compatible with smart devices such as phones and watches and allow users to wave hands to access.
- Appropriate quantity 12/24-volt Door access Control panels
- Necessary hardware to connect to our MCC7500 radio console that will allow certain gates and doors to be opened via I/O contact closure
- Necessary hardware to connect to one elevator (which is included in the 27 count).
- Necessary hardware to convert existing 2 wire low voltage cable to ethernet to support new video gate phones.
- All necessary hardware to add the optional 4 new doors to the system.
- Required batteries to sustain access control during power outage. (While transitioning from ComEd to generator and vice versa)

To clarify, most of the existing low voltage wire that is in place today, can be reused for the new system, the only new wiring is for 1 gate and the optional 4 additional doors within the building.

All outdoor equipment must be properly rated to withstand outdoor weather in Chicago's climate.

Additional Specifications

1. Compliance: UL 294, SOC 2 Type 1 and 2.
2. Encryption: TLS 1.2
3. Set up email/SMS alerts for forced entries, ajar entries, unlock failures, and/or anti-passback breaches.
4. Define and trigger lockdown plans.
5. Create custom integrations with webhooks.
6. Create custom roles for Administrators in the portal

Error Detection:

1. Use a cyclic code method to detect single- and double-bit errors, burst errors of eight bits or fewer, and at least 99 percent of all other multibit and burst errors between controllers and the access control cloud service.
2. Interactive or product error-detection codes alone will not be acceptable.
3. A message shall be in error if one bit is received incorrectly.
4. Retransmit messages with detected errors.
5. Access control cloud service shall publish a communication failure alarm message when the number of consecutive retransmission attempts equals the assigned quantity.
6. Monitor the frequency of data transmission failure for display and logging.

Access Control Software:

1. Individually customized password levels to allow or disallow operator access to program functions for each Location.
2. User event filtering to allow user to define events and alarms that will be displayed to each user. If an alarm is unacknowledged (not handled by another user) for a preset amount of time, the alarm will automatically appear for a designated alternate user.
3. Support Single Sign-on (SSO).
4. Support two-factor authentication (2FA) login.
5. Support passive BLE presence detection.
6. Real-time event reporting.
7. Limit access to technical support and integrators, with option to remove and grant access as necessary.
8. View video clips associated with entry events via video readers.

Controller Software:

1. Controllers shall operate as autonomous, intelligent processing units.
2. Controllers shall make decisions about access control, alarm monitoring, linking functions, and door-locking schedules for their operation as determined in the system software.
 - a. Controllers shall be part of a fully distributed processing-control network.
 - b. The portion of the database associated with a controller, and consisting of parameters, constraints, and the latest value or status of points connected to that controller, shall be maintained in the controller.
 - c. Controllers shall support custom offline timeout settings, after which unlock attempts will be denied

Anti-Passback:

1. System shall have global and local anti-passback features, selectable by Location. System shall support hard and soft anti-passback.
2. Hard Anti-Passback: Once a credential holder is granted access through a reader with one type of designation (IN or OUT), the credential holder may not pass through that type of reader designation until the credential holder passes through a reader of opposite designation.

3. Soft Anti-Passback: Should a violation of the proper IN or OUT sequence occur, access shall be granted, but an alert shall be transmitted to the access control cloud software and an email generated reporting the credential holder and the door involved in the violation.
4. The anti-passback schemes shall be definable for each individual door.
5. System shall have the ability to forgive (or reset) an individual credential holder or the entire credential-holder population anti-passback status to a neutral status.

MOBILE APP

1. ACS shall support mobile credentials via a mobile app with end-to-end encryption to administrative portal.
2. Mobile app shall run in the background on a device with minimal battery usage.
 - a. Devices Supported: Mobile devices with Android and IOS operating systems, including Apple Watch.
3. Mobile app security:
 - a. Mobile credentials shall be assigned individually or as part of an identity provider integration.
 - b. Mobile credential to utilize a revolving NSA Suite B cryptographic algorithm, with the private key to be generated on the mobile device and never to be shared, only to use public key pairing.
 - c. All communication for access control to use TLS1.2+ encryption.
 - d. Mobile credential authentication shall use triple communication pathway: From mobile credential to reader over BLE, to panel over LAN Wi-Fi, to cloud and panel over Wi-Fi and LTE.
 - e. Mobile credentials to be authenticated via Bluetooth, NFC, and/or geoproximity.
4. Functions Supported:
 - a. Touch entry.
 - b. Hand wave.
 - c. App unlock.
 - d. Auto proximity unlock.
 - e. Remote unlock.
 - f. Last-to-leave locking, allowing users to lock an entrance regardless of schedule.
 - g. 24-hour activity log.
 - h. Send diagnostic feedback.
 - i. Activate lockdown plan.
 - j. Guest access link.
 - k. Mobile credentials shall support custom virtual identification badges.
 - l. Users shall be able to call, email, and send audit logs to technical support from the mobile credential.
 - m. Users shall be able to trigger and revert lockdown plans from the mobile credential.
 - n. Mobile credential shall detect nearby readers based on RSSI strength.
 - o. User shall be able to reprovision mobile credential on a new or different device.
 - p. Mobile credential shall support touchless elevator access control.
 - q. Favorite entries list.
 - r. Mobile credential shall support adjustable Bluetooth range and geolocation detection per door.
 - s. Mobile credential shall support two-factor authentication.

- t. Mobile credential shall support unlock requests while mobile app is in background and mobile device is turned on, but not unlocked.
- 5. Logging into the mobile app:
 - a. Support passwordless login.
 - b. Support logging in with a password.

DOOR AND GATE HARDWARE INTERFACE

- 1. Exit Device with Alarm: Operation of the exit device shall generate an alert. Exit device and alarm contacts are specified in Section 087100 "Door Hardware."
- 2. Exit Alarm: Operation of a monitored door shall generate an alert. Exit devices and alarm contacts are specified in Section 087100 "Door Hardware."
- 3. Electric Door Strikes: Use end-of-line resistors to provide power-line supervision. Signal switches shall transmit data to controller to indicate when the bolt is not engaged and the strike mechanism is unlocked, and they shall report a forced entry. Power and signal shall be from the controller. Electric strikes are specified in Section 087100 "Door Hardware."
- 4. Electromagnetic Locks: End-of-line resistors shall provide power-line supervision. Lock status sensing signal shall positively indicate door is secure. Power and signal shall be from the controller. Electromagnetic locks are specified in Section 087100 "Door Hardware."

Indicate vehicle gate and access-control arrangements on Drawings.

Vehicle Gate Operator: Interface electrical operation of gate with controls in this Section. Vehicle gate operators shall be connected, monitored, and controlled by the security access controllers. Vehicle gate and accessories are specified in Section 323113 "Chain Link Fences and Gates."

General Requirements

Proposals, bids, or responses will be accepted by NWC911 no later than 1:00 p.m. (local time), **April 29, 2022**. Every proposal must be enclosed in an envelope clearly marked **NWC911 Access Control Project**, and shall include three (3) copies or sent electronically with the proposal title in the subject field.

All questions, requests, bids, responses, and proposals shall be submitted to the following address:

Brian Drake, Deputy Director – Support Services
1975 E. Davis Street
Arlington Heights, IL 60005
(847) 590-3410
bdrake@nwcds.org

All timely responses shall be reviewed by NWC911 prior to acceptance/contract award. Responses may be hand delivered, emailed or sent by mail, and must address the specifications set forth in this request. Any response, bid, or proposal received after the above deadline shall be considered late, and will not be opened or considered. When the contract is awarded, all proposals will be subject to the Illinois Freedom of Information Act and the proposals will be available to the public. Provider shall acknowledge compliance with the Illinois Prevailing Wage Act, 820 ILCS 130/0.01-12.

Timeframe

The timeframe for all responses must be complete and in possession of NWC911 by 1:00 p.m. (local time) on **April 29, 2022**. Proposals will be opened at an unspecified time after the April 29th deadline of 1:00 p.m. (local time). Each submission/proposal must be complete. Any incomplete responses will be rejected. All respondents will comply with this RFP as a basis for the award of a contract.

Approval

All proposal responses must remain valid for a period of no less than six (6) months.

Insurance Requirements and Liability

The PROVIDER shall maintain commercial general liability, automobile liability, worker's compensation and employer's liability insurance in full force and effect to protect the NWC911 from claims under Worker's Compensation Acts, claims for damages for personal injury or death, and for damages to property arising from the negligent acts, errors, or omissions of the PROVIDER and its employees, agents, and subcontractors in the performance of the Services covered by this Agreement, including, without limitation, risks insured against in commercial general liability policies.

The PROVIDER shall also maintain professional liability insurance to protect the NWC911 against the negligent acts, errors, or omissions of the PROVIDER and those for whom it is legally responsible, arising out of the performance of the Services under this Agreement.

The PROVIDER's insurance coverage shall be for not less than the following limits of liability:

1. *Commercial General Liability: \$500,000.00 per claim up to \$2,000,000.00 per occurrence;*
2. *Automobile Liability: \$100,000.00 per claim up to \$2,000,000.00 per occurrence;*
3. *Worker's Compensation in accordance with the statutory limits; and Employer's Liability: \$1,000,000.00; and*
4. *Professional Liability (Errors and Omissions): \$1,000,000.00, each claim and in the annual aggregate.*

The PROVIDER shall, upon request at any time, provide NWC911 with certificates of insurance evidencing such policies and confirming that they are all in full force and effect as required by this Agreement. All such policies shall name NWC911 as an additional insured.

Any insurance policy required hereunder shall be written by a company which is incorporated in the United States of America or is based in the United States of America. Each insurance policy must be issued by a company authorized to issue such insurance in the State of Illinois.

As between PROVIDER and NWC911, the parties waive any and all rights against each other, including their rights of subrogation, for damages covered by property insurance during and after the completion of Services under this Agreement. **There will be no exceptions to the insurance requirement.**

Contract Nullification

NWC911 may, at any time, nullify the agreement if, in the judgment of NWC911, the provider has failed to comply with the terms of the agreement. In the event of nullification, any payment due in arrears will be made to the provider(s), but no further sums shall be owed to the provider(s). The agreement between NWC911 and the PROVIDER is contingent upon approved annual budget allotments, and is subject, within fifteen (15) days notification, to restrictions, or cancellation if budget adjustments are deemed necessary by NWC911.

Payments

Invoices that are submitted by the awarded provider are required to provide accurate and current addresses. Payment terms shall be specified in the proposal response, including any discounts for early payment. NWC911 discourages the practice of picking up checks in person, unless there is an emergency situation.

Invoices are to be submitted to:

Finance Manager
Northwest Central 9-1-1 System
1975 E. Davis Street
Arlington Heights, Illinois 60005

Invoicing & Terms of Payment: The provider must provide an invoice upon completion of the specified requested services, and acceptance by NWC911 and indicate payment terms and any prepayment discounts.

Public Safety Customer Base

This section will describe the provider's current public safety customer base. Include a minimum of five (5) detailed references, outlining for each:

- Contact name, title, address, phone number
- Service Population
- Date of work completed

Also, include a list of all public safety customers.

Selection Procedure

NWC911 will evaluate the responses based on experience with government public safety entities, qualifications, and pricing structure. Companies may be required to interview with NWC911 before signing an agreement to provide services. NWC911 reserves the right to negotiate a contract, including a scope of work, and contract price, with any proposers or other qualified party.

This Request for Proposal does not commit NWC911 to award a contract, to pay any costs incurred in preparation of a response to this Request, or to procure or contract for services or supplies. NWC911 reserves the right to accept or reject any and all responses received as a result of this Request, or cancel this Request in part or in its entirety if it is in the best interests of NWC911 to do so. Proposers shall not offer any gratuities, favors, or anything of monetary value to any officer, employee, agent or director of NWC911 for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted as a result of the Request for Proposal.

Respondents shall be capable of providing the highest quality level of service, performed by trained personnel.

Submittal Requirements

To be eligible for consideration 3 copies of the response must be received by NWC911 no later than 1300 Central Time, April 29, 2022. Proposals can be submitted via U.S. Mail or sent electronically or other delivery method. Proposals delivered via U.S. Mail or special delivery should have the exterior of all proposal packages labeled with the proposal title. Proposals submitted electronically should contain the proposal title in the subject field. Late submittals will not be considered and will be returned to submitter unopened. NWC911 will confirm receipt of proposal upon request.

The package should be marked:

Northwest Central 9-1-1 System
Access Control Replacement RFP
1975 E. Davis Street
Arlington Heights, IL 60005
Attn. Brian Drake

Proposals must include a signed cover letter offering to provide services. Unsigned proposals will be rejected.

Questions and Inquiries

It is the policy of NWC911 to accept questions and inquiries in writing (and/or e-mail-fax) from proposers. Answers will be given in the form of a written addendum to the RFP and shall be binding unless modified in subsequent written addenda. Oral explanations or instructions given over the phone prior to the proposal submission date shall not be binding.

All written questions must be directed to the individual designated below:

Brian Drake
Deputy Director – Support Services
Northwest Central 9-1-1 System
1975 E. Davis Street
Arlington Heights, IL 60005
PHONE: 847-590-3410
FAX: 847-590-3369
E-MAIL: bdrake@nwc911.org

Proposal Requirements

NWC911 is not liable for any costs incurred by the Proposer in the preparation, presentation or in any other aspect of the Proposal.

Provider is required to provide evidence that you meet the NWC911 Insurance Requirements.

Provider is required to provide a reference list of clients that have a current contract for services with their company.

Provider shall provide evidence of a company safety program and, if supported, a drug testing program.

The entity responsible for fulfilling this agreement shall be identified in the proposal response.

Right to Seek a New Proposal

NWC911 reserves the right to receive, accept, or reject any and all proposals for any, or all, reasons.

Proposals will be awarded to the best overall respondent as determined by that which is in the best interests of NWC911.

In comparing the responses to this RFP and making awards, NWC911 may consider such factors as quality and thoroughness of a proposal, the record of experience, the references of the respondents, and the integrity, performance, and assurances in the proposal in addition to that of the proposal price.

Terms and Conditions

Any contract or agreement resulting from the acceptance of this proposal by NWC911 shall be approved by NWC911's Attorney, and shall contain, as a minimum, applicable provisions of this Request for Proposal. NWC911 reserves the right to reject any agreement that does not conform to the Request for Proposal and any NWC911 requirements for agreements and contracts. Providers should include any standard contract documents with their proposal.

NWC911 reserves the right to request clarification of information submitted and request additional information as needed.

The Provider shall indemnify and hold harmless NWC911, its agents, and its employees from and against all claims for personal injury, property damage or stolen goods, including claims against NWC911, its agents, or servants arising out of the Illinois Structural Work Act (Illinois Revised Statutes Chapter 48, Section 60 through 69 inclusive), and all losses and expenses, including attorney's fees that may be incurred by NWC911, defending such claims, arising out of or resulting from the performance of the work and caused in whole or in part by any negligent act or omission of the Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by the party indemnified hereunder. In any and all claims against NWC911 or any of its agents, or servants by an employee of a Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation of benefits payable by or for the Provider or subcontractor under Workers' Compensation Acts, Disability Acts, or other Employee Benefit Acts.

The provider will be responsible for any damages, injuries, accidents, and claims resulting from, and or occurring during completion of specified services.

The provider will be responsible for transportation of all materials to the job site (FOB Destination) and be responsible for insurance on all materials after initiation of job until the point where NWC911 accepts the completed project.

Applicable Law

NWC911 is an equal opportunity employer. NWC911 does not discriminate against anyone on the basis of race, sex, color, age, religion, ancestry, national origin, qualified disability, marital status, sexual orientation, genetic information or military status.

The successful Provider agrees that they shall comply with all local, state, and federal laws, statutes, rules, and regulations. In the event that any claims should arise with regards to this contract, for a violation of any such local, state, or federal law, statutes, rules, or regulations, the provider will indemnify and hold NWC911 harmless for any damages, including court costs or attorney fees which might be incurred.

Any contract will be interpreted under the laws and statutes of the State of Illinois.

NWC911 does not enter into contracts which provide for mediation or arbitration.

Therefore, any action arising from any contract made from these specifications shall be brought in the state courts in Cook County, Illinois or the United States Federal District Court for Illinois.