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**ADDENDUM NO. 2**

**April 26, 2019**

**RE: RFP 059.19.B5, Visitor Management Solution**

**FROM: Purchasing Office  
Howard County Public Schools  
10910 Clarksville Pike  
Ellicott City, MD 21042  
(410) 313-5644  
(410) 313-6789 fax**

**TO: PROSPECTIVE BIDDERS**

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This addendum modifies the Original Bidding Documents as noted below. Acknowledge receipt of this Addendum in your Proposal. Failure to do so may subject the Bidder to disqualification.

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**1. SECTION 4. Scope of Work, Page 19.**

**CHANGE TO:**

5.5. Screening. The Solution shall ***be capable of:***

- 5.5.1. ***integrating*** with Verified Volunteers' ([www.verifiedvolunteers.com](http://www.verifiedvolunteers.com)) or similar volunteer screening service to provide criminal background checks for volunteers and employees. ***Integration with such a screening service will not be initially required but is possible during the life of any resulting contract. Offerors shall not incorporate such costs in their response but are encouraged to enter it as an Option on their Price Proposal.***

**2. SECTION 4. Scope of Work, Page 20.**

**CHANGE TO:**

5.5.5. Discreetly notify selected front office staff and school administrators upon a positive match and/or upon the confirmation of other established rules and have the capacity to alert designated staff via email, telephone, ***and*** text messaging ***and page***.

**3. SECTION 4. Scope of Work, Page 20.**

**CHANGE TO:**

5.6. Software/Network Requirements. Solution shall ***have the capability to:***

- 5.6.1. Be a SAAS ( Software as a Service) fully managed solution .
- 5.6.2. Be capable of integrating with HCPSS's Student Information System (SIS) for the purpose of student custody verification and late student arrival.
- 5.6.3. utilize software, hardware, and associated licensing that is compatible with HCPSS standards for computer and Local/Wide Area Network equipment
- 5.6.4. be LDAP compliant with Microsoft Windows Active Directory Services
- Integration with HCPSS's SIS will not initially be required but is possible during the life of any resulting contract. Offerors shall not incorporate such costs in their response***

**4. SECTION 7. PRICE PROPOSAL**

**DELETE #6 and #11, Verified Volunteers subscription**

**5. Questions & Answers**

INSERT Questions & Answers dated April 26, 2019:

Questions & Answers - April 26, 2019		
	Question	Answer
1	<u>Section 2, terms and conditions p.11, #12, Multi-Agency Participation</u> Vendor requests that the use of this contract by any participating jurisdiction or agencies and vendor will be “by mutual consent” and this be added to this Multi-Agency Participation requirement.	Denied. Each entity, the awarded vendor or the Agency, may at their own discretion and in accordance with their own Policies, negotiate terms prior to signing an agreement.
2	<u>Section #3 Special terms and conditions p.15, #12 Termination for Default –</u> Vendor requests we be given 30 days to cure should such incident occur.	Denied.
3	<u>Attachment E Bid/Proposal Affidavit - Acknowledgement of MBE Affirmation Action Requirement.</u> Vendor has no minority status, nor is able to provide minority support to this project, therefore we request this MBE Requirement be stricken from this Affidavit.	Denied as this is a <i>goal</i> , not a <i>requirement</i> . HCPSS MBE terms remain “as is”.
4	Requirement 5.4 requests a seamless integration with LobbyGuard Front Desk software. Are you expecting vendors to only bid this software solution or are you open to new visitor management solutions?	HCPSS is open to other visitor management solutions
5	Requirement 5.9 requests time expiring labels. These can be expensive. Would you allow proposers to offer secure alternative solutions?	Yes. Offerors shall note such in the response to this RFP and provide corresponding specifications and pricing in their Price Proposal for visitor passes that do not allow visitors the ability to by-pass check-in.
6	You request an integration with Verified Volunteers. Are you currently a customer of this service already?	Verified Volunteers or similar screening is no longer a requirement for this RFP
7	If your printers are in good working condition, would you still like to use them?	As printers are 5 years, old HCPSS intends to replace current printers.
8	What features of the district’s current visitor management application is the district not satisfied or wishes to improve?	HCPSS is satisfied with the current visitor management system features
9	What is the RFP’s budget?	Information not available
10	What student information system is the district currently using?	Edupoint Synergy SIS
11	Is integration with the student information system required?	Not at this time but may be in the future.
12	To lower costs for the district, will the district consider having district tech staff install the hardware or assist the vendor with web installation?	No
13	Training -- What is the district’s preference? Training offered can be webinars, videos, workshops at a centralized location, at each school site? Training costs will vary depending upon training option selected.	Offerors familiar with such a project shall provide adequate training that meets the needs of an organization of similar size and scope. Such baseline training shall be incorporated in pricing. Offerors may offer alternative training options in response to this RFP and provide corresponding pricing in their Price Proposal.
14	How many locations will be installing a visitor/volunteer system?	80
15	Does Lobby Guard provide an API for integration purposes?	Information not available

**Questions & Answers - April 26, 2019**

	<b>Question</b>	<b>Answer</b>
16	On how many volunteers is the district annually processing background checks?	348,943 <b>visitors</b> from July1, 2017 - August 1, 2018 for sex offender ONLY. Background checks have not been performed via kiosks.
17	Is the volunteer paying for the background check?	Not relevant to this RFP
18	What is the cost of a volunteer background check?	Not relevant to this RFP
19	On how many employees is the district annually processing background checks?	Not relevant to this RFP
20	Is the employee or district paying for the background check?	Not relevant to this RFP
21	What is the cost of the employee background check?	Not relevant to this RFP
22	Are background checks done on current employees, or only on new applicants?	Not relevant to this RFP
23	If background checks are done on current employees, how frequently are these background checks done?	Not relevant to this RFP
24	Is the same background check being performed on both volunteers and employees?	Not relevant to this RFP
25	Is a credentials check required to be done on degreed employees that hold teaching and/or administration positions?	Not relevant to this RFP
26	How long does a typical background check take to be performed?	Not relevant to this RFP
27	Will the district consider waiving the 13.4 requirement for a local service center? This is an unusual requirement that will add greatly to costs and may cause bidders to not submit a bid at all. The kiosks we use have had few problems. Most districts are using our kiosks without any issues. We can ship replacements via 2nd day and a school tech can swap out the kiosk in 5 minutes. The replacement kiosks are fully prepped and ready to install ... like "plug n play". Or would providing the district with a 2 unit backup inventory suffice?	No. RFPs will be accepted although evaluation scores may be affected.
28	In section 13.8, does the repair and/or replace also apply to the Dymo Labelwriter Printers or only to the All-In-One Kiosks?	Repair and replace applies to all parts of the system, including printers.
29	The Dymo Labelwriter comes with a two (2) year manufacturer warranty. Does the current vendor repair and/or replace the Dymo printers under the current contract?	Not relevant to this RFP
30	Item #34 on HCPSS requests that a site visit be completed prior to the installation. Seldom does an RFP require site visits. Pre-visiting each site will add additional costs to this project. Would the district consider waving this requirement? Seldom are pre-site visits required as most installations require little more than setting the station up on the front counter or other designated location in the front office. We would anticipate locating the new kiosk in the same location as the existing kiosk.	This requirement is not waived. Price Proposals are to be all-inclusive. Offerors may indicate a Deduct in their Price Proposal for this or any other requirement along with a description/explanation.
31	Which Dymo Labelwriter is the district currently using at the schools?	LabelWriter 450

**Questions & Answers - April 26, 2019**

	<b>Question</b>	<b>Answer</b>
32	Is the current Visitor Management System printing student late/tardy and early dismissal passes?	A few schools are independently using this feature. The issuance of student late/tardy and early dismissal passes may be a mandatory procedure in the future during the life of any resulting contract.
33	If the answer to above question is YES, then are these student passes being printed on the same peel & stick labels used for visitors and volunteers, or the passes printed on continuous (receipt type) paper?	No. HCPSS is open to using continuous receipt paper if student passes becomes a mandatory procedure.
34	For the languages requirement for Spanish, Korean, Chinese, Urdu, Chin require only the end user interface to display these different languages (excluding reports)? Or do reports and other staff interactions need to also be in these languages rather than only being in English?	For only the end-user interface.
35	For the subscriptions for Verified Volunteers and Family Watchdog, does HCPSS have an active subscription that we would integrate into OR does HCPSS want our company to provide/hold these subscriptions?	Volunteer screening (Verified Volunteers) is no longer a requirement in this RFP. Offerors shall provide/hold sex offender subscription (Family Watchdog).
36	Please confirm which SIS and version HCPSS uses.	Edupoint Synergy SIS
37	Please confirm which type of integration is required (either a lookup or dynamic connection which allows data to be pushed into the SIS).	Depends on the situation. Both are possible under certain circumstances.
38	Does the SIS provide notifications or will this need to be built/included in our solution?	Depends. HCPSS has many notification systems that can be leveraged for various situations.
39	Please confirm if the SIS has an existing API.	Depends on what needs to be passed inbound or outbound – it has some API functionality
40	What information is contained in the HCPSS issued ID card?	Employee name and ID #, Title, Location (for programming); Employee name and title (for display)
41	Are HCPSS ID cards either HID, barcode only, or something different?	HID
42	Does Lobbyguard have encrypted tables or is an API available?	Information not available
43	Please clarify if a Black-only printer preferred or if HCPSS wants a Color printer instead.	Black printer
44	On average, how many check-ins does HCPSS expect across all locations each month?	348,943 visitors from July1, 2017 - August 1, 2018. Monthly check-ins vary given holidays/summer closings
45	Is district open to the project timeline being condensed? For example, de-installing old kiosks and replacing them on the same day?	Offerors may propose an alternate timeline. See Section 7, Value Added Services
46	Subcontractors for Materials & Software – are these contractors signed direct with HCPSS or can material supplies be under the main contractor as noted material suppliers?	Either - Material supplies shall be through the awarded Contractor or named Subcontractor.
47	Does the County prefer desktop, floor stand or another type of kiosk?	Counters and tables are presently located at each site for existing kiosks.
48	5.9.1 Is HCPSS requiring the kiosk be able to store 10 rolls of visitor badges within the unit? (If yes, this may limit the options from the prior question)	No
49	Does HCPSS have a preference of Windows, iOS or Android operating system for the kiosks?	No

**Questions & Answers - April 26, 2019**

	<b>Question</b>	<b>Answer</b>
50	5.2.3 .1 What does HCPSS wish to accomplish with the smartphone app?	To reduce waiting and crowding during heavy use times.
51	5.2.3.1.1 How will visitors become aware of the smartphone app?	Public awareness campaign
52	5.2.3.1.2 Will the smartphone app be HCPSS branded?	No
53	5.2.3.1.3 Does HCPSS want us to present a beacon-driven solution?	Not necessary
54	5.2.3.1.4 How will HCPSS capture IDs if the smartphone app is used?	Through an initial one-time registration
55	5.2.3.1.5 Will HCPSS accept proposals that do not include the smartphone app? How will this impact their score?	HCPSS will accept all proposals. No proposal will be disregarded unless considered non-responsive (offeror does not address all items in the Scope of Work and/or Attachments – Each item shall be addressed regardless of full capacity to perform).
56	5.4.1 Why is an integration needed? As opposed to replacing each kiosk in a single day at any given site and immediately switching to the new system?	Offerors may propose such a rollout. See Section 7, Value Added Services
57	5.6.3.1 What is HCPSS's Student Information System (SIS)?	Edupoint Synergy SIS.
58	Can you share API information so we can review available endpoints?	Depends on what needs to be passed inbound or outbound – it has some API functionality
59	5.5.3.2 What is the API for HCPSS issued ID cards so we can verify cardholders are entitled to check in?	API for HCPSS issued ID cards will be provided if necessary
60	5.5.3.3 In addition to reading the barcode, does HCPSS wish to capture and store a picture of the visitor's ID?	No
61	5.5.3.4 Does HCPSS have a preferred ID scanner?	No
62	5.5.5 What paging system is HCPSS using?	N/A - Requirement removed from RFP
63	5.6.2 How will students be identified? Name? Student ID? Does HCPSS's SIS have an open API?	Not relevant to this RFP
64	5.6.3 Where can we find documentation of HCPSS's standards for computer and LAN/WAN equipment?	<p>Local Area Network (LAN) Configuration</p> <ul style="list-style-type: none"> <li>The HCPSS has a very robust network infrastructure. All hard-wired access devices connect at a minimum of 1gpbs switched. The network switching architecture includes 3Com, HP, and Cisco LAN switches. VLANs and firewall technology have been deployed as part of the overall network security plan.</li> <li>The HCPSS deployment of wireless connectivity throughout the school system includes 2.4GHz 802.11g/n and 5GHz 802.11n. All classrooms, offices, meeting and common areas are equipped with Aruba wireless products to meet this need. Aruba Airwave and Clearpass solutions have been deployed to enable HCPSS staff to provision and manage wireless services accordingly. The wireless network is connected to the wired network with UTP with a minimum speed of 1gps per AP.</li> </ul> <p>Wide Area Network (WAN) Configuration</p>

**Questions & Answers - April 26, 2019**

	<b>Question</b>	<b>Answer</b>
		<ul style="list-style-type: none"> <li>HCPSS uses Howard County ICBN (Inter County Broadband Network) as a data communication service to provide for data connectivity between remote school locations and central office. The ICBN provides between 1GBps and 5GBps bandwidth from each remote site over a fiber optic network.</li> </ul>
65	5.6.4.1 Is the primary goal of the Active Directory integration to maintain the host directory in the Visitor Management System (VMS) per location or is it expected to recognize visitors if they are PMI employees?	To eliminate the need to create and maintain local user accounts
66	5.6.4.2 Is all PMI Active Directory infrastructure “on-premise” or is Azure AD utilized?	Azure AD is utilized
67	5.6.4.3 If “on-premise”, is it a distributed forest, or would the VMS solution need to integrate with multiple trees?	N/A
68	5.8.3.1 How many training sessions should we plan? To save funds, does HCPSS prefer in-person training or to save money with webinar-based training?	Offerors familiar with such a project shall provide adequate training that meets the needs of an organization of similar size and scope. Such baseline training shall be incorporated in pricing. Offerors may offer alternative training options in response to this RFP and provide corresponding pricing in their Price Proposal.
69	Does HCPSS also want the vendor to develop and deliver user manuals? If yes, does HCPSS prefer paper manuals, and if so, how many, or does HCPSS prefer to save money with digital manuals?	Offerors familiar with such a project shall provide adequate training materials that meet the needs of an organization of similar size and scope
70	6.1.1 Approximately how heavy are the kiosks that will be de-installed?	Information not available
71	6.1.2 Does HCPSS wish to keep any components? Or shall everything be trashed/recycled by your partner?	The awarded Contractor is responsible for the removal and disposition of retired kiosks.
72	6.1.3 Will we have access to school dumpsters or are we required to haul away trash?	HCPSS refuse containers shall not be utilized for work associated with this project.
73	7.2.1 Can we safely assume we are able to use HCPSS's warehouse to store kiosks during the rollout phase? Are there any delivery or access fees we should consider? What are the restrictions in terms of accessing the facility?	“7.2. With the approval of the HCPSS Contract Manager, kiosk units may be delivered in bulk to the HCPSS warehouse located at 6675 Amberton Dr, ElkrIDGE 21075” This facility is open from 7am – 3pm M-F
74	7.2.2 Can your warehouse accept an LTL truck? Do they need a liftgate service or do they have a loading dock?	Warehouse has a loading dock.
75	7.2.3 Can we store an extra kiosk in your warehouse for the duration of the engagement to speed up warranty repairs?	“7.2. With the approval of the HCPSS Contract Manager, kiosk units may be delivered in bulk to the HCPSS warehouse located at 6675 Amberton Dr, ElkrIDGE 21075”