Listed below are vendor questions that were received prior to the requested deadline and their corresponding answers to RFB# AA16-RH-5109 – Contract: Residential Life Card Access System Maintenance per the following specifications or approved equal.

The bid opening date will remain as originally scheduled for – May 4, 2016 @ 1:00 pm EST

Question #1: In Section 1.2, is the option to renew for two additional one-year terms or three additional one-year terms? The bid indicates two terms in the initial paragraph of section 1.2, but then lists out three renewal term dates. Please clarify.

Answer #1:

Initial contract period – two years – June 1, 2016 through May 31, 2018.

Option to renew for three (3) additional one year terms:
   1st Renewal Term: June 1, 2018 through May 31, 2019
   2nd Renewal Term: June 1, 2019 through May 31, 2020
   3rd Renewal Term: June 1, 2020 through May 31, 2021

Question #2: Relative to the Von Duprin and Sargent door hardware, during the walkthrough it was indicated that the awarded vendor would provide “small fax” work. If it is required, a larger fix it would be reported to the University and the University would seek a quote for the repair. Can you clarify what type of fixes would be required of the contractor and which would be reported to the University for a repair quote to be obtained?

Answer #2: Upon reconsideration, the contract vendor is expected to inspect, test and evaluate the operation of all card access components. Issues with Von Duprin and/or Sargent door hardware should be referred to the University by end of day or immediately for operational/security hazards.

Question #3: Where incidental parts and or replace all defective/failed components is indicated as in Section 1.7 c.1 and 1.7 c.3 – does that mean the awarded vendor is responsible for providing/paying for these parts or do they come out of the UMass stock?

Answer #3: Incidental parts was meant to be items like fuses, standard batteries, jumpers. However upon further discussion we do not want confusion on this to unnecessarily inflate bids so the University will provide all required parts as identified by the successful vendor in 1.7 E.
Question # 4: In Section 1.7 c.4 the bid indicates software shall be covered with a Software Support Agreement. Will the awarded vendor be responsible for providing the SSA or is it the intention of UMass to purchase or renew that separately?

Answer # 4: The awarded vendor is responsible for providing the SSAs. It is the University’s understanding that Software House will not issue an agreement directly to a customer.

Question #5: In Section 1.7 E, the bid indicates that within 30-days of contract signing the contractor shall provide to the University an itemization of attic stock that the contractor expects the University to keep on hand, included recommended quantities for each item. Will the attic stock be purchased by the University per the recommendations of the awarded contractor?

Answer #5: Yes, the University will purchase.

Question # 6: In Section 1.7 G, the bid indicates that the authorized service provider shall assist the University in migrating to CCURE 9000 within the first year of the Agreement. Will the CCure Software Migration package be purchased by the University separately?

Please clarify what “assist” refers to: ie: hours of consultation, labor, etc. Be as detailed and specific as possible.

Will hours to support this migration be billable, or should this service be included in covered maintenance?

Answer # 6: Software House will provide the CCURE 9000 to the campus as part of our initial agreement with them. At that time CCURE 9000 did not have the functionality that we needed.

The assist pertains to your role as the integrator of record for the SSA. Any questions and/or issues with the conversion or software that we have that require consultation with Software House must go through the integrator. We have done this in the past as a conference call so the ‘assisting’ will not always require a visit to campus.

We expect that the assistance we may need with the CCURE 9000 migration is assistance that should be covered under a standard SSA. However, for the purpose of this bid we estimate no more than 8 -12 hours of on-site consultation / migration assistance. If this information is not enough, please indicate a variance on this item in your bid response and explain.

Question #7: How many door crash bars were repaired over the last 12-months?

Answer #7: Not Applicable based on response to #2.

Question # 8: How many door crash bars were repaired over the last 24-months?

Answer # 8: Not Applicable based on response to #2.
Question #9: Do you have the System Serial Numbers for both Production and Test Servers?

Answer #9: Yes.

Question #10: How many iStar (16 and 8 Reader) panels are installed on this ACS?

Answer #10: 95 Total iStar Panels; 41 have 1 ACM; 54 have 2 ACM’s

Question #11: How many SWH APS (Access Panel Power Supplies) are installed?

Answer #11: Approximately 95

Question #12: How many Altronix Power Supplies are installed?

Answer #12: Approximately 141; Estimate 50 in North; Estimate 50 in CHCRC; Estimate 41 in Traditional Halls

Question #13: Please clarify if door hardware needs to be covered or just reported if during a PM check locking hardware is not working properly?

Answer #13: See response to #2.

Question #14: When is the expected time frame for migration of C-CURE 800 to C-CURE 9000?

Answer #14: Over the summer in our test environment. Late summer or Fall term for production.

Question #15: How many NEDAP Long Range Readers are installed?

Answer #15: Approximately 25 – 30; they are added/moved as needed