

April 20, 2021

**CLARIFICATIONS No. 2**

Re: Solicitation No. 8005428 Automated Access Control System Installation and Maintenance Services

Please be advised of the following clarifications to the above referenced Solicitation.

- Q1. Who is the contact to setup a site survey?
- A1. The project manager for the site surveys will not be assigned until after award.
- Q2. What are fiber capacities between servers and other systems?
- A2. Specifics will be provided to the contractor after award.
- Q3. Connections are to be developed by respective manufacturers. Please confirm the role of the Integrator is to manage the project and processes up to and including programming or “animate” these interfaces but are not expected to develop or add any source code to the PSIM, the new PACS, or any other subsystem?
- A3. The AACS contractor shall provide, on a “turnkey” basis, the new PACS and PSIM, including all software, and professional services, which includes integration/integrator services, associated with the PSIM, the PACS, and other related AACS components for installation, configuration, implementation, system maintenance, and support at the Airport.
- Q4. If in order to propose a feature, concept, or method, we need to include some SSI, how should we handle the transfer of such information?
- A4. No SSI information has been provided as part of this Solicitation and no SSI is anticipated as part of the bidder's response to document features, concepts, or methods.
- Q5. The existing SAS system at DFW is currently being delivered and supported by Saab's subcontractor SDI. This is the same team that performed the Saab system implemented at Phoenix Sky Harbor Airport. To our knowledge this is the only team that works to provide management and integration services for Saab in the US. Without explanation SDI has declined to partner with most, if not all but one proposer on this project. While our firm can certainly provide a comparable team capable of this project's scope, this scenario will give their selected integrator a significant advantage during the evaluation period. Since we will be building on the existing DFW SAS system, and since SDI is currently deployed in the DFW IOC working on that system, it makes sense that the Airport would want to retain SDI in this role while reducing risk and cost. Can you provide clarification why SDI is not remaining in place as a subcontractor supporting Saab's efforts?
- A5. See Addendum No 3 Attachment G – Contact List.

- Q6. What is the anticipated authorized user population for the new BVS?
- A6. The PACS shall provide for a scalable solution, sized to support configurations consisting of a minimum of 3,000 thousand Portals, 60,000 active credentials utilizing multi-factor authentication.
- Q7. Will the complete user credential data capture and entry also fall within the Proposing Contractor's SOW?
- A7. Authorized credential holders will be enrolled in the new BVS at AccessDFW.
- Q8. Will all associated work (security portal / door cutover and testing), be required to occur overnight?
- A8. The Airport will contract with a Construction Firm that will be responsible for all construction activities associated with the transition and replacement of the exiting PACS to the new PACS. Per 6.2.23 the contractor will participate as a sub-contractor to the CMAR. Note too that the Contractor will be responsible for providing a Technical Transition Plan, in accordance with Section 11.5. It is anticipated and it is typical that work within Airport Terminals take place afterhours.
- Q9. Airport CADD Standards Manual (CADD Manual) – PDF link leads to “Page Not Found”. Can you provide a working link or a location to download this document?
- A9. The Airport CADD Standards Manual was not referenced in this RFP.
- Q10. "Airport Design Criteria Manual – PDF link leads to “Page Not Found”. Can you provide a working link or a location to download this document?"
- A10. The Airport Design Criteria Manual was not referenced in this RFP.
- Q11. "Green Building Standards (GBS) – PDF link leads to “Page Not Found”. Can you provide a working link or a location to download this document? "
- A11. The Green Building Standards were not referenced in this RFP.
- Q12. The use of the acronym “AACS” is used frequently on the RFP documents however there seems to be some inconsistent use. Does AACS refer to the card access system as defined in section 2?
- A12. “AACS’ is defined Attachment A (SOW) Section 5.3.1.
- Q13. Please provide the current software version of the American Dynamics Video Management System.
- A13. See Section 16.1.1 and note that specific details of the Airports existing systems are considered SSI and will be provided to the successful bidder after award.
- Q14. Please provide the software support status for the American Dynamics Video Management System.
- A14. See Attachment A (SOW) Section 16.1.1 and note that specific details of the Airports existing systems are considered SSI and will be provided to the successful bidder after award.

- Q15. Does "RAACS" refer to six (10) combined subsystems as noted in section 8?
- A15. Yes. For the purpose of this RFP, the replacement AACS will consist of the Attachment A (SOW) section 8 list of subsystems, integrated as described within this section.
- Q16. Please provide the current software version of the Nice Inform Audio Management System.
- A16. The system software version will be provided after award.
- Q17. Please provide the software support status for the Nice Inform Audio Management System.
- A17. This system is under a DFW Maintenance Contract.
- Q18. Please clarify, is the existing Zenitel Exchange IP or analog?
- A18. The Zenitel Exchange is IP based.
- Q19. Please provide the current software version of the Zenitel/Stentofon Alphacom Exchange Intercom System.
- A19. The system software version will be provided after award.
- Q20. Please provide the software support status for the Zenitel/Stentofon Alphacom Exchange Intercom System.
- A20. This system is under a separate maintenance contract.
- Q21. Please provide the current software version of the Infor Work Order Management System.
- A21. The system software version will be provided after award.
- Q22. Please provide the software support status for the Infor Work Order Management System.
- A22. See A20.
- Q23. Please provide the current software version of the Everbridge Emergency Notification System.
- A23. The system software version will be provided after award.
- Q24. Please provide the software support status for the Everbridge Emergency Notification System.
- A24. See A20.
- Q25. Please provide the current software version of the HID Safe Identity Management.
- A25. The existing system is HID (formally known as Quantum Secure) SAFE Release 4.9.1 (Build Ver 4.9.0.107)
- Q26. Please provide the software support status for the HID Safe Identity Management.
- A26. See A20.
- Q27. Please provide the current software support status for PACS Picture Perfect.

- A27. See A20.
- Q28. Please clarify if the current version of the PACS Picture Perfect software is supported by the manufacturer.
- A28. Yes.
- Q29. Please provide the current software version of Qognify/Nice Video Management System.
- A29. The system software version will be provided after award.
- Q30. Please provide the current software support status for the Qognify/Nice Video Management System.
- A30. See A20.
- Q31. Please describe the process in place to generate the current set of PSIM and PACS requirements in order for the bidder to accurately estimate the effort needed to finalize them.
- A31. The Contractor will meet with designated key stakeholders from DFW ITS and DPS in order to conduct interviews to refine the requirements contained in SOW, the PSIM System Requirements Specification document as well as the PACS Requirements Specification and Technical Specification Compliance Matrices
- Q32. Does the airport anticipate that the various workshops and meetings can be conducted on a face-to-face basis, or will on-line meetings be necessary?
- A32. It is anticipated that some or all of these meetings would take place virtually, depending on DFW's return to work status at the time of these planned meetings.
- Q33. Or does it refer to eight (8) combined subsystems as mentioned in Section 16?
- A33. The eight (8) subsystems listed in Attachment A (SOW) Section 16 refers to the existing AACS and this section summarizes the current configuration of the existing AACS in place at DFW.
- Q34. Please provide the current software support status for the Kaplogic Aegis PSIM.
- A34. The system software version will be provided after award.
- Q35. Please clarify if the current version of PSIM Kaplogic Aegis software is supported by the manufacturer.
- A35. See A20.
- Q36. Please provide the current software version of the Schlage HandNet Lite Biometric Verification System.
- A36. The system software version will be provided after award.
- Q37. Please provide the software support status for the Schlage HandNet Lite Biometric Verification System.
- A37. The system is end of life and is to be replaced with a new BVS to be determined at a later date.

- Q38. Is there an existing System Monitoring tool that the AACS must be monitored by, or should this be provided by the contractor?
- A38. Most DFW legacy systems have their own monitoring application. On the network services side, DFW has deployed products such as SolarWinds to provide health and status of the hardware. We are looking forward to see what proposers will be providing as a possible solution(s) to be for the new AACS implementation to include the ability to monitor the Intelligent controllers as well.
- Q39. Section 6.2.8 states to specify all hardware and COTS software to implement the new Saab based PSIM workstations. New PSIM must be built on existing Saab SAS platform which currently exists in the three environments. Please confirm that the existing Saab server environments will not require additional hardware or software.
- A39. At this time we do not anticipate any hardware will be required for the existing Saab SAS Server platform.
- Q40. Requirements state that the PSIM will be built on the existing SAS platform. Please confirm that existing SAS functionality will not be modified, except to the extent of receiving status updates from the new PSIM.
- A40. There are no requirements under this solicitation to modify the Saab SAS environment other than to update the system in order to interface with the new PSIM.
- Q41. The requirement states the AACSI is to provide a turnkey solution for the integration of the PACS and PSIM. Is it DFW's intention that the AACSI is responsible for managing and coordinating the requirements analysis, design, documentation (diagrams, ICDs, etc.), of all integrations between the systems outlined in Attachment A, 8.2, Table 6, which will be developed by the PSIM vendor?
- A41. Yes. See Attachment A (SOW) Section 6.2.
- Q42. Can any interface development between any of the listed systems be performed remotely, in the developers' test labs, and then implemented at the DFW facilities in the Test/Dev Lab?
- A42. Yes - Please note that at this time, ITS does not envision providing remote access.
- Q43. Please clarify, for testing purposes, the lab is stated to have a minimum of 12 test portals. Are these portals going to be actual doors or just benched mockup doors?
- A43. The Test Lab will be configured under the IDC portion of the contract, with a combination of actual doors and bench mockup doors.
- Q44. This Section states that the Contractor shall participate in Interface Working Groups with other DFW system providers. Please clarify whether the integrator is to schedule and lead the working groups or if others are responsible to schedule and lead.
- A44. Yes. Section 11.1 .7 describes the AACS System Design Document (SDD). 11.1.7.2 states, "Contractor is responsible for coordinating with all necessary DFW system contractors, as required, to develop system interfaces to the new AACS".
- Q45. The BOM shall include all server, firewalls, switches, storage, WS and monitor requirements. Question: Is there a preferred manufacturer of switches? Will you accept alternatives?
- A45. DFW Airport maintains a Cisco powered network which consists of Cisco 9000-series hardware and software platform constructed in a classical 3-tier (core, distribution, and access)

architecture. For additional information please see Attachment A, SOW Section 16.11.2. We are always open to alternatives, but Cisco is our strategic partner, and all our current support contracts are based on that relationships, therefore, we prefer to stay with those partners.

- Q46. Will the switches need to be SFP+ or 10GbE BaseT?
- A46. DFW Airport maintains a Cisco powered network which consists of Cisco 9000-series hardware and software platform constructed in a classical 3-tier (core, distribution, and access) architecture. See Attachment A, SOW Section 16.11.2 for additional information. Any specific changes that would be proposed based on contractor requirements will need to be identified.
- Q47. Is there a preferred manufacturer of server hardware? Will you accept alternatives?
- A47. DFW is a Cisco UCS and HyperFlex server shop. While DFW is always open to alternatives, our strategic partner is Cisco all our current support contracts are based on those relationships.
- Q48. Question: Is there a preferred manufacturer of storage hardware? Will you accept alternatives?
- A48. DFW's primary storage provider is Pure Storage. We are always open to alternatives, but our strategic partners is Pure and all our current support contracts are based on those relationships.
- Q49. In regard to Section 11.7.1.7.1 Acceptance Test Plan, please provide detail on the expectations of System Administration Tests required.
- A49. The quoted Attachment A SOW Section refers to the required Training Plan. However, System Administration Testing shall fully exercise and document the System administration functions are functioning based upon the outlined parameters in the SRS and SDD.
- Q50. Section 12.1.1 Procurement states that airport will begin hardware and COTS software procurement following successful SDR. However, following the SDR the contractor is to conduct user validation and if necessary make modifications to meet user requirements, develop final design documents, and then conduct the Critical Design Review. Does procurement begin following the SDR or CDR?
- A50. Requirements Validation starts the process, which leads to SOW Section 11 (SDD and the SDR), which then gets validated per SOW Section 11.4, leading to SOW 11.8 Critical Design Review. These steps will need to be completed in order for the System Design Review to be considered successful, and prior to Section 12 (procurement).
- Q51. Please clarify, are we required to have personnel onsite 24/7 for 60 days during the Endurance Testing.
- A51. The system will undergo endurance testing prior to cutover. During this period, the Contractor shall provide on-site personnel to support these systems' operation for the full 60 days, including weekends and holidays, of endurance testing. It is anticipated that at this stage of the project that the contractor's SLA will be in place.

**NOTE:** A copy of this questions and clarifications shall be acknowledged by appropriate signature and attached to the submitted proposal.

