

April 20, 2021

CLARIFICATIONS No. 3

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. Is the AACSI expected to Warrant the custom interface products developed to connect the various systems?
- A1. Yes. See Attachment A SOW Section 14.1.5 which states that "Warranty shall include the operational functionality of the software and hardware systems as accepted by the Board at final system acceptance. For system fixes, no additional costs will be incurred by DFW for contractor restoring system to normal operations. " Section 14.1.3 states "The Contractor shall provide a 12-month period of warranty for all components of the system that are installed under this Scope of Work beginning at the date of final system acceptance by the Board. This includes warranty and maintenance on all software and integrations, including labor for all three environments. "
- Q2. Is the AACS expected to Warrant any APIs or client SDKs which are used to connect the systems?
- A2. Yes. See A1.
- Q3. Please clarify what should be after the semi-colon.
- A3. See Addendum No. 3.
- Q4. Infrastructure Topology Security System section states that the PSIM is on the dedicated security LAN, however the High Level Architecture Diagram depicts the PSIM on a subnet of the DFW network. Please clarify the network to be used by the PSIM.
- A4. The PSIM is on a subnet of the DFW Network as shown in the High-Level Architecture Diagram, Figure 1 in Attachment B.
- Q5. Contractor shall procure and maintain spare hardware quantities to meet the availability and performance requirements, considering installed quantities, MTBF, MTTR, redundancy and criticality, long lead items, value, turnaround time etc. Spares shall be located on-site to allow faulty equipment to be replaced in a timely manner. Question: Do you need spares at both primary and secondary locations?
- A5. Sufficient spares for the system are to be stored at the Contractor's facility at DFW, not at the Data Centers.

- Q6. Please explain the CBP Bonding Requirements and where bidder can acquire more information on how to comply.
- A6. See the following link at DFWAirport.com:
<https://www.dfwairport.com/business/opportunities/accessdfw/badgeresources/>
- Q7. Integrator personnel who will require access to the Airport's IOC and the CAD System will require CJIS certification. QUESTION: Certain team member individuals will not necessarily be required to enter the IOC CJIS section, but will be required to test and certify CAD system integrations in the test and production environments. Does this statement apply to integration personnel?
- A7. The requirement for CJIS certification is for Contractor personnel who will need access the IOC, and the Taccomm unit, this includes those contractor personnel who will need to test, certify and support the CAD system.
- Q8. Please clarify what portion of the contract is Firm-Fixed Price.
- A8. The Firm Fixed Price portion of the contract is derived from the Base Bid Pricing Form-R2.
- Q9. Does it refer to six (6) combined subsystems as noted in section 5?
- A9. Yes, as noted in Section 5.3
- Q10. "The Airport will provide a project manager for this Integrator Contract (see Section 9) who will be the primary Airport POC with the Integrator to manage and coordinate all Technical Issues associated with the AACS." QUESTION: Has this individual been identified? If so, is the Airport able to provide a resume or overview of this person's credentials and work experience?
- A10. The Airport will notify the contractor of the Project Manager for this contract after award.
- Q11. "Does the "Field Devices" (PACS door hardware) category to be calculated in our base 1-year and optional extended 5 years PACS warranty costs include: 1.) Existing security-related devices remaining at existing access controlled and/or supervised portals such as (other than door locking hardware): beacons, audible signals, horn/strobe devices, door holders, latch monitors, balanced magnetic sensors, and emergency exit pull switches; and Existing higher level & edge devices (PACS field hardware and end devices) typical of CBP CLMS (mantrap system) assemblies to include Allen Bradley PLC's input/output controllers, fiber transceivers, workstations and other associated devices remaining within the production environment? 2.) If "yes", is there an age estimate and/or a historical failure record on this material type that can be provided for estimating contractor liability?"
- A11. The Airport would be responsible for performing all user maintenance on "All Door hardware and associated AACS "Field Devices", up until transition of each door from the existing Picture Perfect PACS to the new Lenel OnGuard PACS..." a separate, future construction contract is anticipated to perform the work associated with the transition of each door and will replace AACS field devices.
- Q12. Table 1 AACS SOW Summary within the Integrator SOW document includes the warranty and maintenance of Door Hardware within the list of activities during system life cycle phase & Section 6.1.14.3 further directs that up until transition of each door from the existing PACS to new PACS, door hardware & maintenance responsibility transitions to the Contractor. Is there documentation of existing security portal electrified door hardware and age?

- A12. A separate, future construction contract will perform the work associated with the transition of each door and will replace AACS field devices.
- Q13. Table 1 AACS SOW Summary within the Integrator SOW document includes the warranty and maintenance of Door Hardware within the list of activities during system life cycle phase. Warranty of existing door hardware & Section 6.1.14.3 further directs that up until transition of each door from the existing PACS to new PACS, door hardware & maintenance responsibility transitions to the Contractor. Does a record exist of maintenance or failures that may be used in calculating a cost?
- A13. See A12.
- Q14. Does the anticipated list of "Airport System" contractors requiring coordination also include those that may not be apparently or directly involved in the security renovation scope of work, i.e. baggage moving and motor controller contractor, motor-driven coiling door contractor, gate and traffic arm contractors? If so, is there an anticipated depth of scope for estimating contractor involvement?
- A14. This contract requires the contractor interface and integrate with existing systems in order to configure the PSIM and PACS. DFW plans on soliciting for a separate construction contract, which will perform the transition on a portal-by-portal basis.
- Q15. Please clarify, as a contracted Integrator to the Airport, will we be subcontracted to the CMAR after award? If so, when?
- A15. The contractor selected under this solicitation 8005428 will be a subcontractor under a future construction contract.
- Q16. Please clarify, will the contracted Integrator to the Airport, be required to provide a bid everything through the CMAR upon the completion of Phase 3?
- A16. The future construction contractor will be required to purchase equipment and labor from the contractor selected under this Solicitation 8005428.
- Q17. This indicates we will be contracted to a GC. Will the GC purchase the equipment and labor from us directly or will DFW purchase these items from the IDC?
- A17. See A16.
- Q18. "Participate, as a subcontractor to other future AACS related construction projects to provide, installation, commissioning, and documentation in support of future PACS field control panels and electrical door hardware, based on submitted unit costs." Does "based on submitted costs" indicate that DFW is purchasing from the IDC unit costs?"
- A18. Submitted costs refers to the Unit Costs Pricing (Item numbers 6, 7 and 8) for this Solicitation 8005428 Pricing Form, Exhibit C.
- Q19. Base on the sequence of transition in 6.2.26, is the Airport requiring both PACS systems to be operational, so that single to multiple doors are cutover until all doors and associated alarm and control points are fully cut over to new PACS system? If so is DFW securing/designating additional wall space in existing com rooms to accommodate both PACS systems.

- A19. Both systems are anticipated to be operational for a period of time until portals are transitioned from the existing LMP to the new Lenel / Mercury Intelligent controller. The DFW design will provide for the methodology to accommodate the transition.
- Q20. Contractor shall provide a 12-month period of warranty for all software, hardware, and components of the new AACS that are installed under this Scope of Work beginning at the date of final system acceptance by an authorized representative of the Board. Question: Section 17.1.8 states all hardware needs 3 years warranty, please confirm the correct desired warranty term for all hardware.
- A20. Contractor shall provide a 12-month period of warranty for all software, hardware, and components of the new AACS.
- Q21. Please clarify, what documents will DFW provide to assist in SDD process for current DFW Procedures?
- A21. DFW will provide documents after award, when available.
- Q22. Based on 6.2.30.1 every component of the PACS system will be included in the preventive maintenance plan and only be performed once a year?
- A22. No. Table 8, in Attachment A (SOW) documents the required maintenance frequencies.
- Q23. How often does the report need to be updated?
- A23. Status Reports are to be weekly.
- Q24. "It has been 21 days since the release of this RFP. To date we have received no information from SAAB. We have requested the following:
- Pricing – We need initial software cost, implementation costs, connector costs, integration costs, etc.
 - Terms – What are SAAB's terms for purchase and can you forward me a copy of your EULA?
 - Knowledgebase – We need to review your product documentation and/or training, programming examples, sample scripts, etc.
 - References – Who can we contact to learn more about how your PSIM has been installed and what the DFW Airport application will look like?
 - Org Chart – What does the SAAB team look like? Can you provide a contact list and chart of your support members?
 - Partners – Other than SDI, are there any partners you have that are capable of deploying your PSIM solution?
- The majority of the base contract costs and efforts will concern the implementation of this DFW Airport selected PSIM product. At a minimum it will require at least 2 weeks (from the time their information is received), to review this information, incorporate it into our plan, obtain management approvals, etc. QUESTION: Can DFW assist proposers in obtaining this information?"
- A24. Although the Airport currently has a contract with SAAB (Contract No. 8005305), SAAB is not contractually obligated to provide information to third party vendors. Contact openrecords@dfwairport.com to request a copy of their contract and supplemental agreements.
- Q25. Will these environments (specifically test & dev) be available for our efforts to work with and validate the SAAB Safe system or are they dedicated for the SAS portions?

- A25. Yes. The Saab SAS Test and Dev environments will be available,
- Q26. Please clarify, how will the Integrator receive this information? Will the Integrator have to integrate with the NTTA? If so, please provide the contact information.
- A26. The Integrator will integrate to the Airports SkiData Parking Control System.
- Q27. Please provide the current software version of the SkiData Parking Control System.
- A27. The system software version will be provided after award.
- Q28. Please provide the software support status for the SkiData Parking Control System.
- A28. The system software version will be provided after award.
- Q29. In our conversations with Lenel, they have advised that "No new integrations will be created or supported" They have also advised that overall support for the existing Picture-Perfect system will cease at the end of 2022. Without this support, How do you propose integrators proceed?
- A29. While Lenel will not create (or support) any new PP Integrations, integrators can continue to use Lenel's existing PP API (EFI) to create the required integration to support this project. Lenel has advised DFW that access to the EFI will be provided to the awarded contractor.
- Q30. Lenel has stated they have no intention of involvement for an integration between Picture Perfect and OnGuard or with the Saab SAFE PSIM. Is it DFW's intention to require the Lenel to provide this integration, or is the AACSI to procure qualified resources to develop the integration(s) via the approach detailed in 8.4.2?
- A30. See A29.
- Q31. Test environments need to have servers, workstations, and test devices. All software & firmware needs to be the same version as exists in the field. Can you confirm that these environments are in place, or will be in place prior to contract award.
- A31. Yes. It is understood that a "Test Environment" with the version of the software (and firmware) to be implemented in the field will be required in order to support the specified integration, validation and resultant acceptance testing. It is within the Contractor's SOW to perform the identified integrations. DFW will work with, and support the selected contractor, as required.
- Q32. For each system, please provide the name of each responsible party along with their contact information.
- A32. See Addendum No. 3.
- Q33. For systems that are currently maintained by other vendors, (not DFW Airport), we understand that we will be responsible for coordinating with them. Are we Also responsible to contract and compensate these vendors or will DFW Airport reimburse them?
- A33. Yes
- Q34. Please provide functional and technical detail about what "facilitate access" means.
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- A34. The overall intent is for the new PSIM to be the "single pane of glass" for accessing the HID SAFE Web portal in order to allow authorized users to use the PSIM for access into HID SAFE. See Attachment A (SOW) Appendix 2, as well as Attachment B (SRS).
- Q35. The life cycle for Picture Perfect is over and official product support from Lenel has ended. Is DFW willing to accept that Lenel's developer resources may no longer be available to support Saab's effort to develop this integration?
- A35. See A29.
- Q36. Please clarify, pricing for spare part replacement provisions to maintain sparing inventory shall not be included in RFP bid response as spare part quantities aren't currently defined in the RFP.
- A36. Contractor shall procure and maintain spare hardware quantities to meet the availability and performance requirements, considering installed quantities, MTBF, MTTR, redundancy and criticality, long lead items, value, turnaround time, etc. Spares shall be located on-site to allow faulty equipment to be replaced in a timely manner.
- Q37. Are spare parts provisions and pricing required on the bid form at the time of the proposal? If so, define how to determine spare part calculations. In 17.1.3, it states that quantities will be recommend during the design phase and approved at the SDR, which is post award.
- A37. The RFP requests the proposer, as part of their response, in 7.2.4.12 (Tab 8) to provide a list describing the minimum hardware required for the PACS. This shall be the baseline. Revised Exhibit C, Pricing Form, under Alternate #1 provides a location for documenting the costs for hardware. The Attachment A (SOW) takes into consideration that during the SDR process quantities may change, and pricing will be adjusted, as needed using the Pricing Form Unit Prices.
- Q38. What is the total number of workflows and response plans that are currently in use, and please provide a breakdown of the number of steps involved in each.
- A38. There are currently 11 workflows. Providing the number of steps, for each, out of context will be misleading. As indicated in Attachment A (SOW) Appendix 1, copies of the workflows will be provided to shortlisted Proposers.
- Q39. Please clarify, for the integration of the PSIM, are any events going to be monitored via Lenel Alarm monitoring?
- A39. At the present time, the PSIM is to be utilized to monitor, respond to, report on, and /or review Lenel Alarm events by the various user groups.
- Q40. Please clarify, are the datacenters separated via a layer 3 or layer 2 connection?
- A40. DFW Datacenters are Geodiverse and connected via Layer 3 switches. See Attachment A (SOW) Section 16.11.
- Q41. Should the respondent include pricing for the 3rd party integrations (i.e., API/SDK and associated development work)?
- A41. Yes. The pricing shall be documented in the Revised Exhibit C, Pricing Form, Item # 3.
- Q42. What are the current versions of the integrated systems? Who will be responsible for upgrading the systems if necessary for PSIM integration? (SAFE, Picture Perfect, Nice VMS, SAAB SAS).

- A42. The versions of the various systems, at the time of the award, will be provided to the contractor, after award. DFW will ensure that software versions are current.
- Q43. Are mobile devices allowed to connect to your network? Can DFW provide any mobile devices access policies if so?
- A43. Authorized mobile devices are allowed to be connected to the Network. Policies will be provided after award.
- Q44. Is there an Active Directory (AD) infrastructure available on all networks? Who maintains the AD system?
- A44. Yes. DFW maintains the Active Directory.
- Q45. Please confirm that the Development environment and Test/Train environment servers are to be located in the same data centers as the Production environment, and confirm whether redundancy is necessary for Development and Test/Train. Also, please confirm whether the airport prefers to keep all three of the environments on separate sets of host servers running VMware, or clarify if the Dev and Test/Train environment can share underlying hosts for cost efficiency.
- A45. "Specific locations for the Development and Test / Train Environments will be determined after award. See Attachment B for the Architecture Requirements associated with all three environments. Yes. Redundancy is necessary for Development and Test/Train environments. See the RFP Section 7 Proposal Format Requirements Tabs 1 - 11 to document the bidder's response and approach. "
- Q46. Please clarify, are maps for the PSIM being provided by the Airport? If yes, are they current and what format will they be provided? If no, is the Integrator responsible to create?
- A46. Common Map system for the existing SAS and the new PSIM shall be ESRI GIS Maps. Contractor is responsible for working with building upon these maps in order to support requirements in accordance with Attachment A (SOW) - Appendix 2 and Attachment B SRS.
- Q47. Please provide the current software version of GIS ESRI system
- A47. The software version of this system will be provided after award.
- Q48. Please provide the current software support status for the GSI ESRI system.
- A48. The system software version will be provided after award.
- Q49. Please provide the current software version of the Central Square Computer Aided Dispatch System.
- A49. The software version of this system will be provided after award.
- Q50. Please provide the software support status for the Central Square Computer Aided Dispatch System.
- A50. The system software version will be provided after award.

