Connecticut Science Center®

Request for Proposal

Building Security Technology System
Access Control, Visitor Management, Intrusion Detection, Video Surveillance, Mass Communication

August 2023

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Background

The Connecticut Science Center opened its doors in Hartford, Connecticut, in 2009. Now more than ten years later, the Connecticut Science Center features more than 165 hands-on exhibits, a 3D digital theater, an immersive *Butterfly Encounter*, and outdoor *Science Plaza*, a stunning sixth-floor *Rooftop Garden*, four educational classroom style labs, plus daily LIVE science programs and a range of special events, and endless ways for children, teens, and adults to explore science.

The implications for Connecticut's science education is promising. The Science Center offers exciting tools to help educators and parents bring textbooks to life. Creating unforgettable experiences with science motivates students and visitors of all ages to enthusiastically embrace science at school, at home, and in their communities.

With an attraction of this magnitude, exhibits rivaling the most unique in the world, programs with the potential to become national models, partnerships with a range of educational organizations, and involvement from global business leaders and benefactors, the Science Center is Connecticut's premier destination for informal science learning and is well on its way to becoming the state's foremost Science, Technology, Engineering and Mathematics (STEM) resource.

Purpose

The Connecticut Science Center is dedicated to inspiring lifelong learning through interactive and innovative experiences that explore our changing world through science. We strive to be a pillar of Connecticut and a beacon for science. To accomplish this, we need to be the trusted cultural treasure of Connecticut, an educational destination and a resource that contributes to qualify of life, a promoter of Connecticut's culture and standing as a place of innovation, and a generator of opportunity and economic activity. We want to empower people to make the world better by inspiring them to respect and use science and technology to improve the world around them, spark people of all ages and backgrounds to see themselves in STEM learning, action and careers, support schools and teachers to strengthen STEM education, and become an independent source for science exploration.

Diversity, Equity, Inclusion & Accessibility

The Connecticut Science Center is an influential and exemplary leader in creating equitable engagement and access to STEM learning opportunities and STEM careers. We realize this vision with the proficiency and experience of our diverse team, supported by research and insight from our community and partners within the STEM ecosystem. We share the advantages that STEM affords to individuals and communities as beneficiaries.

Project Summary & Deliverables

The Connecticut Science Center seeks to engage a Contractor to review the security related technology systems and equipment within the organization for the purposes of upgrading video surveillance capabilities, access control, visitor and staff management, mass notification during potential active threat situations and after-hours intrusion detection. A prioritized list of security initiatives and pricing breakdown for each category is desired. The project will also include training to Science Center system administrative personnel.

Areas to be addressed include:

1. Exterior door access control
2. Interior door access control
3. Visitor management system
4. Employee access management system
5. Increased utilization of video surveillance cameras (Interior & Exterior)
6. Mass notification alerts
7. Potential upgrades of emergency alarm system(s)
8. Other areas the Proposer deems appropriate.

Project Timeline

The Connecticut Science Center has a strong commitment to delivering its security system on an ambitious timeline but expects that the access management system will be the first priority while other elements may be phased-in over a period of time. The timeline will be determined in consultation with the selected Contractor. Taking into consideration that the Science Center is primarily a public attraction-based museum, work will need to be done with as little disruption as possible while still maintaining daily security concerns and functions. We will look to the selected Contractor to help build out a more detailed project timeline, implementation, and training plan for the various components of the project.

Request for Proposal Process

The request for proposal (RFP) process will work as follows:

1. RFP will be posted to the Connecticut Science center website https://ctsciencecenter.org/about/rfp/
2. A copy of the RFP can also be obtained electronically by emailing Jerry Erwin, Director of Security at gerwin@ctsciencecenter.org
3. RFP will officially open for bids 12:00pm/Noon/EST on August 14, 2023 and will remain open for bids until 5:00pm/Est on September 29, 2023.
4. Questions about this RFP will be accepted until 12:00pm/Noon/Est on August 30, 2023 and must be submitted in writing to Jerry Erwin. All questions and corresponding answers will be posted to the RFP page on the Science Center's website https://ctsciencecenter.org/about/rfp/ for all potential bidders to review. The Connecticut Science Center is not responsible for any emails that are rejected, lost or undelivered.
5. Any updates or changes to this RFP will be posted to the RFP page on the Science Center's website. Any potential bidder is responsible for monitoring this page for updates until the proposal deadline.
6. Interested bidders must notify their intent to submit a proposal to Jerry Erwin, Director of Security at gerwin@ctsciencecenter.org by August 21, 2023 to schedule a site visit.
7. A pre-proposal site visit will be scheduled individually for all potential bidders to tour the building, ask follow-up questions, or glean more insight into the scope of the project.
8. All bid proposals are due in full by 5:00pm/EST on September 29, 2023. Any proposals received after the deadline will not be considered.

9. After the RFP process closes, the Connecticut Science Center will review all proposals submitted based on the "Proposal Guidelines & Evaluation" criteria outlined in this RFP and will invite selected companies to participate in an interview and presentation. Following the interview/presentation period the Science Center will select a company to proceed with and award the project to.
10. All bids should be sent directly to the contact below either electronically or by mail (or both). If sending a hard-copy proposal, please also include a thumb drive with the electronic copy as well. All bids, regardless of how they are being delivered, must be received by 5:00pm/EST on September 29, 2023. The Connecticut Science Center is not responsible for any mailed or emailed proposals that are rejected, lost, or undelivered.

    Jerry Erwin
    Director of Security
    Connecticut Science Center
    250 Columbus Boulevard
    Hartford, CT 06103
    jerwin@ctsciencecenter.org

Proposal Guidelines & Evaluation

All bid proposals are due in full by 5:00pm/EST on September 29, 2023. Any proposals received after will not be considered. The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal. The price you quote should be all inclusive. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

If the execution of work to be performed by your company requires the hiring of subcontractors, you must clearly state this in your proposal. Sub-contractors must be identified and the work they will perform must be defined. In your proposal, please provide the name and address of any subcontractors. The Science Center will not refuse a proposal based upon the use of subcontractors but does retain the right to refuse the subcontractors you have selected.

Evaluation of Proposals

The Connecticut Science Center will focus its evaluation of all proposals based on the following criteria in addition to other requirements as outlined in this RFP document.

1. Overall proposal suitability: proposed solution(s) must meet the scope, requirements and needs included herein and be presented in a clear and organized manner.
2. Organizational experience: Bidders will be evaluated on their overall experience pertaining to this project's scope.
3. Previous work: Bidders will be evaluated on their knowledge of and demonstrated work experience.
4. Value and Cost: Bidders will be evaluated on the proposed cost of their solution(s) based on the work to be performed in accordance with this project's scope. The lowest bidder may not necessarily prevail as we are ultimately looking for the most qualified bidder that can clearly demonstrate technical ability and previous experience to complete a job of this scope and scale.

5. Technical expertise and experience: Bidders must provide detailed descriptions and documentation of staff technical expertise and experience that directly relates to the scope, requirements, and needs included herein. This includes being able to demonstrate with examples of previous experience working with integrated security systems.

Proposer Experience and Qualifications

Each Proposer submitting a proposal should include, but not be limited to, the following information:

- The name of the Proposer and its location
- A brief history of the Proposer and the services offered.
- Must have at least five (5) years' experience in the design, configuration, implementation, installation, testing, training, and supporting of comprehensive and integrated security systems.
- Demonstrate technical capabilities and ability to perform required services in a timely manner.
- Illustrate how and when consultation with the Science Center will be done to provide the best implementation process possible.
- The name of at least three (3) clients who may be contacted for references.
- Indicate the present level of professional and general liability or other insurance coverage.
- Include any other information that would aid in the evaluation of the Proposal.
- The Science Center reserves the right to request additional information, which, in its sole opinion, is necessary to assure the Proposer's competence.

Information Required

- Describe your company's background, services, size, and history as these factors are relevant to the work.
- Describe you company's staffing and approach to this project.
- Provide a detailed description of your proposed process for the performance of the services.
- Describe your team's experience performing similar work for large clients.
- Identify the person who will be the lead project manager and primary contact for this project and any other person you identify as "key" participants on the project development team.
- Identify any subcontractors (name and business address) you intend to use for this engagement and describe the services to be performed by each subcontractor.
- Provide at least three (3) client references for whom your company performed similar work for as requested by this RFP.

Questions & Information Sought Relating to Proposer's Firm and Eligibility

- Within the past three (3) years, have there been any significant developments in your company such as changes in ownership or restructuring? Do you anticipate any significant changes soon? Is so, please describe.
- Is there any potential conflict of interest issues posed by your company's performance of the work on behalf of the Connecticut Science Center?
- Has your company or any of your company's partners/employees been disciplined or censured by any regulatory body withing the last five (5) years? If so, please describe the relevant facts.

- Within the last five (5) years, has your company, or a partner or employee of the company, been involved in litigation or other legal proceedings relating to the provision of professional services? If so, please provide an explanation and the current status or disposition of the matter.
- In the past five (5) years, have any clients terminated their working relationship with your company? If so, please provide a brief statement of reasons.

Waiver

By submitting a proposal, the Proposer agrees to waive any claim it has, or may have, against the Science Center and its agents, representative, or employees, arising out of, or in connection with, the administration, evaluation, or recommendation of any proposal; waiver of any requirements under the proposal document or the contract documents; acceptance or rejection of any proposals; and award of the contract.

Withdrawal of Proposal

A request to withdraw a proposal must be made in writing and filed with the Connecticut Science Center.

Non-Responsive Proposals

Any Proposer that fails to respond to any request for information may be deemed non-responsive and its proposal may not be considered for the award.

Rejection of Proposals

The Connecticut Science Center reserves the right to (a) terminate the proposal process at any time; (b) to reject any or all proposals; and (c) to waive formalities and minor irregularities in the proposals received. The Science Center further reserves the right to conduct a pre-award survey of any Proposer under consideration to confirm any of the information furnished by the Proposer or to require other evidence of managerial, financial, technical, or other capabilities, the positive establishment of which is determined by the Science Center to be necessary for the successful performance of the contract. The Connecticut Science Center further reserves the right to cancel or amend this RFP at any time and will attempt to notify recipients accordingly.

Non-Discrimination

The selected Proposer shall comply, and shall require its agents, employees, directors and/or assigns to comply, with all applicable federal, state, and local laws, ordinances, rules, and regulations in regard to nondiscrimination in employment because of race, creed, color, ancestry, national origin, religion, sex, gender, marital status, age, medical condition, pregnancy, disability, or any other prohibited basis.

Terms and Conditions

The Connecticut Science Center will negotiate contract terms upon selection, and a project will be awarded upon signing of a letter of intent or agreement/contract, which outlines terms, scopes, budget, and other necessary items. The provision of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

This request for proposal is subject to the rights reserved by the Science Center, included, but not limited to the Science Center's right to:

- Withdraw and/or cancel this RFP at any time before final award of the contract.
- Request clarification and/or additional information from any or all Proposers.
- Amend any term or requirement of this RFP at any time before award of a contract (Proposers may amend their Proposals, as directed by the Science Center if the Science Center materially alters or amends the RFP after submission of the Proposals).
- Alter any key dates or deadlines to this RFP.
- Award the work, in whole or in part, to one or more Proposers with or without interviews or negotiations.
- Reject any proposal that does not strictly conform to the requirements of this RFP.
- Conduct an interview with any, all or none of the Proposers to aid the evaluation process.
- Negotiate potential contract terms with any Proposer.

The Connecticut Science Center is not liable or responsible in any way for any expenses incurred in the preparation of a Proposal in response to this RFP.

Estimated Budget

This will be a fixed price, lump-sum contract, with no estimated budget at this time. The Science Center is exempt from federal, state, and local taxes. In the event any taxes are imposed on the goods or services purchased, the Science Center will not be responsible for payment of such taxes.

Pricing

Be a lump sum purchase price inclusive of all hardware, software, installation, configuration, programming, testing, labor, materials, and systems administration training. The quote should also include annual hosting, service, and maintenance costs. A prioritized list of security initiatives and pricing breakdown for each category is desired.

Goals & Objectives

The Proposer will procure, designing, install, program, configure, test and train on a comprehensive, cloud hosted, dynamic security technology system that upgrades video surveillance capabilities, access control, automated locking/unlocking of multiple doors, visitor and staff management, mass notification during potential active threat situations and after-hours intrusion detection.

The system should be scalable allowing expansion as the future needs of the Science Center change and are more defined in the following sections.

Proposers will be responsible for providing specific functionality for specific parts of the project.

Proposers must provide all materials, hardware, software, fabrication, installation, programming, testing, and training necessary.

The Proposer shall provide written documentation and specific instructions for the system installed.

The Proposer shall be responsible for fully implementing the functions described in this document.

The Proposer shall be fully certified by the software vendor to sell, install, and maintain all system components required.

Any quantities listed throughout this RFP are estimates only and must be used as the basis for the Proposers proposal response. The actual quantities may vary with changes to the quantities accommodated in pricing.

Access Control System

The Science Center is seeking to update its security access control system to one that will provide the most cost effective, technologically advanced solution which will provide maximum flexibility and accommodate expansion needs now and, in the future, to support the Science Center's safe building operations.

A complete Access Controls system is defined as including, but not limited to, all card readers, access cards, controllers, and specific access control panels, power supplies, etc. as well as all cabling/wiring needed to achieve a complete and functional system.

The system must include the ability to support up to 500 active employee ID cards with photos. The components should be upgrade-able. Cards or other devices should offer maximum flexibility, capabilities, ease of use and access management for users and system administrators. Electronic door locking components (such as card readers) should be durable, exchangeable, and easily expandable to add new readers without causing system fragmentation, failures partial or otherwise, and agnostic to other system components such as cards, fobs, program software and keyways.

Once in place the system should provide Science Center security administration with multi-platform access management that provides system status, door status, simple access programming capabilities, remote programming, geofencing, scheduling, locking, and unlocking, and detail reports. The new Access Control System must provide the Science Center personnel and operations with an advanced system that is 99.999% reliable and should be cloud hosted.

Administration features should allow the administrator to create security groups, enroll users as individuals or members of security groups and grant/revoke access accordingly.

The access control system reader should activate on contact with a keycard. Additional functionality and capability, such as smartphone APP, non-touch proximity technology, or other enhancements are not required but may be considered.

Access credentials will be validated at the card readers at the access-controlled door locations. Perimeter doors will be open to the public during business hours and locked during closed hours and certain holidays and controlled by credentials and schedules for off hour's access. In case of emergency or building lockdown, all perimeter access doors should be able to be locked immediately through the system eliminating the need for security personnel to lock each perimeter door manually.

Once the system is up, configure the parameters for the system will need to be set, such as: authorized users, hours that all users will be allowed and not allowed to gain access to the building, to include daily

and weekly logs of the events and users. Have a device / Photo ID cards made to be used with electronic proximity readers for all staff and authorized personnel. Access points can be controlled using multiple authentication methods, at least one of which must include an access card.

Ideally the access system will be a component of a larger system that integrates seamlessly with video surveillance, visitor management, mass communication, intrusion alarm, and panic button systems to provide a single dashboard to the security system.

The following is a list of attributes the Science Center desires to be part of the selected system. The Science Center understands that some attributes requested MAY be functionally replaced with new technologies. Proposals that provide an alternative approach to an attribute listed must include a specific statement that the Science Center's requested attribute "Y" is replaced by "X" due to "X" ability to perform "W" and detail the reason.

- Access Device – current technology used in touch card readers. The proposed device should be easy to replicate as changes are required and new users added. Ease of use is also important. Consideration may be made to re-use existing infrastructure (card readers, wiring, door devices, etc.).
- Timers – exterior doors and elevators that allow public access must have the ability to be scheduled for periods of open versus secure.
- Individual Accessibility Restrictions – System must allow for individual accessibility restrictions for each access point as well as by each user.
- Assignment of Administrative Authority – Each system administrator will need to be able to access the system in order to make changes to timers and accessibility restrictions.
- Access logs – System should log each activation of an access point. Log should include date/time of activation and user information (ID# and Name).
- Remote Activation – Administrative access should be available from a mobile device / desktop.

Technical Content for Access Controlled System

Basic System Information – an overview of the capabilities of the proposed security system. Information includes, but not limited to:

- The Science Center has over 100 access-controlled points with 20 doors. The access control equipment can be reused whenever possible.
- A new client workstation and/or portable laptop shall be provided and used by the Proposer to program all necessary information into the system for this project, including but not limited to access control programming and specific user information.
- The proposer shall perform all necessary tests of system operations and shall monitor system activity and functionality during installation.
- The network appliance shall be capable of running on an existing IP network and shall be accessible, configurable and manageable from any network connected PC with a browser. Browser access for configuration and administration of the system shall be possible from a PC
- Commercial Name of the system and where the product is manufactured.
- Where the system software is located

- Access control features shall be included.
    - Multiple access levels
    - Detailed time specifications
    - Activation / expiration date / time by person with one-minute resolution
    - Access level disable for immediate lock-down.
    - Multiple holiday schedules
    - Timed unlock schedules.
    - Scheduled actions for arming inputs, activating outputs, locking and unlocking portals.
    - Card enrollment reader support
    - Photo ID creation support
    - One central lock-down switch for
    - Function on battery back-up should the building lose power.
- Software should be compatible with Microsoft Windows operating environments running Windows 10
- There should be no restrictions on the number of operators having access and can be installed on an unlimited number of PCs without additional cost.
- There should be an unlimited number of people who can administer the system with varied levels of security.
- The system should allow for viewing of events in real-time as well as reviewing and storing historical events.
- The system should provide pre-defined reporting as well as the ability to design custom reports as needed.
- The software should allow for the operating of individual doors or pre-defined groups of doors from the administrator's workstation.
- The software should allow defining time-periods (days/hours) when access can either be granted or restricted.
- Access permissions should be able to be altered (upgraded or downgraded) for set periods of time.
- The system should allow for the definition of Access Areas whereby multiple doors can be grouped into a single access-controlled areas.
- The system should allow for the definition of "Normal" hours whereby the doors would automatically be open for predefined times for predefined days.
- Software Information
    - User Features such as administrator access controls
    - Licensing Requirements if any
    - Software upgrades should be free of charge allowing benefits of new functionality and features.
- Security Database features shall be included.
    - Record recall by ID tag, name or card
    - Storage and recall of ID photos.
    - System user permission to grant whole or partial access to system resources.
    - Predefined reports on system configuration, system activity history and people
    - Custom Report writer that allows interactive creation of custom reports. Reports may be saved for later use.
    - Period archive creation for historical custom reporting
- Access Control Panels (ACP)

    - The ACP's shall monitor, power, or control, card readers, door position contacts, door strikes and/or locks and other devices
    - The ACP's shall read data encoded on cards and communicate with the main controller to determine if entry is authorized
    - Authorized locking/unlocking of any door from a workstation.
- Card Reader Doors
    - The card reader shall read the encoded data from the access card and/or transponder and transmit data back to the host, giving an audible and visual indication of a properly read card.
    - The reader shall not exceed a typical read range of 4" to 8" when used with a proximity card.
    - The card reader shall be fully weatherized.
    - The reader shall have a lifetime warranty.
- Capabilities 200+ card users and 100+ entry points
- Expandability of proposed system
- Interface capability with other systems including intrusion alarm, panic button, mass communication, visitor management, video surveillance.
- Interface capability with fire alarm system, if possible, but not necessary.
- Infrastructure requirements
    - Indicate changes to infrastructure required to replace existing system and access points.
- Training
    - The proposer shall provide a minimum of four (4) copies of Operation and Maintenance manuals for all equipment furnished under the Access Control system. Thes manuals are to be available during training.
    - Provide a minimum of 24 hours of scheduled training for the equipment including programming, operation, reporting, service and maintenance.
    - Training shall be by engineers or technicians highly skilled in the systems.
- Programming
    - Proposer shall provide initial programming and configuration for all applicable systems.
    - The Proposer shall update the system software to the most recent version available during the warranty period at NO ADDITIONAL COST
- Test and Reports
    - The Proposer shall perform all system testing.
    - Upon completion of the installation of the Access Control System, the proposer shall submit written reports including, but not limited to:
        - A complete list of all equipment properly installed, programmed, functional, 100% operational.
        - Test reports of all devices and equipment
- Reports
    - The system shall be able to produce a report of individuals who have not used their badge to access a reader since a given date (Last Access)
    - The system shall be able to produce a report of individuals with detailed information about card reader access.
    - The system shall be able to produce a report of the status of each badge issued (i.e., Active, Suspended etc.)

- They system shall be able to produce a report of individual card reader activity.

Security Camera System

The Science Center is interested in updating the current security camera system and management platform to modernize all security cameras both internally and externally. This will include replacing existing and adding new camera locations for a more robust visual monitoring system.

The Proposer will furnish all equipment, mounting hardware, any consumables, labor, testing and security administrator training for a camera system that is a component of a more comprehensive cloud-based building security system.

The selected contractor is responsible for proposing all items required for a complete Security Camera System even though it may not be identified in the specifications incorporated herein.

The Proposer will provide any "as-built" documentation, provide written warranty covering the installed Security Camera System against defects in workmanship, components, and performance, and follow-on support after project completion for a period of three (3) years.

- The system should archive at least thirty (30) days of recorded video before overwriting. The system shall overwrite the oldest video first with the exception of anything marked by the security administrator as to be protected.
- The system should accommodate at least 75 locations.
- The system should have the flexibility to be expanded to additional locations as needed.
- The system shall allow recording to a thumb-drive in a standard format viewable from most workstations without special software.
- Provide on-going maintenance and support for all equipment.
- Provide end-user support and training on all aspects of the implemented platform.
- The proposed system should include the capability for viewing live and recorded video remotely for key staff.
- The Proposer must include removal and disposal of all old legacy equipment and cabling.

Intrusion Alarm Interface

The Science Center is interested in including Intrusion Alarm options in this new comprehensive system. Assumption is made that alarm monitoring would be a third-party provider already in place.

Panic Device

The Science Center currently has panic button options that may be used in an emergency and is interested in integrating these buttons into the new system. Additionally, the Science Center wants the system to allow an option to use a button or other device in an emergency to activate (secure) all external doors at once.

Mass Communication

The Science Center is also interested in technology that can integrate a mass e-mail notification or text message to staff and other interested parties during emergencies.

Fire Alarm Interface

The Science Center has a fire alarm system and would be interested in possibly including options to integrate the current fire alarm system into the new security system. This is not a requirement for the project.