



**Washoe County School District**

Purchasing Department • 14101 Old Virginia Road • Reno, NV 89521  
Phone (775) 850-8025 • Fax (775) 857-3175

**ADDENDUM #1**  
**QUESTIONS & ANSWERS**  
**RFP #18-001 Electronic Visitor Management System**  
**January 10, 2018**

It is the prospective Proposer's responsibility to read the entire proposal and all appendices and to respond to all requirements completely. All other terms and conditions shall remain the same.

All prospective Proposers should **Acknowledge Receipt** of this Addendum by signing this document where noted and return it with the proposal submission. Failure to acknowledge receipt of this Addendum may result in a rejection of proposal.

The opening date for the Electronic Visitor Management System RFP 18-001 is scheduled for **Tuesday, January 23, 2018 at 2:00 p.m. (local time)**.

**QUESTIONS & ANSWERS**

1. **Question:** Is there an alternative document we are able to submit instead of actual financial statements? (Letter of good standing from our bank or Letter from our Auditors)

**Answer:** Copies of the company's last three (3) years of tax returns may be submitted in lieu of financial statements.

2. **Question:** For the alert, could this be done through a report of current check-ins, or an emailed report at a certain time of day?

**Answer:** The intent of this requirement is to alert on-site staff in the event of a visitor staying beyond his/her expected visit time limit. The optimal alert format would be a notification at the time that the visit goes into overtime

3. **Question:** What type of cards do WCSD staff use? Are they barcode or proximity? Could you provide more information on these cards?

**Answer:** WCSD ID cards are imprinted with the employee's name, photograph and worksite. There is no barcode, employee ID number or Radio Frequency Identification Reader (RFID) embedded in them. The Electronic Visitor Management System (EVMS) should ideally have the ability to recognize the text on the card or capture an image of the card.

4. **Question:** What information would you like updated for Infinite Campus? Do you prefer the use of a file transfer, SIF agent, or a third party API, like Clever?

**Answer:** Nothing should be updated in Infinite Campus. WCSD will be looking to export data for Protective, Custody, or Trespassing Orders from within Infinite Campus into the EVMS via file transfer.

5. **Question:** Can you provide more information on how alerts are sent to CYRUN? If alerts can be sent to anyone designated to that school/district is this acceptable, or does the alert need to be sent through the Dispatch RMS?

**Answer:** WCSD has a full service school police department including field officers, campus officers, detectives and specialty assignments. WCSD school police maintains a public safety dispatch center staffed by three (3) full time dispatchers and a supervisor. CYRUN is the department's provider for Computer Aided Dispatch services and is the



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primary dispatch and notification software suite for WCSD school police. Ideally, an alert generated by the EVMS would notify WCSD school police dispatch through an automated alert in the CYRUN system. WCSD school police desires immediate notification in the event that a 'flagged' individual attempts to check into a school site. Dispatchers do not routinely monitor email or text messages for alerts, so the use of the CYRUN CAD system is highly desirable. Email/Text alerts to school staff are acceptable, but immediate notification to school police would ideally be accomplished through CYRUN.

6. **Question:** Does WCSD wish to track tardiness and early releases of students through the system? If so, do you need a tardy slip printed for the system?

**Answer:** No. WCSD is not looking to track tardiness of students through the system.

7. **Question:** Will WCSD be providing the Kiosk computer needed or will the vendor need to include this within their quote?

**Answer:** Both options should be included in the proposal, if available. (Refer to Section 46, Technical Requirements of the RFP).

8. **Question:** Please describe in further detail the CYRUN RMS system, and the options for alerting the WCSD School Police Dispatch Center through this system?

**Answer:** Please refer to Answer #5.

9. **Question:** As a private entity, company financials are not public information. How will the district guarantee that any private financial statements provided are used only for internal evaluation purposes, and not made available to the public?

**Answer:** Financial reports are submitted with the vendor's proposal in a separate, sealed envelope AND only opened by the WCSD's Office of Business & Finance Comptroller for financial review. Results of the financial review are recorded as pass/fail, and information marked "Confidential" information is not shared. Financial information that is submitted separately with the proposal is not subject to public record requests.

10. **Question:** Financials – As a small private Sub-S company, there is no need to prepare "annual reports and/or financial statements". These are documents typically used by public companies. Will the fact that we have been in business for over 20 years and/or have thousands of customers suffice to provide evidence of our company's financial status?

**Answer:** The length of time in business or the number of customers a business has does not provide a basis for evaluating the financial stability of a business. Please refer to Answers #1 and 9.

11. **Question:** Insurance -- We routinely add school districts as an additional insured party. Please clarify section 14.5 regarding adding additional insured for groups of people, like "employees and volunteers". Our insurance company has indicated that naming groups, like employees and volunteers as additional insured is too broad and may not be allowed.

**Answer:** Please submit certificate of insurance with additional insured information that is allowed by insurance broker/agent. Information will be reviewed and if required, will be negotiated with awarded proposer only.



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12. **Question:** License and Certification – We are incorporated in another state and have no Nexus, also called “sufficient physical presence,” like an office or a store in Nevada. Since we have no nexus, would state incorporation under section 20.1 still be required?

**Answer:** Section 21.0 of the RFP states, “Proposer must be licensed or incorporated to do business in the State of Nevada.” Proposers are encouraged to review Nevada Revised Statutes 332.352 and 76 with regards to business registration requirements to determine if the Proposer’s agency’s meets the requirements. For more information on obtaining a State of Nevada business license please go to: <http://nvsos.gov/sos>

13. **Question:** Will this RFP include any existing schools?

**Answer:** For information only, WCSD has over 100 school sites. Please refer to RFP Section 44.0 - Scope of Work/Services. Proposers are encouraged to provide tiered, volume pricing.

14. **Question:** Canadian and/or Mexican sex offender lists do not exist. These countries do not maintain such lists. The IDs from these countries do not conform to the AAMVA card design standards and/or Homeland Security Real ID Standards. Fake and fraudulent Mexican IDs are rampant. U.S. Border Patrol, INS and Homeland Security do not accept Mexican IDs as genuine. Given this information, is the ability to scan IDs from these countries still a requirement? We are concerned that by scanning these licenses the people at the schools would then consider these licenses to be true IDs and subsequently associate a higher degree of affirmation about the individual.

**Answer:** WCSD recognizes that identification documents issued by foreign countries do not conform to United States standards and that the potential use of fraudulent credentials exists. WCSD has a large student population with foreign born parents and frequently, the responsible adults only possess credentials issued by foreign governments, predominantly Mexico. The EVMS should have the ability to create an image of an identification document, regardless of its source. If the EVMS cannot automatically process an ID, manual entry of the relevant data would be required.

15. **Question:** What access and/or API will Infinite Campus provide, so that it can be accessed?

**Answer:** WCSD is looking for file transfer only. Refer to Answer #4.

16. **Question:** WCSD will not allow any direct 3<sup>rd</sup>. party connections to Infinite Campus, please clarify how the EVMS should get daily student data updates?

**Answer:** Refer to Answers #4 and #15.

17. **Question:** Please clarify what “CYRUN RMS system” is and what access and/or direct communication would be allowed.

18. **Answer:** Please refer to Answer #5.

19. **Question:** Please clarify item “D”. What is meant by “Kiosk Device Network Software Hosting”?

**Answer:** Kiosk software, self-service applications, mobile application management, and remote monitoring services in a Software-as-a-Service (SaaS) environment as an alternative to running licensed software on WCSD servers. Manage the server hardware, perform OS updates, and keep system functional. Manage kiosks remotely, view usage statistics, and monitor kiosk health via any connected browser.



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20. **Question:** Please clarify item "I". What EVS data is expected to be exported?

**Answer:** WCSD expects the ability to search all of the data fields collected by the EVMS. Each of the fields (name, time of arrival etc.) should be independently searchable and the data should be available by school site and district-wide.

21. **Question:** Please clarify item "J". What other relational databases is the EVMS expected to import data from?

**Answer:** Refer to Answer #4.

22. **Question:** Are you currently using a Visitor Management System at the district? If yes, what system are you using? If yes, is it the district's intent to replace this system or is the district reviewing the installed system in addition to other available systems?

**Answer:** WCSD currently has three (3) schools using various EVMSs. To maintain fairness and integrity for this solicitation and for all interested Proposers, the system names of the other electronic management programs will not be disclosed in this Addendum. . Refer to RFP Section 44.0 - Scope of Work/Services.

23. **Question:** Is the district requiring on-site installation or remote based installation?

**Answer:** Please submit proposals that would identify both options if available.

24. **Question:** Is the district requiring on-site or remote based training?

**Answer:** Please refer to Answer #22.

25. **Question:** Can you please confirm how many installations of a visitor management system you are requiring for this bid?

**Answer:** Please refer to RFP Section 44.0 - Scope of Work/Services.

26. **Question:** Is the district in favor of a self-service visitor management product or a staff-operated product?

**Answer:** Self-service with the option for a staff-operated product is preferred.

27. **Question:** In Section 1.0 Submission of RFP Part 1.1 you state "*Submit one (1) complete set of annual reports or financial statements for the last three (3) consecutive years of operation.*" To whom will the financial records be accessible both during the response time and there after?

**Answer:** Refer to Answer #9.

28. **Question:** In Section 35.0 Records Part 2 you state "*Upon prior written notice, at a mutually agreed upon time and place, all records shall be made available to WCSD.*" Please define "records". Is this visitor data or vendor records?

**Answer:** Records may include proposal copies; however, may not include documents identified and defined as "Confidential" under Nevada law.



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29. **Question:** In Section 37.0 Expenses Part A you state *"No overhead and/or profit shall be permitted."* Is this regarding expenses related to responding to the RFP or the overall bid expense?

**Answer:** This is regarding any additional cost outlined in any price/cost fee schedule or other related cost sheet submitted by Proposer. All prices must be inclusive. Refer to RFP Sections 1.12, 5.2, and 22.2(B).

30. **Question:** In Section 46.0 EVMS Technical Requirements part C you state *"EVMS must have the ability to read data from federal government issued forms of identification (i.e. State Driver's License, U.S. Passport, etc.) including all United States, Canada and Mexico. EVMS will have the ability to scan/read official WCSD issued identification (ID) cards (including key-cards), and other state agencies."* What other state agency ID cards are you wanting to scan? What does the WCSD ID Card format and can you provide a sample?

**Answer:** Refer to Answer #14.

31. **Question:** In Section 46.0 EVMS Technical Requirements part J you state *"EVMS must automatically provide an instant prohibited persons check on the scanned ID card."* Can you define "instant prohibited person check on the scanned ID card"?

**Answer:** The EVMS must be able to pull all information needed from the scanned ID to ensure the individual (based on the imported information from WCSD's Infinite Campus (student identification database)), is or is not prohibited to be on the school grounds.

32. **Question:** In Section 46.0 EVMS Technical Requirements part P you state *"Vendor must provide a high-quality level of support and, when necessary, on-site support for the entire term of the contract."* Can you define what level of on-site support you are seeking?

**Answer:** Proposers are encouraged to provide/submit a Service Level Agreement that can be reviewed and evaluated. High level support is preferred.

33. **Question:** In Section 46.0 EVMS Technical Requirements part Q you state *"Vendor must provide immediate telephone support when required"* Please define "immediate" and what hours of telephone support you are seeking?

**Answer:** It is preferred that the Vendor be able to provide support with the EVMS 24 hrs/day for all standard business days of site operations.

34. **Question:** In Section 47.0 EVMS Technical Preferences Part A you state *"Functionality to immediately alert the WCSD School Police Dispatch Center through the existing CYRUN RMS system is highly desirable."* Can you provide more information on the CYRUN RMS system and what type of integration you are looking for?

35. **Answer:** Refer to Answer #5.

36. **Question:** In Section 47.0 EVMS Technical Preferences Part B you state *"Web-based client (browser agnostic) is preferred. WCSD currently utilizes systems with "smart client" server solutions."* Please define web-based application. Does this mean there can be NO installation requirements on the local PC, including but not limited to device drivers, etc.?

**Answer:** WCSD prefers a cloud/hosted or web-based client. This allows for WCSD not to use additional resources to maintain software on each individual device. This is a preference and not a requirement. If there are installation requirements on the local PC, the Proposer should indicate what the requirements are and how each will be deployed and maintained.



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37. **Question:** In Section 48.0 List of Equipment and Software Components Part D you state "*Kiosk Device Software Network Support Hosting*" Can you provide more information on this item?

**Answer:** Refer to Answer #18.

38. **Question:** In Section 48.0 List of Equipment and Software Components Part I you state "*Ability to bulk-export data from and import data into the EVMS via API/ODBC connection or text file.*" Do you have a specific type of data you are looking to import?

**Answer:** Refer to Answer #4.

39. **Question:** In Section 48.0 List of Equipment and Software Components Part J you state "*Import data from other relational databases.*" Can you define the specific data you are looking to import?

**Answer:** Refer to Answers #4 and #37.

40. **Question:** Do you have a preferred format for pricing?

**Answer:** Refer to Answer #13.

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**ACKNOWLEDGEMENT OF RECEIPT**

PRINT NAME: (Authorized Proposer)

SIGNATURE: (Authorized Proposer)

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AGENCY NAME:

\_\_\_\_\_

DATE:

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