

RFP for Security IT Services Provider
Questions & Clarifications #2
10/7/2021

NOTE: As per the PTCSC RFP, the Question & Answer period ended on 10/1/21. However, in order to better inform potential bidders, the PTCSC is publishing the following Questions and Clarifications. This will be the last Questions & Clarifications published. All companies that have already submitted a proposal to the PTCSC may resubmit their proposal up until the deadline of 11:00 a.m., 10/12/2021)

1. *If the PTCSC's current IT Services provider (Preferred Technologies) is replaced by another provider, would be it the new service provides responsibility to redo PTCSC custom integrations with third party software and Genetec?*

No, any new service provider will not have to redo the custom integrations as those integrations will remain part of the PTCSC's Genetec application. For any current custom integrations in Genetec, Preferred Technologies (Pref Tech) will provide uniform pricing to bidders for support of each of the 4 Plugins mentioned in question #3 below. Bidders can contact Kade Kaaz with Pref Tech (Phone: 281-442-0550, ext. 108; email: kadekaaz@pref-tech.com) for a quote. If Pref Tech is not awarded the contract and the new service provider procures the software maintenance from Pref Tech then Pref Tech will fully support the new service provider and the PTCSC in regard to the custom integrations.

2. Are the current custom integrations documented and published to PTCSC

The installers for the custom integrations are located in folders on a PTCSC server along with user documentation for the custom integrations. Those files will be accessible to the company awarded the contract.

3. *What are the custom integrations and associated third party software applications?*

The current custom integrations and applicable third party software applications are as follows:

- Document Plugin
 - Allows documents to be signed using a TOPAZ signature pad and stored in Genetec for a Cardholder.
- Enroll Cardholder/Visitor from Driver's License Plugin
 - Allows Cardholders and Visitors to be created by scanning a Driver's License using the ScanShell Scanners.

- POTC Reports Plugin
 - Allows the operation of the Port Counts and Port Count Details reports for tracking cardholder entry based on Contractor Company, Badge Type, and Sponsor.

- VisCheck Plugin
 - Allows enrollment of TWIC cards into Genetec.
 - Verifies cardholders against the TSA TWIC Cancelled Card List (CCL) and automatically disables them if the card is on the CCL. CCL is downloaded on a daily basis.
 - Integrates Genetec into VisCheck which is used to work with the Rhino TWIC Reader and Handheld TWIC Readers.