THE SCHOOL DISTRICT OF PHILADELPHIA

EDUCATION CENTER

OFFICE OF PROCUREMENT SERVICES

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**PHILADELPHIA, PENNSYLVANIA 19130**

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**ADDENDUM #1**

**PROPOSAL NUMBER:** NG10447

**PROPOSAL NAME:** Visitor Tracking System

**PROPOSAL OPENING DATE:**  April 04, 2024@11:00am

**TO ALL POTENTIAL RESPONDERS:**

You are receiving this addendum because you recently downloaded a copy of NG10447 Visitor Tracking System” from the School District of Philadelphia’s ERP Supplier Portal.

1. What is the current visitor management application in place at the district.

1A. The District currently utilizes the ScholarChip Visitor Management.

1. How many total VMS workstations will you require over the 220 total locations.

2A. Each location has been allotted one Visitor workstation.

1. Via the vendor’s web portal, the ability to create alerts for both registered and unregistered visitors at the individual school level. Please describe if the system has the ability to also create alerts for both registered and unregistered visitors and have it applied to all schools or for a selected listing of schools. **Appendix A** **Section C # 17 K (what is an unregistered visitor and what alerts would you like to have available for those persons?)**

3A. An unregistered visitor would be a visitor who has not previously been recorded into the Visitor Tracking System.

3B. Example of possible alert messages which could be associated with a registered or unregistered visitor ie, visitor must remain in the office.

1. What is the model #(s) of the Honeywell 2d scanners the district is wishing to repurpose?

4A. The model number for the scanner is: 7580G

1. Do all workstations have at least 4 USB ports.

5A. Yes

1. Does the District prefer an operator-run system with a hybrid self-service approach where original enrollment in the system is done by an operator, and subsequent visits can be self-serve check-ins?

6A. Yes, a hybrid solution which would allow an operator run and a self-service approach would be acceptable, but is not required. The District prefers an operator-run system. If there is a hybrid option, the District would need the ability to select the appropriate run type (operator vs self-service).

1. The iDPRT SP310 Thermal Label Printer has an SDK from a Chinese Manufacturer. Is it acceptable to the district to work with that manufacturer?

7A. The District does not work directly with the manufacturer. All equipment has been supplied by the current vendor.

1. Are electronic training materials sufficient, or does the district also want printed training materials?

8A. Electronic training materials would be sufficient, they would need to be provided in both PDF and editable formats.

1. If new workstation PC hardware is needed at any of the locations, would you want the selected vendor to supply them, or would the district prefer to source them independently?

9A. The District expects the selected vendor to facilitate the purchase of replacement equipment.

1. If there are additional features and security enhancements our platform can offer, where can we include that information within our submittal?

10A. Please provide an additional features section in the “Description of Services” section.

1. Does the district intend to use the system to track student check-ins on a daily basis, using their current ID cards, for evacuation purposes?

11A. The District is not intending to track student check-ins through the Visitor Tracking System.

1. Does the district intend to use the system to track staff check-ins on a daily basis, using their current ID cards, for evacuation purposes?

12A. The District is not intending to track staff check-ins through the Visitor Tracking System.

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| **Miscellaneous** | |
| * Is SDP considering replacing its current provider for ID and Visitor Tracking services? * Answer: The District’s current school-based Visitor Tracking vendor contract expires at the end of this school year, resulting in this RFP to evaluate qualified vendor candidates to provide Visitor Tracking System services. | |
| * Will the system be expected to integrate with any current ScholarChip systems? * Answer: There is no requirement for the Visitor Tracking System to integrate with any current ScholarChip Systems. | |
| **17. General Features** | |
| b. Support the ability to securely host all visitor information for a period of at least five (5) years with one optional two-year extension. | * Are you expecting to transfer data from existing system to a new system? * Answer: There is no requirement to transfer data from the existing system into the new system. |
| l. Provide for operator messaging to assigned school personnel using both free text and defined messages. | * What type of messaging is expected/desired here? * Answer: Example of possible school personnel message: (1) “Visitor Name” has arrived and is waiting in the main office. (2) The expected Visitor has arrived. (3) Student Carlos Smith’s guardian has arrived for their parent/teacher conference and is waiting in the library. |
| m. Describe any capabilities for an operator function to alert for assistance. | * What type of alerts are you looking to have distributed districtwide? * Answer: This is optional. If you have this capability, please describe. As an example, a person may have been identified that would require multiple schools to be alerted, should they attempt to visit any of the identified schools. This may entail having the ability to create alerts for a person that could be programmed for any individual school, a select listing of schools, or for all District schools. Example: Joseph Carpenter, DOB 12/11/72 - MUST REMAIN IN OFFICE AT ALL TIMES. ALERT SCHOOL POLICE. |
| **18. Vendor Web Portal** | |
| k. Support the administrative display and provide tools to manage data import, export and verification. | * What type of data are you looking to import, export, and verify? * Answer: Exporting of visitor listings by school, multiple schools, District wide, by date, etc. Visitor listings would be utilized for any verification purposes. |
| l. Support the display, by visitor, of individual credentials, demographics, visiting history, including dates of visits and person they are visiting. | * What is meant by demographics? * Answer: Example of possible collected demographic information obtained from the provided State issued ID: date of birth, address, gender, height, weight, eye color, hair color, ethnicity, photo |
| **19. Reporting** | |
| f. The vendor shall provide evidence using load testing or equivalent procedures to indicate report run time. | * Are you asking for VMS performance while reports are run? If not, can you please elaborate on what is needed here? * Answer: District is requesting evidence the system can support 220 schools utilizing the system simultaneously (visitor check-ins and report generation) without any significant system issues |
| **21. Hardware Requirements** | |
| The District would like to re-purpose already deployed hardware. Deployed hardware is generally on a wired internet connection, but some hardware may connect wirelessly. Please describe how your system could be implemented utilizing the existing equipment.     1. Shuttle DH9BW01-Q28634 XPC DH9 All-in-One Computer (Touchscreen) 2. Dymo LabelWriter 450 Turbo Direct Thermal Label Printer. 3. iDPRT SP310 Thermal Label Printer 4. 2D Honeywell scanner reads the 2D PDF 417 barcode on state ID’s 5. Logitech C615 WebCam 6. Standard keyboard and mouse 7. CyperPower UPS battery backup | * Please confirm the Operating System and RAM on the Shuttle DH computers. * Answer: Operating System - Windows 11 RAM requirements = 4GB * Please confirm quantities of each hardware item. * Answer: Each of the 220 locations have 1 of each of the listed hardware components |
| **24. Maintenance & Support** | |
| a. It’s preferred that the in-school devices automatically communicate with Bidder’s hosted environment to provide online monitoring of network status, diagnostics and error logs to Bidder’s support team. Please detail what constitutes your system’s remote diagnostic capability. | * Please clarify and elaborate on what is needed for this requirement. Can you provide an example? * Answer: Please explain what, if any, troubleshooting could be done on the equipment remotely and what tools would be used to monitor and perform remote diagnostics. |

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

Thank you,

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Throne Cropper

Executive Director, Office of Procurement Services

Please sign, date and return this Addendum with your response, as it now becomes a part of the Proposal.

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AUTHORIZED SIGNATURE

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