



**Welcome the stranger.
Protect the refugee.**

Request for Proposal

Provision of comprehensive access control solution at HIAS HQ

Issue Date: 22 September 2022

Closing date and time: 14/10/2022 - 23:59 hrs. Eastern Daylight Time (EDT)

Request For Proposal (RFP) ID: "Comprehensive access control solution"

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1. INTRODUCTION TO HIAS

HIAS is a nonprofit organization incorporated in New York State and headquartered in Silver Spring, Maryland, and is exempt from federal income tax under Internal Revenue Code Section 501(c)(3). HIAS advocates for the protection of refugees and assures that displaced people are treated with the dignity they deserve. Guided by our Jewish values and history, HIAS brings more than 130 years of expertise to our work with refugees.

2. REQUIREMENTS

HIAS invites qualified goods/service providers (referred to herein as “Applicants”) to make a firm offer for the provision of access control services.

HIAS seeks to establish a contract for the provision of comprehensive access control solutions at the HIAS HQ office in Silver Spring, Maryland with an initial duration of one year, potentially renewable for additional single or multi year terms subject to satisfactory performance as per HIAS service procurement criteria and HIAS’ needs and funding. Technical specifications are listed below. HIAS is available to facilitate walkthrough of our office premises by vendors in advance of the proposal submission date.

The Applicants are therefore requested to quote under this RFP the total price as well as a breakdown of the specific amounts in Annex IV. Upon signing of the contract, the quoted prices shall be binding on the goods/service providers (herein referred to “Contractor”) for the duration of the contract. The quoted price will be accepted by both HIAS and the Contractor until expiration or termination of the contract.

3. ACKNOWLEDGMENT

HIAS would appreciate you informing us of the receipt of this RFP by return e-mail to procureinquiry@hias.org as to:

- a) Your confirmation of receipt of this RFP and
- b) Whether or not you will be submitting a Proposal

Please include the RFP ID, located at the top of this document, in the Subject line.

4. PREPARATION OF PROPOSALS

a. Documents Comprising the Proposal **to be Submitted:**

- (i) Proposal Submission form (Annex V)
- (ii) Price Schedule (Annex VI)
- (iii) Technical Details: detailed description of the essential technical and performance characteristics of the goods
- (iv) Customer References: at least two references from prior customers for which similar goods/services to that contained in this RFP were provided

- b. Key Personnel: If Key Personnel (individuals who are specifically and uniquely important to the proposed work) are named in the Applicant's proposal, the Applicant will do so in "good faith". Good faith means that the applicant communicated with the proposed key person, obtained a commitment that they would work on the contract and that the person consented to being identified in the applicant's proposal to hold a given position. If the Applicant learns during the course of the procurement, before award, that one or more Key Personnel will not be able to work on the potential award, the Applicant must notify HIAS immediately.
- c. Demonstration: If provided in the Proposal Data Sheet, HIAS shall require Applicants to provide a live demonstration of the proposed goods/solution. If the Applicant has already provided HIAS with a demonstration, a further demonstration may still be required. The applicant shall provide the demonstration free of charge and HIAS shall not accept any liability for any damage to or loss of Applicants' property in connection with such a demonstration.

5. REQUESTS FOR CLARIFICATION

Applicants are required to submit any request for clarification or any question in respect of this RFP by e-mail to procureinquiry@hias.org. Please include the RFP ID in the Subject line. The deadline for receipt of questions for any clarifications is **23:59 hrs. EDT time on 30/09/2022**. Applicants are requested to keep all questions concise and to exclude language as to the applicant's identity as the questions and responses will be posted publicly.

6. PROPOSAL SUBMISSION DEADLINE

Proposals must be delivered to the email address and on or before the time and date specified in the Proposal Data Sheet (Annex I). **Late Proposals shall be rejected.** If the responses received for this RFP are insufficient to conduct a fair and competitive evaluation, the RFP may be reposted with a later due date with or without changes.

7. DISCLAIMER

This RFP is not to be construed in any way as an offer to contract with your organization.

Sincerely,

Theron Jurkowski

Theron Jurkowski
Director, Contracts & Procurement

Annex I: PROPOSAL DATA SHEET

The following specific data for the goods to be procured shall complement, supplement or amend the provisions in the General Instructions to Applicants. Whenever there is a conflict, the provisions herein shall prevail over those in the General Instructions to Applicants.

Relevant clause(s) of Instruction to Applicants	Specific data complementing, supplementing, or amending instructions to Applicants
Language of the Proposal	English
Proposal Price Currency	USD
Evaluation Criteria	Best Value
Documents Establishing Applicant's Eligibility & Qualifications	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Not required.
Proposal Validity Period	90 days after the Deadline for Submission of Proposals
Demonstration	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required.
Deadline for Requests for Clarification	23:59 hrs. EDT time on 30/09/2022
Deadline for Submission of Proposals	14/10/2020 - 23:59 hrs. Eastern Daylight Time (EDT)
Electronic Submission of Proposals	<input checked="" type="checkbox"/> Allowed <input type="checkbox"/> Not allowed
Email Address for Submission	procureinquiry@hias.org
Preliminary Examination — Completeness of Proposal.	<input type="checkbox"/> Partial Proposals permitted. <input checked="" type="checkbox"/> Partial Proposals not permitted.
Documents to be Submitted	(i) Proposal Submission form (Annex V) (ii) Price Schedule (Annex VI) (iii) Technical Details (iv) Customer References: at least two
Additional Requirement	
Required Start Date for Performance	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

Award Methodology: HIAS shall award the contract to the Applicant based on **Best Value** per the factors below:

Evaluation Methodology Factors	Weighting
1.1 Cost – Life cost of product	20%
1.2 Quality - Degree to which the goods, works, non-consulting services, or consulting services meet or exceed the requirements	35%
1.3 Risk – Level of risk and methods for mitigation	15%
1.4 Sustainability - Economic, environmental, and social benefits in support of the project objectives; may include the flexibility of the Proposal to adapt to possible changes over the life-cycle	15%

1.5	Innovation - Innovation in the design and/or delivery; solutions that exceed the requirements or alternative solutions that could deliver best value	15%
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Annex II: GENERAL INSTRUCTIONS TO APPLICANTS**A. Introduction**

1. **General:** HIAS invites Proposals for the supply of goods or services.
2. **Eligible Applicants:** Applicants must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates that have been engaged by HIAS to provide consulting services for the preparation of the design specifications or other documents to be used for the procurement of goods/services to be purchased under this RFP.
3. **Cost of Proposal:** The Applicant shall bear all costs associated with the preparation and submission of the Proposal and HIAS will not be responsible or liable for those costs, regardless of the conduct or outcome of the RFP.

B. RFP Documents

1. **Examination of RFP Documents:** The Applicant is expected to examine all instructions, forms, terms and specifications contained in the RFP Documents. Failure to comply with these documents will be at the Applicant's risk and may affect the evaluation of the Proposal.
2. **Clarification of RFP Documents:** A prospective Applicant requiring any clarification of the RFP Documents may notify HIAS in writing. The response will be made in writing to any request for clarification of the RFP Documents that it receives earlier than one week before the Deadline for the Submission of Proposals. Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Applicants that have responded to the RFP Documents.
3. **Amendments of RFP Documents:** HIAS may, for any reason, amend the RFP Documents, whether at its initiative or in response to a clarification requested by a prospective Applicant. All prospective Applicants that have received or acknowledged receipt of the RFP Documents will be notified in writing of any amendments. To afford prospective Applicants reasonable time in which to take the amendments into account in preparing their Proposals, HIAS may, at its discretion, extend the Deadline for the Submission of Proposals.

C. Submission of Proposals

1. **Procurement Ethics:** It is HIAS's policy that Applicants/Suppliers observe the highest standard of ethics during the procurement process and execution of such contracts. HIAS shall reject a Proposal if it determines that the Applicant, or any of its personnel, agents, consultants, subcontractors or goods/service providers, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question. HIAS may also declare the Applicant ineligible for participation in future procurement and award of contracts, either indefinitely or for a stated period. An Applicant/Supplier who offers any gift of any value to HIAS staff will be considered to be

influencing the procurement process. HIAS shall reject a Proposal if it determines that any such gift has been offered.

2. Suspension and Debarment: HIAS will not make purchases or obtain services from people or companies on suspension, debarment, or other sanctions and watch lists, including, but not limited to:

- The U.S. System for Award Management (SAM);
- The U.S. Treasury Office of Foreign Asset Control (OFAC);
- The UN Consolidated Sanctions List;
- The World Bank Listing of Ineligible Firms & Individuals;
- European Union Sanctions List.

A suspension and debarment check will be performed at the time of proposal and then again at the time of contract preparation.

3. Conflict of Interest: An Applicant shall not have a conflict of interest that could call into question its participation in the procurement process and award of contract. Applicants shall disclose any potential or actual conflict of interest at the time of Proposal and during the execution of any contract. All Applicants found to have a conflict of interest may be disqualified.
4. Joint Venture: Where a joint venture or any other form of partnership (together, JV) approach is proposed, Applicants are required to provide full details of the JV and nature of the relationship with other members.

Applicants forming a JV shall nominate an authorized representative of the JV (duly evidenced by submitting a power of attorney signed by a legally authorized representative of the JV) who shall have the authority to conduct all business for and on behalf of all members and enter into the contract.

5. Modification and Withdrawal of Proposals: The Applicant may withdraw its Proposal after submission, provided that written notice of the withdrawal is received by the HIAS before the deadline for submission. No Proposal may be modified after passing of the Deadline for Submission of Proposals. No Proposal may be withdrawn in the interval between the Deadline for Submission of Proposals and the expiration of the Period of Proposal Validity indicated in the Proposal Data Sheet.

D. Evaluation of Proposals

1. Preliminary Examination:
 - (a) Before the detailed evaluation, HIAS will determine the substantial responsiveness of each Proposal to the RFP. A substantially responsive Proposal is one that conforms to all the terms and conditions of the RFP without material deviations.

- (b) HIAS will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.
 - (c) Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the concerned Applicant does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
 - (d) A Proposal determined as not substantially responsive will be rejected by HIAS and may not subsequently be made responsive by the Applicant by correction of the non-conformity.
- 2. Award Methodology
 - a. See **ANNEX I: PROPOSAL DATA SHEET**

E. Award of Contract

- 1. HIAS reserves the right to accept or reject any Proposal, to annul the RFP process and reject all Proposals at any time before award of contract, without thereby incurring any liability to the affected Applicant(s) or any obligation to provide justification.

Annex III: General Terms and Condition

Please find the General Terms and Conditions as a separate file along with this RFP file at:

<https://www.hias.org/requests-proposals>

If you are having trouble with the file, contact procureinquiry@hias.org immediately. Delays with accessing the file will not constitute an extension of the submission period.

ANNEX IV: TECHNICAL SPECIFICATIONS

[HIAS](#) International Headquarters in Silver Spring, Maryland requires an access control platform that meets the following requirements.

1. Access Control system requirements must include the following capabilities and/or functionality:
 - The ability to allow or deny the unlocking of a locked entrance based on criteria established in the software for individual cardholders.
 - Utilize the existing TCP/IP network for communications between controllers and the central database.
 - The ability to integrate with other systems, including intrusion detection, visitor management, panic alarms, fire alarm (fire relay), and CCTV systems.
 - Provide security of the door, even in the event communication is lost to the main database, allowing the door to continue to recognize which cards to grant access to, and continuing to record access transactions.
 - Allow proper egress in emergency situations such that no special knowledge or card is required to exit a space.
 - Must comply with ADA standards.
 - Allow for central administration of the access control database for purposes of populating and maintaining the overall database, while allowing numerous secured users to grant or deny access for individuals from multiple workstations.
 - Allow for unattended scheduled unlocking of individual doors for a sustained period of public access.
 - All hardware mounted in exterior locations must be weather resistant and designed to maintain the aesthetic beauty of the building. The finish of the access control hardware should match the finish of the other door hardware.
 - Hardware must be durable enough to withstand high traffic locations without frequent failure.
 - Hardware must continue to fully function in the event that communication to the central database is lost.
 - All access control system equipment (controllers and readers) must be fully warranted against defects in workmanship for a minimum of one year from the date of installation, with an optional four-year extended warranty quote. All hardware must be fully supported for a minimum of five years from date of

- installation (non-obsolescent), or replaced at no cost to SHSU with supported hardware.
2. Access control system scope and functionality requirements include the following:
 - a. Programmable access control for all lockable doors Suite 205 and Suite 500
 - Suite 500 – 8 doors
 - Suite 205 – 5 doors
 - b. Readers that have both a physical pin code and proximity card reading capability
 - c. Photo ID cards with RFID technology compatible with readers
 - d. Self-service photo ID card / badge printer allowing HIAS Admin team to manage ID cards directly.
 - e. System must be compatible with building elevator access control systems
 - f. Should support multiple credential authentication modes
 - g. Must provide bidirectional communication with the reader
 - h. Must have the capability to automatically change access privileges for certain user groups to high security areas in case of pre-designated incidents or emergencies
 3. Access control software must have the following capabilities:
 - a. Graphical user interface to show pull-down menus and a menu tree format that complies with interface guidelines of Microsoft Windows operating system
 - b. The ability to upload graphical maps of the facility, plot devices using active icons and administer the system using a point and click interface.
 - c. The ability to record a log file of all system activity, including door access granted, access denied, alarms, system messages, and data maintenance.
 - d. Allow monitoring of the overall system for functionality and alarms from multiple points.
 - e. The ability to integrate with HIAS' email server to escalate event and alarm notifications to pre-determined email recipients.
 - f. The system must provide a date and time-stamped record of events and alarms.
 - g. Event and alarm management must require acknowledgments by an authorized system operator, generate a date and time stamped record of administration (e.g., event/alarm received, actioned, resolved) with the ability to add user comments.
 - h. The ability to generate reports for the following categories:
 - cardholder activity
 - cardholder roster
 - active/inactive cardholders
 - cardholder access levels
 - event/alarm activity – including event and alarm administration history

- device status
 - System architecture (e.g., no of readers, controllers, cardholders, access levels, etc.)
 - i. The system license shall be for the entire system and shall include capability for future additions and integrations.
 - j. The system shall provide a mobile application allowing for generalized system administration by authorized users.
4. Door hardware requirements include:
- a. Door hardware will be fail-secure with mechanical manual egress from the secured side. Must align with fire code requirements for free egress.
 - b. All electronic hardware will be 24V and powered via independent 24V power supply for door hardware.
 - c. Door switching and power will reside in the access control panel location.
 - d. Power supply will be connected to building emergency circuits when possible.
 - e. Power supplies will have a 7amp hour battery backup or higher.
 - f. The location of power supplies when located away from access control panel will be fully documented via As-Built drawings.
 - g. The REX signals egress from the secured side. Unlocking will be a manual mechanical function following valid request to exit. The REX will electronically unlock hardware ONLY when used in conjunction with a handicap pushbutton/opener or magnetic locking hardware.
 - h. Door hardware is to be set so that ‘dogging’ functionality is not possible.
3. Visitor Management System integration
- i. Note: We currently have a standalone VMS which we would like to transition from into an integrated solution
5. CCTV system that includes:
- a. CCTV monitoring station for HIAS guard at Suite 205
 - b. Integration with existing CCTV cameras that allows for seamless alarm response and investigative capabilities
6. Intrusion system that includes:
- a. Programmable audible alarms for duress buttons, active threat, and medical emergencies
 - b. Programmable on-screen alarms for duress buttons, active threat, and medical emergencies. Integration with existing digital signage system preferred.
 - c. Ability to lockdown office using dedicated “lockdown” and “reopen” cards
 - d. 24x7 remote monitoring
7. In addition, HIAS will require regular monitoring and ongoing maintenance for all systems to respond to any issues with the hardware or software.

8. Access to management websites/software for all systems implemented needs to be integrated with HIAS Identity Management System (Azure Active Directory). If it cannot integrate, websites/systems need to offer Multi-Factor Authentication functionality at a minimum, to further protect access to them.
9. All systems implemented need to provide auditing functionalities to record system changes and activities.

ANNEX V: PROPOSAL SUBMISSION FORM

RFP ID.: "Comprehensive access control solution"

Dear HIAS,

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver access control services in conformity with the Technical Requirements for the sum of [total Proposal amount in words and figures] as may be ascertained following the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to deliver the goods following the Technical Requirements.

We confirm that, based on our current knowledge, there are no real or potential conflicts of interest involved in rendering Services for HIAS. In this regard, we have listed, if any, all the contracts that we have been involved with HIAS as per the attached. We acknowledge and agree that HIAS has the right to determine whether there is any actual or potential conflict of interest in its sole discretion.

We agree to abide by this Proposal for 90 days from the Deadline for submission of Proposals.

We understand that you are not bound to accept any Proposal you may receive.

We agree to the General Terms and Conditions except for (insert titles of the General Terms and Conditions from Annex III and on a separate sheet, detail the likely changes that would be proposed), which we plan to negotiate with HIAS in the event we are the winning applicant.

Name:	Title:
Organization:	EIN, if applicable:
Address:	
Signature:	Date:
Email:	Phone:



ANNEX VI: PRICE SCHEDULE

- 1) The Price Schedule must provide a detailed cost breakdown for each item.
- 2) Technical descriptions for each proposed item must provide sufficient detail to allow HIAS to determine compliance of the Proposal with specifications as per the Technical Specifications of this RFP.
- 3) The following format is recommended for use in preparing the Price Schedule. The format uses a specific structure that may or may not be applicable but is indicated to serve as an example.

NAME OF APPLICANT:					
ITEM	DESCRIPTION	UNIT	UNIT PRICE*	QUANTITY REQUIRED	TOTAL PRICE PER ITEM
GRAND TOTAL					

*Unit price should be based on Delivery at Place (DAP)

Note: In case of a discrepancy between the unit price and total, the unit price shall prevail.

Signature of Applicant

