



OFFICE OF PROCUREMENT SERVICES
335 FOUR MILE ROAD
CONWAY, SC 29526-6005

AMENDMENT/ADDENDUM No. 2

Posting Date: Thursday, August 3, 2023

Solicitation Number: 2324-5MJ
Description: Visitor Management System

ADDENDA: Addenda shall be issued prior to the bid opening date and time for the purposes of modifying or interpreting the Contract Documents through additions, deletions, clarifications, or corrections. No addendum shall be issued later than four (4) days prior to the bid opening date except to a) withdraw the Invitation for Bids, or b) to postpone the bid opening date and time. When an addendum is issued for the purposes of postponing the bid opening date and time, the addendum shall establish the new bid opening date and time no earlier than five (5) days after the addendum issue date. Addenda shall be posted on the on-line bidding source(s) stated in the Invitation for Bids. A Bidder shall acknowledge receipt of all addenda issued by identifying the addendum number and the date of issuance with the Bidder's initials in the spaces provided on the Official Bid Form or the bid shall be found non-responsive in accordance with the District's Procurement Code. If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

INTERPRETATIONS AND CLARIFICATIONS: Requests for additional information or questions regarding error, omission or clarification of any portion of the Bid Documents or the Contract Documents or any addendum, shall be submitted in writing to the District Bid Contact Person stated in the Invitation for Bids by e-mail or facsimile no later than five (5) days prior to the bid opening date and time unless an earlier date is stated on the Invitation for Bids or as may be amended. Any interpretations, corrections, or changes to the Bid Documents or the Contract Documents made in any other manner than by a written addendum shall not be binding, and Bidders shall not rely upon them. Any information given a prospective Bidder concerning a solicitation will be furnished promptly to all other prospective bidders as an addendum to the solicitation if that information is necessary for submitting offers or if the lack of it would be prejudicial to other prospective bidders. See clause entitled "Bidder Representations." We will not identify you in our answer to your question. The District seeks to permit maximum practicable competition. Bidders are urged to advise the Procurement Specialist – as soon as possible – regarding any aspect of this procurement, including any aspect of the solicitation that unnecessarily or inappropriately limits full and open competition.

QUESTIONS

Question Number	Question	Answer
1.	The Scope and Specifications have some references to online agenda software, is this correct?	Removed. Please disregard and remove all references to online agenda software on pages 4,16,22 or elsewhere.
2.	What are you asking for on page 21 Subscriber Line Agreement (SLA)?	We are asking for a sample of your company's service line agreement not subscriber line agreement. HCSD typically does not sign other agreements as the RFP and the award are the contract documents. We will however review your document when the RFP is submitted.
3.	The RFP references background checks for visitors, parents, and teachers. Since background checks take multiple days to process and the software used is a fee-based service, what is the end goal for conducting background checks on visitors, parents, and teachers?	Our aim is to make sure that a visitor is not on any sex offender list or anything that may indicated that the visitor is a risk to our students.

4.	The RFP references offline functionality. Can you elaborate on what circumstances you would need the offline functionality for? Would staff have access to mobile devices that have mobile data enabled?	If for some reason the system was "offline", we would want it to have the capability to buffer the info and process it when the system comes back online?
5.	Can you define and elaborate on this requirement? What is the end goal of this requirement? What is SDNC an abbreviation for?	Removed. Please disregard and remove the reference to SDNC on page 17.
6.	Can you elaborate on what type of information HCS is would like backed up?	Any and all historical data that may be needed and that may be stored locally or in the cloud.
7.	The RFP references importing and exporting student and teacher data/information for attendance purposes. Is HCS planning to use a visitor management system for the daily check-in of all students and staff as they enter the building, or just for tardy students and students that check out of school early?	No to all students but yes to staff, tardy students, and early check-out students.
8.	Please clarify how you intend to use Windows, (i.e., mobile device (per Section N), or tablets (per pg. 18, Current District Hardware Section)). We ask because the district has Windows listed under the mobile capability section and support for Windows mobile devices was discontinued 8 years ago.	We would like to have access to a mobile application that would work with iOS or Android devices. Any reference to old discontinued systems is removed.
9.	Is it the intent of the Horry County School District to integrate the future visitor management solution with a physical access control system(s) on the various school sites to enable issue of visitor access cards/badges?	No, not at this time.
10.	Please provide a holistic breakdown of all buildings (building names can be anonymized if required) in which the Visitor management solution will be deployed to include the following. Number of physical locations within the building (lobbies) where visitors will be processed. Number of intended computer workstations and/or self-service kiosks that will be used in each lobby to process visitors.	The only information we have available is there will be up to 60 sites that will need installation at the front desk.
11.	Does the Horry County School District have a preferred cloud infrastructure provider considering the requirement that "The system must be externally hosted"?	All the data for all schools will need to be hosted at a central location with the ability to pull particular site information or information from all sites. We do not have a preferred provider.
12.	Please further elaborate related to the use cases for following requirement, "The system must have the ability to read data from ID cards issued by the district, state agencies, and access control systems"	This requirement should be marked as optional and not mandatory. Pag 16.c. verbiage (mandatory) is changed to optional.

13.	Could the District please elaborate on what kinds of "email and SMS alerts" you would like to set/send?	If there is a "hit" on a visitor's check in, then we would like to notify key personnel in the building via email or SMS text.
14.	Outside of checking in first-time visitors at the front desk, what are the additional desired workflows (I.e., does the District desire self-serve / kiosk options for frequent visitors?)	Workflows should include, but not limited to, checking students in/out for Medical/Judicial/Other reasons. Checking in/out Vendors/Consultants. Ability to find students within the system when a parent scans in their ID, driver licenses or passport.
15.	How many references would the District prefer we include within our proposal?	No change. Please refer to page 23 under qualifications.
16.	Would the District prefer onsite or remote training?	Either will be acceptable. Please indicate in response which one you are providing.
17.	Would the District prefer onsite or remote installation?	Either will be acceptable. Please indicate in response which one you are providing.
18.	Does HCS have an existing provider and if so, who is it?	We are currently using the Lobby Guard System.
19.	Would the District like to have pricing on using existing equipment as well as vendor provided equipment such as Kiosk.	Yes, we would like to have that option and pricing.

The Bid date remains the same as revised in Amendment/Addendum No. 1