

**SECTION 28 17 00
– PHYSICAL ACCESS MANAGEMENT SYSTEM**

GENERAL

RELATED WORK

2.01 SECTION 28 13 00 – ACCESS CONTROL SOFTWARE AND DATABASE MANAGEMENT

DEFINITIONS

- 3.01 ACS – ACCESS CONTROL SYSTEM**
- 3.02 CSA – CLIENT SOFTWARE APPLICATION**
- 3.03 DGM – DYNAMIC GRAPHICAL MAPS**
- 3.04 ALPR – AUTOMATIC LICENSE PLATE RECOGNITION**
- 3.05 SDK – SOFTWARE DEVELOPMENT KIT**
- 3.06 GLM – GENETEC LIFECYCLE MANAGEMENT**
- 3.07 SSM – SERVER SOFTWARE MODULE**
- 3.08 UI – USER INTERFACE**
- 3.09 USP – UNIFIED SECURITY PLATFORM**
- 3.10 USW – UNIFIED WEB CLIENT**
- 3.11 VMS – VIDEO MANAGEMENT SYSTEM**
- 3.12 PAMS – PHYSICAL ACCESS MANAGEMENT SYSTEM**
- 3.13 SLA – SERVICE LEVEL AGREEMENT**
- 3.14 API – APPLICATION PROGRAMMING INTERFACE**
- 3.15 HSM – HARDWARE SECURITY MODULE**
- 3.16 FIPS – FEDERAL INFORMATION PROCESSING STANDARDS**
- 3.17 HTTPS - HYPERTEXT TRANSFER PROTOCOL SECURE**
- 3.18 TLS - TRANSPORT LAYER SECURITY**
- 3.19 AES – ADVANCED ENCRYPTION STANDARD**
- 3.20 SSO – SINGLE SIGN-ON**
- 3.21 AD – ACTIVE DIRECTORY**

QUALIFICATIONS

- 4.01 THE SYSTEM PROGRAMMER SHALL HAVE ATTENDED MANUFACTURER TRAINING, ALONG WITH THE FOLLOWING CERTIFICATIONS:**
 - A. Security Center 5.x Synergis™ Technical Certification (SC-STC-001)
 - B. Security Center 5.x Synergis™ Advanced Configuration and Troubleshooting (SC-STC-002)
 - C. Security Center 5.x ClearID – Level 2 (SC-CID-002)
- 4.02 THE SYSTEM PROGRAMMER SHALL HAVE THE “ACCREDITED” LEVEL STATUS IN THE GENETEC CHANNEL PARTNER PROGRAM WITH THE FOLLOW LEVEL OF QUALIFICATION:**
 - A. Certified Reseller or up

4.03 THE SYSTEM PROGRAMMER SHALL SUBMIT PROOF OF CERTIFICATIONS.

PRODUCTS

EXECUTION

EXECUTION

7.01 COMPLY WITH ALL MANUFACTURERS' WRITTEN INSTRUCTIONS UNLESS MORE STRINGENT REQUIREMENTS ARE INDICATED.

WARRANTY:

8.01 THE PRODUCT SHALL PERFORM IN ALL MATERIAL RESPECTS IN ACCORDANCE WITH THE ACCOMPANYING USER MANUAL, AND THE MEDIA ON WHICH THE SOFTWARE PRODUCT RESIDES WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE. WITH THE SOFTWARE SUBSCRIPTION, DEFECTS ARE COVERED THROUGH CONTINUOUS DELIVERY.

8.02 THE SOFTWARE SUBSCRIPTION WILL INCLUDE THE FOLLOWING SUPPORT SERVICES:

- A. General phone support and online chat for technical assistance only during business hours.
- B. Online case management through GTAP.

DEPLOYMENT SERVICES AND SYSTEM COMMISSIONING (PER DAY CHARGE PLUS TRAVEL, CONSULT GENETEC INC. ON NUMBER OF RECOMMENDED DAYS TO SPECIFY)

9.01 GENERAL REQUIREMENTS:

- A. The contractor shall engage the services of the USP vendor to assist in the management of the deployment of the USP at the end-user site on projects that involve:
 - 1. Multiple contractors or subcontractors that will be responsible for deploying the USP at multiple client sites in different geographical regions.
 - 2. Complex enterprise installations involving advanced functionality (for example, the Federation features, failover, plugins) and/or multiple systems (for example, access control, video, ALPR) and/or third-party integrations.
 - 3. Extensive use of customized solutions/plugins developed by the vendor that will be integrated into the USP.
- B. The USP vendor services shall include Deployment Management and System Configuration and Commissioning.

9.02 DEPLOYMENT MANAGEMENT SERVICE:

- A. The Deployment Management service from the vendor shall include a Project Manager acting as the single point of contact for all communications between the contractor and the vendor organization, and who will be responsible for:
 - 1. Conducting a Risk Assessment of the impact of potential risk factors on the operation of the vendor's USP.
 - 2. Providing a project plan for the deployment of the vendor's USP.
 - 3. Managing the development and deployment of the custom solution components that will be integrated into the vendor's USP (if applicable).
 - 4. Providing a scope of work detailing the services to be provided by the vendor to assist in the deployment of the vendor's USP.
 - 5. Coordinating and scheduling the vendor field services with the contractor to assist with the deployment of the vendor's USP.
 - 6. Providing regular project status updates to the contractor regarding the development of custom solutions (in applicable) and the deployment of the vendor's USP.

9.03 SOLUTION ARCHITECT SERVICE:

- A. The Solution Architect service from the vendor shall include a Solutions Architect Engineer acting as a single technical point of contact throughout the deployment of the USP, and who will be responsible for:

1. Assisting the contractor/subcontractor with the design and architecture of the vendor's USP.
2. Conducting technical consultation activities that may include fit/gap analysis, system design reviews, device compatibility assessments, functional and technical design reviews, as well as performance reviews of the vendor's USP.
3. Conducting a system assessment and ensuring best practices of the vendor's USP are followed.
4. Providing upgrade and migration strategy for the vendor's USP where applicable.
5. Providing documentation regarding the system architecture, system design, hardware specifications and compatibility requirements, camera bandwidth calculations, and best practices as they relate to the vendor's USP.

9.04 SYSTEM CONFIGURATION AND COMMISSIONING SERVICE:

- A. The System Configuration and Commissioning service from the vendor shall include a Field Engineer who will be responsible for:
 1. Assisting the contractor's or subcontractor's onsite/remote technicians with the configuration and commissioning of the vendor's USP at the client site.
 2. Conducting a test of the USP following the deployment of the system using real-world operator scenarios to ensure optimal system performance.
 3. Providing the contractor with a Service Report detailing the tasks completed during the deployment of the USP at the client site, as well as any recommendations for improving the performance of the USP that must be implemented by the contractor.
 4. Providing a knowledge transfer of the vendor's USP to the contractor following the deployment of the USP at the client site.

MANUFACTURER END USER OPERATOR TRAINING (PER HALF-DAY CHARGE PLUS EXPENSES)

10.01 THE CONTRACTOR SHALL ENGAGE THE SERVICES OF THE USP VENDOR TO ASSIST IN THE END USER TRAINING OF THE USP AT THE END USER SITE.

END OF SECTION 28 17 00