

Date of Issue: 12/07/2023

Security Systems - Service & Maintenance Contract - Programme Clarification Questions Log

Q. No.	Question	Response
1	Would it be possible for you to send over the version of software you are running along with the number of client workstations?. You should be able to find this on the about tab within the access software.	The exacqVision client is used to view cameras, the version is 21.03.4.0. There are only a few workstations with the client installed.
2	Number of Internal and external cameras?	Total number of cameras is 118: 66 external 52 internal
3	Make and model each of the NVRs	There are three servers as follows: Plow Model Number IP08-36T-2ZL-2-A1, Plow IP08-36T-2ZL-2-A1, Backup server, no details. The servers are EXACQ but Dell servers are used.
4	CCTV - is this a Closed protocol system?	We are using only one subnet for the CCTV, we will also make this a closed LAN soon, where all the traffic to cameras will be managed via the firewall.
5	Are the analogue cameras connected direct to the recorder of via IP encoders?	We have 20 analogue camera and they in and around (Plowright). We don't have much info about the analogue system, an audit will need to be done.
6	How are the cameras linked to the NVRs, is it hardwired via multiple network switches or directly to central location?	The cameras are connected to multiple switches and using an assigned network subnet.
7	Would be also be responsible to the IR lamps adjacent to the cameras around the site?	n/a
8	How many access control units are there onsite?	There are currently 59 I-Star controllers on site: 50 of these currently form part of this maintenance contract Additional 9 in new building due to be handed over in early 2024 so this will need to be a variation to the contract, to be agreed with successful tenderer.
9	Approx how many readers are installed per control unit?	This varies per controller
10	How many doors/barriers are on the system?	396 doors/barriers on the system
11	What software version is the access platform running?	The access control is using CCURE9000 2.6 version.
12	Access Control - Is this a Closed protocol system?	The access control is using a specific network subnet, no other devices are using that network.
13	Please provide copy of site map	I have attached the site map.
14	Typical Door set up (Read in Read Out or Read in RTE Button, Number of maglocks per door 1 or 2)	All this info is on C-Cure but is individual to the door
15	Software being used	Access Control is C-Cure, CCTV is exacqVision
16	How many head-end PCs	All access the server via a browser
17	Will plant be supplied for high-level access?	All external cameras can be winched down (by Pirbright staff) to ground level. A MEWP is available, operated by Pirbright, but is unlikely to be needed
18	What is a head-end health check	Check servers and view CCTV monitoring screens, identify any cameras that are not functioning
19	What plant do you have on site?	As per asset lists and clarifications list
20	Is plant available for us to use 24/7	Expectation is that visits and access to equipment will be during working hours unless in exceptional circumstances
21	Is there a possibility to remove 'Entrance turnstiles, barriers and gates' from the works package?	No
22	Is the security clearance for 'Entrance turnstiles, barriers and gates' the same as the rest of the site? Would the engineer for these works be able to work unescorted or would they still require an escort?	Yes, contractors will require security clearance or they will require an escort. We would prefer contractors to be security cleared to reduce resource need for Pirbright.
23	Who are the manufacturers for the 'Entrance turnstiles, barriers and gates' and how many of each of these assets are there on site?	Number of assets listed on portal. Manufacturers as follows: Eagle Cantilever Sliding Gate Eagle Rising Arm Barrier x 4 Eagle Swing Gate - double Eagle Pedestrian Gate Entrance Turnstile Plowright building IDL Speed Gates x 2 Plowright building IDL Swing Gate - double