

## Provision for the IStar Pro and Access Control Replacement Controllers Programme Clarification Questions Log

Q. No.	Question	Response
1	Existing CCure Server Software, are we to assume it is the latest server software with capacity for the controller change?	We are not on the latest we are on 2.60.4971.0413 and have been waiting for an upgrade to swap onto our new virtual server, but some controllers have already been upgraded to Istar Ultras
2	Are there any site plans available for controller locations?	No but we have site maps and discriptions on C-Cure and we can also take you to the locations
3	Are any surveys possible or is this to be ocnducted by the nominated contractor at the next stage?	We do have a list of which building has what style of controller
4	IStar Pro controllers requested, are these to be 8 or 16 reader versions?	We have the 16 reader versions currently
5	Is there any installation phasing to be consider i.e. area by area or certain numer of controllers?	The only phasing would be if the controller has restricted area doors on which has to be replaced coinciding with building or wing shutdowns dates for 2021 confirmed and I am awaiting 2022 dates to start planning
6	Are all existing door equipment i.e. Readers, BGUs, REX, Locks, deemed to be retained and re-tested?	Yes
7	Are any of the controller changes to occur out of hours?	No just during building lock downs which dates would be supplied and which controllers can be changed.
8	Are we okay to assume all existing cabling to be retained and deemed to be operational?	Yes and existing IT IP's and network to be used.
9	Controller locations, deemed to have enough capacity for new controller install?	Yes

10	Are we to assume all containment to be provided by other or shall we make an allowance?	None of the controllers are in the containment area and are situated in plant rooms within the buildings, the engineers might need to test the outputs in containment to ensure they all are working - training will be given to the engineers on entering and leaving through the barrier areas this involves getting fully undressed, walking through the barrier and getting dressed into scrubs and showering out on exit.
11	All Fire Alarm interfaces are existing or provided by others?	Provided by others
12	Are the controllers to interface to any other 3rd party interfaces at all? Perhaps Door Interlocks or Specialist Interlocks?	Not that I know of, I have not seen any third party interface.
13	Are lock power requirements across site homogenous, i.e. all 12V or 24V or is there a mixture? If the latter, are these scheduled?	All back up batteries are 12 v but some controllers have 2 so it's a mixture but not to sure which ones have 2 batteries!
14	Do you require a maintenance price for the upgraded C-Cure system?	No thank you
15	Do you want a maintenance price while the system is being upgraded to cover the old and new system? If so can you confirm the scope and number of PPM's.	No thank you - we are covered by our existing contract company
16	Can you confirm how many doors and readers are on the system.	C-Cure says online inputs 1060, online outputs 454 and online readers 469 and doors 399?
17	We note that the upgrade will be carried out over a 2 year period. Can you confirm if there will be phased handovers of the system or whether it will be handed over when completed. We note the terms state a 12 month warranty. When would this commence?	Phased hand over with the warranty starting from commission date of the individual controllers.
18	Can you confirm if there is a Software House Software Support Agreement (SSA) for the C-Cure in place? If not, should this be included as part of the tender return?	Yes and expires 29/06/2022