Date: 11/25/2020

RFP #01-0038 Contact Tracing Software

Questions and Answers

Q1: What is the number of sites?

A1: The UC Hastings campus is comprised of the following buildings/spaces within a city block in San Francisco: The student residence hall at 100 McAllister Street, an academic building at 200 McAllister, an academic building at 333 Golden Gate Ave, and a parking garage at 376 Larkin Street.

Q2: What is the number of SafeZone tags?

A2: Approximately 25-30 tags, contingent on best practices as dictated by Public Health.

Q3: What is the current Covid-19 Response (Temperature Check, Questionnaires, etc.)?

A3: This is the College's COVID Response plan: https://www.uchastings.edu/wp-content/uploads/2020/11/UC-Hastings-Law_COVID-19_Health-Safety-Plan_Current-as-of-09-03-20.pdf. No daily temperature check is required, but there is a daily symptoms monitoring questionnaire: https://uchastings.co1.qualtrics.com/jfe/form/SV_bQlzRd0PQZ637vv that everyone must complete to be able to enter campus. In addition, all people on campus must wear face coverings at all times, and have reviewed the College's social distancing protocol.

Q4: What are the initial SafeZone questions/implementation timeline?

A4: February 1, 2021.

Q5: Whether companies from Outside USA can apply for this?
    (like, from India or Canada)

A5: Yes, but all UC Hastings policies and US domestic law applies.

Q6: Whether we need to come over there for meetings?

A6: Meetings can be conducted remotely via Zoom or other distance communication system.

Q7: Can we perform the tasks (related to RFP) outside USA?
    (like, from India or Canada)

A7: Yes, but all UC Hastings policies and US domestic law applies.

Q8: Can we submit the proposals via email?

A8: Yes – send to purchasing@uchastings.edu

Q9: Are there currently attendance taking technology tools used on campus?

A9: During normal campus operations, the campus utilizes SeatGen seating charts to keep track of in-person class attendance. While remote, the campus uses AttendanceKit to match our Student Information System's (Canvas) enrollments with Zoom class attendance.

Access control at 100 McAllister and 200 McAllister Street is controlled through a connector between our Premisys badging system to our Symmetry access control system. 333 Golden Gate is accessible through the 200 McAllister building.

At the student residence hall, we use Envoy software to track visitors in the building.

Q10: Please provide API specifications for Evergreens Mass Notification system.

A10: Please see Attachment A for API specifications.

Q11: Is the expectation that the technology would integrate with all system tools mentioned?

A11: It is not a requirement that the technology will integrate with all the system tools mentioned.

Q12: How many WiFi access points are there at the college? What is the density of the access points?

A12:

At 100 McAllister, we have 145 Cisco access points spread out over the 28-story building.

200 McAllister and 333 McAllister have a total of 89 Meraki access points spread between the two buildings to allow approximately 20 people per access point.

Q13: Who is the manufacturer of the college WiFi access points?

A13: At 100 McAllister, we use Cisco access points.

200 McAllister and 333 McAllister we use Meraki access points.

Q14: Please provide specifications for the key card access system.

A14: Please see the below links for more information regarding key card access system specifications:

First Responder Grade Technology – Everbridge:

https://www.everbridge.com/platform/technology/

Everbridge API Getting Started Guide:

https://support.everbridge.com/articles/Documentation/Everbridge-API-Getting-Started-Guide

Q15: Please clarify the specifics for the requirement: " automated website and mobile-based proximity tracing allowing identification and notification of confirmed and potential SARS-C0V-2 exposure."

A15: Exposure notifications will let our community know if individuals know if they come within six feet for 15 minutes or more within a day, of a COVID-19 positive individual. Their phones will exchange keys (randomly generated numbers) that log that close interaction.

If one person then tests positive for COVID-19 and chooses to enable the exposure notification service, the other will receive an alert that they have been exposed. That notification will include instructions on who to contact and what to do next.

Q16: What is the number of participants expected to use the college system?

A16: 1300 participants in the community, but the number of administrators to the platform itself should be under 10.

Q17: The RFP states that UC Hastings will enter into one agreement with one firm. In the case of a prime-subcontractor vendor proposal where UC Hastings will enter into an agreement with the Prime vendor. Can you confirm any specific requirements for the Exhibits of the RFP as it relates to a Prime/Subcontractor submission? More specifically can the references be a combination of prime and sub vendor?

A17: Yes, the references can be a combination of prime and sub vendor.

Q18: Do you currently have a digital mapping provider (LocusLabs, Jibestream, etc)?

A18: No

Q19: Would you require this mobile application to be integrated into an existing app or function as a standalone mobile application?

A19: Preferred that it can be integrated with our HastingsSafe campus security and safety app from AppArmor. But if it cannot, we would want to be able to link out to this application from our Hastings Safe app.

Q20: Is it possible that multiple awards will be granted to satisfy the contact tracing and attestation features?

A20: Multiple awards may be granted but we would want the project management and coordination of the multiple awards to be done

Q21: How many users (range) are expected on a monthly basis? (Students + faculty totals?)

A21: Starting with 300 daily, expanding to 1300 users on campus.

Q22: Is the budget already allocated and approved for this project?

If yes, please provide a range that you are hoping to stay within to complete the project.

The RFP stated, "The Provider will provide final fixed price for the system implementation and licensing or subscription costs after final selection." While licensing is a fixed cost, the implementation costs recommended are time and materials and not a fixed fee. Please confirm your willingness to accept this as long as we outline in detail costs in this manner, resources included, mitigation to stay within scope and timeline.

A22: A budget has not been allocated and approved for this project at this time.

Should the vendor need to charge on a time and materials basis for the implementation, the College would negotiate a cost not to exceed in order to meet expectations but not exceed budget.

Q23: Are you using a current vendor for the implementation of the work.com or related products?

A23: We have customer support resources for our related products, but not a designated project manager or support specialist.

Q24: Please describe the level of support your own internal IT team can dedicate to this project at a high level.

A24: Are there Salesforce admins already on staff that can assist in planning? Due to resource constraints, there will be limited availability of IT staff and Salesforce administrators to assist.

Are team members beginner, intermediate or advanced in their usage of Salesforce? Team members are intermediate Salesforce developers.

Q25: Is there a compelling reason you need to be live by February 1st specifically? Please explain.

A25: We hope to bring students back to campus for more in-person instructions and campus meetings, as dictated by San Francisco Public Health, in the Spring.

Q26: Our experience is that contact tracing can be automated or manual. What is your preferred method and which department will be conducting your contact tracing on-site?

A26: We would prefer an automated system that the Operations department could oversee.

Q27: How many users will need access to work.com?

A27: Five.

Q28: What integrations, if any, are required?

A28: Not known at this time.

Q29: Is it expected that room-specific data, such as occupancy thresholds, be controlled by the badging control systems or other new technology (ie: beacons)? Please provide an explanation of other technologies that you are thinking of incorporating.

A29: No. We do not have the ability to implement technology on a room-level basis, but would be interested in occupancy information on a room-level basis.

Q30: Is a single-tenant architecture a firm requirement if other modern security guards are in place?

A30: No.

Q31: What regulatory sensitivities need to be considered (PHI data, FERPA, other?)?

A31: The regulatory sensitivities will largely be dependent on the how the solution handles information. What data stored, where, and how is it secured? Is biometric information collected? How long is data stored? Is the data viewable by your internal staff / developers?

Q32: Please provide more detail regarding the reporting and analytics reporting required at go live. (Example: UC Hastings will be able to XYZ [report name] so that we can ABC with students, employees or external constituents.)

A32: Hastings would like to view and analyze activity and trends, including, but not limited to: 1. Campus current risk level, locations, and trends 2. Summary information for total active cases, confirmed cases, test results, quarantines and recoveries 3. Total contacts, notifications, and related trends 4. Daily health checks, results analysis, and trends.

Q33: What is your expectation of training and onboarding of faculty and staff to the system?

Do you want online training materials developed?

Are you open to Train the Trainer models or do you require all trainers to be trained by the vendor?

A33: Vendor training should be provided to administrators of the system, and vendor should provide training documentation that the College can then share with our community.

Q34: What is the total number of students, faculty, and staff?

A34: 1300

Q35: Crowd Control: is this a desired function to integrate with access cards? Do the rooms have electronic badging access currently or operated via an old fashion key? Could you please expand?

A35: We do not have badging for room-level access.

Q36: Hotspot identification by location via heat map: is this identifying infections, infections/contraction locations? Could you please expand?

A36: Hotspot identification means infection and contraction area. It also means a location where someone that was infected has been, such that anyone that was in that location has been exposed, and so is a necessary follow-up for contact tracing purposes.

Q37: Will visitors, contractors and temporary staff be included?

A37: Yes

Q38: Will each of these systems need to provide contact information to the solution or will one be the main database? Ellucian Colleague ERP for faculty and student classroom data, People soft via UCPath for employee data, Active Directory for person directory information, Shibboleth for SSO.

A38: The systems above can provide the person data for the contact tracing solution.

Q39: How many students and staff will be registered?

A39: 1300

X_____

Bidder acknowledgement of

SIGN AND RETURN WITH YOUR RFP RESPONSE

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Name of authorized signerDate

Sincerely,

Purchasing Department

UC Hastings Law

purchasing@uchastings.edu

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RFP DUE: 12/9/2020