



ADDENDUM 1

Date: May 11, 2026

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PROJECT NUMBER: 04-26-001

PROJECT: Access Control System Maintenance RFP

DUE: May 11, 2026

This addendum does not change the bid due date or time.

Respondent must acknowledge receipt of this addendum with their submittal.

QUESTIONS

RFI-ID	Category	Question	Waubonsee Response
RFI-001	Emergency Response Requirement	The RFP requires a 4-hour response time for emergencies and 24/7/365 emergency support. Can the College clarify whether the 4-hour response requirement refers to on-site arrival, remote response, or initial technician contact?	If we have a system down emergency and it requires someone to be on-site we would need them to be on-site in 4 hours. This is why we have staffing requirements in the RFP. Phone support as a first line is expected and most times able to solve the problem.
RFI-002	Quarterly Meetings	The RFP requires in-person quarterly meetings. Can the College clarify the expected attendees, meeting location, and whether these meetings are intended to review open service items, system health, upcoming needs, reporting, or all of the above?	The company needs to have a representative that can address all of the above. If a question is asked that they are not able to answer they need to be able to provide a response in a reasonable amount of time. Since the RFP states in person quarterly meetings, they would occur somewhere on the Sugar Grove campus location.
RFI-003	Subcontracting / BEP Participation	The RFP states that the work for this contract is to be performed by the selected firm's own staff, but also includes a 30% BEP participation goal. Can the College clarify whether BEP participation is expected for this scope, and whether subcontracting is permitted specifically for the board replacement portion, material supply, or other non-maintenance components?	Subcontracting is not permitted for Access Control work with Lenel. Door hardware is subcontracted. The 30% BEP Participation is an aspirational goal. Material supply is one example. If the goal cannot be reached, there is the option on the BEP form to request a good faith waiver.
RFI-004	System Inventory / Existing Conditions	The RFP states the College currently utilizes Lenel Access Controls with 512 doors across four campus locations. Should the selected vendor include an initial system assessment or baseline inspection at contract kickoff to document existing conditions, deficiencies, panel health, licensing status, and operational issues?	If a vendor wishes to do a system assessment on their time that is fine, since we are not asking anyone to cover pre-existing conditions it does not need to be included.
RFI-005	System Inventory / Existing Conditions	The RFP requests a block of 25 hours for service and maintenance, along with hourly pricing for additional labor. If existing deficiencies are discovered during onboarding, will those repairs be handled through the 25-hour service block, billed separately at the quoted hourly rates, or quoted as separate repair/project work?	The initial 25 hours will be used first and then the hourly rate quoted will be used.
RFI-006	Service Block / Labor Billing Structure	The RFP requests a block of 25 hours for service and maintenance, along with hourly pricing for additional labor. Can the College clarify whether preventive maintenance is expected as part of the 25-hour block, or whether the 25 hours are intended only for corrective service/repair support?	The 25 hours should be available to be used for anything access control related.
RFI-007	Emergency Response Requirement	The RFP requires a 4-hour response time for emergencies and 24/7/365 emergency support. Will all work need to be completed during normal business hours, or are certain locations/doors required to be serviced after hours to avoid disruption?	General Work is typically handled during business hours. As stated above, emergency work that is system down or otherwise that requires someone to be onsite because it could not be resolved remotely or on the phone requires a 4 hour response onsite.