

Visitor Management System RFQ Addendum

- The RFQ will be extended to February 21, 2025
- Please be aware that the Asbury Park Housing Authority will entertain a stand-alone VMS, as we recognize some challenges with Verkada integration. Those who previously submitted, please feel free to resubmit an RFQ.

Questions:

- **APIs & Access:** Are there existing APIs for integration? Have there been past integration challenges?
 - *Please visit Verkada's website <https://www.verkada.com/integrations/> Yes there have been some challenges, as per other vendors.*
- **Authentication:** Should visitors receive QR codes, RFID badges, or PINs for access?
 - *No. Residents receive programmed badges that are provided by APHA. Visitors show their government ID upon entry every time. Security then verifies the ID, checks their name against the visitor list (residents have a preset list of those they authorize entry to) if not on a list to visit a resident, Security calls the resident the guest is seeking to visit, at all times. Residents authorize visits i.e. via their approved list which is in the VMS or verbally to Security.*
- **Hardware Compatibility:** Do all deployed Verkada & Keyscan models have APIs to integrate with the VMS?
 - *Verkada – Please visit Verkada's website <https://www.verkada.com/integrations/>. Keyscan is separate from the VMS, as visitors and staff with programmed ID's scan to gain entry, these transactions are not currently synced with MySentri VMS, as it is logged directly with Keyscan – unaware of API's.*
- **Data & Logs:** Should visitor entry/exit be logged in real-time? What level of reporting is required?
 - *Yes. Should be able to timestamp entry/exit.*
- **ID Types:** What types of government-issued IDs should be supported (Driver's License, Passport, etc.)?
 - *Any government issued ID with a photo.*
- **ID Capture:** Should the system scan, extract, and store ID details for future reference?
 - *Yes – Full name and image, as other personal information is not required, i.e. address, DOB, etc.*
- **Real-Time Validation:** Should IDs be cross-checked with external databases (e.g., DMV, internal records)?

- *No.*
- **Privacy & Retention:** How long should ID data be stored? Does the system need GDPR or HIPAA compliance?
 - *The system is stored 30-60 day. It does not need GDPR or HIPAA compliance.*
- **Data Management:** Where is the trespass list stored, and how frequently is it updated?
 - *With APHA Administration and Security. It is updated as needed for Security update into VMS.*
- **Automation:** Should flagged visitors be blocked automatically, or should security manually intervene?
 - *Blocked automatically – Security shall advise them also that they are not allowed entry*
- **Access Control Response:** Should Keyscan & Verkada deny entry automatically if a match is found?
 - *Not clear on question, however, residents with an ID Badge programmed through Keyscan will not have access to the building should the APHA deactivate their ID Badge. Verkada does not approve or deny entry, currently through MySentri, trespassers are flagged for non-entry and a pop-up alert notifies Security, who intervenes.*