Questions on Hirsch Security System Upgrade

Question: "Can the Government provide the serial/ID number for the existing Identiv Velocity Software License?"

Answer: We contacted the customer service representative at Identiv Velocity.   The Service Entitlement Number (SEN) is 165789. Our software expires 18 May of 2024.

Question: "Would it be possible to get responses primarily about the 2nd laptop needing Velocity software installed on it. In order to use more than one laptop computer on the Velocity System, you need a Windows OS server running as a Domain controller. This will require a server with software provided. If one needs to be quoted please specify if DCC wants a rackmount or tower?"

Answer: The second laptop would be a preloaded, standby device in the event of the primary laptop's failure. Our plan would be to simply move the second laptop into place (with software already loaded) and be able execute certain commands to control the security system. Note: The two laptops would not be in use simultaneously eliminating the need for a server.

Question: For the instructor led Hirsch training would you prefer training from Hirsch personnel or Hirsch certified personnel?

Answer: We do not see this as formal classroom training requiring certified instructors. Rather, we view it as training that can typically be performed by a technician who is knowledgeable on the use, operation, options, and functionality of all administrator and user-level system components. We are requesting that the training be divided into two categories:
>   1) <u>System Administrator</u>: Training for two (2) DCC technicians who will manage the system, and 2) <u>User Training</u>: Training for five (5) DCC staff members who will use the system.

Finally, we request that the training be comprehensive enough to ensure that when contractor walks away, staff members in each of the two categories mentioned above can perform their assigned tasks with the newly installed system.