1. **280000 – Visitor Management system**
   1. **GENERAL**
      1. **SUMMARY**
         1. Contractor Shall Provide and Install
            1. The materials and labor required for the installation of Visitor Management System with access control and alarm management systems include, but are not limited to:

Visitor management software

[Kiosk iPad hardware & stand

Printer]

* + - * 1. Although such work is not specifically mentioned herein or on the Drawings, the Contractor shall furnish and install all miscellaneous items, accessories, appurtenances, and devices incidental to or necessary for a sound, secure, and complete installation, without claim for additional payment.
      1. Related Sections:
         1. Section 000000 – Procurement and Contracting Requirements
         2. Section 010000 – General Requirements
         3. Section 260526 – Grounding and Bonding for Electrical Systems
         4. Section 260528 – Pathways for Electrical Systems
         5. Section 260539 – Surface Raceway for Electrical Systems
         6. Section 260533.13 – Conduit for Electrical Systems
         7. Section 260533.16 – Boxes for Electrical Systems
         8. Section 271513 – Horizontal Cabling
         9. Section 271619 – Patch Cords
         10. Section 280000 – Common Work Results for Security
         11. Section 281000 – Access Control and Alarm Management System
         12. Section 282000 – Video Surveillance System
      2. References:
         1. National Electrical Code
         2. International Electrical Code
         3. Local Codes
    1. **SYSTEM DESCRIPTION**
       1. Visitor Management System
          1. System shall combine software, modular hardware components, operating procedures, logistics, and tactics to enroll visitors and grant access.
          2. A visitor management system will be provided to enroll visitors, grant access, keep track of volunteers, enable verify ID check stations for visitors, and notify employees. The system will consist of kiosk hardware, printer, stand, and/or workstations. Cabling, power, and conduit infrastructure will be provided to support devices.
          3. System will be tested to ensure failures are remediated, and that the system will be turnkey. System sensitivity will be configured to meet facility security requirements.
          4. System will be capable of being operated from [remote Security Operations Center][mobile tablet application][and/or][web-browser].
       2. Integration with Access Control and Alarm Management System (ACAMS)
          1. Create temporary and restricted credentials within ACAMS via REST API.
          2. [Unlock doors and portals from valid badge scans.]
       3. Integration with Business Software
          1. Integrate via REST API with business software (i.e. EPIC) to flag any previously known “persons of interest”, look up rooms, and lock down room at maximum occupancy.
    2. **qualifications**
       1. Contractor shall have a proven track record in the field of specified system installations, with at least (3) previous installations of comparable size and complexity undertaken within the last (5) years.
       2. Contractor shall be a manufacturer’s authorized distributor and warrantee station for the equipment offered, and shall maintain a fully equipped service organization capable of furnishing adequate repair service to the equipment.
       3. Contractor shall engage Athena Security prior to start of work.
    3. **submittals**
       1. Make submittals in accordance with:
          1. Section 00 00 00 – Procurement and Contracting Requirements
          2. Section 01 33 00 – Submittal Procedures.
       2. Action Submittals:
          1. Product submittal

Contractor shall furnish products for a complete, turnkey system. Submit major components and ancillary accessories required for complete system

Product submittal shall be a single complete submittal. Incomplete submittals will be rejected without review.

Catalog cut sheets and data sheets containing physical and dimensional information, performance data, electrical characteristics, materials used in fabrication, material finish, and licenses. Clearly indicate on each sheet what is being submitted on.

Qualification Data: Submit at least three references for telecommunications cabling jobs already completed, similar in scope to the project described herein. Include, for each customer reference, the following information: Company name, address, phone number, name and email address of contact and type of job completed.

Provide copies of the Contractor’s certification.

Provide written guarantees from manufacturers of major equipment, that a service representative has been assigned.

Provide copies of technician training certificates.

* + - * 1. Acceptance testing submittal

Contractor shall provide a test plan including system acceptance inspections and test demonstrations to be jointly performed by Contractor and Owner. Owner shall designate personnel to observe and/or perform test steps as agreed with Contractor.

Include the following verifications in the test plan:

Security System Operator Permissions: Operator permissions have been established per operator job and task requirements, and that all system operator actions can be performed per assigned duties – for Owner technical and administrative personnel, contracted security officer personnel, and security system services provider technicians – per Owner preferences.

Integrations: All integrations are working fully as expected. Checklists shall include rough-in inspections, installation/quality checks, functional reviews, and configuration inspections.

Changed default passwords and logins.

* + 1. **acceptance testing**
       1. The Contractor is required to notify the System Designer and Owner of a proposed appointment for Final Inspection at least 72 hours before the appointment.
       2. Owner may visit site during construction to ensure installation is in compliance with their requirements. Punch items discovered by Owner shall be resolved within 10 days of discovery.
       3. System acceptance shall be defined as that point in time when the following requirements have been fulfilled:
          1. All submittals and documentation have been submitted, reviewed, and approved.
          2. The complete system has successfully completed all testing requirements.
          3. All punch list items have been corrected and accepted.
    2. **Closeout documents**
       1. Final close out documents including, but not limited to, test results on in digital PDF and physical CD–ROM or USB drive, in native tester format, project manual that includes manufacturer and contractor warranties, product cut sheets, material submittals, etc. Also, include the following:
          1. Owner’s written acceptance of installed systems.
          2. Print (2) printed copies acceptance test reports.
          3. Provide pricing and contact information for emergency service work not covered by warranty.
          4. Support tickets shall be sent to Athena as a part of the closeout process at https://support.athena-security.com/support/tickets/new.
    3. **warranty & support**
       1. Warranty shall meet the following criteria:
          1. This warranty will cover all cables, terminations, and components provided by the Contractor.
          2. Minimum 4-year written warranty covering workmanship and materials from the date of project completion. All repairs shall be made at no cost to the Owner during the warranty period.
          3. Corrections shall start within 48-hours of notification from Owner.
       2. If the warranty is needed by the Owner within the warranted period and the original installer is no longer in business, system manufacturer shall find a substitute certified contractor and assume costs to fulfill the obligations of the warranty.
       3. Upon acceptance of the warranty paperwork and test results from the Contractor, system manufacturer will mail a notification letter to the installer and a notification letter with warranty certificate to Owner.
       4. The warranty period shall commence following the final acceptance of the project by Owner and written confirmation of warranty from system manufacturer.
       5. Provide 4-year software service agreement. Include associated licenses and renewal fees for the agreement’s duration. Agreement and licenses shall commence following the project’s substantial completion, and not the Contract’s purchase date.
          1. Support tickets shall be sent to Athena at https://support.athena-security.com/support/tickets/new.
  1. **products**
     1. **visitor management system**
        1. System shall:
           1. Have a [browser-based][mobile] interface with dashboards to visualize data. Dashboards shall be fully customizable and able to display users data by station, time, location.
           2. Graphical user interface and access within interface shall be permissions-based. Settings shall be able to be modified locally or remotely.
           3. Have native integrations and additional integrations via SDK/API.
           4. Be able to scan and automatically cross-reference drivers license against external child predator, criminal database, “persons of interests” lists, security CRM, and/or other known blacklists to automatically deny entry.
           5. Allow manual data entry for visitors without identification.
           6. Automatically capture visitor photos with and without visual or audible countdown sequence.
           7. Be capable of multiple methods of employee notification, including but not limited to: text and email.
           8. Have options for mobile credentials.
           9. Allow for users to self-enroll and sign waivers to use face and/or photo as an authorized credential to gain access through secured space.
           10. Be able to customize temporary and mobile badges, and integrate with camera/printing stations. Badges shall be able to be customized with host company’s logos and visitor headshots.
           11. Be turnkey and require minimal setup and training for use.
           12. Store visitor logs including name, address, driver’s license number, gender, birthdate, and expiration. Logs shall be capable of cloud uplink.
           13. Have time and attendance capabilities.
           14. Must allow for customized work flows per location.
           15. Must be in 10 different languages and able to upload language sets as needed.
           16. Ability to have options to save or not save PHI data to server.
           17. Ability to be cloud or On-Prem
           18. Must encrypt clients PII and PHI data before sending to server with-out server’s ability to decrypt the data on the server.
           19. All data must be encrypted in transit and at rest
           20. Must have business software (i.e. EPIC) API server per instance of client EPIC
           21. Must have business software (i.e. EPIC) app in app store that can retrieve room number entered by visitor.
           22. Be able to integrate with appointment or calendar applications to confirm reservation times and dates.
           23. Have a throughput from 10 seconds to 30 seconds, dependent on the number of activated features and integrations with other systems.
           24. Must be capable of the following workflows:

Visitor to sign in and inputs data at kiosk. Officer then reviews if visitor has appointment prior to authorizing temporary badge or rejecting visitor.

Visitor signs in and inputs data at kiosk. Officer then verifies data and cross-references identity across known lists prior to authorizing temporary badge or rejecting visitor.

Visitor requires assistance. The security officer or manager shall have ability to register the visitor as the visitor.

* + - * 1. Be capable of the following features:

Restrict all visitors from entry.

Permit visitors on approved list only.

Permit all visitors, except those on a list.

* + - 1. Manufacturer:
         1. Athena-Security

Visitor Management Software and Service

[Check-out kiosk, including kiosk, printer, and stand]

[Insider threat screening module]

* 1. **execution**
     1. **GENERAL**
        1. Provide any required screws, anchors, clamps, hook and loop, miscellaneous grounding and support hardware, etc. needed to facilitate the installation of the system.
        2. Furnish any special installation equipment or tools necessary to properly complete the installation.
        3. Failure to follow the appropriate guidelines may require the installer to provide additional material and labor required to properly rectify the situation. This shall also apply to any and all damages caused to the cables by the installer during the implementation.
        4. All techniques and fixtures used in the installation must minimize complexity and must allow for easy maintenance of, and ready access to, all components for test measurements.
        5. All materials used in installation shall be resistant to fungus growth and moisture deterioration.
        6. All of the pathways shown on the drawings are suggested routes for the Contractor to use as guidelines. Prior to construction, the Contractor shall coordinate in the field with other trades to determine the exact feeder, tie, and riser backbone cabling pathways.
     2. **visitor management system**
        1. Refer to manufacturer’s guidelines and documentation for installation.
        2. Coordinate locations of kiosks, stands, and monitoring stations with Architect and Owner.
        3. Ensure integrations with other systems is operating as intended. Submit proof of integration with screenshots indicating location, date/time, and photo.
        4. Ensure application is viewable from Owner-selected workstation. Coordinate system application, programming, notifications, GUI configuration, and access levels with Owner.
        5. Coordinate change of default passwords with Owner.
        6. System shall be certified by Athena Security.
     3. **training**
        1. Provide a minimum of (1) 8-hour training session with a minimum of (4) Owner’s staff at the project site (or other location designated by the Owner) by a qualified instructor (presence of equipment manufacturer if needed for additional assistance). Topics shall include system usage, operation and maintenance, and minor modifications.

**\*\*\*END OF SECTION\*\*\***