



# Request for Proposal (RFP)

**Project Title:** Integrated Cloud-Based Security Camera and Access Control System

**RFP Issue Date:** March 31, 2026

**Proposal Submission Deadline:** Thursday, May 28, 2026, no later than 4pm

**Point of Contact:** Mark Means, 724-456-9739, [mmeans@primary-health.net](mailto:mmeans@primary-health.net)

## 1. Introduction

Primary Health Network (PHN) is seeking proposals from qualified vendors to design, install, and maintain a comprehensive, cloud-based integrated surveillance and access control solution. PHN spans 16 counties in Pennsylvania and one in Ohio, comprising 48 locations. The goal is to create a unified security system that allows for centralized management of video and access points across PHN properties.

## 2. Scope of Work

The selected vendor will be responsible for:

- **Consultation & Assessment:** Conduct site surveys to evaluate security needs and recommend optimal placement for cameras and door readers. **Site visits, at each location in Exhibit "A", are required for all vendors who intend to submit a proposal.**
- **Installation of Cameras:** Provide and install high-resolution cameras with night vision, motion/weapon/license plate detection, and remote viewing.
- **Installation of Access Control:** Provide and install cloud-based door readers and electronic locking hardware (e.g., electric strikes or maglocks) at designated entry points.
- **System Integration:** Configure a unified dashboard where video footage is automatically linked to access control events (e.g., viewing a camera feed triggered by a specific badge swipe).
- **Network & Power:** Ensure all hardware is connected via PoE (Power over Ethernet) where possible and integrated into the cloud without the need for on-site servers or NVRs.
- **Training:** Train personnel on managing user permissions, mobile credentials, and retrieving integrated video/access logs.
- **Maintenance & Support:** Provide a two (2) or three (3) year support plan, including software updates, hardware replacement, and remote troubleshooting.

## 3. Technical Specifications

### A. Security Camera Specifications

- **Resolution:** Minimum 2 megapixels (1080p) or 4K where specified; IP-based.
- **Analytics:** Native AI for weapon detection, license plate recognition, and advanced motion alerts.
- **Storage:** Direct-to-cloud storage with encrypted local backup (edge storage) to prevent data loss during internet outages.
- **Type:** Hardware **cannot** be on any federal blacklist(s).

## **B. Access Control Specifications**

- **Reader Technology:** Multi-technology readers supporting RFID and Smartphone/Mobile Credentials.
- **Cloud Architecture:** Must be a "true cloud" or "hybrid cloud" solution requiring no on-site server/PC.
- **Hardware Compatibility:** Readers must be weather-resistant for exterior use and vandal-resistant.
- **Emergency Features:** Ability to trigger a global lockdown of all locations or specific zones instantly via the mobile app or web portal.
- **Door Components:** Supply and installation of door position switches to alert for "Door Forced Open" or "Door Held Open" events.

## **C. Integration & Software**

- **Unified Interface:** A single web-based portal and/or mobile app to manage both cameras and doors.
- **Video Tagging:** System must automatically "tag" video clips to specific access events (e.g., "John Doe entered Main Lobby").
- **Remote Management:** Ability to unlock doors, revoke credentials, and view live feeds remotely from any authorized device.

## **D. Compliance and Standards**

- **Security:** Data must be encrypted in transit and at rest.
- **Regulatory:** Must comply with HIPAA and GDPR, where applicable.
- **Mandatory Training:** Contractors must sign a confidentiality agreement and complete PHN-provided HIPAA training.
- **Conflict of Interest:** Whichever vendor is selected for this RFP, a disclosure of any financial relationship with PHN employees or Board Members is mandatory on the PHN vendor application.

## **4. Information Technology & Cybersecurity Standards**

- **Security & Compliance:** Vendor must provide a current SOC 2 Type II report covering both the primary vendor and third-party product lines (e.g., camera manufacturers). Vendor must demonstrate HIPAA Security Rule compliance and sign PHN's Business Associate Agreement (BAA).
- **Data Residency:** All data (video, logs, metadata) must be stored within the Continental United States.
- **Identity & Access Management:** Native integration with Microsoft Entra ID for SSO and support for SCIM for automated user provisioning is required.
- **Network Infrastructure:** Preference for Edge Recording/Cloud Gateway solutions to avoid VPN complexity. The system must support VLAN isolation to protect the primary Data Network.
- **Functional AI Disclosure:** Detailed disclosure of AI tools used, where data is processed, and any third-party processors involved.

## **5. Proposal Evaluation Criteria**

- **System Integration:** How effectively the camera and access systems communicate in a single interface.

- **Experience & Qualifications:** Proven track record with multi-site, cloud-based healthcare installations.
- **Compliance & Security:** Adherence to SOC 2, HIPAA, and Data Residency requirements.
- **IT Compatibility:** Seamlessness of Entra ID integration and network efficiency.
- **Cost:** Total cost of hardware, licensing fee, installation, and maintenance.
- **Technical Solution:** Quality of hardware and AI/Analytics capabilities.
- **Support & Timeline:** Quality of the maintenance plan and vendor's ability to meet the timeline outlined in vendor's RFP submission.
- **Service Area:** Preferential consideration will be given to vendors within PHN's service area.

## 6. Proposal Submission Guidelines

Proposals must include:

1. Responses to Vendor Questionnaire (**Exhibit "B"**)
2. Detailed description of the integrated cloud platform.
3. Technical spec sheets for cameras, readers, and controllers.
4. Itemized cost breakdown per location.
5. A project timeline with milestones.
6. At least three (3) references from similar multi-site projects.

## 7. Other / Miscellaneous

- **Locations:** PHN operates nearly fifty (50) buildings across Pennsylvania and Ohio. The scope of this RFP includes cameras, access control, and monitors for ten (10) locations across its service area. See **Exhibit "A"**.
- **Contract:** It is PHN's intention to enter into one (1) contract with a vendor for all locations. A vendor should not be responsive to the RFP if it cannot service all locations in **Exhibit "A"**.
- **Timeline:** PHN requests that vendors provide an achievable timeline in their RFP submission to implement the services outlined in the proposal. PHN does not have a pre-set timeline but would prefer the services be implemented as soon as feasible.
- **Subcontractors:** PHN understands that some vendors may have to subcontract certain elements of this RFP to implement this service. PHN must pre-approve all subcontractors that will be working under the vendor's proposal.
- **Binding Offers:** PHN will review and act on proposals as quickly as possible. All proposal submissions are required to be binding offers for a minimum of sixty (60) days.
- **Independent Contractor:** It is understood that the relationship of the vendor to PHN will be that of an independent contractor. The employees, officers and agents of the vendor are not, nor shall they be deemed for any purpose, employees or agents of PHN.
- **Changes:** PHN reserves the right to modify this RFP, including specifications, requirements, and/or timeline of submission(s). Notice may or may not be provided to interested parties.

## 8. Proposal Submission Instructions

Submit by **May 28, 2026**, to:

- **Email:** [finance@primary-health.net](mailto:finance@primary-health.net)
- **Mail or in-person:** Primary Health Network, Attn: Carl Sizer, 118 Vine Ave, Sharon, PA 16146
- **Any proposal(s) that are submitted that do not follow these instructions will not be considered.**
- **Submission questions:** Carl Sizer, Chief Financial Officer, [finance@primary-health.net](mailto:finance@primary-health.net), or 724-977-5498.

## EXHIBIT "A"

List of locations that should be included in vendor's RFP:

	<b>Health Center Name</b>	<b>Health Center Address</b>	<b>County</b>	<b>No. of Access Doors</b>	<b>No. of Camera</b>	<b>No. of Monitors</b>
1	Autumn Street	99 Autumn St., Aliquippa, PA 15001	Beaver	5	6	1
2	Beaver Falls	1302 7th Avenue, Beaver Falls, PA 15010	Beaver	9	11	3
3	Rochester	176 Virginia Avenue, Rochester, PA 15074	Beaver	21	18	4
4	Punxsutawney	200 Prushnok Dr., Punxsutawney, PA 15767	Jefferson	25	20	2
5	New Castle Primary Care	1112 South Mill St., New Castle, PA 16101	Lawrence	7	9	2
6	Green St., Bldg B	2000 Green St. B, Farrell, PA 16121	Mercer	8	6	1
7	Sharon Medical Group	63 Pitt Street, Sharon, PA 16148	Mercer	67	73	5
8	Park Place	350 Sharon New Castle Rd., Farrell, PA 16121	Mercer	8	12	1
9	Lewistown	106 Derry Heights Blvd, Lewistown, PA 17044	Mifflin	27	21	2
10	Latrobe*	529 Lloyd Avenue, Latrobe, PA 15650	Westmoreland	3	9	2
	* PHN leases space in this building.					
	<b>PHN owns locations #1 through #9.</b>					

# EXHIBIT “B”

## Vendor Questionnaire

Please ensure the following questions are answered in your RFP submission.

- Can existing cameras be utilized (where applicable)?
- Can existing door readers be utilized (where applicable)?
- What type of software is utilized by the vendor? Is it a suite for both systems or separate?
- Can either system integrate with any existing security infrastructure?
- Can these systems be accessed remotely by designated users?
- Can this system(s) be cloud based?
- Do these systems and hardware comply with HIPAA standards?
- What types of features are included with the surveillance software?
- Are these features dependent on new camera hardware?
- How much bandwidth will the devices use?
- Will access control software integrate with SAGE for data synchronization?
- What preferred vendor is recommended/will be performing installs of said equipment?
- What kind of maintenance or support is included?
- What warranty is included with any purchased hardware? Is labor included in the warranty?
- What is the license term length?
- What is the license fee per device? (cameras, card reader, door controller, etc.)
- What separates your firm from your peers?
- Information Technology Questions
  - Remote Access: Describe the method used to bridge local video to the cloud without VPNs or port forwarding.
  - Bandwidth: Describe "steady-state" consumption and edge-based recording capabilities.
  - Hardware: List all "bridge" or "gateway" devices required for the 10 initial sites.
  - SSO/IdP: Confirm native support for Microsoft Entra ID and SCIM.
  - SOC 2: Provide reports for your organization and hardware manufacturers. Must cover third party vendor lines as well.
  - Data Residency: Confirm primary and failover server locations (Must be US-based).
  - HIPAA: Confirm ability to sign BAA and detail audit log encryption.
  - Describe the technical process for a "Global Lockdown" via mobile.
  - RBAC: Confirm ability to set "Live View Only" for front-office roles.
  - Processing: Disclose if AI is processed at the edge or in the cloud.
  - Sub-processors: List any third-party AI processors used to analyze video.