

PeoplesBank Arena Walk-Thru Metal Detector RFP

Responses to Questions

1. How many metal detectors are currently in use at each entrance location?
 - A. Varies based on the event, but standard deployment is listed below
 - i. 16 units at our Atrium Entrance
 - ii. 5 units at our Church & Ann Entrance
 - iii. 4 units at our Church & Trumbull Entrance
 - iv. 2 at our Event Level Club Entrance
 - v. 1 at our Sport Book Entrance
 - vi. 1 at our Suites Entrance
 - vii. 1 at our Upper Club Entrance
 - viii. 1 at our Employee Entrance
 - ix. 1 at our Security Entrance
2. What is the brand and model of the current detectors?
 - A. CEIA HI-PE Plus
3. What is the expected throughput of each unit
 - A. Minimum of 1,100 people an hour
4. Is there any guidance on minimum battery life expectations or recharging/storage protocols that proposed units should meet?
 - A. All battery performance must be greater than or equal to industry standards.
A standard run time for a battery for most of our events would need to be 6 hours. On-site charging will be available for battery units.
5. Will the units remain in place or be moved in between events?
 - A. The units will be moved in between each event. Storage for units will be no more than 50' from entrance location
6. To help shape our service support planning, can you clarify whether on-site service availability is expected or if there is a remote troubleshooting requirement as well?
 - A. We would expect both on-site service availability as well as remote troubleshooting
7. Is there a preferred brand and model you are seeking for this venue?
 - A. We are open to all brands and models
8. Are the 32 existing detectors networked or stand-alone today? Any existing data or power conduits the new system should plan to reuse?

- A. The existing units are not networked. We don't plan on reusing any existing data or power conduits.
9. Are any entrances fully or partially outdoors, requiring weather-resistant units or protective covers?
- A. One of our three main entrances (Church & Trumbull Entrance) is located outside, but is underneath a protective overhang. One of our three auxiliary entrances (SportsBook Entrance) is located outside, but is also underneath a protective overhang
10. Will bag check tables and queue layouts remain unchanged as part of this replacement project?
- A. We will adjust bag check tables/queue layouts based on the new units
11. Are there restricted installation windows around events, and what access protocols or credentialing are required for installation crews?
- A. Installation will need to take place around our current event schedule.
Access protocols/credentialing will be determined after vendor selection
12. Will on-site storage or staging space be available for new units prior to installation?
- A. On-site storage would be available no more than 5 business days before installation.
13. Should removal and proper disposal of existing detectors be included in the project scope?
- A. No
14. What is the anticipated contract term, and will multi-year maintenance options be viewed favorably?
- A. We will lean on vendor recommendations, and would prefer multi-year maintenance options
15. Are multi-tier proposals acceptable under this RFP?
- A. We will entertain all options based on the RFP
16. Is there any available budget guidance or a not-to-exceed target to assist in aligning proposal scope?
- A. No
17. Will preference be given to U.S.-based manufacturers, distributors, or Connecticut-registered vendors?
- A. We are entertaining proposals from all vendors
18. For planning purposes, is January 1, 2026 the firm in-service date for full deployment, or will phased installation be considered acceptable?
- A. We would prefer to have all units installed and operational on January 1, 2026. We would not consider phased installation

19. The RFP notes 3 main, 3 premium, and 3 auxiliary entrances. Could you please provide a plan identifying all public, VIP, staff, and media entrances, noting which category they fall into?

- A. Atrium Entrance – Public
- B. Church & Ann Entrance – Public
- C. Church & Trumbull Entrance – Public
- D. Event Level Club – VIP/Premium
- E. Sports Book Entrance – Public
- F. Suites Entrance – VIP/Premium
- G. Upper Club Entrance – VIP/Premium
- H. Employee Entrance – Staff
- I. Security Entrance – Staff/Media/VIP

20. Do you know what percent of patrons and or numbers of patrons come through each entrance?

- A. This varies by event, but general percentages are listed below for our main entrances
 - i. 70% - Atrium Entrance
 - ii. 20% - Church & Ann Entrance
 - iii. 10% - Church & Trumbull Entrance

21. What is the average and maximum attendance for your primary event types?

- A. Hartford Wolf Pack: Average 4,241 Maximum 12,677
- B. UConn Men's Basketball: Average 11,877 Maximum 13,908
- C. UConn Women's Basketball: Average 11,060 Maximum 13,908
- D. UConn Hockey: Average 4,200 Maximum 12,677
- E. Concerts: Average/maximum greatly varies event by event
- F. Family Shows: Average/maximum greatly varies event by event

22. Could you share data on patron arrival timing for key event types?

- A. No data available to share. For each event, generally a late arriving crowd, typically 60-70% within 15 minutes of event start time

23. What is the arena's current bag policy? Is there a re-entry policy?

- A. Guests are prohibited from bringing in large bags, backpacks, luggage, laptops, tablets/iPads, coolers, parcels, briefcases, and like articles. All guests are subject to search, of their person and/or possessions (handbags of normal size may be allowed entry after such search). No re-entry permitted.

24. Are there "giveaway nights" with items that might affect screening? How are strollers or mobility devices handles?

- A. Yes, there are giveaways throughout the year. All take place after security screening. Strollers/mobility devices are hand-wanded.
25. What are the primary operational challenges you hope to solve with this new system? Where is secondary screening currently conducted relative to the primary checkpoints?
- A. We're looking to improve the effectiveness and efficiency of our security screening. Secondary screening currently takes place behind our units.
26. What is the current staffing model per entrance? Are there desired staff-to-lane ratios or guest wait-time goals?
- A. Currently three staff for every two walk-thru units. Guest wait time goals would be zero wait time.
27. What is the current procedure for responding to alarms? Who needs to receive system alerts, and are there requirements for integrating with an existing incident management platform?
- A. When alarm goes off, that guest is wanded. No requirements for integrating with an existing platform.
28. May the proposed solution operate on the arena's network?
- A. The arena's network is limited, but we're open to exploring options
29. Is cloud connectivity permitted for system analytics and management?
- A. We're open to entertaining all options
30. Do you require integrations with other systems, such as your video management system, access control, or ticketing platforms?
- A. We don't not require integration with any systems
31. The RFP requires battery-powered units. What is the target battery runtime required per event? Would you be open to portable power stations as a primary or backup power source is needed?
- A. See above for target battery time. Each unit must be able to be independently battery operated.
32. Is the arena seeking to purchase these units as a capital expense, or are you open to operational expense models?
- A. Seeking to purchase as a capital expense
33. The target installation date is January 1, 2026. Are there any "dark days" or ideal installation windows at the arena between the selection date (Nov. 5) and the deadline?
- A. TBD, the arena event calendar is still in fluid during that time frame

