

BUYING GUIDE · 16 PAGES

Access Control RFP Template — For Property Managers and HOA Boards

A ready-to-use RFP template for communities issuing a formal bid for access control. Includes evaluation criteria, a scoring matrix, and a vendor question set.

16 pages · Editable template · PDF

Run a Fair, Documented Bid Process

An RFP (Request for Proposal) protects your board from two common outcomes: choosing a vendor based on the best sales pitch instead of the best fit, and facing questions later about why a particular vendor was selected. A documented, structured bid process solves both.

This template is built specifically for access control procurement — QR entry, video intercom, gate automation, and related resident-facing systems. It's organized into 11 sections that mirror a professional RFP structure, plus two appendices: a consolidated vendor question set and a fillable scoring matrix.

HOW TO ADAPT THIS TEMPLATE

Replace every bracketed field [\[LIKE THIS\]](#) with your property's specific information. Sections marked with a **MANDATORY** tag are requirements most boards should keep as-is; sections marked **PREFERRED** are optional and can be adjusted based on your property's priorities.

What's Inside

- ✓ Section 1–2: Cover letter and property profile
- ✓ Section 3–4: Scope of work and technical requirements
- ✓ Section 5–6: Vendor qualification and technical proposal questions
- ✓ Section 7: Pricing proposal requirements
- ✓ Section 8–9: Evaluation criteria and scoring matrix
- ✓ Section 10–11: Submission timeline and terms & conditions
- ✓ Appendix A: Consolidated vendor question checklist
- ✓ Appendix B: Fillable scoring worksheet

Cover Letter and Instructions to Vendors

Copy the block below onto your community's letterhead as the opening page of the RFP you send to vendors.

[PROPERTY / HOA NAME] is issuing this Request for Proposal (RFP) for the design, supply, and installation of a modern access control system serving **[NUMBER]** units across **[NUMBER]** access points, including **[LIST GATE/DOOR TYPES]**.

We are seeking proposals from qualified vendors with demonstrated experience in **[RETROFIT / NEW INSTALLATION / BOTH]** projects of similar scope. This RFP outlines our requirements, evaluation criteria, and submission process. Proposals that do not follow the format described in Section 10 may be disqualified from consideration.

Questions regarding this RFP should be directed in writing to **[CONTACT NAME AND EMAIL]** no later than **[QUESTIONS DEADLINE]**. Responses to all vendor questions will be shared with every vendor invited to bid, to ensure a fair and transparent process.

ISSUING ORGANIZATION

RFP ISSUE DATE

PRIMARY CONTACT

CONTACT EMAIL / PHONE

Property and Project Profile

Complete this profile before distributing the RFP. Vendors size their proposals based on this information, so accuracy here directly affects the quality of the bids you receive.

PROPERTY NAME	PROPERTY TYPE
ADDRESS	NUMBER OF UNITS
NUMBER OF VEHICLE GATES	NUMBER OF PEDESTRIAN ENTRANCES
CURRENT ACCESS CONTROL SYSTEM	AGE OF CURRENT SYSTEM
PRIMARY RESIDENT LANGUAGE(S)	PROPERTY MANAGEMENT SOFTWARE IN USE
ESTIMATED BUDGET RANGE	DESIRED INSTALLATION WINDOW

Scope of Work

Check every item that applies to your project. This defines exactly what vendors are being asked to price and deliver.

- ✓ Supply and installation of access control hardware at all listed entry points
- ✓ Video intercom at primary entrance(s) **MANDATORY**
- ✓ QR-based entry at secondary gates and visitor lanes **MANDATORY**
- ✓ Mobile app credential for residents **MANDATORY**
- ✓ Cloud-based management dashboard with centralized access logs **MANDATORY**
- ✓ Integration with existing gate operators / elevator controls, where applicable
- ✓ Integration with property management software (specify platform in Section 2)
- ✓ Amenity booking and resident communication features **PREFERRED**
- ✓ Cloud CCTV / video surveillance integration **PREFERRED**
- ✓ Removal and disposal of existing hardware, if applicable
- ✓ Staff and resident training and onboarding support
- ✓ Post-installation support and maintenance plan

NOTE TO VENDORS

Proposals should clearly state which scope items are included in the base price and which are optional add-ons, priced separately.

Technical and Functional Requirements

These requirements reflect the criteria that matter most for multifamily and gated-community deployments. Adjust the mandatory/preferred tags to match your property's priorities before sending.

Requirement	Priority
Native bilingual resident app and support (not machine-translated)	Mandatory
Retrofit-compatible with existing wiring and gate operators	Mandatory
QR entry deployable without new wiring at secondary points	Mandatory
Centralized, timestamped, exportable access log	Mandatory
Defined and documented offline / power-failure behavior	Mandatory
256-bit encrypted communications and documented data security policy	Mandatory
Remote credential issuance and instant revocation	Mandatory
API or native integration with our property management software	Preferred
Amenity booking and maintenance ticketing in the same app	Preferred
Elevator access / floor control integration	Preferred

Vendor Qualification Questions

Vendors must answer the following in their proposal. Incomplete answers may affect scoring in Section 9.

1. How many years has your company been installing access control systems, and how many of those years specifically in multifamily or gated-community properties?
2. Provide three reference customers with a property type and gate count similar to ours, including contact information.
3. Is your resident-facing app and support documentation natively bilingual, or translated after development? Please specify.
4. Describe your experience with retrofit installations specifically — not new construction.
5. Where is your support team physically located, and what is your guaranteed response time for a critical failure (e.g., a gate that will not open)?
6. Are you a direct manufacturer, an authorized dealer, or a third-party integrator? Please clarify your role in installation and ongoing support.
7. What licenses, certifications, or insurance does your company carry relevant to this scope of work?

Technical Proposal Questions

Vendors must address each of the following in their technical proposal.

1. Describe the credential types your system supports (mobile app, QR code, video call, keycard, etc.) and how they can be combined across different access points on the same property.
2. What hardware, wiring, or infrastructure is required at a secondary gate with no existing wiring? Please be specific.
3. What happens at each access point during an internet outage or power failure? Does the gate fail open, fail closed, or operate on local cache?
4. Describe your centralized reporting and audit trail capability. How far back is data searchable, and in what formats can it be exported?
5. What is your realistic installation timeline for a property of our size and gate count? Please provide a week-by-week estimate.
6. How disruptive is installation to residents and daily operations? What accommodations do you make to minimize disruption?
7. Describe your data retention policy for video and access logs, and what happens to our data if we terminate the contract.

Pricing Proposal Requirements

All pricing must be itemized using the table below. Proposals submitting a single blended total without this breakdown will be considered incomplete.

Cost Category	Vendor to Complete
Hardware — primary entrance(s)	
Hardware — secondary access points	
Software / per-door licensing (annual)	
Installation labor	
Wiring / infrastructure work, if required	
Training and onboarding	
Ongoing support and maintenance (annual)	
Optional add-ons (amenity booking, CCTV, etc.)	
Total — Year 1	
Total — Contract Term	

Vendors should also disclose any anticipated price increases over the contract term and the conditions that would trigger them.

Evaluation Criteria and Weighting

Proposals will be evaluated against the weighted criteria below. Adjust the weighting percentages to reflect your board's priorities before distributing this RFP — the total must equal 100%.

Criteria Category	Weight
Technical fit (requirements from Section 4)	25%
Total cost of ownership (Section 7)	25%
Vendor qualifications and references (Section 5)	15%
Installation timeline and disruption impact	15%
Bilingual resident experience	10%
Support responsiveness and local presence	10%
Total	100%

RECOMMENDATION

Share these weightings with vendors in the RFP itself. Vendors who understand how they're being scored generally submit stronger, more relevant proposals — and it removes any appearance of an arbitrary decision later.

Scoring Matrix

Score each vendor from 1 (poor) to 5 (excellent) on each criterion, then multiply by the weight from Section 8 to calculate a weighted score.

Criteria	Weight	Score (1–5)	Weighted Score
Technical fit	25%		
Total cost of ownership	25%		
Vendor qualifications & references	15%		
Installation timeline & disruption	15%		
Bilingual resident experience	10%		
Support responsiveness & local presence	10%		
Total Weighted Score			

Complete one copy of this matrix per vendor, then compare final weighted scores side by side. This worksheet, combined with reference calls, should drive the board's decision more than any single proposal's presentation quality.

SECTION 10

Submission Requirements and Timeline

Fill in the dates below and include this schedule in every RFP packet sent to vendors.

Milestone	Date
RFP issued to vendors	
Deadline for vendor questions	
Answers to vendor questions distributed to all bidders	
Optional site visit / walkthrough	
Proposals due	
Vendor demos / presentations to board	
Vendor selection announced	
Contract signature target date	
Installation start date	

Submission Format

- ☒ Proposals must be submitted as a single PDF document to **[SUBMISSION EMAIL]** by **[TIME AND DATE]**.
- ☒ Late or incomplete submissions may be excluded from consideration at the board's discretion.
- ☒ Proposals must follow the section order of this RFP for ease of comparison.

Terms, Conditions, and Confidentiality

This section is boilerplate language commonly included in access control RFPs. Have your community's legal counsel review before distribution — this is not legal advice.

- ✓ **Right to reject.** [PROPERTY / HOA NAME] reserves the right to reject any or all proposals, waive minor irregularities, and negotiate with any vendor without obligation to award a contract.
- ✓ **No compensation for proposal preparation.** Vendors are responsible for all costs associated with preparing and submitting a response to this RFP.
- ✓ **Confidentiality.** All information provided in this RFP is confidential and intended solely for the purpose of preparing a proposal. It may not be shared with third parties without written consent.
- ✓ **Ownership of proposals.** Submitted proposals become the property of [PROPERTY / HOA NAME] and will not be returned.
- ✓ **Contract term.** The awarded vendor will be expected to enter into a written agreement with a term of [NUMBER] years, subject to board approval.
- ✓ **Insurance and licensing.** The selected vendor must provide proof of liability insurance and any licenses required by local jurisdiction prior to beginning work.

Consolidated Vendor Question Checklist

A single-page version of every question in this RFP, for a quick reference during vendor calls or demos.

- ✓ Years of experience, specifically in multifamily / gated-community properties
- ✓ Three references with a similar property type and gate count
- ✓ Native bilingual app and support, confirmed live
- ✓ Retrofit experience, with a comparable case study
- ✓ Support team location and guaranteed response time
- ✓ Manufacturer, dealer, or integrator status
- ✓ Licenses, certifications, and insurance
- ✓ Supported credential types and how they combine across access points
- ✓ Hardware required at a secondary gate with no existing wiring
- ✓ Documented offline / power-failure behavior
- ✓ Centralized audit trail — searchability and export formats
- ✓ Realistic, week-by-week installation timeline
- ✓ Expected disruption to residents during installation
- ✓ Data retention and post-cancellation data policy
- ✓ Itemized pricing across all cost categories
- ✓ Anticipated price increases and their triggers

Fillable Scoring Worksheet — Multi-Vendor Comparison

Criteria (Weight)	Vendor A	Vendor B	Vendor C
Technical fit (25%)			
Total cost of ownership (25%)			
Qualifications & references (15%)			
Timeline & disruption (15%)			
Bilingual experience (10%)			
Support & local presence (10%)			
Total Weighted Score			

Print this page for the board meeting where the final vendor decision is made. Bring each vendor's individual scoring matrix from Section 9 as backup detail.

VIVO CONTROL

Considering Vivo Control for Your RFP?

Vivo Control is built to score well against this exact template: native bilingual resident experience, retrofit-friendly QR and video intercom deployment, a centralized audit trail, transparent itemized pricing, and local Caribbean and LATAM support.

Book a Free Demo →

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