



City of Pittsburgh

Request for Proposal
for
City Security Camera Maintenance & Support

Issued through
Department of Innovation and Performance

William Peduto, Mayor
Debra Lam, Chief Innovation Officer & Director

August 4, 2014

I. INTRODUCTION

The City of Pittsburgh is being transformed into the next world class city. Through the leadership of the current administration, the city is poised to have a greater international presence and we must be ready, as the world is watching.

Within the city operational structure, the Department of Innovation & Performance has a significant role in helping guide the city through this transformative process. We are the intersection where technology, sustainability and performance meet and it is our responsibility to ensure that our workforce has the tools and resources needed to support the city and its residents.

To that end, we seek to have a strong technological infrastructure and systems that are equally stable and useful, specifically those used within the Department of Public Safety.

The incorporation of technology into our daily public safety operations increases the city's ability to effectively protect our residents and employees. It also increases efficiency and productivity, which allows Pittsburgh to be a safe and enjoyable place to reside.

It is our hope that our residents would benefit from our stewardship and find that they not only reside in one of the most livable cities, but one of the safest as well.

We acknowledge the hard work and dedication of our Public Safety Department and seek to support their efforts in any way that we can.

General Information

Through this Request for Proposal (RFP), The City of Pittsburgh, "City", seeks proposals from highly qualified companies to secure a single vendor to provide maintenance, repair, service, expansion and support of the City's security camera and video system. A two-year contract is sought. The agreement may be automatically renewed for up to two additional years at the mutual agreement of the parties following the initial contract period.

All vendors who choose to respond to this RFP are required to carefully read the entire RFP, which is the guiding document for this process. Vendors are also required to ensure that they have a full understanding of the City's procurement process and are in compliance with all standards and requirements for doing business with the City. Any vendor found to not be in compliance will have their response rejected and will not be considered for this project.

All information found in this RFP is considered confidential and the property of the City. No information can be shared or distributed and all responses, once submitted, are considered to be the property of the City and will not be returned.

The City is not bound to accept any response and shall render its decision regarding acceptance of a final vendor at its own discretion.

The Vendor selected by the City will be required to enter into a written contract with the City and to abide by the terms determined by the City.

IMPORTANT DATES

RFP Release	August 4, 2014
Questions Accepted through	August 15, 2014
Responses Due by	September 5, 2014 by 3:00 PM EST
Award	September 29, 2014

II. NATURE OF SERVICES REQUIRED

In order to be considered, Respondent must be able to provide the following project requirements and address them in a Scope of Work:

1. SCOPE OF SERVICES

- 1.1 **Quarterly Maintenance:** The Bidder shall provide the following maintenance on a quarterly basis (every 3 months):
 - 1.1.1 **Server and workstation software updates** - Bidder shall install updates to servers and workstations on a quarterly basis. Bidder shall backup all server images after software updates are applied.
 - 1.1.2 **Software and firmware upgrades** - Bidder shall check for available upgrades for the cameras, switches, servers, and workstations. Upgrades to the servers and workstations include the Microsoft OS, Microsoft Desktop, GENTEC, & VMWare. Once upgrades are identified the Bidder shall provide the City with a quote for upgrade costs.
 - 1.1.3 **Server Preventative maintenance** - Bidder shall inspect each server for free disk space, error logs, and utilization. Bidder shall physically inspect server for dirt accumulation, fan function, and all

other potential environmental issues. Bidder shall provide a quarterly report detailing the findings from these inspections.

1.1.4 **Camera view reviews** - Bidder shall check each camera view daily for any viewing issues such as:

- Outages (no video)
- Out of focus cameras
- Out of home position cameras
- Obstructed view by dirty or damaged lens, or dirty or damaged housing window

Bidder shall provide all findings to the City in a report due no more than 2 weeks after completion of the review.

1.2 **Semi-annual maintenance:** The Bidder shall provide the following maintenance on a semi-annual basis (every 6 months):

1.2.1 **Dome and camera housing cleaning** - The cleaning shall include wiping the dome and/or camera housing internally and externally with a manufacturer approved cleaning solution and wipes. Bidder shall also clean the interior of the camera (bugs, dirt, debris, etc.). Deteriorating weather seals and latches, deteriorating paint and environmental protection, deteriorating mounting hardware, ventilation mesh and filters, shall all be cleaned and/or replaced as necessary.

1.3 **Annual maintenance and reviews:** The Bidder shall provide the following maintenance and services on an annual basis (every 12 months):

1.3.1 **Tree Visibility and Obstacle review** - During the month of June the Bidder shall review all outdoor camera views and necessary wireless communication equipment line of sight for trees and branches that have grown and interfere or may soon interfere with camera views and line of sight wireless communication equipment. Once the Bidder identifies trees to be trimmed, the Bidder shall mark each tree and provide the City with a detailed list and scope of work for each tree (remove, trim, etc.). The City will coordinate and be responsible for paying a contractor to perform the work.

1.3.2 **Camera system training** - Bidder shall provide up to forty (40) hours of training per year as requested by the City to train basic and admin users as needed, especially in respect to any newly installed equipment. Bidder shall provide contact information for their designated training representative

1.3.3 **Annual system technology review** - Bidder will meet with the City and discuss the current status of the system equipment and technology options for continued maintenance and improvement available to the City.

1.4 **Backup and safe keeping of information and documentation** - The Bidder shall store and maintain the following files and information:

1.4.1 **Network Switch Images and configuration files** - The current configuration files will be made available to the winning Bidder.

1.4.2 **Server Images** - Bidder shall backup critical server data (not camera system recordings) and store at an off-site location.

- 1.4.3 **Licenses** - Bidder shall maintain all licensing information for all applicable products installed such as but not limited to Microsoft Server, VMWare, GENTEC, and AXIS Cameras
 - 1.4.4 **Upgrade Status** - Bidder shall maintain a detailed spreadsheet with current software/firmware revisions on installed camera system equipment. This document shall be updated after each upgrade and presented to the City upon request.
 - 1.4.5 **As-built Documentation** - Bidder shall keep all as-built documentation up to date and accurate. This information shall be made available to the City each time it is updated and/or upon request. The existing as-built documentation shall be made available to the winning Bidder. Existing as-built documentation is in AutoCAD and Microsoft Excel formats and other "to be determined" formats.
 - 1.4.6 **Equipment Inventory Control** -- All equipment that is replaced and no longer usable shall be documented by its model, serial numbers, and reason for replacement. This documentation shall be provided to the City for inventory control.
- 1.5 **Support Personnel Certifications** – The Bidder shall provide and update as necessary the list of manufacturer certified repair personnel. Certified personnel shall be defined as those repair personnel who have attended the manufacturer's training classes on the type and model equipment installed at the City's locations, who have the proper experience and licenses for the work to be performed, and who are recognized by the manufacturer as "qualified" technical support personnel. Only certified repair personnel as described above shall be considered as adequate for response to a failure. The list of pertinent manufacturers is provided in Section II as part of the equipment list.
- 1.6 **Management of Spare Parts** – The Bidder shall provide locally stored inventory of spare parts. This inventory is used to replace a device upon failure to minimize downtime. The Bidder shall review the current inventory and propose, quote, and purchase a minimum but adequate amount of spare parts. The bidder is responsible for the cost of replenishing the spare parts inventory over the contract term. The spare parts are the integral part of the system. Just as the entire system the spare parts are the property of the City and under maintenance responsibility of the Bidder. The Bidder shall continue to maintain the adequate inventory level of spare parts throughout the contract.
- 1.7 **Equipment warranty** – The Bidder shall provide warranty on all the equipment in the system including the spare parts inventory for the duration of the maintenance contract. Proposed warranty terms, conditions, and exclusions shall be included in the bid.

2. REQUIRED RESPONSE TIME AND PENALTIES

Once the City detects an outage and determines if the outage is classified as a minor, major or critical outage, the City will contact the Bidder. The Bidder shall provide the City with a toll-free number available 24x7x365 where the outages will be reported. The bidder must adhere to the following requirements:

2.1 Minor Outage

- **Definition:** A minor outage shall be defined as an incident in which 1 - 3 cameras are no longer viewable or being recorded as reported by the system users or discovered upon routine scheduled maintenance.
- **Response time:** 24 hours from the time of reporting the outage.

2.2 Major Outage

- **Definition:** A major outage shall be defined as an incident in which 4 or more cameras are no longer viewable or being recorded.
- **Response time:** 12 hours from the time of reporting the outage.

2.3 Critical Outage

- **Definition:** A critical outage shall be defined as an incident in which majority or all cameras are no longer viewable or being recorded, for example, due to server, network or other more major outage.
- **Response time:** 4 hours from the time of reporting the outage.

2.4 Penalties – Should the Bidder fail to meet the required response times, the following penalties may be assessed against the Bidder:

- If the Bidder fails to meet the response times response the following penalties may be assessed against the Bidder by the City:
 - 1 - 2 Hours late = \$100 an hour.
 - 3 -4 Hours late = \$200 + \$200 an hour.
 - > 4 Hours late = \$600 + \$400 an hour.
- If the Bidder fails to meet the response times more than one time in any 30 days the City reserves the right to terminate the maintenance contract with the Bidder.

2.5 Service Center – Bidder shall list the address of the service center that will maintain the system.

2.6 Onsite Service -Bidder shall provide on-site support for major civic celebrations and special events in the City. Including, but not limited to: Major Holidays, Parades, Festivals, etc. City rep will coordinate efforts for support.

2.7 Exceptions – In the event cabling or major network trunks are physically damaged, the Bidder shall provide a quote to the City (within 12 business hours of determining the outage is related to damaged cabling) to repair the cabling. All cabling work shall be completed by certified personnel. The Bidders quote to repair the cabling must include time to resolve upon acceptance of the quote by the City. The City reserves the right to reject any quote and obtain quotes from other contractors.

3. EQUIPMENT MOVES, ADDS, AND CHANGES (MAC)

3.1 MAC requests – Requests for moves, adds and changes shall only be accepted when presented in writing (paper or electronic) from authorized representatives of the City. The City will provide the winning Bidder with a list of authorized representatives. Technicians performing MAC activity shall respond on-site to complete the work within one week of requested MAC's.

3.2 MAC Pricing – The Bidder shall provide as part of the response to this bid, a detailed listing of various moves, adds, and changes activities and their approximate costs to be expected if the City requests work. Common MAC's associated with the camera system are:

- Adding or removing camera's

- Changing a camera view
- Adding or removing camera system users
- Adding switches to support additional camera's
- Installing viewing client software on PC's
- Adding additional wireless equipment
- Connect additional the City provided equipment to the communications infrastructure.

If any moves, additions, and changes activity the City elects to undertake requires specialized inventory of parts, supplies, or test equipment, the Bidder shall make all such inventory available to the City at a reasonable cost.

4. EQUIPMENT LIST

DEVICE	MODEL	QUANTITY
CAMERAS	AXIS 233D	48
	AXIS Q6032-E	26
	AXIS P3353	10
	AXIS Q1755	4
	AXIS Q1604	3
	AXIS P3363	3
	AXIS P3343	2
	AXIS 216FD	3
	AXIS 225FD	1
	AXIS 225DF	1
	AXIS Q6035-E	1
	FLIR CAMERA	2
	AXIS 241QA	1
	AXIS P3304	2
	SHARP	4
NET BOOTERS	Digital Loggers	2
	Synaccess NP02	8
RADIOS	Firetide 6102	8
	Firetide 6201	6
	Firetide 6202	4
	Firetide 7011	13

	Firetide 7012	11
	Firetide 7021	1
	Firetide 7022	1
	Ubiquiti Rocket M2	2
	Fluidmesh 3100	2
	Proxim Tsunami Quickbridge	1
	Redline AN-80i	30
	Fluidmesh 1100	2
	Fluidmesh 3100	2
BH RADIOS	Exalt EX-5r Lite	2
	Exalt EX-5r-c v2	2
	Bridgewave BW80	4
	Bridgewave 60G	1
	Exalt ExtendAir r5000	1
	Bridgewave 80G	1
	BGWVRB10310068-High	1
	BGWVRB11060011-Low	1
SERVERS	Dell PE2950	7
	Dell R610	1
	Pivot3	1
SWITCHES	Cisco WS-3750-24-TS-1U	2
	3Com NJ2000	5
	Linksys SRW2008P	1
	Cisco WS-3560G-48TS	1
	Cisco WS-2960S-24-TS-S	2
	Cisco WS-C3560C-8PC-S	1
	Cisco WS-C3750G-24TS-E1U	2
	Cisco WS-C3750G-24PS-S	1
ACCESS POINT	Ubiquiti Bullet M2	11
ROUTER	Cradlepoint IBR600LE	8
MINI PC	Genetec SV-16	6

*** This list is not meant to be all inclusive and is subject to increase based upon the growth of the City's camera system**

5. INTEGRATION WITH PARTNER AGENCIES

The Bidder shall work with Partner Agencies and Community Groups to maintain existing integrations and establish new integrations with their respective cameras systems. Contacts for partnering agencies and community groups will be provided by the City. The Bidder is responsible for maintaining these relationships and camera view access.

III. SUBMISSION REQUIREMENTS

A. PROPOSAL SUBMISSION

The Respondent shall submit five (5) hard copies and one (1) electronic copy of all documents required as part of the RFP. Hard copies may be hand delivered or delivered by postal or delivery service. The electronic version may be emailed as a PDF to sauntee.turner@pittsburghpa.gov or submitted on a flash drive.

Responses shall be submitted to:

Department of Innovation and Performance
Attn: Public Safety Manager
6th Floor, City-County Building
414 Grant Street
Pittsburgh, PA 15219

Responses must be received no later than Friday, September 5, 2014 by 3:00 PM EST.

LATE RESPONSES WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES

The City of Pittsburgh is not responsible for late delivery caused by the postal service, private carriers, traffic, weather conditions, or any other reason. Responses postmarked by the deadline, but received afterwards will not be considered.

Any proposals received after the deadline will be rejected.

All materials submitted in response to this RFP will become property of the City of Pittsburgh. Respondents shall not retain any rights, including, but not limited to intellectual property rights, to the information and/or ideas contained within or accompanying their Proposals.

The content of all proposals will be maintained as confidential until the Final Respondent selection is publicly announced, but may be subject to disclosure pursuant to applicable law thereafter.

Submission of a Response indicates acceptance by the Respondent of the terms and conditions of this RFP unless clearly and specifically noted otherwise in the Response.

Questions regarding this RFP must be submitted via email to the Department of Innovation & Performance by August 15, 2014.

Answers will be returned within three (3) business days and will be made available for all respondents.

Questions should be forwarded to:

Sauntee.Turner@pittsburghpa.gov

B. FORM OF RESPONSE

Respondents' proposals must clearly demonstrate the ability to provide the best and most cost-effective solution to successfully meet the City of Pittsburgh's goals. Respondents must be bona-fide providers of the services and being requested. In order to be responsive to this request, proposals must conform to the procedures, formats, and content required as outlined in this document. Failure to do so will result in the respondent being declared non-responsive.

Each respondent should follow the outline shown below so that the City can clearly, concisely, and objectively evaluate each response to this request. Every question presented herein should be answered. Incomplete answers may constitute grounds for disqualification. Each section of your response to this proposal may be individually organized, but should be separated by a tab or other clearly identifying marker for ease of review.

All vendor RFP responses should include a disclosure of any finder's fees, fee splitting, firm affiliation or relationship with any broker-dealer, payments to consultants, lobbyists, or commissioned representatives or other contractual arrangements of the firm that could present a real or perceived conflict of interest.

The following outline should serve as the format for a potentially successful response to this proposal:

Section I

Outline of Respondent Qualifications

Section II	Specific Proposal Requirements
Section III	Detailed Cost Analysis
Section IV	References
Section V	Conclusion

C. REQUIRED INFORMATION

Respondent shall provide the following:

SECTION I. STATEMENT OF QUALIFICATIONS

1. Identify the type of legal entity with whom the City would contract with and describe the Company background and experience. Clearly indicate the lead for this project.
2. List the Names and roles, and provide resumes for staff who will be involved in the project.
3. Provide the names, resumes, and roles of sub-contractors, associates, or affiliates that will be involved in the project.
4. Provide documentation of work with Genetec camera systems and any certifications held by team members to work on Genetec systems. Also include any experience the company may have with camera integration with gunshot detection solutions.

SECTION II. PROJECT PLAN TO COMPLETE SCOPE OF SERVICE

1. How will the Company meet the goals of the RFP?
2. How will staffing be handled locally?
3. Describe Company customer service solution and reporting capabilities.

SECTION III. COST ANALYSIS

1. Please provide a detailed cost analysis for annual maintenance. This should include costs for sub-contractors and affiliates, upgrades, hardware replacements and hot swaps.
2. Does the company offer multi-year agreement discounts?

SECTION IV. REFERENCES

Provide three (3) professional references that speak to the Company’s direct work with camera systems and Genetec software.

SECTION V. CONCLUSION

1. Please provide an overview of how the Company feels they can maintain the City of Pittsburgh camera system, cost effectively, and continue to keep up with industry standards and trends.

III. SELECTION PROCESS AND CRITERIA

The City shall have the right to verify the accuracy of all information submitted and to make such investigation, as it deems necessary to determine the ability of a prospective Respondent to perform the obligations in the proposal. The City reserves the right to reject any proposal where the available evidence or information does not satisfy the City that the prospective Respondent is qualified to carry out properly the obligations of the proposal, is a personal or firm of good reputation and character for strict, complete and faithful performance of business obligation, or if the prospective Respondent refuses to cooperate with and assist the City in the making of such investigation.

The criteria used to evaluate the proposals will include:

- Personnel and/or Company experience in camera installation;
- Personnel and/or Company experience in camera maintenance;
- Personnel and/or Company experience in Genetec based software systems;
- Ability to provide one (1) dedicated field engineer with 24X7X365 response time;
- Ability to provide help desk support and remote management;
- Ability to provide one yearly physical preventive maintenance inspection for all cameras and network infrastructure;
- Ability to provide yearly reports detailing maintenance, repairs and installations;
- Cost to the City;
- Review of References; and
- Completeness of the proposal, including the proposal's conformance to the standards and objectives set forth in this RFP.

Upon receipt of the proposals, the City will select the proposal that best meets its needs. The proposal with the lowest price will not necessarily be accepted, nor will any reason for the rejection of the proposal be indicated. The selection is also subject to approval by City Council.

The City reserves the right to reject any or all proposals, to waive any procedural informalities, to cancel this RFP (with or without the substitution of another RFP), or reissue the RFP at any time prior to the execution of a final contract if, in the City's opinion, it is in the best interest of the City for any reason whatsoever. The City also reserves the right to supplement, amend, substitute, or otherwise modify this RFP at any time prior to the selection of one or more Respondents.

The City reserves and may exercise the following rights and options with respect to this selection process:

- 1.) To accept or reject any or all of the items in any proposal and award the contract in whole or in part if it is deemed in the City's best interest to do so.
- 2.) To reject as informal or non-responsive, any proposal which, in the City's sole judgment is incomplete, is not in conformity with applicable law, is conditional in any way, or deviates from the mandated requirements of the RFP.
- 3.) To waive any informality, defect, non-responsiveness and/ or deviation from this RFP that is not, in the City's sole judgment, material to the proposal.

- 4.) To permit or reject, at the City's sole discretion, amendments (including information inadvertently omitted), modifications, alterations, and/ or corrections to proposals on a fair and consistent basis.
- 5.) The City also reserves the right to request that some or all Respondents modify their proposals, submit additional information, or attend interviews at City offices at no cost to the City.

IV. MBE / WBE / VETERAN-OWNED SOLICITATION AND COMMITMENT

The City of Pittsburgh is committed to the ideal of providing all citizens an equal opportunity to participate in City and its Authorities Contracting opportunities. It is therefore the City's goal to encourage increased participation of women and minority groups in all City contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of Minority-Owned Business Enterprises ("MBEs") and Women-Owned Business Enterprises ("WBEs") in work to be performed under City contracts. The levels of MBE and WBE participation will be monitored by the City of Pittsburgh's Equal Opportunity Review Commission ("EORC").

In order to ensure that there are opportunities for historically disadvantaged minority groups and women to participate on Covered Contracts, and consistent with the City's current equal employment opportunity practice and goals, the EORC will review contracts to include an evaluation of a developer/contractor's employment of minority groups and women, encouraging goals of twenty-five (25) percent and ten (10) percent, respectively.

It is also the City's goal to encourage participation by veteran-owned small businesses in all contracts. The City of Pittsburgh shall have an annual goal of not less than five (5) percent participation by veteran-owned small businesses in all contracts. The participation goal shall apply to the overall dollar amount expended with respect to the contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of veteran-owned small businesses in work to be performed under City contracts. The levels of veteran-owned participation will be monitored by the City of Pittsburgh's Department of Finance.

In order to demonstrate good faith commitment to these goals, all bidders are required to complete and submit with their bids either: the attached MBE / WBE / Veteran Owned Solicitation and Commitment Form (which details the efforts made by the bidder to obtain such participation), or the attached MBE/WBE/Veteran Owned Solicitation and Commitment Form–Waiver Request, which details why no MBE/WBE/Veteran-Owned business participation could be obtained. Failure to submit either of these forms will result in rejection of the bid. Copies of these forms are attached as Exhibit A.

For further information, including definitions and additional requirements, please see Chapter 177A (Sections 177A.01 et. seq.) of the City Code and Section 161.40 of the City Code.

V. MISCELLANEOUS

1. **ADDENDA TO THE REQUEST FOR PROPOSALS.** If it becomes necessary to revise any part of this proposal, an addendum will be on file in the Department of Innovation and Performance and posted on the City's website. In addition, Vendors who have provided an e-mail address to the City will be sent a copy of any addenda. It is the responsibility of all parties submitting responses to the RFP to inquire as to the Addenda issued and to ascertain prior to submitting responses that all Addenda have been received. All such Addenda shall become part of the RFP documents and all respondents shall be bound by such Addenda, whether or not received by the respondents.
2. **DULY AUTHORIZED SIGNATURE.** The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.
3. **RESPONDENT RESPONSIBILITY FOR PROPOSAL COSTS.** The respondent shall be fully responsible for all proposal development and submission costs. The City does not assume any contractual obligation as a result of the issuance of this document, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of any finalists.
4. **ECONOMY OF PROPOSALS.** Proposals should be prepared simply and economically and give a straightforward and concise description of the respondent's capabilities to satisfy the requirements of the project. Special bindings, colored displays, etc. may be used where they will aid in clarity, but are not otherwise necessary. Emphasis should be placed on completeness and clarity of content.