



Request for Proposals

Security Camera Solution

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Thursday, July 12, 2018

in

**Purchasing Department, City Hall Building
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Security Camera Solution** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Thursday, July 12, 2018**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

To obtain the complete proposal document or receive instructions for submitting proposals contact Jerry Bates via email jerryjb@cityofws.org, phone 336-747-6939, or visit the Purchasing Department at same location from 8:00 A.M. to 5:00 P.M. Monday through Friday.

INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to analyze properly the proposer's response as stated within the RFP document. **All proposals shall be returned in a sealed container/envelope marked "Security Camera Solution"** and submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, Thursday, July 12, 2018. Late proposals will not be considered.**

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only by 12:00 Noon, Thursday, June 28, 2018**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

Proposals must be submitted in a **sealed container/envelope** containing **one (1) original (please mark document as original)** proposal showing original signatures and seals, **and two (2) copies** of the complete proposal. In addition to the three (3) paper copies, **please include one USB flash drive** containing only the information included in the hard copy version of the proposal in a PDF format and the drive must be clearly labeled with the Company Name and RFP name. Submittals **will not be accepted by fax or electronic mail.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to bind legally the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

I. Background Overview

In 2016, the City of Winston Salem went out for bid to upgrade the existing DVR and analog camera solution located in the City Hall and Bryce A. Stuart (BAS) facilities. The vision was to focus on high-performance that would deliver high quality video that could scale into an Enterprise-Wide Video Surveillance Program, using IP cameras and a video management solution.

Call24 Security Inc. won the bid and we have successfully implemented a Video Insight (VI) management solution, two main monitoring stations for guards and have up-fitted the following City facilities: City Hall, BAS, BAS Parking deck, Lowery Street, Winston Lake Golf Course, WSPD District #2, and 5 Landfills.

The following services are included in our current solution:

- Panasonic Video Insight (VI) Management System
- HD product line of Advidia /Panasonic cameras with no license fees or renewals
- Solution Break-fix maintenance plan
- End-User training

The City's Information Systems (IS) department has built a high-speed fiber network around the city connecting many of the City facilities, with some sites needing connectivity that have no direct network access.

II. Scope of Work

The City of Winston Salem is seeking bids from qualified and certified vendors to expand its current IP based security camera solution into other facilities and downtown parks. This system expansion must integrate into our current Panasonic Video Insight (VI) management solution.

The successful bidder will be required to provide turnkey solutions to include, but not limited to, design, site assessments, project management, creation of electronic as-builts, and project estimating to include a total bill of materials (BoM) based on site assessments and design. The vendor will be required to provide, configure, and install indoor and outdoor IP security cameras, all mounting hardware, network equipment and cabling, and network video recording (NVR) System to include any software, support, and training.

Integrate all new cameras/facilities into our VI Management solution and update the guards monitoring stations, one located in City Hall and the other located in the Bryce A. Stuart Building. Buildout a third monitor station at the Beaty Building for the WSPD full-time monitoring of current and future sites. Ensure that naming and grouping standards are followed for ease of management. The City will be responsible for the end point hardware per the required specifications from the Camera solution provider.

The successful vendor must provide a copy of the proposed Annual Support Agreement that outlines, but is not limited to: SLA's (service level agreement) with response times for support of system upgrades; firmware upgrades to correct security bugs/fixes; break/fix resulting in system outages.

III. Contract Period

The successful bidder to this RFP can expect an initial contract for services, support, hardware and software for a term of one year with the option to renew for two additional years. The City is looking to sole source services and the ability to purchase hardware and software as a turnkey solution for all projects within the contract period. It is expected that all warranties, service agreements and support be co-terminus to the contract period with the addition of new equipment due to replacement and/or expansion. The Vendor will work with the City IT on the maintenance contract for all expansions of the proposed infrastructure and future software and firmware upgrades.

IV. Camera Requirements

All indoor and outdoor cameras should have the following specifications at a minimum:

1. Full High Definition (FHD)
2. All outdoor cameras must be vandal proof and anti-vibration compliant.

3. All equipment must be commercial-grade equipment
4. IP66 Rating to protect against dust and environmental elements
5. IK10 rating for vandal resistant housing
6. Infrared Illumination for night visibility
7. Defocus Detection
8. View DR (120dB) for areas that have lighting differences
9. Capability to produce 30 FPS or more
10. Image stabilizing to reduce blurring
11. Day/Night capability
12. Pan, Tilt, Zoon (PTZ) capability
13. RJ45 Connectivity
14. Power Over Ethernet (PoE)
15. Must have tamper detection
16. Must have motion detection

V. Support and Maintenance

The City of Winston-Salem requires a 1-year hardware contract to purchase equipment and onsite support with the option to continue annual support for an additional 2 years after the initial 1-year period has ended. The vendor shall provide a detailed description of standard and extended support, maintenance, and the average response time for a support request. The Vendor will be expected to take over the maintenance and support of the existing camera infrastructure and management solution upon the end of current warranty period.

VI. Overall System Considerations

1. Modular solution that is scalable/expandable across multiple facilities.
2. Capability to manage and/or monitor cameras from remote locations on the City's network with the emphasis on maximizing local streaming and local storage.
3. Capability to monitor remotely camera network from a mobile device within and outside of the City's network.
4. Camera streaming will be a private network within the City's network. Successful vendor will work with the City's IS department on the addressing scheme.
5. The proposed security camera solution must be scalable to connect with a full building automation system in the future (not currently projected, but the City may move towards this technology in the future).

VII. Engagement Methodology

The City of Winston-Salem is looking for a turnkey solution. The vendor will be responsible for any camera hardware, miscellaneous accessories, indoor cabling, as well as installation of networking equipment at any selected City site working with City IS staff to follow data communication standards. The vendor will be required to obtain any permits needed to provide the proposed solution. They will be responsible for coordinating with Infrastructure Services in configuring the networking layer to work within the City's existing network architecture.

VIII. Budget & Estimated Pricing

All vendors must fill out the following Cost Details table for the implementation of the proposed City of Winston-Salem's Security Camera solution as described in this RFP. The vendor must agree to keep these prices valid for 90 days as of the final submission date of this RFP and any future site project proposals.

To obtain the complete proposal document or receive instructions for submitting proposals contact Jerry Bates via email jerryjb@cityofws.org, phone 336-747-6939, or visit the Purchasing Department at same location from 8:00 A.M. to 5:00 P.M. Monday through Friday.

Note: Please identify any other costs that would be occurred for the proposed SOW. Pricing must be inclusive of all expenses, including travel related expenses.

1. **Hardware:** Provide the unit cost, manufacturer of each piece of hardware that is required to build out the proposed solution (i.e. Cameras, mounting hardware, DVR, Network equipment, cabling.
2. **Software Licensing:** Provide any cost and type of licensing needed to implement the proposed solution.
3. **Services:**
 - Identify any cost associated with performing assessments
 - Identify cost associated with design and as-built drawings
 - Identify and list all labor rates associated with implementing the proposed solution.
 - Identify cost associated with providing user training and technical documentation.
4. **Project Management:** If project management is not part of your services, please describe how billable rates are applied, meaning per hour, per project, etc.
5. **Annual Maintenance:** Provide and describe any other ongoing costs associated with your proposed solution. Provide the cost and details of your maintenance and support contract. (See SOW section).
6. **Miscellaneous:** List and describe any other costs associated with your proposed solution.

IX. Vendor Requirements

1. Must have been in business for at least five (5) years.
2. Name of your Organization, its address, telephone number, and contact information for individual with primary responsibility for this proposal, including e-mail address.
3. Provide the number of full time employees in your firm and the location of your nearest office to Winston-Salem.
4. The proposal shall include a breakdown of annual service agreement costs for services outlined in the Scope of Work (SOW) section.
5. Provide biographical profiles of the individual(s) who will be assigned to the City's account and their location and contact information. Include specific information regarding their experience and certifications with security camera systems, management systems, network communications and services and installation and maintenance services.
6. Ability and qualified to design RF networks to connect remote HD cameras.
7. Must be a Panasonic Video Insight certified reseller and integrator
8. Provide an overview of your organization's qualifications and experience in working with security camera and building automation systems. List all clients currently under contract and any clients that have terminated their relationship with your firm during the last three (3) years.
9. Disclose all formal or informal business relationships with security camera manufacturers or other service providers.
10. Provide at least three references containing names and contact information that your organization have implemented and provided a solution comparable to what's requested in this RFP

Bid Selection Process

Evaluation

As part of the evaluation process, the Evaluation Panel may engage in discussions with one or more Proposer(s). Discussions might be held with an individual Proposer to determine in greater detail the Proposer's qualifications, to explore with the Proposer the scope and nature of the required contractual Services, to learn the Proposer's proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a Contract that will be satisfactory to the City.

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject

proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. In the event that such demonstrations or presentations take place, proposers will be selected for this process based on scores derived from the scoring matrix, which includes M/WBE participation, local availability, and all other applicable criteria. The scoring of the demonstration or presentation must be based upon the criteria from one or more of the original evaluation factors. After the demonstrations or presentations, each proposer will then be re-graded on the same criteria. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion.

Evaluation Criteria

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm’s proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

- A. **M/WBE Commitment** – Proposer’s efforts to comply with all the terms and conditions of the City of Winston-Salem’s Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract.
- B. **Local Business (Distance from City)** - Proposer’s business location/distance from the City of Winston-Salem.
- C. **Ability to deliver Scope of Work outlined in the RFP** – Completeness and level of detail that address deliverables
- D. **Cost**– Equipment and Services
- E. **Experience and ability to provide required skilled resources** – Staff with strong understanding of Network design, Wireless communications, System Administration, Cyber Security, Project Management. Number of years providing proposed solution, Certifications etc.

The bid selection review panel includes the following:

- Infrastructure Services Coordinator
- Network Supervisor
- EndPoint Support Supervisor
- Business Inclusion Manager
- PFM Deputy

The following “Weighted Scale” will be used to evaluate each proposal		
	Criteria	Weight
A	M/WBE Commitment	20.00
B	Local Business (Distance from City of Winston-Salem)	20.00
C	Ability to deliver Scope of Work outlined in the RFP	20.00
D	Cost	20.00
E	Experience and ability to provide required skilled resources	20.00

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