

Request for Proposals
For Safe Smart CLE
Citywide Video Surveillance Implementation &
Installation
For the City of Cleveland
Department of Public Safety



CITY OF CLEVELAND
Mayor Justin M. Bibb

Issued by the Department of Public Safety

Schedule of Critical Dates:

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| 1. Letter of Interest: | February 10 th at 3:00 PM EST |
| 2. Confidentiality and Non-Disclosure Agreement: | February 10 th at 3:00 PM EST |
| 3. Pre-Proposer Conference: | February 17 th at 3:00 PM EST |
| 4. Last Day to Submit Provider Questions: | February 23 rd at 3:00 PM EST |
| 5. Proposal is Due At Public Safety: | March 11 th at 3:00 PM EST |

LATE PROPOSALS WILL NOT BE ACCEPTED

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APPENDIX A: Fee Schedule & Site Location – to be released with Letter of Interest

I. INTRODUCTION

The City of Cleveland, Ohio is requesting Proposals from qualified firms to provide a Citywide IP-based Video Surveillance Camera System and Network. This turn-key solution is to support the placement of video surveillance cameras and associated wireless technology for the communication and localized recording of video, which will be accessed by the Division of Police to enhance safety and security of the City of Cleveland Recreation Centers, Parks, Neighborhoods, Business Districts, Waterways, Bridges and Major Thoroughfares. The Video Surveillance Camera and Network design includes but is not limited to the following: layout and placement of cameras, video network, any additional required city infrastructure (power, utility poles), LED blue flashing light, cabling, wiring, power, installation, IP configuration, equipment testing and optimization, Video Management System hardware and software and other ancillary pole attachment equipment.

Background

The City of Cleveland is officially home to about a half million residents with a workday population of about 750,000 and potentially a million on certain weekends and special event days. The City is the business, entertainment, healthcare, education and sports hub for Northeast Ohio. The City utilized Department of Homeland Security grant funds to build a high-speed wireless point to point and mesh network with video surveillance cameras.

The Cleveland Shared Security Surveillance (CS3) program's first initiative was a 9 camera pilot system in the Public Square area of downtown Cleveland. Since the initial pilot the CS3 program, the City most recently launched the Safe Smart CLE program which expanded video surveillance Citywide to provide coverage throughout neighborhood corridors, parks, business districts, major thoroughfares, and Division of Police defined hot spots.

II. CURRENT ENVIRONMENT

- *Current Environment information*
- *Additional Scope of Services information*
- *Appendix A – List of Camera locations & sites*
- ***Will be released upon:***
 - ***Submission of the Letter of Interest – DUE BACK TO THE CITY via email to ljones4@clevelandohio.gov BY February 10TH at 3:00 PM EST***
 - ***SUBMISSION OF THE CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT REGARDING the City of Cleveland’s Request for Proposals for Safe Smart CLE Citywide Video Surveillance Implementation & Installation for the City of Cleveland Department of Public Safety***
 - ***THIS IS DUE BACK TO THE CITY via email to ljones4@clevelandohio.gov BY February 10th at 3:00 PM EST***

III. SCOPE OF SERVICES

This project is the second phase of the Safe Smart CLE initiative of Citywide Video Surveillance Cameras for the City of Cleveland. The system shall be scalable to support future expansions including additional cameras, wireless video surveillance network and location sites. The City has standardized on the Milestone XProtect Corporate Platform for all network video recorders across the system.

The Proposer is responsible for developing and submitting a scope of work that meets the goals and objectives of this project which should encompass a design that is equal to, comparable or exceeds the design listed below:

- **Fiber and/or Wireless Point to Point/Multi Point links from the camera locations to headend locations for video recording**
 - Product must be capable of delivering IP and Ethernet over the same link

- Multi-band operation in a single device with a variety of channel bandwidth options
- Quality of service and advanced network features
- Built in redundancy and protection schemes maximize service availability
- Robust air interface with unique interference mitigation and N-LOS operation
- **Camera Devices, Power and Mounting Hardware for Neighborhood Corridors/Business Districts/Major Thoroughfares/Hot Spots and (Appendix A Citywide Video Surveillance Descriptions)**
 - Outdoor PTZ and Fixed Cameras offering HDTV 1080p, 32x optical zoom, day/night functionality, built-in camera analytics
 - 5 Year Camera Warranty
 - Shock detection
 - Surge protection
 - Protection against dust, rain and snow
 - Continuous 24x7 120V AC power
- **Video Management System (Network Recorder)**
 - Milestone XProtect Corporate
 - Video Storage
 - H.264
 - 24 hours a day
 - 15-20 Frames per second
 - H.264, MPEG-4, M-JPEG, Pan-Tilt-Zoom Support, Audio Support
 - Third Party application support – video analytics, data storage
- **Project Management of the installation, engineering, labor and professional services**
 - Vendor will be responsible for the project management associated with developing the schedule, coordinating their resources, system acceptance testing and project close out

- Vendor will provided associated end user training for continued operation of the associated equipment
- Vendor will provide a separate quote for the maintenance and support of the system

TECHNOLOGY REQUIREMENTS

Proposer must propose and supply a product line that, to the best of its knowledge, is not obsolete or near obsolete. Only equipment and/or product models that have been satisfactorily demonstrated to the City and that have a demonstrated record of successful deployment by other law enforcement agencies, in similar sized cities will be used. The Proposer must document successful deployments by including the names and telephone numbers of contact persons as part of the reference requirements of this RFP.

The equipment supplied must be of new manufacture (not used or demo units) and best quality and installed in accordance with approved recommendations of the manufacturer thereof, and must conform to the equipment specifications listed in this RFP.

IV. PROJECT APPROACH

Provide a detailed but concise description of your approach to this project. Include a description of the task required for each area and the time required for their completion. This description should address but is not limited to the following:

- **Citywide Video Surveillance Camera System Equipment and Installation Plan** – Describe your approach for implementing a Citywide Video Surveillance System that includes the deployment of cameras to Neighborhood Corridors/Business Districts/Major Thoroughfares and Hot Spots. Include all associated equipment, all city required infrastructure (power, utility poles, traffic signal poles) implementation schedule and deployment plan.

- **APPENDIX A and B WILL ONLY BE RELEASED UPON RECEIPT OF THE CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT WHICH IS DUE TO THE CITY via email ljones4@clevelandohio.gov BY February 10th at 3:00 PM EST**
- **Please reference Appendix A** – List of Camera locations & sites
- **Video Management System Equipment and Installation**– Describe your approach for implementing a robust Video Management System which takes into account a central network operations center and various remote sites throughout the City.
- **Engineering and Quality Assurance** – Describe your approach for engineering and providing quality assurance for the Video Surveillance Camera System, Network and Video Management System. Include a description of your quality assurance processes, and project phase sign offs.
- **IP Camera and Wireless Network Architecture Plan** – Demonstrate your ability to provide an architecture design as it relates to managing an IP Camera and Wireless Network configuration to support the Cameras and Network
 - Data network infrastructure for backhaul of video
 - Server storage arrays and back-up storage solutions

Project Plan

Provide a project plan that indicates how you will develop the required deliverables and services. This plan must address the following:

- Task to be performed at each site
 - Neighborhood Corridors/Business Districts
 - Major Intersections & thoroughfares
 - Points of Interest (Hot Spots)
- Number of hours each task will require
- Deliverables created by each task
- Dates by which each task will be completed (dates should be indicated in terms of elapsed time from project inception)
- Resources assigned to each task

- Required Public Safety personnel support
- Required City infrastructure (power, placement of utility poles, access to existing poles)

V. PRICING INFORMATION

PRICING

All equipment prices shall include a breakdown of major equipment. Sorted site equipment list should include all equipment necessary for install (camera, housing, video network equipment (managed switches), power, mounting equipment, NVR environment controlled cabinet and other ancillary items). Equipment proposed to be installed at each physical location shall be clearly identified by part and/or model number, quantity and unit pricing.

Citywide Video Surveillance Cameras, Video Management System and Network equipment pricing shall be detailed and itemized. All unit models, configurations, software, firmware, standard options, special options, and accessories available from the manufacturer shall be included in a price list.

Proposers must include a listing of all services to be provided by the vendor and any services or materials that must be provided by the City.

WARRANTY COST

Proposer shall provide the cost details for providing System Warranty and Support Services for a five year warranty. This includes all equipment, software and services. Proposer shall describe manufacturer and installer warranties that are provided as part of your proposal. Any required maintenance of the system during the warranty period shall be detailed. Maintenance responsibilities and services with related costs should also be detailed.

TRAINING COST

Proposer shall provide the cost details for providing Training. The cost detail must identify the quantity, unit price and total price for each type of training.

VI. PROPOSAL REQUIREMENTS

1. Submission of Proposal

Each Proposer shall submit its proposal(s) in the number, form, manner, and by the date and time and at the location required in the Sections below.

- i. Each Proposer shall provide all information requested in this RFP. The Proposer must organize its proposal package to address each of the elements in this RFP in the order listed in Section VIII Proposal Contents. The Proposer should carefully read all instructions and requirements and furnish all information requested. If a proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.
- ii. The City wishes to promote the greatest feasible use of recycled and environmentally sustainable products and to minimize waste in its operations. To that end, all proposals should comply with the following guidelines: Unless absolutely necessary, copies should minimize or eliminate use of non-recyclable or non-reusable materials. Materials should be in a format permitting easy removal and recycling of paper. A Proposer should, to the extent possible, use products consisting of or containing recycled content in its proposal including, but not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Do not submit any or a greater number of samples, attachments or documents not specifically requested.
- iii. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send an email request for clarification or interpretation to **Larry Jones II, no later than February 23rd at 3:00 PM EST**. Requests for clarification or interpretation may be submitted via e-mail to ljones4@clevelandohio.gov.

2. The City's Rights and Requirements

- i. The Director, at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated

representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.

- ii. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.
- iii. **Proposal as a Public Record**

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the Proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as "proprietary" or "trade secret" will not protect an entire proposal and is not acceptable.
- iv. **Term of Proposal's Effectiveness.**

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the "Proposal Expiration Date").
- v. **Short-listing**

The City reserves the right to select a limited number (a "short list") of Proposer's to make an oral presentation of their qualifications, proposed services, and capabilities.

3. Anticipated Proposal Schedule

Public Safety anticipates it will - but neither promises nor is it obligated to - process proposals received according to the following schedule:

Event	Dates/Deadlines
Issued Request For Proposals	February 4 th
Letter of Interest for Safe Smart CLE RFP	February 10 th at 3:00 PM
Confidentiality & Non-Disclosure Agreement	February 10 th at 3:00 PM
Deadline for Submitting Questions	February 23 rd at 3:00 PM
Deadline for Submitting Proposal	March 11 th at 3:00 PM
Oral Interviews	March 17 th & March 18 th

VII. Proposal Qualifications

Each Proposer, regardless of the form of its business entity, must meet the following requirements. Failure to meet all requirements may be cause for rejection of a proposal. If Proposer is a partnership or a joint venture, at least one general partner or constituent member must meet the requirements. Each Proposer must:

- Background, qualifications, and experience of the firm has a minimum of 5 continuous years of experience of providing Public Safety services described in this RFP.
- The Proposer demonstrates the ability to provide quality information video surveillance assessments for Public Safety Government/Municipalities.
- An organizational chart for the project team, including professional biographies, identifying the key personnel dedicated to this project.
- A general description of the techniques, approaches, and methods to be used in completing this project.
- A description of the chronology for completing the work, including a timeline, and deadlines for each task.
- A detailed cost proposal for each item listed in the Scope of Services.
- Submit with its proposal at least two (2) written, verifiable, Government/Municipality references dated within the last five years from

clients for which the Proposer has rendered services substantially similar to those sought by this RFP. Proposer is required to provide the names, contact, and a brief project scope for each of the references.

Insurance: The successful Proposer, at its expense, shall at all times during the term of the contract resulting from this RFP, maintain the following insurance coverage. The insurance company ("ies) providing the required insurance shall be authorized by the Ohio Department of Insurance to do business in Ohio and rated "A" or above by A. M. Best Company or equivalent. The Successful Proposer, as contractor, shall provide a copy of the policy or policies and any necessary endorsements, or a substitute for them satisfactory to and approved by the Director of Law, evidencing the required insurances upon execution of the contract.

- i. Professional liability insurance with limits of not less than \$1,000,000.00 for each occurrence and subject to a deductible for each occurrence of not more than \$50,000.00 per occurrence and in the aggregate, and if not written on an occurrence basis, shall be maintained for not less than two (2) years after satisfactory completion and written acceptance of the services under the contract.
- ii. Workers' compensation and employer's liability insurance as provided under the laws of the State of Ohio.
- iii. Statutory unemployment insurance protection for all of its employees.
- iv. Such other insurance coverage(s) as the City may reasonably require.

VIII. Proposal Contents

Each technical proposal shall include the following parts in the below order. Please separate and identify each part by tabs for quick reference. Each proposal should be organized so as to facilitate its evaluation.

The technical proposal Shall Be No Longer Than 75 Single-Sided Printed Pages, excluding appendices.

Page size shall be 8.5 x 11 inches. Font size shall be no less than 12 pt. Tabs, dividers, and appendices are excluded from the page count.

The technical proposal response shall consist of the following sections:

Section 1: Cover Letter and Executive Summary

The Executive Summary should provide a complete and concise summary of Proposer’s experience and ability to meet the requirements of this RFP. The summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

Section 2: Profile

The Proposer will provide a profile of its organization and all other sub-consultants who will be providing services. At a minimum, the Proposer will provide the following information:

- Number of years in business
- Number of years involved with services as proposed
- Total number of employees
- Number of signed contracts in progress

Section 3: Qualifications

Each Proposer should state in detail its qualifications, and experience, and how its services are unique and best suited to meet the requirements and intent of this RFP. This should include the qualifications of sub-consultants included in the proposal. Proposer may include as much information as needed to differentiate its services and product(s) from other Proposer’s. At a minimum, please include the following:

- A. Staffing: Qualifications must include resumes and description of organizational and staff experience including the Project Manager and key technical staff proposed for the project. Additional resumes are not required unless that resource will likely play a key role in the project.
- B. Organizational and Staff Experience: Proposer must describe their qualifications and experience of the organization as a whole to perform the work described in this RFP. Information about experience should include direct experience with the specific subject matter demonstrating a technical strength in network infrastructure. Relevant experience must

be associated with projects completed not more than five years prior to the date of this RFP.

Section 4: List of Representative Projects

Provide a list of at least two similar projects that the Proposer has successfully completed within the last five years.

Provide at least two client references (verified name and telephone number) of someone closely familiar with each project and your firm's performance.

Each project description shall be presented in the format consistent with the table below.

Project:	Project Description:
Customer:	Address:
Customer Contact:	Telephone & Email:
Original Contract Value:	
Final Contract Value:	
Explanation of Variance:	
Start Date:	Completion Date:
Key Personnel:	

Section 5: Project Management Approach/Project Methodologies

- A. Describe your Methodologies you will employ on this project to complete assessments, video expansion projects and maintenance. Describe and/or provide examples of the Deliverables requested in the Scope of Services.
- B. Provide a detailed project work break down structure to include tasks, subtasks, timeline, milestones, work efforts and resource assignments.
- C. Define the technical approach and document project deliverables to address the requirements outlined in the scope.

Section 6: Financial Statements

Any financial statements that would be required will be requested only from those Proposers that are “short-listed”.

Fee Proposal: Proposer should submit its fee proposal for each service in a separately sealed envelope clearly marked on the outside.

There is no limit to the number of pages submitted as part of the fee proposal. The Fee Proposal Shall Include Forms And Fee/Hours Tables Attached For The Project.

IX. Proposal Evaluation

Proposals shall be evaluated based on the following criteria (not listed in order of importance):

- Proposer experience and technical strengths
- Proven successful past performance on similar projects.
- Qualification and experience of project staff.
- Written and Oral Presentations will focus on the design/engineering/installation plan of at least 3 - 5 corridors which will be released on February 10th.
- Program Management approach and methodologies.

Fees will not be considered in the technical evaluation. Proposals shall be evaluated first on qualifications and technical merit. Once rankings are established, the fee submittals shall be considered.

A firm's involvement in any current litigation with the City may be taken into account during proposal evaluation.

The ratings are not intended or to be interpreted as a reflection of a Proposer's professional abilities. Instead, they reflect the City's best attempt to quantify each Proposer's ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

Disqualification of a Proposer/Proposal: The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that Proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract.

PROPOSAL CHECKLIST

Proposers should be sure to address all of the following areas in their proposal.

1. Technical Proposal Submission

- Section 1: Cover Letter and Executive Summary
- Section 2: Profile
- Section 3: Qualifications
- Section 4: List of Representative Projects
- Section 5: Design/Engineering, Implementation and Installation of 3-5 Street Corridors
- Section 6: Project Management Approach
- Email Submission

2. Fee Proposal and Required Forms

- 1 Original Fee Table
- Email Submission

All forms are available for downloading on the City of Cleveland's website www.city.cleveland.oh.us under the Forms and Publications.