



The City of Cleveland, Ohio is requesting Request for Quotes from qualified firms to provide a Citywide IP-based Video Surveillance Camera System and Network Maintenance and Professional Services. The scope of these services includes Professional Services & Installation, Video Surveillance Applications Installation & Support, Preventative Maintenance and Repair Service.

These maintenance services will include but are not limited to the following: support the video surveillance cameras, video network, wireless and wired camera connections, power, IP configuration, equipment testing and video optimization, video management system, network video recorders and the uninstallation/installation of replacement cameras, recorders, wired and wireless infrastructure.

The professional services will include but are not limited to the following: project design consulting, video surveillance camera procurement, programming, wired and wireless equipment infrastructure, video surveillance applications and equipment installations and optimizations.

It is understood that a Letter of Interest is mandatory for the Proposer to receive City of Cleveland Complete Video Surveillance RFQ and Fee Schedule related to Video Surveillance Camera System and Network Maintenance services, systems, applications and proposed professional services locations that are protected by Section 149.433 of the Ohio Revised Code, and is not subject to mandatory release or disclosure as a public record under 149.43 of the Ohio Revised Code.

Fee Structure

- Professional Services & Installation



- Project Design
- Materials and Equipment
- Labor and Installation
- Video Surveillance Applications Installation & Support
- Preventative Maintenance
- Repair Services
- Rapid Deployment Services

Requirements

1. Professional Services & Installation Requirements

The City requires Professional Services and Installation of new cameras, wired and wireless infrastructure and video recording hardware and software. Professional Services and Installation will support the video surveillance enhancement initiatives which include camera and infrastructure equipment refreshes, future expansions projects and new network and site locations. There are 5 projects that are currently included in this scope of work.

- i. Video Expansion Initiative
- ii. Video Enhancement Initiative
- iii. Video Surveillance Camera Replacement
- iv. VMS Migration
- v. Video Surveillance Camera Refresh



- The Vendor must have the ability to provide professional services related to the installation of Video Surveillance Cameras, Infrastructure Equipment and Video Surveillance Applications.
- Project Procurement
- Project Installation includes multiple camera types and the following equipment:
 - Video Management Recording Servers
 - Wired and Wireless Connections
 - Point to Point/Multipoint Radios
 - Switches, Patch cables
 - Bucket Truck Lift/Boom Rental/Scissor Lift

2. Video Surveillance Application

Video Surveillance Applications refers to the Video Management System which includes Video Management Recording Servers which handle the recording for the Citywide Video Surveillance Cameras and in-building cameras. Video Surveillance Applications that produce real time situation awareness and create business and operations efficiencies.

- Video Management System
- Business Intelligence & Video Analytics
- Video Data Integration



3. Preventive Maintenance

The City's request for Preventive Maintenance is to proactively perform maintenance, repairs and replacements so that the City can prevent failures before they ever have a chance to occur. These routine periodical inspections will have the goal of noticing small problems and fixing them before major problems develop. The purpose of the preventive maintenance is to reduce and avoid unplanned downtime, increase the up time of the Video Surveillance Network and Cameras, reduce probability of failures and increase operational productivity.

- **Preventive Activities – Minor issues that does not preclude the use of the camera system**
 - Monday – Friday, 9 AM – 5 PM Standard Business Day – Preventative Support

4. Repair Services

The City is requesting Video Surveillance Network and Camera repair services which may include but is not limited to configuring new hardware, installation, updating software packages and maintaining the Video Surveillance Camera Network and Servers. The City request technicians be capable of providing both on-site services and off-site services depending on the issue/repair request/outage/service impact.

- **Repair Service Activities**
 - Monday – Friday, 9 AM – 5 PM Standard Business Day - Technical Support – ***A moderate issue exist that limits the City's normal use of the camera system***
 - Remote – Technician Severity Response – ***A major issue that results in an unusable camera system, 50% down, no workaround or immediate solution is available***



- Major System Failure
- Features and functionality no longer responsive
- Work Orders & Invoices shall be produced by the vendor and shall include the following information: Recorder Site(s), Camera Name(s), Camera Model(s), Camera Location(s), Date of Service, Invoice Number, itemized cost by equipment and service and a total cost
- All work and materials must be guaranteed and be acceptable to the City of Cleveland
- When requested the Vendor will supply the City with parts warranty information
- The Vendor will be fully responsible for any damage to or loss of City equipment while in the Vendor's possession or under the Vendor's control
- The Vendor will provide the required services and will not subcontract or assign the services without the prior written approval of the Department of Public Safety
- The City reserves the right to approve or reject the use of outside subcontractors by the Vendor
- The Vendor is responsible for having sufficiently trained, certified technicians available to rapidly process Citywide Video Surveillance maintenance, repairs and/or professional service installation
- The Vendor will provide proof of Worker' Compensation coverage for its employees, a general liability policy in an amount not less than \$500,000 per occurrence
- The Vendor must have been in the business of Video Surveillance Installation, Maintenance and Repair Services for a minimum period of Five Years
- The Vendor shall use published industry standards as its guide for Preventative Maintenance and Repairs
 - Vendor shall provide all parts at a discounted rate that is equal to Ohio State Term Schedule or better



- If the Vendor offers the public any special pricing that is lower than the City's Contract price, the Vendor must provide the lower price

THE CITY OF CLEVELAND IS AN EQUAL OPPORTUNITY EMPLOYER