

CITY OF COMPTON

Office of the City Manager



REQUEST FOR PROPOSAL

CITYWIDE SURVEILLANCE SYSTEM UPDATE Repair, Maintenance, and Portable Surveillance Solution

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INTRODUCTION

The City of Compton, incorporated in 1888, and known as the “Hub City”, has a population of approximately 100,000 residents, and covers a geographical area of approximately 10 square miles.

The Los Angeles County Sheriff’s Department (LASD) currently provides policing services to the citizens of Compton. The City has taken a proactive and progressive approach to law enforcement and to that end, has provided a citywide surveillance system for use by LASD, to aid law enforcement personnel in their mission of providing a safe environment for all Compton residents.

This citywide surveillance system has been deployed in several phases, with the initial phase occurring in 2007. While the system has been upgraded over time, some of the legacy networking equipment from 2007 remains in use, as well as the initial License Plate Recognition (LPR) deployment at Gateway with the 6 original PIPS LPR cameras still in use.

In 2011 the City began an expansion of the 2007 surveillance system that included thirteen city parks - completed in two phases, upgraded the 2007 Gateway Town Center installation, then a later expansion of the Gateway Town Center system as the shopping center grew. Then in 2014 the City expanded the system significantly to cover multiple intersection locations as identified by LASD, and also expanded the LPR component of the system. Part of 2014 citywide expansion included integrating the Martin Luther King Transit Center camera system, and also utilizing the wireless infrastructure to support traffic flow information at multiple intersections to the Traffic Management Operations Center (TMOC).

This surveillance system has not been maintained and requires repairs and other attention to restore it to full functionality.

Also, the City desires an ongoing relationship with the selected vendor for a maintenance agreement to keep the system fully functioning going forward.

Additionally, the City has been experiencing illegal dumping at multiple locations throughout Compton, and would like to acquire portable camera devices that can integrate with the existing system and be easily relocated.

SUMMARY

Although the City-wide surveillance system has a significant number of traditional surveillance cameras, it additionally supports all LPR cameras and provides connectivity to the TMOC from numerous City intersections.

The City acquired the surveillance system in phases; however, it has not had a maintenance agreement in place to support the system for several years. As a consequence, multiple component parts of the system have fallen into disrepair.

The purpose of this RFP is to identify a qualified vendor to provide the following services:

1. Surveillance system restoration; repair non-functioning components of the citywide surveillance system including LPR, and restore the entire system to a fully functioning status.
2. Provide a 'time and material' maintenance agreement to support this system for a three-year period.
3. Provide a portable camera surveillance solution to address illegal dumping.

The City will hold a pre-bid meeting where the above will be discussed in detail, and appropriate addenda provided to allow potential vendors to have a detailed introduction to the system design, and an understanding of any needed repairs.

SCHEDULE

Request For Proposal Published on **October 29, 2018.**

A mandatory pre-bid meeting and site walk will occur **on November 6, 2018 at 11:00 a.m.** at City Hall located at 205 Willowbrook Avenue, Compton, CA. If prospective bidders do not attend the pre-bid meeting and site walk, they will be disqualified.

No questions will be asked or answered prior to bid submission or the pre-bid meeting. All potential bidders who have conducted the mandatory pre-bid meeting may submit questions in writing, via email to the following email address mhuntley@comptoncity.com by **November 19, 2018.**

A unified response will encompass questions and answers from all bidders which the City will disseminate via email to all qualifying bidders by the close of business day on **November 21, 2018.**

All proposals are due by **November 26, 2018 at 10:00am** at the Compton City Clerk's office located in Compton City Hall at 205 South Willowbrook Avenue, Compton California 90220.

SYSTEM DESIGN

The citywide surveillance system is an independent stand-alone IP video network consisting largely of wireless technology, although fiber connectivity exists to support the Gateway Town Center portion of the project.

This system supports 98 Pan Tilt Zoom cameras situated throughout the City, 15 fixed cameras located mostly at the Martin Luther King Transit Center, 28 LPR cameras and the system also provides connectivity to the TMOC for 38 City intersections.

The reach back point for all radios is the Compton Courthouse Roof, then fiber optic cabling from the courthouse roof IT room to the LASD Compton station MDF, where all head-end equipment is located. Fiber connectivity also exists between the LASD MDF and the Compton City Hall MDF.

Viewing locations exist at the LASD Compton Station, LASD Compton Gateway Town Center Sub-Station, Compton Fire Department EOC located at Fire Station 3, and at Compton City Hall.

Infrastructure is as follows:

- Video Management System (VMS)
Indigovision

- Surveillance Cameras (both IP and analog)
Indigovision, Bosch, Samsung, and Pelco

- LPR Cameras
3M

- Wireless Devices
Firetide, Mikrotik, Siklu, Cisco and Motorola

- Networking Equipment
Cisco

- Video Storage
Indigovision
Seneca
Fit PC's

- Viewing Stations
Dell

Addenda will be provided during the pre-bid meeting that contains additional detailed information regarding the design and existing equipment

SCOPE OF WORK

I. RESTORE EXISTING SURVEILLANCE SYSTEM TO FULL FUNCTIONALITY

There are multiple components within the surveillance system requiring repair and attention.

This includes failed camera equipment, failed radios, failed NVR's and other equipment, as well as equipment, that although still functioning, is beyond the normal end of life.

Additionally, there are oversaturation and antenna alignment issues with some radios, networking problems and line of sight difficulties because of the growth of trees.

Also, there are two locations where cameras and wireless devices have been destroyed by vehicle accidents.

As of the October 2, 2015, 45 of the 113 cameras are off-line. It is believed that several of these cameras are not functioning because of power related issues that will be outside the scope of this RFP. The City will endeavor to resolve these power issues prior to contract signing.

Although some equipment will require replacement, this project is not a 'rip and replace' undertaking. The City believes that it possesses a solid system that will require some attention and work to bring it back to full functionality, and would like a proposal that will utilize all existing equipment, where appropriate.

Although minor design changes will be considered, the City will not entertain major design changes, nor changing the VMS. The VMS will though, require upgrading to provide for full utilization of the system, as well as providing LASD and City staff with a phone app. Moreover, even though there are identified and known problems creating system performance issues, there are also several unknowns. The ability to effectively perform system diagnoses on 'this system', without having to 'learn' the underlying technologies and equipment, will be a mandatory skill required of the successful vendor. The City requires a vendor that won't need to learn on the job.

A list of inoperative cameras will be provided during the pre-bid meeting, as well as other documentation to aid in making an assessment regarding necessary repairs.

The successful vendor will be required to update existing Excel and Google Earth KMZ files (as-builds) to reflect any changes occurring in the project and insure their accuracy. This will include manufacture, model and serial number, location of equipment, IP addresses and user names and passwords, any keys associated with any product, frequencies, software version or other information to allow for accurate documentation.

Addenda will be provided during the pre-bid meeting that contains additional detailed information regarding needed work.

II. TIME AND MATERIAL MAINTENANCE AGREEMENT

As part of this response, The City is seeking a "Guaranteed Response Time and Material Preventative Maintenance Professional Services Agreement." The following are required:

1. RESPONSE

A guaranteed response time - 24/7, 365, based on the urgency of the problem. Responses, will be identified and billed as "SERVICE CALLS" later identified in this RFP.

Highest Priority problems would require a 4-hour on-site response time. A Highest Priority problem would be defined as critical loss of surveillance function, or as a system or network failure where 30% or more of the system becomes non-functioning. An on-site response is not required if the problem can be resolved remotely.

Secondary Priority problems would require a 1-3 day(s) on-site response time, typically next business day. A Secondary Priority would be defined as a non-critical event such as the loss of a PTZ camera. An on-site response is not required if the problem can be resolved remotely.

Low Priority problems would require a 3-5 days on-site response time. A Low Priority response would involve failures that are not time sensitive or only marginally affect the system. An on-site response is not required if the problem can be resolved remotely.

2. PREVENTATIVE MAINTENANCE - CLEANING

Preventative Maintenance will consist of bi-annual site visits to perform visual inspection and also cleaning of all camera lenses/housing for 93 the city's existing pan tilt zoom cameras, 15 fixed cameras and 7 LPR cameras. Traffic management will be provided by the City, if necessary.

Five (5) PTZ cameras and 21 LPR cameras situated along the Willowbrook corridor have been excluded from the bi-annual cleaning due to the logistical challenges involving Union Pacific and Metro Railroad right of way. Needed cleaning at these locations will occur on a case-by-case basis, and will be billed for time and materials.

3. PREVENTATIVE MAINTENANCE, ON-SITE IT PRESENCE

Also required in this agreement is an IT Specialist to be on-site, in Compton, for four (4) hours each month to provide additional preventative maintenance, network management, training or other IT functions related to the Citywide Surveillance System as determined by City of Compton or Los Angeles County Sheriff's Department personnel.

III. PORTABLE CAMERA SOLUTION – Dumping Problem

The City is currently experiencing an ongoing problem with illegal dumping at a variety of different locations throughout the City, and these locations frequently change. Locations tend to be unpredictable but there are repeat locations.

The dumping requires immediate cleanup and is a problem that has become very expensive over time.

The City is seeking a solution that possesses the following:

- Easily portable
- Easily mountable with only one person on the pole necessary

- Capable of integration with the existing Indigovision VMS for remote viewing and also through a phone app
- 4G wireless
- On-site local recording
- Remote recording
- Motion detection
- IR enabled
- PTZ, 360,180, LPR and other camera options. The identification of vehicles, license plates and people are very important to solve this problem. The solution should provide identification during the day and during low-light environments
- An option to be powered locally with batteries, or on existing buildings or poles that have existing 120 or 240 power

The City understands that this is a challenging issue to solve, and is seeking creativity from the successful vendor to provide a solution to permit these violators to be identified and prosecuted.

The City may purchase up to six (6) of these stand-alone portable systems.

Also required will be a minimum 4-hour training session to occur in the field covering the installation, removal and relocation of any proposed system. This training will involve four (4) separate locations that consist of different environments, so that most deployment eventualities are addressed and that City staff are fully capable of deployment without assistance. If 4 hours aren't sufficient to accomplish this, then please provide an estimate of the necessary hours and adjust your response accordingly.

Before any training the City will require testing, further defined under Testing – Final Acceptance, before any decision is made concerning the acquisition of any proposed portable surveillance solution.

IV. EQUIPMENT SPECIFICATIONS

The City expects that only enterprise level, industrial grade equipment will be provided. All equipment shall be new, and less than one year from date of manufacture, no end of life, returned, refurbished or 'value line' equipment will be considered or accepted.

All non-wireless networking equipment will be of Cisco manufacture. All cameras will be Indigovision. In unique circumstances, substitutions will be considered if the Indigovision product line does not provide an acceptable solution. This requirement does not apply to the portable camera solution.

Although the city has a robust wireless infrastructure there is no preference concerning any wireless manufacture proposed, just that proposed equipment be compatible with the existing design and existing equipment.

Where replacement of equipment is necessary, it is expected that current state of the art camera technology will be provided. The City understands that the underlying infrastructure might not support some current hi-def camera technology in certain locations, however it is the desire of the City to receive current technology in this project.

V. CONTRACTOR QUALIFICATIONS

- California Contractors Class C-7, Low Voltage Contractor and/or Class C-10 Electrical contractor with a valid license;
- Must be an authorized Indigovision partner, with current training certification;
- Must be certified in Firetide, Mikrotik, Siklu, Motorola and Cisco wireless solutions;
- Must be CCNA and CCNP certified by Cisco;
- Must be certified in PIPS LPR cameras;
- Successful bidder must perform at least 70% of the required work and sub-contract out no more than 30% of work performed;
- Bidder must have at least five (5) years of experience of designing, installing, networking and managing municipal level citywide surveillance systems via wireless infrastructure. The wireless infrastructure should have supported transmission of a minimum of 30 FPS at 4 CIF, or 30 FPS at 720p of distances over one lineal mile;
- Bidder must have completed at least three (3) previous Public Safety Video Surveillance installations in southern California encompassing at least 75 individual surveillance cameras. Video of over fifty percent (50%) of the surveillance cameras must be transmitted via high bandwidth wireless radio systems at a minimum 30 FPS/4 CIF. The installed systems (listed above) must have been installed for various police agencies with at least 50% of the cameras being installed on municipal light poles and traffic poles. Public Safety is defined as law enforcement agencies and not private security companies;
- Bidder must have experience with outdoor municipal long-range wireless deployments of over 3 miles and have deployed mesh network systems in a public safety environment. This should include experience with Point to Point, Point to Multi Point and Mesh networks in unlicensed spectrum including 900MHz, 2.4 and 5GHz as well as licensed frequencies;
- Bidder must supply reference data on at least three (3) currently operating municipal

or county, public safety, outdoor, camera and wireless installations, within a 100-mile radius, that are similar in size functionality and complexity to this system. Public Safety is defined as law enforcement agencies and not private security companies. These references must be willing to provide a site visit. Supply references on all 3 systems listed above;

- Bidder must have experience in the installation of PTZ cameras on City or County traffic signal poles. Installation is defined as the mounting of individual PTZ cameras on City or County owned traffic signal poles and connecting them to a power source and providing live and recorded video to a remote location via wireless or fiber-optic cable; and
- Bidder must be certified by the manufacture to resell, install and configure any proposed equipment.

CITY RESPONSIBILITY

120vac electrical will be provided to all locations.

Traffic management will be provided by the City when needed, and will be scheduled in coordination with the successful vendor to allow for adequate lead time to provide the service, no last minute requests.

The City will act as liaison with Metro and Union Pacific Railroad regarding any scheduling, and pay appropriate permits and flagger costs when needed.

Any repairs to free standing poles or the installation of free standing poles are City responsibility.

Any tree trimming to address line of sight issues is the responsibility of the City.

Any City required permits.

The City will provide a Project Manager as the single point of contact to oversee and approve any work performed.

CONTRACTOR RESPONSIBILITY

It is the responsibility of the successful vendor to provide a complete solution for the repair of the existing surveillance system and restore the system to full functionality as an all-inclusive turnkey solution.

Additionally, the vendor will provide a 'time and material' maintenance agreement as identified elsewhere in this document.

Further, the vendor with provide a portable 4G camera solution as identified elsewhere in this document to aid in resolving the illegal dumping problem currently experienced by the City, and this solution will integrate with the existing system.

If there are design flaws provided in this document or other documents provided during the pre-bid meeting, or if there is a more effective manner to accomplish the same goal, it will be the responsibility of the successful vendor to correct the design flaw and to provide the best possible solution.

An off-site project manager WILL NOT BE PERMITTED. The project manager must be available to meet on-site as needed, and this responsibility will not be delegated to an installation or repair technician. It is the desire of the City to have any decisions made locally and not require remote approval from others not intimately familiar with the facts at hand. The contractor shall maintain the same project manager throughout the duration of the project

The successful vendor will have the flexibility to provide the best possible solution under the limitations provided in this document.

Participate in any training required to perform any work in Metro and Union Pacific Railroad right of way.

The contractor agrees that all items, conditions, terms and other requirements contained in this document, and additional addenda provided during the pre-bid meeting, serve as an element of the contract for purposes of defining work to be performed and other conditions that are required to provide for a successful restoration, maintenance agreement and portable surveillance solution.

The City and LASD, at their sole discretion, may require security clearances for individual workers assigned to this project, and may require individual workers to sign a waiver for purposes of conducting a background investigation.

The contractor agrees to provide their own lift or bucket truck if needed, and any incidental material or equipment to accomplish this system restoration, including, cabling, connectors or any other miscellaneous item(s) required to provide for a turnkey solution.

Contractor shall visit the various job sites to determine conditions affecting performance of service including location, physical surroundings and nature of existing structures and shall examine carefully the sites of the proposed work and judge for themselves as to the amount and type of proposed work.

Contractor shall field verify all conditions at the job site and perform all work to complete the project, regardless of the variations that may be found, without additional costs to City.

Costs for developing proposals by potential contractors are entirely the responsibility of the potential contractor and will not be chargeable to the City in any manner.

Vendor will perform all work according to accepted industry standards.

PROPOSAL AND PROPOSAL FORMAT

Proposal Conditions

The City reserves the right to reject all proposals, disqualify nonconforming or incomplete proposals at its sole discretion, waive deviations from the RFP, and determine whether proposers are qualified, or to make no award. The City reserves the right to issue addenda to the RFP, to modify the RFP, to modify the franchise agreement, or to withdraw the RFP. The City may request clarification or additional information from any of the proposers at any point in the RFP process. Proposals must comply fully with the requirements detailed in this RFP. Required supporting documentation must be included as attachments and be appropriately identified.

The City reserves the right to obtain clarification information on any item in any vendor's submittal or to obtain additional related information necessary to properly evaluate the submittal. Failure of a vendor to respond to a request for more information may result in the proposal being rejected.

All proposals, upon submission to the City of Compton shall become its property for use as deemed appropriate. By submitting a proposal, the proposer covenants not to make any claim for or have any right to damages because of any misinterpretation or misunderstanding of the specification, or because of any misinformation or lack of information. The City of Compton reserves the right to take one or more of the following actions as determined in the best interest of the organization:

- To accept or reject in whole or in part any or all proposals
- To cancel this RFP in whole or in part without prior notice. Thereafter, City may issue a solicitation for new proposals
- City makes no guarantee as to the usage of the services by City
- To waive, at its discretion, any minor errors, informalities or irregularities, which the City deems correctable or otherwise not warranting rejection of the RFP
- To correct any arithmetic errors in any or all proposals submitted
- To negotiate with any proposer(s) as necessary to serve the best interest of the City and to negotiate the final contract(s) with the most responsive, responsible Proposer
- To investigate the qualifications of any proposer under consideration
- To disqualify a proposal upon evidence of collusion with the intent to defraud or other illegal practices on the part of the proposer
- To require confirmation of information furnished by the proposer
- To award one contract for the total repair process, or make multiple awards if it is in the best interest of the City
- To utilize any or all the ideas from proposals submitted
- To change the proposal's due date upon appropriate notification
- To adopt any or all of a vendor's proposal
- To negotiate modifications to the scope and fee with selected proposer(s) prior to contract award

The City requires five (5) indexed copies of proposals

Proposal Format

Section 1: INTRODUCTION

A letter of introduction to include the history of the company and experience in the type of work being proposed.

Section 2: EXPERIENCE

Explanation of specific qualifications, relevant training, certifications, and years of prior experience with similar projects, and the names and number of current clients with similar projects.

Section 3: RECOMMENDED SOLUTION

Detailed explanation of the approach that the vendor will take to restore the surveillance system to full functionality, a response concerning future 'time and material' maintenance agreement, and a proposed portable camera solution.

Section 4: REFERENCES

Include three (3) reference locations in the Southern California area which the proposed vendor implemented and entire system of similar quality and design to Compton's system within the last three (3) years.

Section 5: COSTS

Pricing broken down into three major components:

1. RESTORE EXISTING SURVEILLANCE SYSTEM TO FULL FUNCTIONALITY

During the pre-bid meeting, addenda will be provided that will identify work requiring specific quotes, as well as work that requires a best estimate from the prospective vendor. The quotes will require a detailed description of all work to be performed including:

Equipment identified to restore the system, including the manufacture model/part number and item description with individual cost and a total for each category.

Descriptions that rebrand equipment manufactured by others will not be permitted, it is required that the actual manufacture be identified for any item proposed. The City does not object to the rebranding of devices or equipment, however wants to know the source and manufacture of any proposed equipment.

Other consumable materials/hardware identified separately.

Labor - installation costs

Freight, if any

Sales tax

It is expected that hourly rates be provided in a manner similar to that requested in the "Time and Material Maintenance Agreement".

Pricing transparency is particularly important with this project, as there are several unknowns, and the City requires a very clear understanding of possible costs associated with those unknowns.

Include a schedule identifying milestones and the time necessary to complete this upgrade and system restoration. It is expected that this project will be complete within 90 days of contract signing.

Priced Separately.

2. TIME AND MATERIAL MAINTENANCE AGREEMENT

Please use a format similar to what is illustrated below in your response.

Annual Base Rate

Identify the annual base rate to provide a response 24/7, 365 based on the requirements identified under 'Scope of Work', including two annual inspections/cleanings and a vendor supplied IT representative present on-site in Compton 4 hours per month.

Year one _____

Year two _____

Year three _____

Maintenance – Repair (Service Call) Responses

All on-site responses will be billed at a 2-hour minimum and include a Truck/Vehicle charge, unless a bucket truck is used and then the Bucket Truck charge will apply. Telephone service calls will be billed at a 1-hour minimum.

Additionally required, are specific charges involving SERVICE CALLS

SERVICE CALLS	RATES
Technician (one-man crew)	_____ per hour
Technician (two-man crew)	_____ per hour
IT Specialist	_____ per hour

Truck/Vehicle Charge _____ per day

Bucket Truck Charge _____ per day

If there is an increase for non-business hours, weekends or holidays, please clearly identify the difference as a separate item.

MATERIAL/EQUIPMENT

Percentage cost/markup over actual invoiced cost _____ %

All rebates, hold backs or other promotions that lower vendor cost will be reflected in "cost" and passed on to City.

Priced Separately.

3. PORTABLE CAMERA SOLUTION – Dumping Problem

All equipment shall be identified that is contained in the proposed solution, including the manufacture model/part number and item description for all items contained within the solution.

Provide a unit price, with an option to purchase up to (six) 6 units.

Include any freight and sales tax.

Provide a price for a four (4) hour in-field training period as identified in Scope of Work, including a bucket truck.

Any required testing will be the responsibility of the vendor, and will be part of the selection process in determining City acquisition of any proposed solution. See Scope of Work, and Testing – Final Acceptance

Priced Separately.

DEFINITIONS

1. City – is defined as the City of Compton, a municipal government
2. Vendor or Contractor - is defined as an individual or entity possessing a California Contractors Class C-7, Low Voltage Contractor and/or Class C-10 Electrical contractor who enters into an agreement with the City of Compton for purposes of performing the work identified in this document
3. LASD or Sheriff's Department – is defined as the Los Angeles County Sheriff's Department
4. Project Manager
 - i. For the City of Compton, is defined as the person assigned by the City as the single point of contact for vendor relations and liaison who will oversee the project on behalf of the City.
 - ii. For the Contractor, is defined as the on-site individual assigned to

the project who is charged with making decisions and is the single point of contact for City relations and liaison. A remotely located project manager WILL NOT BE PERMITTED.

5. Turnkey – is defined as a successful upgrade/restoration for a complete, effectively functioning video surveillance solution that permits effective viewing and recording of all video, at all viewing locations and at all LCD's, at a minimum of 4 CIF, 30 FPS, with a minimum 14 days of video retention at 4 CIF, 30 FPS at identified recording locations. This solution will work with and be compatible with all existing City of Compton surveillance system and network infrastructure.

SELECTION CRITERIA

The City will form an Evaluation Committee to review all submittals received by the deadline. Any submittal failing to meet any of the qualifications requested in this RFP will be rejected. The purpose for the Evaluation Committee is to recommend which vendor is best able to provide, repairs, future maintenance and a portable camera solution, to the City's requirements, and within the City's budget. A submission in response to this RFP indicates your acceptance of the City's evaluation criteria.

ORGANIZATION BACKGROUND - 15%

Company's demonstrated capabilities and local staffing levels to meet the project's needs, service requirements and the company's safety record.

RECOMMENDED SOLUTION – 35%

Understanding of requirements involved to restore the Compton citywide surveillance system to a fully functioning status, the different elements of the system, the proposed approach to resolve problems in restoring a system that involves many unknowns, the likely efficiency of the portable camera solution, quality assurance plan and project management methodologies.

TECHNICAL COMPETENCE AND EXPERIENCE – 30%

Key personnel's demonstrated experience, expertise and ability to meet technical system requirements as outlined in this document and addenda to be provided. Proof that the selected vendor has the relevant experience to work on this system, and that there is no 'on-the-job' learning required of the selected vendor.

REFERENCES – 10%

Vendor has completed three projects similar in scope, scale, and budget with relevant experience in law enforcement sector.

COST – 10%

The cost proposal is comprehensive, detailed, completely transparent, and realistic to complete the project.

TESTING – SYSTEM ACCEPTANCE

Surveillance System Restoration

Prior to acceptance of the final product concerning the surveillance system restoration, City staff will inspect and test each location, or item provided, with the vendor, to insure

that work has been completed to the satisfaction of the City, and that all elements of the system function effectively, and that the project is complete.

'As Builds', as identified under Scope of Work, will be provided to the City prior to final acceptance and before any system testing.

Portable Camera Surveillance Solution

The City will require a two week testing period, occurring at two separate locations to be identified by the City. The testing will occur for seven days at each location and the solution will be fully deployed as it is intended to be used. This includes full integration with the VMS, and a phone app, so that LASD and City staff may view the test locations at their convenience. The testing will involve confirming identification of vehicles and people as described under Scope of Work.

This testing will determine whether the City will proceed with acquisition of the proposed portable surveillance solution.