



CLEVELAND HEIGHTS

City of Cleveland Heights 40 Severance Circle Cleveland Heights, OH 44118

Request for Proposals

CITYWIDE SURVEILLANCE SYSTEM

PURPOSE

The City of Cleveland Heights, Ohio (hereafter referred to as "City" or "Cleveland Heights") seeks proposals for a Citywide Surveillance System.

OBJECTIVE

The objective of this Request for Proposal is to identify the vendor that has best demonstrated the ability to provide the highest quality of product and service that best meets the needs of the City. The City's intent is to leverage a feature rich, scalable, and reliable surveillance system, designed and installed with full functionality in Q1 2023.

METHOD

A Request for Proposals (RFP) is issued by the City of Cleveland Heights when competitive sealed bidding is not practical or advantageous to the City. The RFP process allows for competition in technical excellence, complex services and purchase of non-standard items.

This is not a price determinant competitive bid request. As such, the lowest price proposed will not guarantee an award recommendation. The criteria set forth in this RFP will be used to measure how well the vendor meets the requirements and needs of the City.

The city welcomes proposals and pricing through one of the following cooperative purchasing programs: Sourcewell, HGACBuy, Equalis Group, & Ohio Department of Administrative Services

Once a letter of interest is submitted to the City, locations will be provided and site visits may be scheduled to view the City infrastructure and obtain a clear overview of the project.

Proposals submitted by the specified deadline will be considered by a Selection Committee that will review each proposal according to the enclosed criteria. All proposed requirements must be met by the responding organization or the submittal may be disqualified as being nonresponsive. The award, if any, will be to the organization deemed best qualified by the Selection Committee to provide the equipment and perform the services outlined in this RFP.

Interviews may be conducted with the organizations that have the top-rated proposals. Any costs relating to an interview are incurred at the vendor's expense. Furthermore, all expenses

involved with the preparation and submission of proposals to the City, or any work performed, in connection therewith shall be borne by the vendor(s). No payment will be made for any responses received, or for any other effort required of or made by the vendor(s) prior to commencement of work as defined by a contract approved by the Cleveland Heights City Mayor and City Council.

The City may, at its sole and absolute discretion, reject any and all, or parts of any and all, proposals; re-advertise this RFP; postpone or cancel, at any time, this RFP process; or waive any irregularities in this RFP or in the proposals received as a result of this RFP. Proposals will be processed expeditiously and each organization will be recorded as a respondent. Proposal content, including pricing, will be kept confidential until the contract is awarded.

TERMS AND CONDITIONS

The “Terms and Conditions” shall be applicable to any contract or agreement entered into as a result of this proposal. The terms “vendor”, “provider”, or “organization”, may be used interchangeably in this solicitation and shall refer to exclusively the person, company or corporation with whom the City enters into a contract as a result of this solicitation.

DEADLINE FOR PROPOSALS AND KEY DATES

Proposals must be received by the City IT Department no later than **5:00PM EST, September 30, 2022**. The proposal must be responsive to the requirements stated in the RFP.

The proposal must be submitted to:

Ryan Prosser
Director of Information Technology
City of Cleveland Heights
40 Severance Circle
Cleveland Heights, OH 44118
camerarfp@clevelandheights.gov

Proposals received after the stated date and time will not be opened or considered for award.

Letters of Intent Due (Email) September 14, 2022 5:00PM EST

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 camerarfp@clevelandheights.gov

Issuance of Final Addendum September 14, 2022 5:00PM EST

Closing Date September 30, 2022 5:00PM EST

INTRODUCTION – BACKGROUND AND DESCRIPTION

Currently, the City of Cleveland Heights has several disparate camera systems at various locations. These systems are in need of replacement and additional coverage is needed. This turnkey solution is to support the placement and replacement 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 Heights Parks, Business Districts, Parking Garages, Parking Surface Lots, and Major Thoroughfares. The Video Surveillance Camera and Network design includes but is not limited to the following: layout, replacement and placement of enclosures, antennas, access points, cameras, networking equipment, any additional required city infrastructure (power, utility poles), LED blue flashing lights, cabling, wiring, power, installation, IP configuration, equipment testing and optimization, Video Management System hardware and software and other ancillary pole attachment equipment. A list of current and proposed camera locations will be released upon submission of letter of interest.

SCOPE OF SERVICE, SPECIFICATIONS & REQUIREMENTS

1. Vendors shall provide responses to all items included with this RFP.
2. All equipment delivered must be standard brand new, unused, of latest model of regular stock product, currently in production with any and all required service parts readily available in order to maintain a fully operational system.
3. The reuse of any existing City equipment meeting the capabilities described within this RFP or mutually agreed upon to be still of useful life and not near end of life would be deemed appropriate e.g., a clean and well-fit enclosure or a newly replaced camera/antenna.
4. Equipment must not be deemed unauthorized or ineligible for purchase via any current United States Federal Grant Programs.
5. The selected vendor will be expected to provide full maintenance of all equipment. The maintenance agreement should include all supplies, maintenance, parts, shipping, delivery, labor, travel, and preventative maintenance.
6. Devices must have the following capabilities:
 - a. Fiber and/or Wireless Point to Point/Multi Point links from the camera locations to headend locations for video recording
 - b. Product must be capable of delivering IP and Ethernet over the same link
 - c. Multi-band operation in a single device with a variety of channel bandwidth options
 - d. Quality of service and advanced network features
 - e. Built in redundancy and protection schemes maximize service availability
 - f. Robust air interface with unique interference mitigation and NLOS operation
 - g. Camera Devices, Power and Mounting Hardware for Business Districts/Major Thoroughfares/Hot Spots
 - h. Outdoor PTZ and Fixed Cameras offering HDTV 1080p, 32x optical zoom, day/night functionality, built-in camera analytics
 - i. 5 Year Camera Warranty
 - j. Protection against direct UV, dust, rain and snow
 - k. Continuous power
 - l. Video Management System (Network Recorder)

- a. H.264/H.265
 - b. 30-60 Frames per second
 - c. Configurable 7-30 days of recording retention
- 7. Vendor will provide management software and installation and configuration services.
- 8. Vendor to deliver upon completion as-built documentation with inventory in a spreadsheet format as well as aerial pictures such as those from an online mapping software with camera locations and areas covered by surveillance including field of view and distance.
- 9. 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 municipalities or law enforcement agencies will be used. The vendor must document successful deployments by including the names and telephone numbers of contact persons as part of the reference requirements of this RFP. Vendor to describe the ongoing assessment of the working environment of the device locations to address and resolve any operational challenges.
- 10. Describe your plan and service level agreement for maintaining all equipment, including guaranteed response time, maintenance hours availability, qualifications of technicians, preventive maintenance guidelines, and any other applicable information. Consider that certain offices of the City operate twenty-four hours per day, seven days per week. Please detail the service level agreement that will be adhered to throughout the contract, and how it may be maintained. Provide any information on tracking and reporting service requests, including real-time updates to the customer as well as closing resolution descriptions.
- 11. Describe the implementation plan including any and all of the following:
 - a. Task to be performed at each site: Parks, Business Districts, Intersections, Parking Garages, Parking Surface Lots, Thoroughfares, and Points of Interest (Hot Spots)
 - b. Number of hours each task will require
 - c. Deliverables created by each task
 - d. Dates by which each task will be completed (dates should be indicated in terms of elapsed time from project inception)
 - e. Resources assigned to each task
 - f. Required Public Safety and City personnel support
 - g. Required City infrastructure
- 12. Describe the foreseeable and equitable customer support relationship between the vendor and the City.
- 13. Vendor will guarantee that adequate training, at no charge to City, shall be provided to staff upon initial placement as well as upon request from time to time. Describe your training plan and identify methods of user support.

14. Describe how the system may be monitored for alerts, diagnostics, issues, warning, and errors so that service is provided on a proactive basis.

PROPOSAL FORMAT

To standardize responses and simplify the comparison and evaluation of responses, all proposals must be submitted via email, USB memory stick, or secure file share service.

1. Business Organization

Provide the name and address of the organization that will provide services and number of years in business under current name and structure. The principal in charge of the project shall be identified. A statement from the organization shall be included that, to the best of its knowledge, there are no circumstances which shall cause a conflict of interest in performing services for the City and if there are any pending mergers or litigations that potentially might impact our business relationship with you.

2. Non-Collusion Certification

Each party submitting a proposal must submit as part of its proposal, a completed, signed and notarized Non-Collusion Certificate. By the signature affixed on the proposal, the proposer certifies that he/she is (sole owner, partner, president, secretary, etc.) of the party submitting the foregoing proposal; that such proposal is genuine and not collusive or sham; that proposer has not colluded, conspired or agreed, directly, with any proposer or person, to put in a sham proposal; or colluded or conspired to have another not submit a proposal and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person to fix the proposal price of its proposal or any other proposal, or to fix any overhead, profit or cost element of the proposal price, or that of any other proposer, or to secure any advantage against any proposer or any person or persons interested in the proposed contract and that all statements contained in the proposal are true; and further, that the proposer has not directly or indirectly, submitted this proposal, or the contents thereof, or divulged any related information or data to any association or any member or agent of any association.

3. Confidentiality and Non-Disclosure Agreement

Submission of the Confidentiality and Non-Disclosure Agreement regarding the City of Cleveland Heights' Request for Proposal for Video Surveillance for the City of Cleveland Heights is required

4. Specifications, Scope of Service and Pricing

Provide all information requested from "Scope of Service Specifications & Requirements" section. Describe any additional benefits or services offered.

All equipment prices shall include a breakdown of major equipment. Sorted site equipment list should include all equipment necessary for install such as cameras, housings and cabinets, video network equipment, antennas, modems, batteries,

power supplies, solar panels, mounting equipment, 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.

Proposer must agree that some sites or equipment described may be omitted from the project as a result of time or budget constraints and that adjustments to the scope may be made by the City.

5. Experience and References

Describe the ability of your organization's infrastructure and service to meet the current needs of the city. Include three references where similar type of service was performed in the past three (3) years.

6. Certificate of Insurance

Provide certificates of insurance showing Professional Liability 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, Worker's Compensation, and Vehicle Coverage.

7. Warranty

Include a complete warranty statement for the equipment you propose

8. Addendum Forms

Signed addendum forms (if issued)

Failure to include all above information in proposal may disqualify the proposal as non-responsive.

SELECTION CRITERIA

Proposals will be evaluated by a Selection Committee utilizing the principal criteria described below.

Proposal Pricing

Pricing shall be a substantial consideration, but not the sole consideration in the selection process.

Maintenance and Support Services

Vendor has the ability, capacity, qualifications and certifications to maintain equipment. Vendor has demonstrated the ability to receive, track, report, and submit real-time updates to the customer with verified opening, any progress, and closing resolution descriptions. Vendor provides a detailed program for the provision of equipment and preventative maintenance.

Technical Qualifications

The vendor is able to adequately meet the specifications provided herein. The vendor is a manufacturer's authorized representative and/or distributor for the equipment proposed. Vendor has demonstrated the technical skills in regard to similar projects with other customers.

RFP Responsiveness

The City will consider all material submitted to determine whether it is in compliance with the RFP.

References

The City may contact references directly to inquire about the quality and type of services currently being provided.

Implementation Plan

The vendor has proposed an acceptable implementation plan, and succession or termination plan.

Additional Benefits

Any other benefits that may be offered to the City, including but not limited to additional data and analytics services, facilitating cost savings, decreased carbon footprint, or increased sustainability and general operational efficiency will be considered.

These are minimum specifications. The City reserves the right to waive technicalities and accept the proposal and organization that best suits its needs.

GENERAL PROVISIONS

Proposal Award

The award, if any, shall be made to the organization whose proposal is deemed by the City of Cleveland Heights to be in the best interest of the City. The decision of the City of whether to make the award and which proposal is in the best interest of the City shall be final. No contract shall be awarded to a person or firm against whom an unresolved Finding for Recovery has been issued by the Auditor of State. To comply with ORC 9.24(E), the City's Designee shall perform a certified search to verify that the contract awardee does not appear in the Auditor of State's database. This search shall be included with the recommendation of award to the Mayor. No contract shall be awarded to a person or firm who appears on the list of Debarred Contractors with the Ohio Secretary of State.

Signature by Responsible Party

All proposals must be signed and dated with organization name and by a responsible officer or employee authorized to transact business on behalf of the organization, partnership or corporation. No organization may assign or transfer any legal or equitable interest in his proposal after the date and hour set for the receipt of proposals.

City's Rights Reserved

The City reserves the right to accept or reject any or all proposals in whole or in part, to waive any irregularities in any proposal, to accept the proposal(s) which, in the judgment of the City is/are most advantageous to the City and to re-advertise if desired. The City reserves the right to negotiate with any provider(s).

Conflict of Interest

The provider agrees that it presently has no interest, and shall acquire no interest, direct or indirect, that would conflict in any manner or degree with the performance of its services hereunder. The provider further agrees that, in the performance of the agreement, no person having any such interest shall be employed.

Interest of Public Officials

No member, officer or employee of the City during this tenure or for one year thereafter, shall have any interest, direct or indirect, in this proposal or the proceeds thereof.

Indemnification

The provider agrees to protect, defend, indemnify, and hold harmless City, its elected and appointed officials, agents and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, for injuries to any person or persons, caused by organization's proposals or subsequent submittals.

The provider's obligation to protect, defend, indemnify, and hold harmless, as set forth hereinabove, shall include any matter arising out of any actual or alleged infringement of any patent, trademark, copyright, or service mark, or any actual or alleged unfair completion, disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations.

Ownership

All documents and materials prepared pursuant to this proposal are the property of the City. The City shall have the unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data or other materials prepared under this process. All proposals are subject to the provisions of Ohio public records law.

Verbal Agreement

No verbal agreement or conversation with any elected or appointed official, agent or employee of the City, either before, during or after the submittal of this proposal shall affect or modify any of the terms or obligations herein contained, nor shall such verbal agreement or conversation entitle the provider to any additional compensation or consideration whatsoever under the terms

of this request for proposals.

Changes

The City may, from time to time, request changes in the Request for Proposals issued to the provider to be performed hereunder. Such changes shall be incorporated in written amendments to this Request for Proposals.

Anti-Discrimination

The organization shall not discriminate against any person or applicant for employment because of race, sex, sexual identity or expression, gender origin or identity, national origin, religion, disability or age.

APPENDIX A - Will be provided after Letter of Interest is submitted.

Itemization of current devices and current and proposed locations