

**NOTICE OF REQUEST FOR PROPOSAL FOR A VIDEO SURVEILLANCE & ACCESS
CONTROL SYSTEM UPGRADE**

DUE DATE FOR PROPOSALS: 5 pm – February 2, 2023

GENERAL INFORMATION

The City of Avondale Estates will consider all qualified responses to this RFP and score each response based on the evaluation criteria established in this RFP document. Sealed proposals are being solicited to replace the City of Avondale Estates' various camera systems at the City's Town Green, City Hall, and the Public Works Building. In order to be considered, proposals must be received at the City of Avondale Estates City Hall offices by 5 pm on February 3, 2023.

CONTACT INFORMATION

Please contact Harry Hess, Chief of Police, for any questions, requests for clarification or interpretations. Responses will be handled as an addendum to this RFP and will be communicated to all potential vendors.

Questions submitted by January 20, 2023

Responses will be submitted by January 27, 2023, and will be posted to www.avondaleestates.org

Contact Name: Harry Hess
Email: hess@avondaleestates.org
Address: 21 N. Avondale Plaza
Avondale Estates, GA 30002

Submission of Proposals

All proposals are due by 5 pm on or before February 3, 2023. Proposals are to be mailed or hand delivered to the following location:

City of Avondale Estates
RE: Video Surveillance and Access Control System Upgrade
21 N. Avondale Plaza
Avondale Estates, GA 30002

Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Late proposals will not be evaluated for award.

Coverage & Participation - The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of property and buildings within the City of Avondale Estates and itemized below. The City of Avondale Estates reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of coverage and participation at any time without prior written notification and without any liability or obligation of any kind or amount.

Good Faith Statement - All information provided by the City of Avondale Estates in this RFP is

offered in good faith. Individual items are subject to change at any time. The City of Avondale Estates makes no certification that any item is without error. The City of Avondale Estates is not responsible or liable for any use of the information or for any claims asserted there from.

Bids will be opened at City Hall on February 6, 2023

Proposal Requirements

Proposals should be no more than 15 pages including required exhibits

- Exhibit A – Bid Sheet
- Exhibit B – Check list of capabilities
 - Describe the proposed maintenance plan
 - List any additional use/capabilities of the cameras/systems not listed below
- Exhibit C – Recommendation sheet; provide 3 recommendations including contact information from places that have purchased these cameras and that are managed by the applicant.
- List of places where these cameras have been installed and managed by the submitter. Preferred locations in public spaces for public safety purposes and managed by government entity.
- Implementation schedule
- Company background, experience, and credentials for project manager.

Selection Criteria

- An optional pre-bid meeting will be scheduled on January 12, 2023, at 10 am beginning at City Hall. Staff will provide a tour of the sites and answer questions about the RFP.
- Proposals evaluated based on capabilities, support and cost.
- Interviews of short-listed proposers may be required the week of February 13, 2022.

Summary of Timeline

- January 12, 2023 – Pre-Bid Meeting
- January 20, 2023– Questions due to Project Manager
- January 27, 2023 – Questions and Responses Posted to website
- February 3, 2023 – Proposals Due
- Week of February 13, 2023 – Interviews (if needed)
- March 8, 2023 (estimated) – Contract awarded
- March 9, 2023 (estimated) – Contract Review and Approvals
- March 13, 2023 (estimated) – Notice to Proceed

Background

The City of Avondale Estates consists of three sites for this proposal:

- Town Green, 64 N. Avondale Road
- City Hall, 21 N. Avondale Plaza
- Public Works, 166 Locust Street

City Hall, the Town Green, and the Public Works Building contain PoE-enabled network switches. All sites are connected internally with fiber. The company manages all traffic routing and VLAN configuration.

Currently, City Hall and Public Works has an independent video surveillance system, and the other three locations do not. Not all sites have an IP-based system, some systems are older and use proprietary wiring. Ages, models, and capabilities of existing systems vary widely. The current systems have multiple issues, including inability to review video offsite, inability to review video without proprietary client software, inability to customize management, presence of numerous blind spots, poor video quality, and poor night vision.

The City is looking for a vendor that can recommend camera coverage, locations of cameras, access control, and can provide a turn-key program.

Objectives/System Requirements

The City of Avondale Estates is seeking to replace a collection of old, standalone, disparate, proprietary security and camera systems with a single unified modern system.

Capacity and Scalability

- The total number of cameras needed is approximately 17 (4-Indoor, 13-Outdoor) for City Hall, Town Green and Public Works.
- Up to 365 days of retention on the camera itself.
- The solution shall have the capability to add additional cameras on demand as deemed necessary by the City of Avondale Estates in the future.
- All outdoor camera enclosures shall be vandal-proof, anti-tampering, and anti-vibration compliant.
- All indoor and outdoor cameras shall have the following specifications at a minimum:
 - Up to 4k image resolution (3840 x 2160)
 - IP67 rating to protect against dust and environmental elements for outdoor cameras.
 - IK8 vandal resistant rating or above.
 - Infrared illumination for night visibility.
 - Capability to produce video at minimum 24 FPS or more.
 - Image stabilizing to reduce blurring.
 - Day and Night viewing and recording capability.
 - Standard RJ45 connectivity including Power Over Ethernet (PoE) capability to receive power.
 - Motion detection either as a camera option or an option on the management interface.
 - Capability to record audio.
 - Capability to perform computer vision analytics at the edge.
 - Built in solid state hard drive capable of recording 365 days of continuous video.
 - Native integration with vendor's own access control.
 - Full range of camera models: bullet, fisheye, dome, and mini dome.
 - Ability to integrate with a remotely managed viewing station.
 - Ability to support AES256 encryption standards.
 - UL / CUL 62368-1 certification for audio/video, information and communication technology equipment.

Access Control Qualifications

- Access Control Solutions does not require any local server, appliance or desktop to operate.
- Access Control software does not have any dependencies on additional software other than a functional browser and web connection.
- Access Control hardware does not have limitations around door counts
- Access Control system is managed through a secure web portal. Does not require any local area connection.
- Single platform and command console that provides video management as well as access control management.
- Access control system allows an unlimited number of Administrative Users. No additional software licenses.
- Access Control Solution offers 2FA authentication for the management console.
- Access Control Solution offers Role Based Access Control.
- SAML / SSO integration with standard providers.
- Access control has all traffic encrypted in transit.
- No inbound connections allowed to devices.
- No port-forwarding needed to enable web access.
- Access control solution scales to 1000s of doors without any additional infrastructure requirements.
- Minimum retention of one year for access control logs

Administration and management

- Preference will be given to “hybrid cloud-based” camera systems that do not require the presence or management of any onsite hardware (other than cameras), the installation and maintenance of onsite software and/or proprietary software to manage cameras, or the configurations of firewall exceptions to allow offsite access
- Provide multiple levels of system administration to accommodate different staff who will have varying roles viewing or managing cameras
- Capability to audit account usage.
- Provide a system of “tagging” cameras in multiple categories (for instance, cameras may be tagged by COMPANY Name, Indoor/Outdoor, etc.) that can be assigned to different camera operators. Some examples of how these tags would be employed:
- Authorized company personnel may view any camera tagged for their location.
- Certain custodians may view cameras at multiple locations
- Authorized law enforcement may view all cameras tagged “Outdoor” at any time, no matter what site.
- “Emergency” access, audited for usage, given to authorized law enforcement that can view selected cameras.
- Authorized personnel may view any camera tagged for any site
- Provide either email or SMS notification of critical system events (camera failure, tampering, etc.).
- Provide the ability to filter video based on date and time range, and the physical description of a person (appears male or female, clothing color on top, clothing color on bottom, wearing a backpack, etc.).
- Provide the ability to filter video based on date and time range in combination with the unique photo of a person’s face.

- Provide the ability to filter video based on date and time range in combination with the make, body and color of vehicles (cars, buses, trucks and motorcycles).
- Have the capability and capacity to view live video as well as the capability to review at least 30 days of historical video (historical footage may be limited to motion events only).
- Ability to identify and search “hot spots” in a camera’s field of view for motion.
- Have the ability to export industry-standard video formats of selected video footage that can be viewed on standard platforms without a proprietary viewer. • Have the ability to filter video by date/time, gender, upper body/lower body clothing colors, or if a person is wearing a backpack across multiple cameras or multiple sites.
- Have the ability to search for a unique face captured by the camera across multiple cameras and multiple sites.
- System to have mobile client or mobile device accessibility to securely access and view footage both on and off site at any time, and to conduct person/vehicle analytics via the mobile device as well.
- Strong preference will be given to RFPs that use a browser-based client that can be accessed across multiple platforms (to include Windows, Chrome OS, MacOS, iOS, and Android) without using proprietary plugins like Java, Silverlight, or Flash.
- Active Directory integrations (ADFS, Azure, Okta, OneLogin, Suite)
- Native integration with Access Control
- Live alerts and notifications for when uploaded faces/people are detected by any camera
- Archive video footage with unlimited storage and to be saved on the cloud indefinitely
- People heatmaps showing live and historical views of where activity is taking place
- Crowd detection alerts for when people are congregating
- Multi-factor authentication

Support and Maintenance

- The City of Avondale Estates requires an initial minimum five-year licensing and support with onsite support, with the option to continue annual support after the five-year period has ended.
- The vendor shall provide a detailed description of support offered, and the average response time for a support request.
- The vendor shall provide firmware upgrades to camera hardware during the period of operation.
- 10-year hardware warranty.
- Provider shall have experience managing significant scale (100k+ devices) in the field.
- Please provide a technical roadmap for the proposed solutions. How does the proposed solution fit into the vendor’s current product lifecycle?

Installation and Configuration

- The City of Avondale Estates is looking for a “turnkey” solution. The vendor will be responsible for all camera hardware, licensing, mounting, and configuration of equipment. •
- The vendor will be responsible for coordinating with the City’s staff in configuring the networking equipment to work with the existing networks.
- Cameras will be placed in an appropriate VLAN at each site and will use DHCP for addressing.
- Vendor shall supply camera specifications including manufacturer, model, description, any special maintenance requirements and warranty.
- Vendor to configure the camera frame rate and compression rates to balance quality, storage, and bandwidth utilization.
- Vendor to configure the motion detection sensitivity (where appropriate) • Vendor to configure each camera’s identification and description (using a naming scheme that incorporates building and location, scheme to be approved by staff before setup begins).
- Vendor shall be an authorized seller or partner of their proposed solution. • Vendor is responsible for all mounting hardware, brackets, conduit, and accessories as required by manufacturer and/or site conditions to successfully place the cameras per proposal.
- The field of view on all cameras is to be coordinated and confirmed with staff.

General terms

Consideration of Proposals: The Company reserves the right to reject any, and all proposals; to accept portions of bids and alternates in any order or combination; is not obligated to accept the lowest or any RFP; and may waive any informality or irregularity in submittal procedures.

Proposal Binding Period: Prices quoted in the Vendor’s response for all labor and materials will remain in effect for a period of at least ninety (90) business days from the issuance date of the Vendor’s response. Labor rates should remain in effect for the length of the project.

Price Stability: Contract prices and discounts shall be fixed at a not to exceed price at the time the contract is signed. In no case shall the price exceed the proposal price.

Proposal Ownership: All proposals shall remain the property of the City of Avondale Estates.

This RFP is not an offer to contract. Acceptance of a proposal neither commits the City of Avondale Estates to award a contract to any supplier, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a supplier for reasons other than lowest price. We will thoroughly examine each proposal for best price, product quality, performance measures, flexibility and customer support.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must complete in their own interest and in their own behalf. If you are subcontracting any portion of this agreement, you must identify the subcontractor in your proposal and agree that all subcontractors are bound to all terms and conditions of this RFP.

The supplier will absorb all costs incurred in the preparation and presentation of the proposal. All suppliers who submit proposals will be notified of the results of the selection process.

The City of Avondale Estates reserves the right to reject any or all proposals, in whole or in part, with

or without cause, even if all the stated requirements are met. In addition, the City of Avondale Estates may enter into negotiations with one or more entities simultaneously and award a contract without notification. At the sole discretion of the City of Avondale Estates, bidder presentations may be requested before award of the contract. The City of Avondale Estates may also request the opportunity to view a demonstration of the proposed technology.

Debarred Bidders or Subcontractors: A vendor who is currently subject to state or federal debarment order or determination shall not be considered for evaluation by the procurement team.

Conflict of Interest: A vendor may be disqualified on the basis of a real or apparent conflict of interest that is disclosed by the proposal or other data available to the Company.

Hold Harmless/Indemnification: The Vendor shall assume the entire responsibility and liability for any and all damages to persons or property caused by or resulting from or arising out of any act or omission on the part of the Vendor, its subcontractors, agents or employees under or in connection with this contract or the performance or failure to perform any work required by this contract. The Vendor shall hold harmless and indemnify the City of Avondale Estates and its agents, volunteers, servants, employees, and officers from and against any and all claims, losses or expenses, including but not limited to attorney's fees, which either or both of them may suffer, pay or incur as the result of claims or suits due to, arising out of or in connection with any and all such damage or injury, real or alleged resulting from any act or omission of the Vendor. The Vendor shall, upon written demand by the City of Avondale Estates, assume and defend at the Vendor's sole expense any and all such suits or defense of claims

Information provided to Bidders: The Vendor is deemed to have examined the Bid Documents and satisfied itself as to the sufficiency of the information provided and that its pricing summary covers the cost of complying with all of the requirements of the Bid documents and of all matters and things necessary for the due and proper performance and completion of professional services

Pricing: All Pricing should be submitted free of any sales tax. The City of Avondale Estates is sales tax exempt.

References: Provide a list of at least three (3) current references where similar maintenance packages are successfully being performed. The reference list is to include: contact individuals, company name, current email address, and current telephone numbers. The City of Avondale Estates reserves the right to contact any individuals that are listed for references regarding the technology, vendor, service, or any other factor.

Oral Contracts: Any alleged oral contracts or arrangements made by a respondent with any employee of the City of Avondale Estates will be superseded by the written contract.

Amending or Canceling Requests: The City of Avondale Estates reserves the right to amend or cancel this RFP, at any time, if it is in the best interest of the City.

Rejection for Default or Misrepresentation: The City of Avondale Estates reserves the right to reject the proposal of any vendor that is in default of any prior contract or for misrepresentation.

Clerical Errors in Awards: The City of Avondale Estates reserves the right to reject inaccurate awards resulting from clerical errors.

Rejection of Qualified Proposals: Proposals are subject to rejection in whole or in part if they limit or modify any of the terms and/or specifications of the RFP. Please note that sealed bids received after the above stated deadline may be rejected and considered disqualified, and no faxed bids will be accepted.

Dispute Resolution: Vendor disputes arising out of, or relating to, the contract must be submitted in writing to the City Manager. The City Manager will issue a decision within 10 business days. Vendors that wish to appeal the decision must do so by contacting the Superintendent within 5 business days of notification of the Director of Business. The Superintendent will issue a decision within 10 business days of receiving a written appeal of the Director of Business decision. The decision of the Superintendent is final.

Presentation of Supporting Evidence: If requested, respondent(s) shall present evidence of experience, ability and financial standing necessary to satisfactorily meet the requirements set forth in the RFP or those implied in the proposals.

Changes to Proposals: No additions or other changes to the original proposal will be allowed after submittal. While changes are not permitted, clarification at the request of the City of Avondale Estates may be required at the sole expense of the respondent.

Exhibit A BID SHEET

Name of project: Avondale Estates Camera Cost Sheet

Company Name

Primary Contact

Address:

Phone

Email

Submittal date

Signature of company representative

Cost Proposal

A. Camera and Supporting Infrastructure:

Per camera: \$0

City Hall total: \$0

Public Works total: \$0

Town Green total: \$0

B. Installation

Per camera \$0

City Hall \$0

Public Works total: \$0

Town Green: \$0

C. Maintenance Plan

Call for service \$ (per hour, per call?)

D. Replacement and Repair costs

List

Exhibit B Check Lists

Place a check next to each characteristic that applies to this proposal. Use the righthand column to provide more explanation if needed or reference back to other parts of the proposal. These lists are a truncated version of the requirements reflected in other parts of the RFP. Refer from more information.

Check all that Apply	Capacity and Scalability	Explanation as Needed
	Up to 365 days of retention on the camera itself.	
	Capability to add additional cameras on demand as deemed necessary by the City of Avondale Estates in the future.	
	Vandal-proof, anti-tampering, and anti-vibration compliant.	
	All indoor and outdoor cameras shall have the following specifications at a minimum:	
	<ul style="list-style-type: none"> • Up to 4k image resolution (3840 x 2160) 	
	<ul style="list-style-type: none"> • IP67 rating to protect against dust and environmental elements for outdoor cameras. 	
	<ul style="list-style-type: none"> • IK8 vandal resistant rating or above. 	
	<ul style="list-style-type: none"> • Infrared illumination for night visibility. 	
	<ul style="list-style-type: none"> • Capability to produce video at minimum 24 FPS or more. 	
	<ul style="list-style-type: none"> • Image stabilizing to reduce blurring. 	
	<ul style="list-style-type: none"> • Day and Night viewing and recording capability. 	
	<ul style="list-style-type: none"> • Standard RJ45 connectivity including Power Over Ethernet (PoE) capability to receive power. 	
	<ul style="list-style-type: none"> • Motion detection either as a camera option or an option on the management interface. 	
	<ul style="list-style-type: none"> • Capability to record audio. 	
	<ul style="list-style-type: none"> • Capability to perform computer vision analytics at the edge. 	
	Built in solid state hard drive capable of recording 365 days of continuous video.	
	Native integration with vendor's own access control.	
	Full range of camera models: bullet, fisheye, dome, and mini-dome.	
	Ability to integrate with a remotely managed viewing station.	
	Ability to support AES256 encryption standards.	
	UL / CUL 62368-1 certification for audio/video, information and communication technology equipment.	

Access Control Qualifications

Check	Access Control Qualifications	Explanation if needed
	Access Control Solutions does not require any local server, appliance or desktop to operate.	
	Access Control software does not have any dependencies on additional software other than a functional browser and web connection.	
	Access Control hardware does not have limitations around door counts	
	Access Control system is managed through a secure web portal. Does not require any local area connection.	
	Single platform and command console that provides video management as well as access control management.	
	Access control system allows an unlimited number of Administrative Users. No additional software licenses.	
	Access Control Solution offers 2FA authentication for the management console.	
	Access Control Solution offers Role Based Access Control.	
	SAML / SSO integration with standard providers.	
	Access control has all traffic encrypted in transit.	
	No inbound connections allowed to devices.	
	No port-forwarding needed to enable web access.	
	Access control solution scales to 1000s of doors without any additional infrastructure requirements.	
	Minimum retention of one year for access control logs	

Administration and management

Check	Administration and Management	Explanation if needed
	Hybrid cloud-based camera systems that do not require the presence or management of any onsite hardware (other than cameras), the installation and maintenance of onsite software and/or proprietary software to manage cameras, or the configurations of firewall exceptions to allow offsite access	
	Multiple levels of system administration to accommodate different staff who will have varying roles viewing or managing cameras	
	Capability to audit account usage.	
	System of "tagging" cameras in multiple categories that can be assigned to different camera operators.	
	Certain custodians may view cameras at multiple locations	
	Authorized law enforcement may view all cameras tagged "Outdoor" at any time, no matter what site.	
	"Emergency" access, audited for usage, given to authorized law enforcement that can view selected cameras.	
	View any camera site buy authorized personnel	
	Email or SMS notification of critical system events	
	Filter video based on date and time range, and the physical description of a person	
	Filter video based on date and time range in combination with the unique photo of a person's face.	
	Filter video based on date and time range in combination with the make, body and color of vehicles	
	Capability and capacity to view live video as well as the capability to review at least 30 days of historical video	
	Identify & search "hot spots" for motion	
	Export industry-standard video formats of selected video, viewed on standard platforms without a proprietary viewer.	
	Filter video by date/time, gender, upper body/lower body, clothing colors, or a person wearing a backpack across multiple cameras or multiple sites.	
	Search for a unique face captured by the camera across multiple cameras and multiple sites.	
	Mobile client or mobile device accessibility to securely access and view footage both, and to conduct person/vehicle analytics via the mobile device.	
	Browser-based client that can be accessed across multiple platforms without using proprietary plugins	
	Active Directory integrations	
	Native integration with Access Control	
	Live alerts and notifications for when uploaded faces/people are detected by any camera	
	Archive video w/ unlimited storage; saved to cloud indefinitely	
	Heatmaps showing live and historical views of activities	
	Crowd detection alerts for when people are congregating	

	Multi-factor authentication	
--	-----------------------------	--

Support and Maintenance

Check	Support and Maintenance	Explanation if needed
	Initial minimum five-year licensing and support with onsite support, with the option to continue annual support after the five-year period has ended.	
	Average Response Time	
	Firmware upgrades to camera hardware during the period of operation.	
	10-year hardware warranty.	
	Experience managing significant scale (100k+ devices) in the field.	

Please provide a technical roadmap for the proposed solutions. How does the proposed solution fit into the vendor’s current product lifecycle?

Please provide a proposed camera layout plan. (Attachments are allowed)

Installation and Configuration

Check	Installation and Configuration	Explanation if needed
	Cameras will be placed in an appropriate VLAN at each site and will use DHCP for addressing.	
	Vendor shall supply camera specifications including manufacturer, model, description, any special maintenance requirements and warranty.	
	Vendor to configure the camera frame rate and compression rates to balance quality, storage, and bandwidth utilization.	
	Vendor to configure the motion detection sensitivity (where appropriate)	
	Vendor to configure each camera's identification and description (using a naming scheme that incorporates building and location, scheme to be approved by staff before setup begins).	
	Vendor shall be an authorized seller or partner of their proposed solution.	
	Vendor is responsible for all mounting hardware, brackets, conduit, and accessories as required by manufacturer and/or site conditions to successfully place the cameras per proposal.	
	The field of view on all cameras is to be coordinated and confirmed with staff.	

Exhibit C: Recommendation Sheet

Recommendation 1

Contact Name

Phone Number

Email

Company

Describe relationship and experience with your company and your product:

Recommendation 2

Contact Name

Phone Number

Email

Company

Describe relationship and experience with your company and your product:

Recommendation 3

Contact Name

Phone Number

Email

Company

Describe relationship and experience with your company and your product:

Request for Proposal (RFP) Addendum: VIDEO SURVEILLANCE & ACCESS CONTROL SYSTEM
UPGRADE

Addendum No: 1

Date of Addendum: January 23, 2023

Due Date (no change): February 3, 2023

Title: Video Retention Length Change

SCOPE OF ADDENDUM

This RFP is revised with the following changes being made.

1. Up to 90 days retention of video on the camera itself
2. Up to 90 days retention of video on the system itself