



Leon County Sheriff's Office

Request for Proposal (RFP)

Security Camera Maintenance and Support



REQUEST FOR PROPOSAL (RFP)

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A. General Information

1. Summary Table

Solicitation Release Date:	10/16/2023
Solicitation Close Date:	11/17/2023
Distribution:	LCSO and Leon County websites
Procurement Method:	Competitive procurement
LCSO Contract Manager:	Chief Brice Google
Fiscal Year:	FY24
Funding Source:	Account 004-450-523-53400
Services Contemplated:	Maintenance and support of approximately 375 security cameras used for inmate and officer safety at the Leon County Detention Center and Leon County Sheriff's Office Administration Building
Inquiries:	Questions about this solicitation should be directed to LCSO.RFPSecurityCameraMaintenanceList@leoncountyfl.gov

2. Background

The Leon County Sheriff's Office (LCSO) is seeking a qualified and experienced vendor to provide comprehensive maintenance and support services for the security cameras located at:

Leon County Detention Center
535 Appleyard Drive
Tallahassee Florida 32304, and

Leon County Courthouse
301 South Monroe Street
Tallahassee Florida 32301

Combined, there are approximately 400 security cameras in use that are crucial for ensuring the safety and security staff and inmates alike.

3. Purpose

The purpose of this RFP is to invite qualified vendors to submit their proposals for the provision of maintenance and support services for our security camera system. LCSO is seeking a vendor that can demonstrate expertise, reliability, and a proven track record in maintaining and supporting security camera systems in similar high-security environments.



B. Scope of Services

1. Included in Scope

The selected vendor shall provide the following services:

- a. Regular preventive on-site review, assessment, and maintenance of all in-scope security cameras.
- b. Prompt troubleshooting and repair services in the event of camera malfunctions or functionality issues.
- c. Procurement of select approved cameras and associated equipment upon approval to allow expeditious resolution of the entire service request.
- d. Replacement of broken or damaged cameras.
- e. Mounting, installation, and removal of wall and ceiling located cameras, including associated support structures and receptacles.
- f. Installation, removal, and repair of device guards, meant to protect sensitive equipment from removal or tampering.
- g. In-wall network receptacle repair or replacement.
- h. Installation, removal, and repair of various cable types (network, low voltage electrical), to the extent required to make repair.
- i. Replacement of damaged network cables, up to and including patch cables necessary to connect IP-based cameras from the patch panel to the appropriate network switch.
- j. Conduit runs, to the extent required to make repair.
- k. Installation of low voltage switches and related control items, including drywall hole cutting and receptacle preparation.
- l. Camera firmware updates and software upgrades to ensure optimal performance.
- m. Real-time monitoring and analysis of camera health and performance.
- n. Periodic cleaning and calibration of cameras to maintain image clarity and accuracy.
- o. Supply of any necessary replacement parts or components.
- p. Technical support, including remote assistance and on-site visits when required.

The current camera profile is as follows:

Quantity	Location	Camera Make	Camera Model
111	Detention Center	Bosch	Analog Bosch VIP
96	Detention Center	Bosch	FLEXIDOME IP Starlight 6000 VR
41	Detention Center	Bosch	FLEXIDOME IP 4000i
31	Detention Center	Bosch	FLEXIDOME IP Panoramic 7000 MP Outdoor
16	Courthouse P3	Vivotek	Vivotek IP
10	Detention Center	Bosch	FLEXIDOME IP Panoramic 7000 MP
6	Detention Center	Bosch	AUTO IP Starlight 7000 HD
4	Detention Center	Bosch	FLEXIDOME IP Corner 9000 MP
1	Detention Center	Invid	InVid-1 PAR-P4DRIR28
1	Detention Center	Bosch	FLEXIDOME IP Panoramic 6000 IC
22 *	Detention Center	Bosch	FLEXIDOME IP Starlight 6000
48 **	TBD	TBD	TBD
365	TOTAL CAMERAS		



** New cameras, not yet installed. Once installed, the count of Analog Bosch VIP cameras will decrease to 89. Support during the transition is in scope for this maintenance agreement.*

*** Represents 15% anticipated growth rate for new cameras acquired during the term of the agreement.*

Of the 317 existing and installed cameras, 65 cameras (21%) have been deemed Critical. Ten additional cameras are expected to be deemed Critical over the course of the agreement as the forecasted 48 cameras are brought into service.

2. Excluded from Scope

Scope of services exclude:

- a. Installation and configuration of additional cameras, unless otherwise agreed by both parties.
- b. Troubleshooting, configuration, maintenance, and upgrades of the video management system.
- c. Network switch / VLAN configuration.

3. Service Tasks

It is expected that service tasks will be completed using the appropriate tools, equipment, and supplies that allow the work to fulfill the intended purpose and maintain compliance with all local, State, and/or Federal building codes and requirements. Examples include using plenum-rated cable where required, shielded and insulated wiring where required, load-appropriate toggle bolts, screws, and hangers, etc.

4. Task Limits

- a. Frequency: At least monthly, a full review and health assessment will be completed to ensure that all devices are functional and operating at acceptable levels. Customer and vendor will re-assess the frequency of these reviews quarterly and make appropriate adjustments.
- b. Authorization: For variable cost items or those not explicitly included in the pricing proposal, the vendor will obtain expressed written consent from the Customer before taking actions that will result in additional costs to the Customer. The vendor will be limited to receiving payment only for the completed tasks specified and performed above unless there is expressed written consent from the Customer for expansion. Such consent can only be authorized by the Customer's Contract Manager.
- c. Quoted Work: The Customer may, at its discretion, request the vendor to propose a fixed price quote for work outside this agreement. In such cases, the work shall be considered an independent project. The Customer will not be billed for the cost estimate.



C. Staffing Requirements

1. Professional Qualifications

The vendor's staff shall comply with the identification and clearance requirements specified here, which include:

- a. Level 2 Background Check (will require valid driver's license, social security card, and contractor fingerprints).
- b. Licensure or certification appropriate for the work being conducted, such as the Florida Limited Energy (Low Voltage) Contractor's License.
- c. Vendor staff that are on-site will, at all times, display the appropriate company identification and LCSO badge.

2. Staffing Level

- a. Quantity: The vendor shall maintain qualified and sufficient levels of administrative and management support staff necessary to discharge its contractual responsibilities. Staff selected by the vendor to conduct the work identified in this agreement and the tasks that they will be responsible for shall be identified to the Customer in advance. It is highly desirable for the vendor to assign one or two resources to service this agreement to maintain familiar with the facility. Assigned staff must pass a successful background check and may additionally be required to take CJIS Security Training provided by the Customer.
- b. Quality: Dispatched vendor staff shall maintain the same standards of professionalism, ethics, and accountability as LCSO staff in their interactions with others and in completing work contemplated under this agreement.
- c. Sufficiency: In the event the Customer determines that the vendor's staffing levels are not adequate to successfully accomplish agreement deliverables, the Customer will advise the vendor in writing and the vendor shall have 30 days to remedy the identified staffing deficiencies.
- d. Removal: At any point the vendor's staff no longer qualifies for clearance under the requirements above or fails to demonstrate adequate standards for conduct or workmanship, vendor shall remove the individual(s) from assignment under this agreement.

3. Subcontractors

- a. This agreement allows the vendor to subcontract for the provision of the following services under this contract:
 - a. 110 or 220V electrical work
- b. The vendor may not subcontract services not listed, without prior written approval from the Customer. Subcontractors must meet the requirements of Section C.



4. E-Verify

Pursuant to Florida Statutes, section 448.095, Vendor shall be required to register with and use the United States Department of Homeland Security's E-Verify system to verify the work authorization status of all employees hired after January 1, 2021. If Vendor enters into any contract with a subcontractor, Vendor shall be required to obtain an affidavit from the subcontractor confirming that the subcontractor does not employ, contract with, or subcontract with any person who is not authorized under federal law to be employed in the United States. Vendor shall be required to maintain a copy of said affidavit for the duration of the Contract Term and shall produce said affidavit to LCSO upon request. Notwithstanding any other provision herein, LCSO reserves the right to immediately terminate a Contract upon notice to Vendor that LCSO has developed a good faith belief that the Vendor has knowingly violated this section.

D. Deliverables

1. General Requirements

- a. Deliverables will vary based on the nature of the work request. In all cases, however, vendor agrees that written Customer acceptance of the work order is required before the Customer will be invoiced. Mere receipt by the Customer shall not be construed to mean or imply acceptance of those deliverables.
- b. Deliverables must:
 - b. Be directly related to the service task(s)
 - c. Be specific, quantifiable, measurable, and verifiable
 - d. Accurately reflect the work order request
 - e. Include minimum performance standards
- c. The Customer will make every effort to ensure work requests and reported issues are complete and accurate. Where what constitutes an acceptable and successful completion of the task is unclear, vendor shall ask for a written documentation prior to beginning work.
- d. It is specifically intended by the Customer that acceptance of required deliverables constitute a separate act. The Customer reserves the right to reject deliverables as incomplete, inadequate, or unacceptable according to the parameters set forth in this agreement. The Customer, after executing the financial consequence, at its option, may allow additional time within which the vendor may remedy the objections noted by the Customer or the Customer may, having given the vendor a reasonable opportunity to complete, make adequate or acceptable, declare the deliverable to be in default, in which case services may not be invoiced.



2. Expected Deliverables

The selected vendor shall provide the following deliverables:

- a. Report of monthly or other periodic health check.
- b. Monthly log of all maintenance and repairs conducted, detailing all activities, including issue summary, date and time issue was reported, date and time of vendor engagement, date and time of issue resolution, make/model/serial number of impacted devices and replacement(s) if applicable, issues encountered, and resolutions applied. This deliverable shall accompany each invoice.
- c. Quarterly performance reports, including response times, and compliance with SLAs.

E. Performance Specifications

1. Performance Measures

All work conducted will meet the quality and completeness requirements defined in the work request and clarified by the Contract Manager 90% of the time on the first attempt and request for acceptance.

- a. Description of Performance Measurement Terms
 - 1) Quality: Completed work is fit for use and meets or exceeds the requirements.
 - 2) Completeness: Work is completed in totality with no outstanding or unresolved issues.
- b. Performance Evaluation Methodology

Performance measures will be reviewed at completion of the work request and monthly by the Contract Manager.

2. Performance Compliance

- a. The vendor hereby acknowledges and agrees that its performance under this agreement must meet the standards set forth above and shall be bound by the conditions set forth herein. If the vendor fails to meet these standards, the Customer, at its exclusive option, may allow a reasonable period, not to exceed 30 days, for the vendor to correct performance deficiencies. If performance deficiencies are not resolved to the satisfaction of the Customer within the prescribed time, and if no extenuating circumstances can be documented by the vendor to the Customer's satisfaction, the Customer may terminate the agreement or reject the invoice. The Customer has the sole authority to determine whether there are extenuating or mitigating circumstances.
- b. The Customer reserves the right to perform or assign the required services to another vendor, if the contracted vendor is not achieving the required levels of service, after the vendor has been duly notified of their inadequacy.



3. Service Level Agreement

The vendor shall adhere to the following SLAs. For the sake of clarity and as the Customer operates a 24x7x365 operation, hours are calculated on actual elapsed time, not business hours, and include holidays and weekends.

- a. Maximum response time for critical cameras or issues deemed critical: **24 hours**. Response shall be defined as on-site evaluation and assessment to (minimally) identify the corrective action(s) necessary to resolve the reported issue. Elapsed response time will be calculated from the time the ticket is created within the ticketing system and the message sent to the vendor. Customer must also call the vendor's assigned point-of-contact (POC) with the internally generated ticket number of the incident for the SLA to be enforced. Customer shall leave a voicemail message – which will serve as the start time for an incident – should the vendor POC not answer.
- b. Maximum response time for standard cameras / non-critical issues: **72 hours**. Response shall be defined as on-site evaluation and assessment to (minimally) identify the corrective action(s) necessary to resolve the reported issue. Elapsed response time will be calculated from the time the ticket is created within the ticketing system and the message sent to the vendor.
- c. Resolution time for critical issues: **72 hours**. Resolution time shall be defined as acceptance by the Customer of complete and total response to the reported issue.
- d. Resolution time for non-critical issues: **168 hours**. Resolution time shall be defined as acceptance by the Customer of complete and total response to the reported issue.
- e. Camera uptime: 98%. This equates to 14.61 hours of allowable downtime per month.

4. Financial Consequences

The vendor shall agree to the following financial consequences for failure to meet the SLAs:

- a. For each hour of SLA breach for critical issues (response and resolution): \$100.
- b. For each hour of SLA breach for standard issues (response and resolution): \$50.
- c. Failure to meet camera uptime SLA for a month: 5% reduction in monthly payment.

F. Vendor Responsibilities

- a. Vendor will supply all materials necessary to complete the work request(s), unless agreed upon otherwise in writing.
- b. Vendor will coordinate primarily with the Contract Manager and subcontractors as appropriate.
- c. Vendor will provide a Point of Contact (POC) for critical issue reporting. The POC will have a cell phone capable of accepting voicemail messages should the POC be unable to answer.
- d. Vendor shall, on a daily basis, update the status of the work request with a summary of the work completed or in progress, such that the Customer or another provider could carry on the work in absence of the vendor.
- e. Vendor shall notify LCSO IT of camera replacements to confirm operation and make necessary touch-screen integration changes.



G. Customer Responsibilities

- a. Customer will assign tickets to a vendor contact within the Customer's ticketing system. Assigned tickets will generate notification to vendor of requested work or service issues.
- b. Ticket requests will identify the business criticality of the issue, the specific camera needing attention, the building and location of the device, and the Customer's POC, including phone number.
- c. Customer will phone vendor's assigned POC for critical cameras or issues.
- d. As necessary, Customer will provide building escort as necessary for vendor to complete the requested activity.

H. Customer Determinations

- a. The Customer reserves the exclusive right to make any and all determinations deemed necessary to protect the best interests of the Leon County Sheriff's Office and the health, safety, and welfare of the individual who are served by the vendor either directly or indirectly through any of its providers.
- b. The Customer has exclusive authority to determine the availability of funds, authorize and issue payment for services billed under this agreement, and to determine the satisfactory performance of the vendor in carrying out tasks and completing deliverables specified.
- c. Final authority in all disputes related to this agreement rests solely with the Customer. The Customer agrees to make reasonable efforts to consult with the vendor and amicably resolve all disputes prior to such final determination.
- d. The absence of the Customer's setting forth a specific reservation of rights does not mean that all other areas of the agreement are subject to mutual agreement.

I. Financial Compensation

1. Method of Payment

The Customer shall pay the vendor, upon satisfactory completion of all terms and conditions specified in this agreement for a total dollar amount not to exceed the amount specified on the purchase order, subject to the availability of funds.

Payments will be made by check or EFT within 30 calendar days in accordance with Florida's Prompt Payment Act.

2. Invoice Requirements

- a. Vendor will submit invoices at the end of each month for work completed that month. Invoices will include:



- 1) Invoice Number
- 2) Invoice Date
- 3) Invoice Period Dates
- 4) PO Number
- 5) Vendor Name
- 6) Full Mailing Address
- 7) Vendor ID (Federal Tax ID)
- 8) Point of Contact Name
- 9) Phone and Email Address
- 10) Contract Number
- 11) Monthly log of all maintenance and repairs conducted, as defined in Section D(2)

b. Invoices will include the following line-item detail:

- 1) Date of Activity
- 2) Customer Ticket Number
- 3) Brief Summary of Request
- 4) Summary of Work Completed
- 5) Time Spent on Task (in quarter-hour increments)

For non-fixed rate items above and beyond the standard fixed rate maintenance service:

- 6) Hourly Labor Rate
- 7) Total Labor Cost
- 8) Quantity of Materials Used
- 9) Description of Material Used
- 10) Cost of Materials Used
- 11) Total Materials Cost

Any non-fixed rate items billed shall be based on actual time and materials. Authorized equipment purchases may not be marked up more than 10%. Any non-fixed rate activity that is expected to exceed \$1,000 must be pre-approved in advance by the Contract Manager.

Site visit charges shall not apply under any other circumstance, nor shall Customer be billed for travel time to and from the facilities.

c. Invoices will be directed to the Contract Manager for review and approval.

- 1) Once approved, invoices will be submitted to Accounts Payable for payment with a notation of any Financial Consequences, if any, to be assessed.

3. Provisions for Travel, Expenses, Postage, etc.

The vendor will be responsible for any travel, postage, mileage, and other expenses not directly related to satisfying the work request.



J. Proposal Submission

Interested vendors are invited to submit their proposals to LCSO.RFPSecurityCameraMaintenanceList@leoncountyfl.gov no later than 11/17/2023.

1. Content and Format

The proposal should include detailed information about the vendor's experience, qualifications, previous projects, approach to the services outlined in this RFP, and a breakdown of pricing and costs – both fixed and variable.

2. Inquiries

Inquiries should be directed to LCSO.RFPSecurityCameraMaintenanceList@leoncountyfl.gov. Questions will be anonymized and posted to an online Q&A section for review by all interested parties. Selected vendor will be given the opportunity to validate the condition and health of the in-scope cameras, as well as a detailed inventory identifying all installed cameras and those deemed as Critical.

K. Evaluation Criteria

1. Criteria

Proposals will be evaluated based on the following criteria:

- a. Experience and expertise in maintaining and supporting security camera systems and track record in delivering timely and reliable services in a high-security environment.
- b. Scope of services and compliance with SLAs and proposed financial consequences.
- c. Price, cost-effectiveness, and best value of the proposed solution. *Note: preference will be given to fixed rate proposals with predictable levels of spend.*
- d. Availability of 24/7 technical support.

2. Response Scoring

Proposals will be evaluated based on the above criteria, using the following weighted proportions:

25%	Experience and expertise in maintaining and supporting security camera systems and track record in delivering timely and reliable services in a high-security environment
30%	Scope of services and compliance with SLAs and proposed financial consequences
40%	Price, cost-effectiveness, and best value of the proposed solution
5%	Availability of 24x7x365 technical support