

Request for Proposal  
Mobile Audio Video, Mobile Data Computer, and Body Worn Camera Contract



8/10/2015



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**Invitation to Bid**  
**CITY OF TUSTIN REQUEST OF PROPOSALS**  
**Mobile Data Computer, Mobile Audio Video, and Body Worn Camera Contract**

Notice is hereby given that the City of Tustin will receive sealed proposals for qualified and experienced contractors to provide a comprehensive and interlinked system comprised of an in-car Mobile Data Computer, Mobile Audio Video System, Body Worn Camera, and software management. Proposals should be submitted to the office of the City Clerk, by 11:00 a.m. September 14, 2015.

The primary intent of this request for proposal (hereinafter "RFP") is to enter into an agreement with a contractor capable of providing and installing a system comprised of a Mobile Data Computer, Mobile Audio Video System, and Body Worn Cameras capable of being interlinked through software management (hereinafter "SYSTEM"). Specifications are available online at the City of Tustin website (<http://www.tustinca.org>) or at the City Clerk's Office (City Hall, 300 Centennial Way, Tustin, CA).

The City of Tustin reserves the right to accept or reject any or all bids, to waive any informality and to accept the proposal deemed to be in the best interest of the City of Tustin.

City of Tustin, Tustin, California  
Charles F. Celano Jr., Chief of Police

Dated this 10<sup>th</sup> day of August, 2015

**Attention Proposers – It is the City of Tustin's intent to enter into an agreement with a contractor on a suitable value approach. We will treat suitable value as a combination of availability, fit, short-term costs and long-term costs that, in totality, are deemed to best meet the City of Tustin's needs.**

## 1. INTRODUCTION

The City of Tustin is seeking proposals from qualified and experienced vendors to provide and install a SYSTEM of hardware and software that is available in terms of rugged mobile data computers (MDC's), in-car Mobile Audio Video System (MAVS), Body Worn Cameras and software management. The MDC and in-car MAVS devices will be permanently mounted in City vehicles such as Police cars and individual officers will utilize the Body Worn Cameras in the field. All of which will be exposed to harsher conditions than a typical office environment.

As a result of this RFP, the City expects to receive proposals that will address how the products meet or exceed City requirements as defined in this RFP. The City intends to work with selected Proposers, as desired, to conduct onsite vendor demonstrations of the hardware and software and to perform extensive hands-on field and/or bench evaluation and testing of the Proposer's products. Once the evaluation committee has scored the RFP responses, evaluated the products based on the demonstrations and performed field and/or bench evaluations, the City desires to select a complete SYSTEM and to enter into contract(s) for the purchase and installation of the SYSTEM, as well as training, maintenance and support of hardware and software.. This RFP provides a list of required services, general information, instructions for submitting responses, and vendor selection procedures.

Ideally, the selected Proposer will be capable of providing a comprehensive and interlinked SYSTEM in its entirety. However, the City's goal is to procure what is evaluated to be the best SYSTEM, inclusive of all SYSTEM components. Therefore, vendors may submit proposals for the entire SYSTEM, or any combination of one or more of the SYSTEM components (i.e., Mobile Data Computer, Mobile Audio Video System, and/or Body Worn Camera) and related installation and support services. In the event that the City procures individual SYSTEM components from separate proposals, it is preferred the successful Proposers agree to cooperatively work together to create seamless SYSTEM deployment (subject to approval by all involved parties). Joint proposals from a partnership of multiple vendors will also be accepted. Where a joint proposal is submitted, the Proposer must provide a full explanation of the partnering relationship, and must identify a single vendor who will be solely responsible for contractual performance and who shall be the sole point of contact with the City with regard to contractual matters.

This RFP is issued for the City of Tustin. The issuing office is the City of Tustin's Police Department and is the sole point of contact for this request. The contact person(s) include: (1) Lieutenant Brian Greene, Tustin Police Department, Community Policing Bureau; and (2) Officer Bradley Saunders. Lieutenant Greene can be reached at bgreene@tustinca.org. Officer Saunders can be reached at bsaunders@tustinca.org.

The City of Tustin reserves the right to accept or reject any or all bids, to waive any informality, to negotiate separately with competing Proposers and to accept the proposal deemed to be in the best interest of the City of Tustin.

Vendors with local government and public safety technology experience are preferred but not required. Local vendors or vendors with a local presence are also preferred but not required.

## 2. RFP SCHEDULE

The City of Tustin reserves the right to modify these dates if extenuating circumstances necessitate.

<b>Release of RFP</b>	August 10, 2015
<b>Question Deadline</b>	August 28, 2015 by 11:00 a.m.
<b>Proposal Deadline</b>	September 14, 2015 by 11:00 a.m.
<b>Evaluation / On-Site Demonstration / Equipment Testing</b>	September 15 to November 20, 2015

<b>Proposer Selection / Proposal to City Council</b>	December 1, 2015
<b>Award Contract</b>	December 15, 2015**

**\*\*Tentative City Council contract award date, subject to change at City’s discretion**

**3. SCOPE OF SERVICES**

***Instructions: Initial the bottom of each page of the Scope of Services and remit as part of your Proposal as Attachment A, acknowledging a demonstrated understanding of the Scope of Services.***

**3.1 General Provisions**

It is the intent of this SCOPE to describe the minimum requirements for a SYSTEM to be used by the City for an interlinked Mobile Data Computer, Mobile Audio Video, Body Worn Camera, and software management. The SYSTEM will be used to enhance the rights of subjects in routine and critical incidents, document statements of citizens during routine traffic stops, enhance the effectiveness of the officers in the field and to make for more accurate prosecutions. All items, details of construction, services or features not specifically mentioned which are regularly furnished in order to provide a SYSTEM shall be furnished at the RFP price and shall conform in strength, quality and workmanship to that usually provided by the practice indicated in this SCOPE, and the associated network, hardware and software.

The Tustin Police Department maintains a fleet of 37 vehicles (not all vehicles will be equipped with a mobile video recording system). The marked Patrol fleet consists of 22 Vehicles, 3 Traffic Units, 2 Patrol Supervisor Vehicles, 5 Police Services Vehicles, 3 Gang Vehicles and 2 miscellaneous vehicles assigned to the Police Department. In addition to an in-car Mobile Audio Video System and Mobile Data Computer, the Tustin Police Department is seeking to purchase up to 100 body worn video recording units. It is preferred that these devices integrate with the chosen in-car Mobile Audio Video system and Mobile Data Computer.

This SYSTEM shall consist of Cameras, Microphones, DVR, Wi-Fi access points for wireless video off-load, Fixed End equipment, cabling and software. The SYSTEM should provide a storage solution for Mobile Audio Video System and Body Worn Camera data.

The successful Proposer will be required to furnish all labor, equipment and materials to furnish and install the SYSTEM. The successful Proposer will also be required to provide a training plan for the administrator role and user training for identified City Staff and to include the cost of the training plan in their proposal.

Under the contract awarded from this RFP, the successful Proposer will be the single point of contact for all installation, maintenance, and support of all hardware and software acquired in the solicitation, and will be required to have the capability to support all components of this system in an integrated manner.

**3.2 Equipment Warranty**

Proposers shall include a copy of each manufacturer’s written warranty statement for each piece of equipment furnished and installed into the SYSTEM with their proposal. Proposers shall also provide the details of all warranties that are applicable to the services and equipment being provided to the City.

### **3.3 Project Manager/Key Personnel**

Proposer shall provide a full time Project Manager and key personnel who will be responsible for project oversight and delivery of the SYSTEM. The Project Manager shall be the single point of contact for the City and will be responsible for the management, implementation and on-going trouble shooting of the SYSTEM during its installation. Project Manager shall coordinate efforts with the City designee. The Project Manager shall be available to the City at all times by telephone during the course of the project and on-site within seventy-two hours of notification if necessary and requested, to respond to City needs, questions and/or issues. Project Manager will develop in consultation with the City a detailed implementation and project plan for the SYSTEM.

Resumes for all of the key personnel assigned to this project shall be provided with the proposal.

### **3.4 Subcontractors**

The Proposer shall provide a list of names, addresses, telephone numbers, and date of births of each subcontractor the Proposer intends to employ in the installation, training and ongoing maintenance and support of the SYSTEM with the proposal. This information will be used to perform background checks of these personnel. The City reserves the right to reject any subcontractor and/or subcontractor employee. Should a subcontractor be rejected, the Proposer will be required to provide an acceptable alternate subcontractor.

Should a subcontractor fail to provide the established level of service and response, the Proposer will be required to subcontract with another agency. Such action shall be provided in a timely manner so as not to cause delays to the project schedule. Any additional costs associated with securing a competent subcontractor shall be the responsibility of the Proposer.

### **3.5 Condition of Facilities**

The Proposer shall be responsible for insuring that all City work areas are left in a clean and orderly fashion at the end of each day.

### **3.6 Vendor Coordination Responsibilities**

The Proposer shall be responsible for coordinating the design and installation of the SYSTEM with the City and the vendor's subcontractors and suppliers involved in this project.

### **3.7 Delivery Schedule**

Proposer shall provide an integrated project timeline and implementation plan for the SYSTEM. The project timeline and implementation plan shall include details for all phases of activity for the project including all deliverables and major milestones. It shall allow the project goals and deadlines of the City to be met. This proposed project timeline and implementation plan shall be finalized during the negotiation phase.

### **3.8 Project Implementation Status Reports**

The Proposer shall provide weekly project timeline and implementation plan updates to the City.

### **3.9 Training**

The Proposer must provide a plan for in-depth technical training for both end user and IT staff on system components for six to eight people. All required instruction manuals, qualified instructors cost, and travel and lodging costs for instructors and class materials shall be furnished by the Proposer and included in the Fee Proposal.

### **3.10 Cost**

Proposers shall identify all costs for SYSTEM hardware, software, installation, project management, training, maintenance, etc. Maintenance cost shall be provided for a term of five (5) years from date of SYSTEM acceptance. Price breaks should be included up to 100 body worn and up to 37 in-car systems, so the City can determine how many body worn and how many in-car systems they may want based on cost and budget.

## **4. TECHNICAL SPECIFICATIONS**

### **4.1 General Requirements**

The SYSTEM must incorporate the following standards:

1. Critical reliability
2. Compatibility with existing Media Systems.
3. Interface with Intranet managed private networks, and if adequate security can be provided and proven, the Internet
4. Provide system / operator performance statistics
5. Acceptable voice quality
6. Acceptable voice and data transfer capability
7. Protocols that are open and non-proprietary
8. Interface with networked system clocks

Minimum SYSTEM Requirements:

The following are the minimum requirements for the SYSTEM. Where the words “will” and “must” are indicated, it means it is a mandatory requirement. Failure to meet any one mandatory requirement will result in the Proposal being found non-compliant. Where the words “should”, “can”, “may”, “desirable” and “preferred” are indicated, it means it is a preferable but not mandatory requirement.

All equipment and hardware must be new. The City is not interested in purchasing used or refurbished hardware and/or equipment.

### **4.2 System Architecture**

Proposers shall provide a detailed description of the system to be provided, including a discussion of the system’s architecture and its ability to provide the services required by the City.

### **4.3 Mobile Data Computer**

The SYSTEM must support and facilitate the reliable and efficient operation of any Windows based software application designed to work within a public safety environment. Samples of such applications would include CAD, In-Car Mobile Audio and Video (as described in Section 4.4), License Plate Reader technology, mapping software, and any other application which operates as

a stand-alone or integrated technology. By design, any ruggedized laptop or tablet computer must be capable of functionality in a harsh mobile computing environment as typically experienced in law enforcement vehicles. Equipment must offer exceptional performance during periods of extreme heat, cold, moisture, rain, dust, debris, and direct sunlight or total darkness which will allow the user to easily view the display in all lighting conditions. Any device considered must have an internal Verizon 4G LTE air card which will allow continued connectivity for all applications when the device is not docked in the police vehicle. The ability to upgrade or change the method of device connectivity to any public, private, or government network will be a consideration point in the Mobile Data Computer selection process.

1. **Mobile Data Computer.** The minimum device hardware specifications include the following:
  - a. High quality fixed, ruggedized laptop or tablet computer
  - b. Windows 7 operating system at time of launch
  - c. Intel Core i5 (minimum 2.5GHz) or i7 (minimum 2.3GHz) processor
  - d. 16GB RAM. Devices with memory expansion slots are preferred.
  - e. 13.1" XGA, minimum 1024x768 resolution, touch screen LCD display, outdoor/sunlight viewable. Monitor should have the ability to go completely dark
  - f. Backlit, ruggedized, sealed, waterproof keyboard and track pad
  - g. 250GB solid-state drive
  - h. Minimum 4 USB ports
  - i. Wi-Fi 802.11 a/b/g/ac
  - j. Bluetooth connectivity

The RFP response should state how the proposed Mobile Data Computer ("MDC") meets or exceeds each of the specifications listed above. Any deviation from these specifications must be noted. Additionally please specify any third-party drivers not currently part of the standard Windows distribution and enhanced security functionality like fingerprint reader and other n-factor authentication options, hard drive encryption, etc.

2. **Mounting Hardware.** The City's police fleets consist of the following:
  - a. Dodge Charger 2012-2016 (20)
  - b. Dodge Durango 2006-2007 (3)
  - c. Dodge Ram 2004 (1)
  - d. Chevrolet Tahoe 2003-2013 (5) Chevrolet Cruze 2014 (2)
  - e. Ford Crown Victoria 2006 (3) Ford Expedition 2011 (1)
  - f. Ford E350 (1)
  - g. Grumman Olson 1999 (1)

The MDCs should be mounted in the driver/passenger cabin when possible and should avoid concerns related to visibility out of all vehicle windows; ergonomics; interference with vehicle safety systems (including driver and passenger airbags); access to controls, console equipment, and other equipment in the vehicle cabin; and comfort for the driver and passenger. The City is also interested in minimizing the amount of equipment located in the trunk and prefers a solution, which offers most, if not all of its components in the driver/passenger cabin. These factors and all costs associated with mounting equipment and installation services are to be identified in the RFP response.

Any mounting equipment that can be re-used, such as when installed in a new vehicle, should be noted in the RFP response.

### 3. **Warranty and Maintenance**

- a. A minimum of a one (1) year warranty on parts and labor must come standard with the MDC with extended warranties offering coverage for both parts and labor for a minimum of five (5) years from the date of final acceptance.
- b. Repair Service for damaged or faulty hardware
- c. Maximum turnaround of seven (7) to ten (10) business days for repair/replacement services

#### 4.4 **In-Car Mobile Audio Video System**

The SYSTEM must facilitate the reliable and efficient collection, storage and protection of digital evidence in the intensely challenging mobile law enforcement environment. The SYSTEM must comply with IACP in-car video standards, and function with minimal officer involvement. The proposed system must align with the City's specification for a robust two camera/wireless microphone/stand-alone DVR system that automates the collection and wireless upload of video with minimum impact on the officer.

1. The in-car Mobile Audio Video System should be capable of the following:
  - a. Complete turnkey solution
  - b. Very compact hardware components; Video recorded in any of the common compression schemes (h.264, MPEG 1, 2, 4, Motion JPEG, Etc.)
  - c. Pre-recording capable
  - d. Support for at least 4 cameras, including "High Definition" cameras
  - e. Support for up to 12 configurable triggers
  - f. Support for continuous recording from ignition on/off
  - g. Automated wireless file upload capability. SYSTEM should also support wired or removable media file offload to storage solution
  - h. Evidence upload can be prioritized based on evidence tags (more important offenses uploaded first)
  - i. Upload can be delayed if the Officer is in range but still reviewing video or completing annotations
  - j. Full integration with a Digital Evidence Management system
  - k. Maintain complete chain-of-custody (including events in the vehicle prior to video upload)
  - l. Video Files must be verified for authenticity with a verification hash that meets or exceeds IACP Standards for in-car video

The In-Car Mobile Audio Video System will be required to be configured to collect metadata that can be searched in the management system once it has been uploaded. Below is an outline of the kind of metadata that needs to be captured:

1. **GPS, Longitude & Latitude:** Location metadata helps locate where the driver was at a specific point in time when an incident occurs. This is critically important in forensic situation when the location of the vehicle is in question.
2. **Triggers:** When the trigger is incurred, the system starts recording in response. Typical triggers include but are not limited to; Speed over 80mph, rifle removed from dock, Light bar activated, Impact (accident), Siren activated, rear door opened. The solution should provide support for up to 12 customizable triggers.

3. **Forced Evidence Tags:** The system will be configured to require specific “Evidence Tags” at the end of a recording to catalog the incident. The department needs to be able to determine the best categories for their specific needs and then configure the system to require the user to choose from the drop down list of Evidence Tags available.

#### 4.5 In-Car Digital Evidence Management System

The SYSTEM should have a comprehensive enterprise Digital Evidence Management system that is fully integrated with the in-car mobile audio video module. In-car video and metadata will automatically flow into the evidence management application where video assets are verified as exact duplicates, and managed as evidence.

The primary features of required in the Digital Evidence Management System are detailed below:

1. **Searching:** Users must be able to narrow their search by one or more criteria simultaneously from the client search page:
  - a. Date and time frame
  - b. User/Officer
  - c. Video objects (cabinets/folders/video file descriptions)
  - d. Video tags (user definable tags)
  - e. Source (vehicle) and area
  - f. Bookmarks and Storage type
2. **Video and metadata Playback:** Clicking the thumbnail image should start the video media player. The player will play the video and associated metadata. The player supports typical functions such as play, rewind, fast forward, and stop. In addition, the player will display file functions available to the user based on permissions (verify, export, convert, burn DVD, etc.).
3. **Mapping:** GPS position data should constantly be collected during an in-car video. This position data should be used to provide an interactive map that updates as the video is played back. As the video plays, the map updates to show precisely where the car is in each frame of the video.
4. **File Tagging:** All assets managed in the system must be able to be assigned user definable video tags. These tags can be used to categorize assets. For example, it’s common to tag video with an incident type and case number. Since tags are user definable, virtually any meta-tag should be able to be introduced to the system.
5. **Video Asset Verification:** The evidence management system should use a SHA-2 hash to verify that the file ingested into the management system is an exact duplicate of the file recorded in the vehicle. The file verification can be performed at any point forward on demand. The application will automatically verify an exact duplicate anytime an asset is moved from one storage location to another.
6. **Chain of Custody:** A full evidentiary audit trail must be recorded in the system. A chronological report can quickly be generated to document who has accessed a file, what file operations have been performed on the file, and when they were performed. Reports will also be run by user or other selection criteria.

7. **User or Group Permissions:** Rights and permissions will be configured within the system to allow or restrict file access or file functions. For example, a user group such as a “Patrol Commander” may have access to view, export, and write a DVD of any patrol video, whereas a group of users such as “Patrol Officers” may have rights to view their own files only. Permissions are highly configurable.
8. **Digital Evidence Retention Policy and Workflow Management:** The system should provide a configurable and easy-to-use structure for automatically managing digital evidence based on the type of event and retention period. Once digital evidence is tagged, the system can be configured to automatically trigger a workflow process based on the Tustin Police Department’s retention and storage policy. The video management must be automated with rules and associations based on Tustin Police Department’s Digital Evidence Retention Policy. For example, the system will be configured to manage a given type of offense, (e.g. DUI) for three years in primary storage and transfer to secondary storage for an additional five years; then to the recycle bin automatically.
9. **Comprehensive Video File Management:** The system must maintain all metadata associated with a video asset. Triggers and other metadata are to be integrated with the player, and viewable upon playback. This system needs to support all standard media types, as well as proprietary file types by associating the related codecs and compatible player.
10. **Exporting:** The system will provide a mechanism to export video assets in their native format or convert the proprietary video asset to a Windows Compatible file format (.WMV, .MP4, Etc.) or authored format. The system will produce a DVD using the native proprietary file and player, or converts the asset to a windows compatible file and produces a DVD which is playable in Windows Media Player, or converts to authored DVD which is viewable from any standard DVD player.

#### 4.6 In-Car Video Mounting Solution

The in-car video mounting solution needs to be a highly reliable and durable platform for capturing, managing and storing video. The in-car video mounting solution will consist of the following hardware and software installation per vehicle:

1. Forward-facing mini-zoom camera specifically designed to maximize officer visibility
2. Rear Seat Camera with Microphone
3. Wireless Digital Microphone & Transmitter
4. DVR equipped with 60 GB solid state hard drive
5. GPS
6. 4 in 1 antenna
7. Wiring harness
8. Mobile Management System Control (in-car Video) Software

#### 4.7 Body Worn Video Camera Solution

The purpose of this RFP is also to acquire a Body Worn Video Camera System for the City of Tustin Police Department, which meets or exceeds all requirements of this document. The City wishes to establish an agreement for the purchase of approximately 100 Body Worn units. Acquisition of body worn cameras, hardware, software, professional services, installation maintenance and support services should be considered part of this RFP.

The goal of the purchase of body worn video cameras is to enhance officer safety, officer reporting, evidence collection, and court testimony. Body worn video technology will also provide accurate documentation of events, actions, conditions, and statements made during arrests and critical incidents.

The proposed body worn video solution should meet or exceed the required specifications outlined in this document. The successful proposal may provide added value and/or functionality above and beyond the minimum requirements.

1. Body worn units capable of video and audio recording
2. Vendor provided software, on-site training
3. Recorded video and audio must not be able to be manipulated or deleted by user
4. Unit must be of rugged design and water resistant
5. Ability for user to add notes or flag significant events after upload to server for ease of retrieval
6. Ability to efficiently upload recorded data to server via hard-wire, docking station or wireless upload through in-car video unit
7. Reasonable charging time for units
8. Video recording devices should integrate with Tustin Police Department's proposed or existing mobile (in-car) video recording system
9. Video should be able to integrate with the City of Tustin's Asset Management Solution
10. Video should be able to be downloaded and coupled with the in-car video
11. Have the capability to identify when the data has been altered
12. Access to back-end software reviewing the video/audio data must have audit capabilities for all users' access
13. Software retrieval process should include secured multi-users access levels
14. The video unit should contain a configurable option for the camera record resolution.
15. The system must support an integrated body worn video solution where the body worn video can be uploaded wirelessly from the car or uploaded to the secure web application using any computer on the police network.

**Detailed minimum requirements: Integrated Body Worn Solution:**

1	Recording Format	Video and audio to record and export in a standard, open, non-proprietary format, including both Codec and Container, such that it can be replayed in freely available software (e.g., VLC player) without processing or conversion. Standard open formats should be used for interoperability. Examples include MP4 and MKV. Data formats that can only be viewed within manufacturer-specific replay software are not recommended. VGA, HD 720P, and 1080 HD are predominant standard resolutions. The higher the resolution, the more storage is needed. Estimates below were created assuming H.264 compression with medium to high motion at 30 frames per second (fps) derived using a heuristic formula widely used in industry. Actual storage utilized is dependent on scene complexity and the motion of the video captured. Consider what sort of analysis may be conducted on the video before selecting a resolution.
2	Video Resolution	VGA (640 x 480): 550 - 1,100 MB per hour (0.55 – 1.1 GB) HD 720P (1280 x 720): 1,650 - 3,325 MB per hour (1.65 – 3.325 GB) 1080 HD (1920 x 1088): 3,750 - 7,550 MB per hour (3.65 – 7.55 GB)
3	Video Encoding/Compression	Use of the lowest possible amount of compression in order to maximize the amount of information available to law enforcement.

		Consider what sort of analysis may be conducted on the video before selecting video encoding or compression. Examples include MPEG-4, H.264, and H.265. H.264 is an improvement over MPEG-4 compression. H.265 is a new standard which further reduces storage needs.
4	Frame Rate	30 frames per second (fps) is a standard video frame rate. Higher recording speeds capture more motion detail but require increased storage. Frame rates lower than 25 fps suffer from increased motion blur.
5	Horizontal Field of View	Adequate to capture a majority of activity at a reasonable distance. This would likely require at least a 90 degree field of view. Wide angle lenses capture more of a scene, but distort the view and lose detail towards the edges of the frame. Software tools may be required to properly analyze or view the video from extremely wide angle video.
6	Camera Focus	Device should be able to focus on all objects from about 1 foot away to infinity. Continuous autofocus or fixed focus should be employed for usability. Manual settings should be avoided as they can distract the user. Motion jitter and blur can be significant when the camera is moving. Automatic image stabilization can reduce this effect.
7	Audio Quality	The system is capable of clearly capturing conversational speech at a distance of 3 feet without wind or excessive background noise.
8	Separate Audio Resolution and Encoding/Compression	If the device will be used in a mode to record audio only, compressed audio requires less storage than video (4-60 MB per hour per microphone depending on desired quality). If high speech quality is needed, a sampling rate of at least 22 kHz with at least 24-bit capture is suggested per microphone. Higher values might be necessary to capture increased fidelity at a distance. Standard open encoding with speech quality resolution suggested. Examples include MP3 and WMA.
9	Recording Triggering	Cameras could record continuously or be user-triggered or event-triggered. Cameras take time to start recording video after being powered on and after recording is initiated. This recording latency period should be minimal. Pre-event recording is preferred.
10	Night-time/Low Light Functionality	Quality of video footage recorded in low light or night conditions should be useable. Visible flash and infrared illumination can increase the quality of video taken at night but will affect battery life. Low-light filtering, infrared, near infrared, and other low-light compensation technologies or mechanical filters can increase the quality of video taken in low light and severe weather conditions but can affect scene and motion detail.
11	Synchronization and Metadata	The device is capable of recording audio simultaneously and time synchronized with video. Consider the additional information that should be collected with the recorded material. Automatically generated data about the wearer, location, date, and time can be collected and packaged in the video format. Device clock must be synchronized with an external universal clock, either GPS or another source, when the unit is plugged in for absolute time of day to ensure accuracy.
12	Tamper Resistance	The device prohibits recordings from being edited or deleted and should not overwrite existing data before they have been transferred. Systems that can export a hash value of files being transferred may provide an enhanced capability to demonstrate tamper resistance. Standard encryption such as AES can be employed to protect data and improve the management of lost devices and memory cards.

13	Data Transfer	Recommend standard USB2/USB3 compliant connection (mini/micro) for charging and/or data transfer. USB3 is preferred as speeds are considerably faster. The connections should be standard on both the device and on any docking station. Data connections that use a proprietary form factor are not recommended.
14	Data Export	Device exports all recorded footage to data archiving or data management system in its original file format and without loss of quality or associated metadata. Device should record an audit log which should include information such as device serial number and device events—e.g., on/off, charging, start/stop recording, remaining storage capacity, etc.
15	Onboard Storage	Storage can be integrated into the device or provided on removable industry standard memory cards. Removable media has utility in terms of versatility and expansion but comes with security risks. Consider whether enough storage should be available to record a full shift by the officer wearing the device, such as 8-12 hours of non-volatile onboard storage. Loss of power must not cause data to be lost or corrupted.
16	Battery Life	Consider whether the battery should provide enough power to record a full shift by the officer wearing the device, such as an 8-12 hour battery life. Devices that do not run on rechargeable batteries are not recommended.
17	Durability	Device should withstand considerable and repetitive pressure, vibration, and mechanical shock. It should operate within a temperature range from very cold to very hot and be resistant to common environmental hazards, such as dust, condensation, water splashes, and RF interference.
18	Weight and Form Factor	Device should not distract or hinder the officer wearing the device from performing other job functions, especially ones related to officer safety. Cameras are designed with widely varying mounting methods and options. Device should be selected for maximum usability and safety.

## 5. PROPOSAL REQUIREMENTS

Although the City requires no specific format, this section is intended to provide guidelines to the Proposer regarding features that the City will look for and expect to be included in the proposal.

### 5.1 Content & Format

The City requests that proposals submitted be organized and presented in a neat and logical format and are relevant to these services. Vendor's proposals shall be clear, accurate, and comprehensive. Excessive or irrelevant material will not be favorably received.

Proposals shall contain no more than 10 typed pages using a 10 point minimum font size, including transmittal/offer letter and resumes of key people, but excluding Index/Table of Contents, tables, charts, and graphic exhibits. The purpose of these restrictions is to minimize the costs of proposal preparation and to ensure that the response to the RFP is fully relevant to the project.

The proposal should include the following:

1. Transmittal/offer letter
2. Page numbering
3. Index/Table of Contents
4. Approach
5. Team Organization including an organization diagram and time commitment of key staff
6. Statement of Qualifications including descriptions of similar projects by key staff to be assigned during the term of the contract
7. Brief resumes of key staff
8. Fee Proposal, in a separate sealed envelope

## **5.2 Approach**

A description of the vendor's approach and work program to meet the city's objectives shall be included. It should explain the technical approach, methodology, and specific tasks and activities that will be performed to address the specific issues and work items.

## **5.3 Team Organization**

The purpose of this section is to describe the organization of the project team including subcontractors and key staff. A project manager and an alternate project manager shall be named who shall be the prime contact and be responsible for coordinating all activities with the City. An organization diagram shall be submitted showing all key team members and illustrating the relationship between the City, the project manager, key staff, and subcontractors. There also should be a brief description of the role and responsibilities of all key staff and subcontractors identified in the team organization.

## **5.4 Statement of Qualifications**

The information provided in this section should describe the qualifications of the vendor and key staff in performing projects within the past five (5) years that are similar in scope and size to demonstrate competence to perform these services. The projects listed should be those that the key staff named for this project were responsible for performing. Information shall include:

1. Names of key staff that participated on named projects and their specific responsibilities.
2. The client's name, contact person, addresses, and telephone numbers.
3. A brief description of type and extent of services provided.
4. Completion dates (estimated, if not yet completed).
5. Total costs of the projects.

There should be included in the section brief resumes of key personnel who will provide these services demonstrating their qualifications and experience. Resumes should highlight education, relevant experience, licenses, and specific responsibilities for services described.

## **5.5 Fee Proposal**

Compensation for services provided shall be based upon the consultant's detailed Fee Proposal to furnish the services and equipment detailed in their proposal.

The Fee Proposal shall be submitted in a separate, sealed envelope and marked as "Fee Proposal" along with the name of the project.

The Fee Proposal shall identify all costs associated with the comprehensive SYSTEM, including hardware, software, installation, project management, training, support and maintenance. Maintenance cost shall be provided for a term of five (5) years from date of SYSTEM acceptance. Price breaks should be included up to 100 body worn and up to 37 in-car systems, so the City can determine how many body worn and how many in-car systems they may want based on cost and budget. This information will be used by the City staff to evaluate the reasonableness of the fee proposal and may be used in negotiating the final fee amounts for the contract agreement.

Reimbursable expenses shall not be allowed unless negotiated prior to a contract.

Price escalations during the contract term are disfavored and will not be allowed unless negotiated prior to execution of contract.

## 5.6 Statement of Offer & Signature

The Proposal shall contain a statement that the proposals are a firm offer for a 90-day period and signed by an individual authorized to act on behalf of the Proposer.

## 6. TERMS AND CONDITIONS

### 6.1 Insurance Requirements

#### 1. Types of Required Coverages

The successful Proposer shall procure and maintain in full force and effect during the term of the contract, the following policies of insurance. If the existing policies do not meet the Insurance Requirements set forth herein, the Proposer agrees to amend, supplement or endorse the policies to do so.

- a. **Commercial General Liability:** Commercial General Liability Insurance which affords coverage at least as broad as Insurance Services Office "occurrence" form CG 00 01, with minimum limits of at least \$5,000,000 each occurrence, and if written with an aggregate, the aggregate shall be double the each occurrence limit.
- b. **Products-Completed Operations:** Contractor shall procure and submit to City evidence of insurance for a period of at least three (3) years from the time that all work under this Contract is completed.
- c. **Automobile Liability Insurance:** Automobile Liability Insurance with coverage at least as broad as Insurance Services Office Form CA 0001 covering "Any Auto" (Codel 1) with minimum limits of \$1,000,000 each accident.
- d. **Professional Liability:** Professional Liability insurance with minimum limits of \$3,000,000 each claim. Covered Professional Services shall specifically include all work to be performed under the contract and delete any exclusion that may potentially affect the work to be performed.
- e. **Workers' Compensation:** Workers' Compensation Insurance, as required by the State of California and Employer's Liability Insurance

with a limit of not less than \$1,000,000 each accident for bodily injury and \$1,000,000 each employee for bodily injury by disease.

2. **Endorsements**

Insurance policies shall not be in compliance if they include any limiting provision or endorsement that has not been submitted to the City for approval.

a. The insurance coverages required by Section 1.a. Commercial General Liability; and 1.c. Automobile Liability Insurance shall contain the following provisions or be endorsed to provide the following:

(1) **Additional Insured:** The City, its elected officials, officers, employees, volunteers, boards, agents and representatives shall be additional insureds with regard to liability and defense of suits or claims arising out of the performance of the Contract. Additional Insured Endorsements shall not:

1. Exclude “Contractual Liability”
2. Restrict coverage to the “Sole” liability of contractor
3. Exclude “Third-Party-Over Actions”
4. Contain any other exclusion contrary to the Contract

(2) **Primary Insurance:** This insurance shall be primary and any other insurance whether primary, excess, umbrella or contingent insurance, including deductible, or self-insurance available to the insureds added by endorsement shall be in excess of and shall not contribute with this insurance.

(3) The policy or policies of insurance required by Section 1.e. Workers’ Compensation shall be endorsed, as follows:

1. **Waiver of Subrogation:** A waiver of subrogation stating that the insurer waives all rights of subrogation against the indemnified parties.

3. **Notice of Cancellation**

Required insurance policies shall not be cancelled or the coverage reduced until a thirty (30) day written notice of cancellation has been served upon the City except ten (10) days shall be allowed for non-payment of premium.

4. **Evidence of Insurance**

The Contractor, concurrently with the execution of the contract, and as a condition precedent to the effectiveness thereof, shall deliver either certified copies of the required policies, or original certificates and endorsements on forms approved by the City. The certificates and endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf. At least fifteen (15) days prior to the expiration of any such policy, evidence of insurance showing that such insurance coverage has been renewed or extended shall be filed with the City. If such coverage is cancelled or reduced, Contractor shall, within ten (10) days after receipt of written notice of such

cancellation or reduction of coverage, file with the City evidence of insurance showing that the required insurance has been reinstated or has been provided through another insurance company or companies.

5. **Deductible or Self-Insured Retention**

Any deductible or self-insured retention must be approved in writing by the City and shall protect the indemnified parties in the same manner and to the same extent as they would have been protected had the policy or policies not contained a deductible or self-insured retention.

6. **Contractual Liability**

The coverage provided shall apply to the obligations assumed by the Contractor under the indemnity provisions of this contract.

7. **Failure to Maintain Coverage**

Contractor agrees to suspend and cease all operations hereunder during such period of time as the required insurance coverage is not in effect and evidence of insurance has not been furnished to the City. The City shall have the right to withhold any payment due Contractor until Contractor has fully complied with the insurance provisions of this Contract.

In the event that the Contractor's operations are suspended for failure to maintain required insurance coverage, the Contractor shall not be entitled to an extension of time for completion of the Work because of production lost during suspension.

8. **Acceptability of Insurers**

Each such policy shall be from a company or companies with a current A.M. Best's rating of no less than A:VII and authorized to do business in the State of California, or otherwise allowed to place insurance through surplus line brokers under applicable provisions of the California Insurance Code or any federal law. Any other rating must be approved in writing in accordance with the City.

9. **Claims Made Policies**

If coverage is written on a claims-made basis, the retroactive date on such insurance and all subsequent insurance shall coincide or precede the effective date of the initial Contractor's Contract with the City and continuous coverage shall be maintained or an extended reporting period shall be exercised for a period of at least three (3) years from termination or expiration of this Contract.

Upon expiration or termination of coverage of required insurance, Contractor shall procure and submit to City evidence of "tail" coverage or an extended reporting coverage period endorsement for the period of at least three (3) years from the time that all work under this contract is completed.

10. **Insurance for Subcontractors**

Contractor shall be responsible for causing Subcontractors to purchase the same types and limits of insurance in compliance with the terms of this Contract/Agreement, including adding the City as an Additional Insured to the Subcontractor's policies.

**6.2 Standard Form of Agreement**

The vendor will enter into an agreement with the City based upon the contents of the RFP and the vendor's proposal. The City's standard form of agreement is included as Attachment A. **The Proposer shall carefully review the agreement, and include with the proposal a description of any exceptions requested to the standard contract. If there are no exceptions, a statement to that effect shall be included in the proposal.**

**6.3 Disclaimer**

This RFP does not commit the City to award a contract, or to pay any costs incurred in the preparation of the proposal. The City reserves the right to extend the due date for the proposal, to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified vendor, or to cancel this RFP in part or in its entirety. The City may require the selected vendor to participate in negotiations and to submit such technical, fee, or other revisions of their proposals as may result from negotiations.

**6.4 Assigned Representatives**

The City will assign a responsible representative to administer the contract, and to assist the vendor in obtaining information. The vendor also shall assign a responsible representative (project manager) and an alternate, who shall be identified in the proposal. The vendor's representative will remain in responsible charge of the vendor's duties from the notice-to-proceed through project completion. If the vendor's primary representative should be unable to continue with the project, then the alternate representative identified in the proposal shall become the project manager. The City's representative shall first approve any substitution of representatives or subcontractors identified in the proposal in writing. The City reserves the right to review and approve/disapprove all key staff and subcontractor substitution or removal, and may consider such changes not approved to be a breach of contract.

**6.5 City Business License**

A city business license will be required of the vendor and any subcontractors for services performed in connection with any agreement entered into through this RFP process.

**7. EVALUATION & SELECTION PROCESS**

**The City's selection of qualified Proposer(s) will be based on the following:**

- **Quality and completeness of submitted proposal (10 points);**
- **Understanding of project objectives and SYSTEM requirements (10 points);**
- **Project approach (10 points);**
- **Project timeline and implementation and training plan (10 points);**
- **Fee Proposal/Proposed Cost (20 points);**
- **Support and services (20 points);**

- **Qualifications and experience with similar types of efforts (10 points); and**
- **Professional references (10 points).**

**Proposers will be notified of any additional required information and/or demonstrations and product testing after the written proposals have been evaluated.**

Additional information related to the vendor selection process will be made available in the future once the City has executed this contract. Please refrain from making any verbal inquiries or requests for a formal debriefing related to the subject RFP until the City of Tustin completes the ongoing contract process.

## **8. ADMINISTRATION SPECIFICATIONS**

### **8.1 The City of Tustin's Rights to Proposals**

All proposals, upon submission to the City of Tustin 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 Tustin reserves the right to take one or more of the following actions as determined in the best interest of the organization:

1. to accept or reject in whole or in part any or all proposals;
2. to cancel this RFP in whole or in part without prior notice. Thereafter, City may issue a solicitation for new proposals;
3. City makes no guarantee as to the usage of the services by City;
4. to waive, at its discretion, any minor errors, informalities or irregularities, which the City deems correctable or otherwise not warranting rejection of the RFP;
5. to correct any arithmetic errors in any or all proposals submitted;
6. 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
7. to investigate the qualifications of any Proposer under consideration;
8. to disqualify a proposal upon evidence of collusion with the intent to defraud or other illegal practices on the part of the Proposer;
9. to require confirmation of information furnished by the Proposer;
10. to award one contract for the total SYSTEM, or make multiple awards for separate SYSTEM components if it is deemed to be in the best interest of the City.
11. to utilize any or all the ideas from proposals submitted;
12. to change the proposal's due date upon appropriate notification;
13. to adopt any or all of a vendor's proposal; and
14. to negotiate modifications to the scope and fee with selected Proposer(s) prior to contract award.

### **8.2 Interviews/On-Site Demonstrations/Equipment Testing**

City reserves the right to conduct interviews, and/or to require on-site demonstrations and/or product testing with some or all of the Proposers at any point during the evaluation process. However, City may determine that interviews/on-site demonstrations/equipment testing are not necessary. In the event interviews/on-site demonstrations/equipment testing are conducted, information provided during the interview/on-site demonstrations/equipment testing shall be taken into consideration when evaluating the stated criteria. City shall not reimburse the Proposer for

the costs associated with the interview/on-site demonstrations/equipment testing process. Equipment testing will be held at a time and place specified by the City. The Proposer's key project team members will be invited to attend the interview and/or on-site demonstrations and/or equipment testing. The Proposers should be prepared to discuss at the interview, their specific experience providing services and equipment similar to those described in this RFP, project approach, estimated work effort, available resources, and other pertinent things distinguishing the Proposer from others.

### **8.3 Proposal Instructions**

Deadline for submitting proposals is 11:00 a.m., Monday, September 14, 2015. Mail or deliver to City Hall, City Clerk's Office, 300 Centennial Way, Tustin, CA 92780. Ten (10) copies of each submission are required along with one electronic copy on CD or DVD. All submissions must be sealed in a package with reference to "RFP for Mobile Audio Video, Mobile Data Computer, and Body Worn Camera Contract" on the outside. Proposals received after the deadline will be returned, unopened, to the Proposer.

### **8.4 Addendum and Supplements to the RFP**

If it becomes necessary to revise any part of this RFP, an addendum or revision will be transmitted to all prospective vendors by email and will be posted on the City's website. Questions concerning the RFP document must be submitted in writing to City of Tustin, Attn: Bradley Saunders, 300 Centennial Way, Tustin, CA 92780, or email at [bsaunders@tustinca.org](mailto:bsaunders@tustinca.org). Questions will be received through August 28, 2015, at 11:00 a.m. Responses to all questions will be distributed in writing via email to all known Proposers and will be posted on the City of Tustin's website ([www.tustinca.org](http://www.tustinca.org)) as an addendum by September 8, at 11:00 a.m. Proposers are cautioned that any statements made by the contact person that materially change any portion of the RFP shall not be relied upon unless subsequently ratified by a formal written amendment to this RFP.

### **8.5 Award of Contract**

The City reserves the right to reject any and all Proposals. A formal contract award is anticipated for the best overall vendor as determined by the Evaluation Committee and approved by City Council as a result of this RFP. The City reserves the right, in its sole discretion, to waive minor irregularities in proposals. A minor irregularity is a variation of the RFP, which does not affect the funding request, or gives one party an advantage or benefit not enjoyed by the other parties, or adversely impacts the interest of the City. Waivers, when granted, shall in no way modify the RFP requirements or excuse the party from full compliance with the RFP specifications and other contract requirements, if the party is awarded the contract.

### **8.6 False or Misleading Statements**

Any submittals containing, in the opinion of the City, false or misleading statements will be rejected.

### **8.7 Prospective Vendor Costs**

Costs for developing submittals are entirely the responsibility of the vendor and shall not be chargeable in any manner to the City.

### **8.8 Evaluation Process**

The City will form an Evaluation Committee to review all submittals received by the deadline. Any submittal failing to meet any of the qualifications documented in this RFP may be rejected. The purpose for the Evaluation Committee is to recommend which vendor is best able to provide, install, maintain and support the SYSTEM, 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.

### **8.9 Clarification of Proposals**

The City reserves the right to obtain clarification 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.

### **8.10 Confidential Information**

All responses to this RFP become the property of City and will be kept confidential until such time as recommendation for award of contract has been announced. Thereafter, proposals are subject to public inspection and disclosure under the California Public Records Act (Cal. Government Code Section 6250, et seq.). If a vendor believes that any portion of its proposal is exempt from public disclosure, such portion may be marked "confidential." City will use reasonable means to ensure that such confidential information is safeguarded but will not be held liable for inadvertent disclosure of such materials, data and information. Proposals marked "confidential" in their entirety will not be honored and City will not deny public disclosure of all or any portion of proposals so marked. By submitting information with portions marked "confidential", the Proposer represents it has a good faith belief that such material is exempt from disclosure under the California Public Records Act and agrees to reimburse the City for, and to indemnify, defend and hold harmless City, its officials, officers, employees and agents from and against: (a) any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs and expenses including, (collectively, "Claims") arising from or relating to OCFA's non-disclosure of any such designated portions of a proposal if disclosure is deemed required by law or court order. Additionally, City may request that the Proposer directly defend any action for disclosure of any information marked confidential.

### **8.11 City Use of RFP Ideas**

The City reserves the right to use any and all service and product ideas presented from prospective vendors. Selection or rejection of a vendor does not affect this right.

### **8.12 Copyrights and Patents**

The vendor shall hold the City of Tustin and its officers, agents, servants, and employees harmless from liability of any nature or kind because of any copyrighted information, secret or proprietary process, patented or unpatented invention, disclosed or used in response to this RFP, and agrees to defend, at its own expense, any and all actions brought against the City of Tustin or its officers, agents, servants, or employees or the Vendor alleging or arising from unauthorized use of such information, process or invention.

**8.13 Reliance on Information**

VENDORS MAY RELY ONLY UPON WRITTEN INFORMATION AND/OR INSTRUCTIONS FROM THE CITY GIVEN HEREIN OR SUBSEQUENT TO THE ISSUANCE OF THIS RFP. VENDOR MAY NOT RELY ON ANY ORAL INFORMATION AND/OR INSTRUCTIONS GIVEN WITH REGARD TO THIS RFP.

Any City response to a question or request for clarification by a vendor will be made in the form of an addendum to the RFP, which will be sent via email to all parties to whom the RFP has been issued not later than five (5) business days prior to the due date for receipt of the Proposal and will become part of the RFP.

**8.14 Replacement of Incompatible Staff**

The City reserves the right to request and receive a replacement for any vendor staff member whom the City, in its sole and absolute discretion, determines is not working effectively with the City's staff assigned to this project, or who is inadequately qualified to perform the services to be provided, or who is unsuitable to be performing services in secure areas.

**8.15 Security Check**

All vendor personnel and subcontractors are required to pass an extensive security background check before they will be allowed to perform any services for the City. The vendor or individual employees of the vendor may be excluded from providing services based on the results of the background checks, in the sole and absolute discretion of the City. All proposals should acknowledge this fact, and project timelines should reflect this fact.

**ATTACHMENTS**

Attachment A --- Sample Professional Services Agreement