



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
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McKinney, Texas 75071
www.collincountytx.gov

ADDENDUM NO. One (1)

RFP No. 2018-153

REQUEST FOR PROPOSAL

FOR

IN-CAR VIDEO & BODY CAMERA REPLACEMENT

Date: March 9, 2018

NOTICE TO ALL PROSPECTIVE PROPOSERS:

1. Delete Attachment A – Minimum System Expectations
2. Replace with Attachment A – Minimum System Expectations Revised 03-09-2018
3. See new Attachment C – Pre-Proposal Sign In Sheet
4. See new Attachment D – Pre-Proposal Meeting Notes/Questions and Answers

PLEASE NOTE ALL OTHER TERMS, CONDITIONS, SPECIFICATIONS, DRAWINGS, ETC. REMAIN UNCHANGED.

SINCERELY,
MICHALYN RAINS, CPPO, CPPB
PURCHASING AGENT

RFP No. 2018-153 In-Car Video Camera Replacement
Attachment A - Minimum System Expectations

Item	Project and System Requirements	Yes System performs these functions and/or agree to requirement	No System does not perform this function and/or cannot agree to requirement	<u>Written Response</u> If additional comments are needed.
5.23 General Project Expectations				
5.23.1	Solution shall (either cloud-based or Collin hosted video repository) comply with federal Criminal Justice Information Services (CJIS) requirements.			
5.23.2	The cloud-based solution shall comply with the Collin County Information Technology Cloud Services agreement located in Appendix 1.			
5.23.3	The proposed system shall comply with all Federal Laws and laws set forth by the State of Texas.			
5.23.4	Solution shall comply with the federal CJIS Security Policy that provides guidance for the creation, viewing, modification, transmission, dissemination, storage, and destruction of Criminal Justice Information (CJI)			
5.23.5	Solution should use a cloud-based or Collin hosted video repository must comply with federal Criminal Justice Information Services (CJIS) requirements. The cloud-based solution must comply with the Collin County Information Technology Cloud Services agreement located in Appendix 4.			
5.23.6	Solution shall comply with CJIS two factor authentication			
5.23.7	Videos captured on in-car and bod camera units shall be uploaded directly to the proposed video storage repository			
5.23.8	System shall engage audio and video recording as needed.			
5.23.9	The video format used by the new propose system shall use an industry standard format. Collin County prefers that a vendor use a non-proprietary format for video.			
5.23.10	If the vendor proposes a proprietary video format, the vendor shall also propose a bulk video data file conversion tool that allows the County to convert proprietary format videos to a standard industry format.			
5.23.11	System should capture high-definition (HD) digital video and audio files that are shareable, exportable and burnable to DVD for distribution and later viewing as needed.			
5.23.12	Solution shall allow standard and panoramic recording options.			
5.23.13	Solution should capture and imprint metadata within each electronic evidence file of specific data elements for the purposes of tracking and organization.			
5.23.14	Solution should support metadata or properties to be associated with each digital evidence file in order to properly track and tag files for future legal proceedings.			
5.23.15	Solution should allow Sheriff's Office to tag files with the following data elements, at a minimum Operator,			
5.23.16	Solution should allow Sheriff's Office to tag files with the following data element, at a minimum: Operator, Unit/Vehicle Number/Date and Time/Case Number (if applicable)			
5.23.17	Administrators and supervisors should have the ability to modify the metadata or property values on electronic evidence files			
5.23.18	Solution shall be accessible by only authorized users.			
5.23.19	Solution shall include installation and a renewable maintenance contract.			
5.23.20	Solution shall include an uninterruptable electrical power back up plan solution shall sufficient to support Solution's servers for thirty (30) minutes.			
5.23.21	Solution shall meet all current law enforcement safety and security industry standards.			
5.23.22	Solution shall perform scheduled software upgrades as they become available at no additional cost to the County.			
5.23.23	Solution shall for the on-premise installation, install on a multi-tier virtualized environment consisting of VMware hosts running Windows 2012 R2 Servers connected to a shared enterprise MS SQL Server 2014 database			
5.23.24	Solution shall push configurations and firmware upgrades wirelessly and without any user intervention in the car. Settings must be group based to allow a single setting change to affect a large number of vehicles instantly.			
5.23.25	Solution shall supply an approximate time it will take for firmware upgrades or configurations take to update a unit			
5.23.26	Solution shall provide Solution users the choice to download the upgrade/configuration or postpone to a more convenient time for the user.			

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Attachment A - Minimum System Expectations

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5.24	Minimum System Expectations			
5.24.1	Solution should have the capacity to capture, organize and present various forms of supporting evidence as needed.			
5.24.2	Solution should provide a single management interface for all in-car and body-cam video data.			
5.24.3	The management interface must allow creation of different roles for administering, viewing, and sharing of video data.			
5.24.4	An audit trail of system activity shall be printable, exportable, searchable and readable.			
5.24.5	The audit trail shall provide proof that the video stored is the originally recorded video.			
5.24.6	System must record high-resolution video (720P or higher) with a 16:9 wide screen aspect ratio.			
5.24.7	The front facing camera should allow recorded events to be saved in high resolution or standard resolution. Solution should restrict the user from changing the resolution to a lower resolution. Collin County would prefer that all video be recorded in both resolutions simultaneously.			
5.24.8	Solution must allow for compression of all video.			
5.24.9	Solution must be able to simultaneously record and playback.			
5.24.10	Vendor shall make recommendations for a large capacity hard drive (greater than 200 gigabytes) for recording of HD video.			
5.24.11	Hard drives should offer maximum shock resistance			
5.24.12	All hard drives should be certified to perform in temperatures ranging from -32F to + 200F degrees			
5.24.13	In-car recording using shall provide rapid logon for each user. Solution shall be fully functional if the user does not initially log on to Solution.			
5.24.14	In-car units shall provide user to configure preference settings to include (but not limited to) screen brightness, volume, and front camera zoom features.			
5.24.15	The vendor shall recommend any brackets or mountings required for specific units specified in our vehicle fleet.			
5.24.16	Solution shall have integrated speakers on the in-car unit for full video playback in the vehicle.			
5.24.17	Solution shall provide an interface with the vehicle's MDS (Mobile Data Computer) allowing the user to log in and log out, activate the camera and microphone from the MDC, record and stop recording from the MDC, and provide categorization of event and to record event playback			
5.24.18	The camera recording system shall have lighted (LED preferred) indicators showing record, microphone, and camera activity			
5.24.19	In-car cameras shall be infrared capable.			
5.24.20	The camera shall be compact and should mount behind the rearview mirror to minimize interference from the user's line of site while driving			
5.24.21	The camera should provide capability of recording all forward facing HD video and an option to record panoramic video.			
5.24.22	The vehicle's forward facing camera should be capable of operation in light level-zero (0) lux and able to simultaneously record\operate with the rear-facing camera. Vendor needs to propose recommendation for optimum forward view camera.			
5.24.23	Rear-facing camera should be capable of operation in light level zero (0) one (1) lux and able to simultaneously record\operate with the forward-facing camera. Vendor needs to propose recommendation for optimum rear view camera performance.			
5.24.24	Forward facing cameras should have zoom capability. The camera shall have auto-zoom, zoom in/out, and auto-focus.			
5.24.25	Rear facing camera should be high definition resolution and provide at least 1 lux sensitivity. The camera shall have the capability to record in total darkness. Black and white cameras are not acceptable.			

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5.24.26	All cameras must turn on/off without user intervention.			
5.24.27	The front facing camera shall have a minimum of high resolution 720p but vendor can specify other resolutions if applicable			
5.24.28	The front facing camera shall provide best image capability under all lighting conditions. This includes optimization of any backlight lighting.			
5.24.29	In-car units should have at least one (1) two (2) audio transmitter unit.			
5.24.30	Collin County prefers that Solution offer two separate audio channels for wireless microphone and vehicle microphone recordings.			
5.24.31	Solution should have an integrated microphone capable of recording audio form both front and rear areas of the patrol vehicle.			
5.24.32	The in-car system shall have an integrated microphone that must have the ability to turn on the camera when the microphone is activated by the system user.			
5.24.33	When the vehicle is turned off, Solution shall have a configurable timer to control the shutdown interval for the camera.			
5.24.34	The in-car system should provide a screensaver time-out function.			
5.24.35	A minimum of two (2) Crash sensors per vehicle must be provided.			
5.24.36	Solution shall record a minimum of 60 seconds prior to a crash sensor alert. This applies to both crash sensors required for each vehicle.			
5.24.37	Crash sensor recording triggers shall include emergency lights, siren, auxiliary input, wireless microphone, vehicle speed, crash detection, or any sudden stops. This applies to both crash sensors required for each vehicle. All recordings triggers shall include emergency lights, siren, auxillary input, wireless microphone, vehile speed, crash detection, or any sudden stops.			
5.24.38	Solution should provide GPS capability including continuous and automatic update of the unit's date and time, along with speed.			
5.24.39	Solution should provide an on premise internal web accessible digital evidence management system.			
5.24.40	Solution must support cloud-based or Collin hosted storage for all videos captured with the new system.			
5.24.41	Solution should support synchronized playback of all cameras associated with a group or case.			
5.24.42	Solution should support policy driven automatic storage migration based on user definable criteria and retention rules.			
5.24.43	Solution should allow a time and date expiration on any shared digital evidence.			
5.24.44	Solution should allow the retrieval of at least 24 hours of cached video for review or evidentiary purposes regardless of the recording trigger being activated.			
5.24.45	Solution should support live streaming video to any Windows, iOS, or Android device.			
5.24.46	Solution should support mobile platform solutions for viewing recorded video, categorizing digital evidence, and adding custom tags from an iOS or Android device.			
5.24.47	Solution should have minimum of one (1) mile range for wireless microphone with at least 18 hours of talk/record time.			
5.24.48	Solution should have the ability to stream live audio and video to any desktop or portable device.			
5.24.49	Solution cameras should be able to rotate and tilt so video is still able to be captured if the officer's vehicle cannot be positioned as desired.			
5.24.50	Solution should run on the 64-bit version of the Microsoft operating system currently supported by Collin County.			
5.24.51	Solution should utilize Microsoft SQL Server 2014 or newer as the database platform.			
5.24.52	Solution should utilize Windows Server 2012 R2 or newer as the operating system for the server.			
5.24.53	Solution should allow System administrators to use industry standard and proven encryption algorithms.			

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5.24.54	Solution should possess the capability to encrypt backups.			
5.24.55	Solution should ensure that cookie attributes are never used for authorization decisions.			
5.24.56	Solution should ensure that credentials are not stored in a cookie.			
5.24.57	Solution should not allow sensitive production system information such as database connection information, user ID, or passwords to be installed in configuration files in plain text. This information should be encrypted using a proven algorithm.			
5.24.58	Solution should protect all Personally Identifiable Information (PII) or other similar sensitive data (e.g., passwords) in transit and in storage.			
5.24.59	Solution should support Collin County preferred browsers, which are Internet Explorer, Firefox, and Google Chrome.			
5.24.60	Vendor should submit their recommended wireless security configuration for review.			
5.24.61	The Vendor should agree that all employees of the Vendor having access rights to Collin County's environment receive CJIS background checks by Collin County with signed authorization at no cost to the Vendor. COLLIN COUNTY RESERVES THE RIGHT TO DENY ANY EMPLOYEE OF THE VENDOR ACCESS TO ITS NETWORK; NO EXPLANATION FOR THIS DENIAL WILL BE GIVEN.			
5.24.62	The vendor should provide a notification to Collin County of any security breach within 24 hours of discovery.			
5.24.63	Vendor should describe their Data Loss Prevention Plan.			
5.24.64	Solution should allow logged-on users to send a link to a digital file for viewing by internal County personnel and external entities.			
5.24.65	The vendor shall allow Collin County to set an expiration date/time once the link is shared.			
5.24.66	The solution should allow video playback and sharing with specific County recipients from any computer with appropriate permissions.			
5.24.67	If vendor proposes a Collin County hosted video storage solution, then the vendor must supply specific details on how an outside entity (non-Collin County) can access a digital file if a link is supplied to that entity. Collin County will not allow entities outside of Collin County to access our IT network.			
5.24.68	When the vehicle is turned-on, the solution should record all audio and video. Specific triggers are requested for the creation of metadata and evidence files.			
5.24.69	In-Car system should allow up to two (2) transmitters to synchronize with a single control console.			
5.24.70	In-Car system should have one (1) control console with command buttons and a screen with the ability to view the live feed from all cameras.			
5.24.71	Solution should transfer (upload) video from the in-car storage device to the cloud-based repository. If a Collin hosted repository is recommended by the vendor, then videos must be uploaded via the county network when the vehicle is in range of a Collin County wireless network.			
5.24.72	In the event a vehicle drives off from or loses network connectivity, then the video upload should continue once the vehicle is in range of a County network.			
5.24.73	The in-car system recording device (hard drive) should preserve the buffered version of the event until the complete recorded event is received.			
5.24.74	Solution should either transfer current video and audio files into a format compatible with the new solution or retain the current infrastructure set-up to allow viewing of old files.			
5.24.75	Solution should be able to record in multiple formats simultaneously.			
5.24.76	Solution should provide redundancy (backup) of recordings.			
5.24.77	The vendor should provide a completed and updated Disaster Recovery (DR) plan for Solution for CCSO (Collin County Sheriff's Office) usage to support Solution, if their location(s) are impacted by a disaster.			

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5.24.78	The vendor proposal must outline Disaster Recovery procedures to ensure the recovery of videos in event of the proposed cloud based or Collin hosted repository being incapacitated, offline, or destroyed.			
5.24.79	Solution shall provide redaction software for videos and audio.			
5.24.80	Solution should allow trimming/splicing of audio and video files			
5.24.81	The vendor must provide an explanation of the redaction process, including automatic redactions, or overlay redaction			
5.24.82	Redaction capability must be configurable by system administrators who will control who had access to the redaction function			
5.24.83	Software must support the ability to convert video native files into various formats to include but not limited to MP4, AVI and WMV.			
5.24.84	The vendor must provide functionality to allow videos to be manually deleted or deleted on a set schedule based on retention requirements.			
5.24.85	Solution shall provide the capability for system administrators to manually override the scheduled retention deletion date and set a new date for expiration/deletion. This ensures compliance with State of Texas Statute of Limitations for evidence retention (See Appendix 2).			
5.24.86	Collin County would entertain vendor suggestions related to any case management functionality that would make our County more efficient, including recommendations for managing other types of digital media and evidence retained by the Sheriff's Office.			
5.24.87	Solution should accept any electronic evidence file submission via the digital evidence management system.			
5.24.88	Solution should allow custom digital evidence file categorization and event linking.			
5.25	Body Cam Unit Requirements			
5.25.1	The video format used by the camera and any storage system must be in MP4, WMV, or another common video format without the use of proprietary software/codecs.			
5.25.2	Mounting (Chest, head, or shoulder)			
5.25.3	Video Resolution (minimum – 720 dpi)			
5.25.4	High Quality Microphone			
5.25.5	Vendor shall specify the range (minimum and maximum) of the microphone to the base in-car recording unit			
5.25.6	View Angle (120 degree vs 180 degree)			
5.25.7	Frame Rate			
5.25.8	Recording Time (8 vs. 12 hours or more)			
5.25.9	Recording Speed (frames per second)			
5.25.10	Still Photo Capability			
5.25.11	Stealth Mode Capability			
5.25.12	Video Stabilization (yes/no)			
5.25.13	Built in WiFi			
5.25.14	Water Resistant			
5.25.15	Charge Time			
5.25.16	Storage (in GB)			
5.25.17	Battery Type (removable vs. rechargeable)			
5.25.18	GPS Capability			
5.25.19	Automatic Activation			
5.25.20	Encrypted			
5.25.21	Redaction Ability			
5.25.22	In Car Docking availability			

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5.25.23	Syncing of body cams and the activation of blue lights on the vehicle			
5.25.24	Vendor should supply a recommendation for proximity activation of any Collin County body cams or in-car units when a body cam is activated.			

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5.26	Video Retention Requirements			
5.26.1	By statute, the State of Texas mandates retention of all videos for 90 days from date of creation.			
5.26.2	By statute, the State of Texas mandates that all videos related to a first degree/capital murder case are retained until the inmate is released from prison, deceased, or executed. Upon release from prison, death, or execution, the videos can be destroyed.			
5.26.3	By internal policy, the Collin County Sheriff's office retains video for 2 years from date of creation.			
5.27	System Security Expectations			
5.27.1	The delivered System should provide security to protect the integrity, confidentiality, and availability of the data and should be compatible with Collin County systems software.			
5.27.2	Solution design should allow all components, database and system access to operate under the least privilege principle, which requires that each user is assigned the most restrictive set of privileges required for the performance of authorized tasks.			
5.27.3	Solution should limit access to System video and statistical data and functionality from integrated systems based on authenticated logon accounts.			
5.27.4	Based upon the user's assigned rights and roles and assigned group, permissions and organizational assignment, Solution should control which menus, screens and functions within screens are available to that specific user.			
5.27.5	Solution should control which menus, screens and functions within screens are available to that specific user based upon user role.			
5.27.6	Solution should allow Collin County to create and define customized user rights, roles, and groups.			
5.27.8	Solution should notify the Collin County system administrator of unauthorized attempts to access Solution.			
5.27.9	Solution should prevent a user account from being deleted from Solution.			
5.27.10	Solution should allow a user account to be retired/disabled without deleting it.			
5.27.11	Solution should allow a retired/disabled user account to be reactivated.			
5.27.12	Solution should maintain user access audit logs, documenting the date and time of user login and logout and the workstation identification.			
5.27.13	Solution should ensure that the user access logs include successes and failures.			
5.27.14	Solution should not transmit user identification or authorization credentials over the network unless encrypted or hashed.			
5.28	Technical and Security Requirements			
5.28.1	Cloud based proposals should provide rules of engagement to Collin County for the performance of penetration testing on a yearly basis			
5.28.2	All proposals should encrypt transmission of all data that is in transit, or at rest.			
5.28.3	All proposals should hash data at rest, in support of ensuring data integrity			
5.28.4	All proposals should log access, at any administrative level, to all stored video data.			
5.28.5	All proposals should log administrative tasks to Solution.			
5.28.5	All proposals should support the automated export of relevant system actions (including, but not, limited to system authentication) to the County's SIEM platform			
5.28.6	Cloud based proposals should provide Collin County two options for user ID management			
5.28.7	A cloud based repository of user ID's and password or ability to federate Collin County user repositories into the solution			
5.28.9	Collin County hosted proposals should provide system administration access via a web console, and not require client software.			
5.28.10	Cloud based proposals should not require VPN client software on patrol cars for the upload of video data.			

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5.29	Technical Environment			
5.29.1	The following technical requirements are specific to on premise installations. Cloud based or hosted solutions should identify the technical framework in place to support the proposal and identify the security measures taken to maintain integrity of county data.			
5.29.2	Solution shall operate in a VMware vSphere virtualized server environment.			
5.29.2	The software shall operate on Microsoft Windows Server 2012 R2 servers running on VMware ESXi 5.5, 6.0, or 6.5 hosts connected to a NetApp based NAS storage system.			
5.29.3	The standard application server deployment consists of dual vCPUs with 4GB of vRAM, and 75GB disk space. The proposal shall identify server configuration specifications for all servers required for the proposed solution.			
5.29.4	The county will soon begin to update servers to Microsoft Windows Server Standard 2016 and VMware ESXi 6.5.			
5.29.5	The solution shall operate within an enterprise Microsoft SQL Server 2014 environment.			
5.29.6	The software will have dedicated database space within a shared database instance.			
5.29.7	The Enterprise SQL Server environment consists of physical clustered servers connected via fibre channel to an EMC ExtremIO SAN.			
5.29.8	System Administrator privileges are restricted to the Collin County DBA team. The proposal shall identify the required SQL Server permission levels.			
5.29.9	The proposed solution shall identify the required storage space to support the database along with growth estimates.			
5.29.10	The proposed solution shall not store scanned images, pictures, or video in the Microsoft SQL Server database. Image/video files shall be stored on a segregated storage environment dedicated to those file types. The proposed solution shall maintain a pointer to the storage location. Image data backup uses a storage mirror utilizing NetApp CDOT SnapMirror and SnapVault technology. Note: Current in-car/body camera video is not stored in this solution			
5.29.11	The primary design shall support simultaneous users, without system performance degradation as user access increases incrementally.			
5.29.12	The proposed solution shall be capable of supporting multiple concurrent user logins with no performance decrease.			
5.29.13	The proposal shall identify the maximum recommended number of concurrent connections capable with the recommended server configuration specifications.			
5.29.14	Proposed solutions should be through a web based application with no client side code installed or required for either end user or administrator access.			

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5.3	Implementation Requirements			
5.30.1	The deployment of all video units (in-car and body cam) should be installed, operational, and completed in six (6) months after contract is signed by both the vendor and Collin County			
5.30.2	The vendor will perform all work consistent with Collin County standards and industry best practices. Where the two diverge the Collin County IT Project Manager will be responsible for making the decision on which to use.			
5.30.3	The vendor will identify opportunities to optimize system benefits			
5.30.5	The Collin County Sheriff's Office will officially identify the date "Beneficial Use" of the entire system is achieved.			
5.30.6	The vendor will provide technology architecture diagrams to show Solution architecture including a cloud based or a Collin hosted repository.			
5.30.7	The vendor's recommendation will demonstrate a commitment to user training and knowledge transfer.			
5.31	Training Requirements			
5.31.1	All training shall be provided at no additional cost to Collin County.			
5.31.2	The vendor will provide detailed system documentation and training materials that describe all system administration functions.			
5.31.3	The vendor will propose a training plan in sufficient detail to address each training requirement			
5.31.4	Vendor shall provide on-site instruction and training sessions to Collin County Sheriff's Office staff covering the administration, operation, and management of the entire system and associated equipment during the installation process or sooner.			
5.31.5	All vendor training will ensure that all users can adequately perform all basic system related administrative, diagnostic, and proactive management functions within Solution.			
5.31.6	Vendor shall include training on the reporting functions of Solution.			
5.31.7	Follow up instruction and training shall be provided to the County as needed, upon request.			
5.32	Production Implementation and Post Implementation Support			
5.32.1	The vendor will supply a dedicated Project Manager who will work with the County for the duration of this project. Vendor proposal should include recommendation for a full or part time Project Manager.			
5.32.2	The vendor shall perform detailed formal site surveys accompanied by Collin County Sheriff's Office staff and IT staff so vendor may document the current in-car and body-cam environment			
5.32.4	After the project begins, the vendor's assigned technicians shall be dedicated to the project through completion.			
5.32.5	The vendor shall supply a project plan outlining key project milestones and their respective durations. A project plan should in in MS Project if at all possible.			
5.32.6	The vendor Project Manager will be onsite during the first week of implementation and one week after			
5.32.7	The vendor shall provide schematic diagrams showing the installation of the equipment for each vehicle type.			
5.32.8	The vendor must notify the Collin County Sheriff's Office immediately when equipment and hardware installed under this agreement is discontinued or not supported any longer by the vendor. A plan to upgrade existing equipment shall be submitted to the Collin County Sheriff's office upon vendor notification to the Sheriff's Office that any equipment is discontinued or deemed obsolete by the vendor.			
5.33	Installation and Collin County Environment Considerations			
5.33.1	Vendor will be responsible for de-installation of existing video equipment from all vehicles.			
5.33.2	Solution should not require Collin County to upgrade currently used software application/systems versions identified in this document to a more recent version or a currently available release.			
5.33.3	Solution should use current and supported Microsoft operating system software.			
5.33.4	Solution, if on premise, should be compatible with existing technical infrastructure installed at Collin County, as described below.			

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5.34	Maintenance, Warranty, and Service Level Agreement Response Requirements			
5.34.1	The Vendor should agree to a service level agreement (SLA) as part of the award contract. Please submit a copy of your proposed SLA with your RFP response.			
5.34.2	Vendor shall provide all necessary maintenance services for hardware and software.			
5.34.3	Vendor shall provide Collin County with all required State of Texas statutory requirements (hardware and software) at no cost (including all software upgrades) at no cost to Collin County for the duration of the contract.			
5.34.4	Vendor shall provide Collin County a 24x7 escalation call list and shall keep the escalation call list updated as time passes			
5.34.5	The vendor shall provide a live Help Desk support function that shall be located within the continental United States. The Help Desk services must be provided to Collin County at no cost to the County during the term of the contract. The Help Desk function shall be capable of providing support via telephone to designated Collin County personnel 24-hours a day, 7-days a week.			
5.34.6	Collin County shall be notified of any discontinuation or upgrade replacements of any components of Solution as soon as it is made known to the Vendor.			
5.34.7	Vendor shall propose a maintenance and serviceability plan for all in-car and body-cam units deployed at the Collin County Sheriff's Office, including response time to turn around any broken or defective units in order to have the deputy back in the field with functioning equipment.			
5.34.8	Vendor shall explain how triage of issues will be done, either remotely to the unit in the field, or if the vehicle will be required to return to the vendor or Collin County to complete the triage and fix.			
	Vendor shall provide a maintenance agreement that included, but is not limited to the following:			
5.34.9	Defective parts			
5.34.10	Software upgrades and patches, including how the vendor will supply and assist with applying any in-unit software upgrades and patches.			
5.34.11	Technical telephone support, 8am-9pm, 7 days a week.			
5.34.12	Location of Vendor's closest service center			
5.34.13	Escalation procedure for service related issues			
5.35	Major Emergency Failures			
5.35.1	A failure of the cloud based or Collin hosted repository to store, recall, write video from the proposed repository to DVD burners			
5.35.2	If a cloud storage solution is proposed, then any failure of the Cloud Storage facility itself would be considered a major emergency			
5.35.3	Response to major emergencies shall be available 24-hours a day, 7-days a week, throughout the term of the contract.			
5.36	Minor Failures			
5.36.1	Minor Failure shall be defined as any request for service when a major failure does not exist.			
5.36.2	When a minor failure occurs, Vendor agrees to send qualified background-checked technicians, as required, to arrive at the affected County facility within twenty-four (24) clock hours of request, 8:00 A.M. to 5:00 P.M. Central Time, Monday through Friday, excluding weekends and County holidays.			
5.36.3	If Vendor successfully corrects a minor failure within the required response period remotely, and no Vendor on-site presence is required to restore the system to proper performance levels, the 24-hour on-site response requirement shall be waived.			

In-Car Video and Body Camera Replacement
Pre-Proposal Meeting Notes/Questions and Answers

Questions from Pre-Proposal Meeting:

1. Regarding the existing data what is the format?

Answer: Proprietary L3 format.

2. What format would you like the existing data to be converted?

Answer: Portable, Non-proprietary.

3. Where are the locations for uploading data?

Answer: Currently we have one (1) location at 4300 Community Ave, McKinney, TX 75071. County is open to expanding.

4. How is the County currently connected?

Answer: AT&T wifi, Verizon wifi, and Gobi

5. What model of Cradlepoint will you be purchasing?

Answer: The County will be installing Cradlepoint (model 900).

6. How many vehicles will be offloading data at one (1) time?

Answer: 7-8 vehicles

7. What is the County's existing wireless access points?

Answer: 802.11 G, wireless access points are County owned. Manufacturer is Cisco. We are not currently uploading HiDef or HD video.

8. What is the make/model of current MDC?

Answer: Panasonic CF19

9. What are the connections for the MDC docking station?

Answer: USB and Ethernet.

10. When do you want installation?

Answer: As soon as possible, following Commissioners' Court approval.

11. What is your Controller version?

Answer: They are not running on a wireless controller. They are standalone wireless APs.

12. Item 5.24.1 Solution should have the capacity to capture, organize and present various forms of supporting evidence as needed.

Answer: The solution shall support playable and exporting.

13. Item 5.24.19 In-car cameras shall be infrared capable.

Answer: Night vision, both cameras if needed. It is a requirement for the back seat. Front seat activated at a minimum.

14. Item 5.24.35 a minimum of two (2) Crash sensors per vehicle must be provided.

Answer: 2 crash sensors. Crash sensors at both ends of vehicle. The County is open to one (1) sensor if vendor can prove that there are not any issues.

15. Item 5.24.23 Rear-facing camera should be capable of operation in light level zero (0) lux and able to simultaneously record\operate with the forward-facing camera. Vendor needs to propose recommendation for optimum rear view camera performance.

Answer: Delete zero (0) lux, should say one (1) lux. This requirement will be updated.

16. Item 5.24.37 (Crash sensor recording triggers shall include emergency lights, siren, auxiliary input, wireless microphone, vehicle speed, crash detection, or any sudden stops. This applies to both crash sensor required for each vehicle.)

Answer: See below, Additional Questions asked on ebid, #12.

17. Item 5.24.40 Solution must support cloud-based or Collin hosted storage for all videos captured with the new system.

Answer: On premise using storage, 5 year protection.

18. Does the County have Active Directory?

Answer: Yes

19. 5.24.45 Solution should support live streaming video to any Windows, iOS, or Android device.

Answer: Yes the County does want capability of live streaming of the incident from the vehicle.

20. What type of motorcycles do you have?

Answer: Harley Davidson

21. What are the Collin County shifts?

Answer: 3, 8-hour shifts, 7:00 a.m. to 3:00 p.m., 3:00 p.m. to 11:00 p.m. and 11:00 p.m. to 7:00 a.m. 7-8 cars per shift. Each car will typically run two (2) shifts per day. Cars can come back with 0 recordings. Currently there is an 8GB SD card with the two (2) shifts average 1-3 gb used. Over a 30 day period average 88 videos per day.

22. What does the County use for CAD & RMS?

Answer: ICS with backend SQL server.

23. Do you need equipment for interview room?

Answer: No we use Milestone.

24. Does the County have a License Plate Reader?

Answer: Yes we have one (1) and will be requesting a second in budget.

25. What dependency is there with the MDC's?

Answer: Expectation of viewing the video.

26. Do you want automatic tagging of video?

Answer: This can be an optional item that vendor can propose.

27. Are the six (6) body cameras assigned to a specific group?

Answer: Yes.

28. Wireless SSID, Do you require a certificate of authentication?

Answer: No

29. Cradlepoint will connect to wireless?

Answer: Yes

Pre-Proposal Clarifications/Statements:

1. The County would prefer uploading to be completed in 5 minutes or less per vehicle.
2. The County is looking at moving to FirstNet in the future.
3. It is acceptable to the County that the night vision is not in color.
4. The County is only looking for vendors to provide recommendation on access points. The County will purchase and install if a network upgrade is required.
5. The County is open to the following storage solutions: cloud, on-premise, or hybrid. The County will be implementing a VX Rail solution.
6. The Collin County Sheriff will have to agree to allow data in the cloud.
7. Google is not acceptable for storage.
8. Collin County's primary internet is a 1 GB with a 100GB back up.
9. If Cloud, preference would be for location to be in Texas.
10. The MDC's are assigned to the vehicle not the officer.
11. 2 factor authentication is required. Currently we utilize two (2) sign ons.
12. Wireless camera is acceptable for wireless mic.
13. Need two (2) docking stations per vehicle. Ability to support two (2) deputies.
14. In the field can connect back through Net Motion.

Additional Questions asked on ebid:

1. Can Collin County elaborate on this requirement? Is Collin County attempting to distinguish between logging on in the vehicle to the in-car video system vs. the back office software? RFP indicates at 5.23.6 Solution shall comply with CJIS two factor authentication and also 5.24.13 In-car recording using shall provide rapid logon for each user. Solution shall be fully functional if the user does not initially log on to Solution.

Answer: The understanding is that logging on in the vehicle would be the second part of the two factor authentication, with the first being the AD logon when the user connects into their MDC. By rapid logon, the intent was to have a USB stick or other unique accessory that could facilitate a rapid logon.

2. Is Collin County requiring two audio transmitters for FTO situations? If so should this be included for all vehicles and accounted for in the quote as an option? 5.24.29 In-car units should have at least one (1) audio transmitter unit.

Answer: Item 5.24.29 is being updated to require two (2) audio transmitter units.

3. Will one crash sensor be acceptable if technology will allow for activation of recording regardless of direction of impact to the vehicle? 5.24.35 A minimum of two (2) Crash sensors per vehicle must be provided.

Answer: Crash Sensor sensitivity is our reason for two (2) sensors. We need the Crash Sensor(s) to detect and activate the recording regardless of direction of impact to the vehicle without being so sensitive that rough road conditions or extreme controlled driving would cause inadvertent activation of the recording. If the proven technology exists for one (1) sensor to fill the requirements stated in the previous sentence, then yes, one sensor would be acceptable.

4. Is Collin County requiring the solution purchase be made and paid for in single payment within this fiscal year? 5.6 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved.

Answer: No, there is not a requirement for the project to be paid in a single payment within the fiscal year. Payment schedule will be negotiated. The County would like the project to be implemented as soon as possible

5. Is it acceptable to have the backseat camera record in color in lighted conditions and black and white in total darkness? 5.24.25 Rear facing camera should be high definition resolution and provide at least 1 lux sensitivity. The camera shall have the capability to record in total darkness. Black and white cameras are not acceptable.

Answer: Yes. We understand night vision is black and white and in very low/no light conditions, we expect black and white video for that situation.

6. What is the county's SIEM platform? Can Collin County provide additional insight on expectations? 5.28.5. All proposals should support the automated export of relevant system actions (including, but not, limited to system authentication) to the County's SIEM platform.

Answer: The County currently leverages the McAfee NSM SIEM, and is anticipating that login and logout events, for example, will be sent via syslog (or other applicable means) to the SIEM, so that our IT security team can track potential malicious events. For cloud based solutions, Collin County is expecting that the solution can communicate with an event receiver in our DMZ, to relay that event data to our on premise SIEM.

7. Does Collin County prefer to integrate (federate) active directory with video management solution? 5.28.7 A cloud based repository of user ID's and password or ability to federate Collin County user repositories into the solution.

Answer: The County prefers NOT TO federate AD to a cloud based repository at this time, but would like the option to explore that technical condition in the future. Also, for Cloud based solutions that allow access to stored video data in the cloud, the County expects the provider to be able to restrict authentication only from public IP address space of County facilities. The County would provide IP range information of these two source locations.

8. 5.25.21 - Redaction Ability - Does this requirement refer to redaction capabilities once the video is uploaded to the digital evidence management solution or on the camera itself?

Answer: Redaction capabilities must only be allowed once the video is uploaded to the digital evidence management solution and then only accessible for a specified number of Collin County Sheriff's Office personnel.

9. 5.29 - Technical Environment - Can proposers respond "N/A" to 5.29.1 - 5.29.14 if not proposing an on-premise solution?

Answer: Yes, Vendor can respond N/A if not proposing an on-premise solution.

10. Who is the current BWC provider?

Answer: If you are referring to "Body Worn Camera" it is L3.

11. Are all 1.5 - 2.0 TB of existing data all in a proprietary format? Please provide all formats that require conversion.

Answer: Yes. All current video is in L3's proprietary format.

12. 5.24.37 Crash sensor recording triggers shall include emergency lights, siren, auxiliary input, wireless microphone, vehicle speed, crash detection, or any sudden stops. This applies to both crash sensor required for each vehicle. Can you please clarify the "sensor" in this case? Was this meant to ask what all possible recording triggers are?

Answer: Yes, it should read: All recording triggers shall include emergency lights, siren, auxiliary input, wireless microphone, vehicle speed, crash detection or sudden stops. This requirement will be updated.

13. Would Collin CSO accept body cameras free of charge in lieu of wireless mic until wireless mic is available?

Answer: No

14. Bill of Materials (quote #, BoM from manufacturer, etc.) or basic description of solution and peripherals being installed:

Answer: RFP details the scope of project. Vendor to provide information.

15. Are there any de-installation services needed (old or duplicative equipment we need to remove)? If Yes, will the components only be removed or components and all cabling, hidden or otherwise? if Yes, define asset recovery responsibilities/tasks:

Answer: Yes, vendor will be responsible for de-installation of the existing L-3 System. All components of the existing system no longer needed will need to be removed and returned to Collin County.

16. What solutions are we installing/where on or in the vehicle?

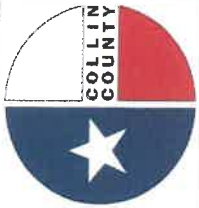
Answer: In-Car video system will be installed in the vehicle.

17. How many external antennas (GPS, WiFi or cellular) and mounted where?

Answer: Vendor proposal will determine where external antennas will be mounted, if needed.

18. Number of installation locations? (Forward fleet data by site if available) Do you have a rough number of vehicles per location? Installation address(s): (City, State will suffice for now). Describe installation facility (indoors, roof only, climate control, power access,) Time frame when install is to begin: How many vehicle installations? Phases or continuous deployment? How many vehicles can be available per day? Hours and days of access. Monday thru Saturday yields the lowest cost per.

Answer: Vendor will propose either on-site or off-site installation. On-Site can be at 4300 Community, McKinney, TX 75071. This location is a parking garage. Installation will occur as soon as possible, within 6 months of award. Proposed award date is June 2018. Vendor to state how many vehicles they can install per day and proposed days of the week in their implementation plan.



Pre-Proposal Meeting Attendance List

Office of the Purchasing Agent
 Collin County Administration Building
 2300 Bloomdale Rd., Ste 3160
 McKinney, TX 75071

Project: RFP No. 2018-153, In-Car Video & Body Camera Replacement
Facilitator: Sara Hogleund, CPPB Collin County Purchasing

Meeting Date: March 6, 2018 @ 2:00 p.m.
Place/Room: Sheriff's Office Training Room

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