

Attachment A

to

RFP No. 4602

Hudspeth Regional Center

Video Surveillance Camera System

Technical Specifications

ITS Project No. 48350

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I. GENERAL

A. How to Respond

1. Beginning with Section I, Item 8 of this Attachment A, label and respond to each outline point in this section as it is labeled in the RFP.
2. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items in which they disagree.
3. The Vendor must respond with “WILL COMPLY” to each point in this section. In addition, Vendors should provide explicit detail to substantiate their ability to provide the requested information. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested. Failure to provide this information requested, and any adequate details needed may result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
4. “WILL COMPLY” indicates that the Vendor can and will adhere to the requirement. This response specifies that a Vendor or Vendor’s proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with “WILL COMPLY”, then the Vendor must respond with “EXCEPTION”. (See Section V of the RFP, for additional instructions regarding Vendor exceptions.)

B. General Overview and Background

6. Hudspeth Regional Center is one of five state operated comprehensive regional programs for individuals with intellectual and developmental disabilities operated under the administration of the Mississippi Department of Mental Health. Located at 100 Hudspeth Center Drive, Whitfield, MS 39193, Hudspeth Regional Center is a licensed Intermediate Care Program for Individuals with Intellectual Disabilities (IID) which provides 24-hour care.
7. For illustrations of buildings and floor plans that will require surveillance cameras, refer to Attachment B – Hudspeth CCTV Drawings, which is incorporated herein by reference and is considered integral to this RFP. Attachment B is posted on the same website location as this Attachment A document, and the link is located directly beneath the link to Attachment A.

C. Procurement Goals and Objectives

8. Hudspeth Regional Center (HRC) is seeking a Vendor to implement a new Video Surveillance Security System to replace its existing system.
9. **MANDATORY** – Hudspeth Regional Center (HRC) is seeking a turnkey system with all equipment and software to be contained on campus. Systems that are not turnkey will not be considered.
10. A vendor conference and walk-through will be conducted for this RFP. See RFP, Section VII for information and instructions on attending.
11. The project will provide the HRC with a complete turnkey system that can be viewed and controlled on-site via the HRC’s computer network. The system will be on its own network.

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12. Each of the buildings will be monitored by both internal and external cameras which feed into a network switch in each building. The recording server will reside in the centralized data center on campus.
13. Vendor must provide services consisting of video management software, hardware, camera equipment, cabling, installation services, technical support, maintenance, and training for the implementation of the CCTV/Surveillance Security System.

D. Vendor Qualifications

The Vendor must be able to demonstrate each of the following qualifications and include written documentation of each qualification as part of their proposal.

14. **MANDATORY** - The Vendor must provide a description of their organization with sufficient information to substantiate proven expertise in the products and services being requested in this RFP.
15. **MANDATORY** - The Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.
16. **MANDATORY** - The Vendor must state the number of years the Vendor has been providing the products and services being proposed. The Vendor must have a minimum of five (5) years of experience installing professional CCTV/Surveillance systems.
17. **MANDATORY** - The Vendor must indicate the number of implementations their company has performed for similar organizations in their respective state/area/province in the last five (5) years as are required by this RFP.
18. **MANDATORY** - The Vendor must provide a list of at least three (3) implementations completed in the last twelve (12) months. The list must include the name of the company served, address, telephone number, and the scope of the project installed to include the products and services provided at each implementation.
19. **MANDATORY** - The Vendor must provide a copy of their company's most recent annual report, including consolidated balance sheets and related statements of income, stockholders' or partners' equity and changes in financial position, for each of the three (3) fiscal years preceding the end of the most recent fiscal year. The financial information listed above should be compiled, reviewed, and/or audited by a Certified Public Accountant. Annual reports can be submitted electronically with proposal response. Vendor must provide a copy of their annual report at time of proposal submission.
20. **MANDATORY** - Vendor must have a valid Mississippi Electronic Protection Systems license through the Mississippi State Fire Marshal. Vendor must provide a copy of their license at time of proposal submission.
21. Vendor must provide a list of all personnel proposed for this project.
22. Vendor must provide a resume for each of their staff members participating on this project. Resumes must reflect qualifications, certifications and recent experience relevant to the scope of the work indicated in this RFP.
23. Vendor must provide a resume for each of their subcontractor members participating on this project. Resumes must reflect qualifications, certifications and recent experience relevant to the scope of the work indicated in this RFP. The point of

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contact must have a minimum of five (5) years' experience installing similar CCTV/Surveillance systems.

24. **MANDATORY** - Vendor must provide manufacturer certifications on the proposed solution. The Vendor must provide a copy of the certificates (signed and authorized by the manufacturer) with the proposal.
25. **MANDATORY** - Vendors must be in good standings with the Better Business Bureau (BBB).
26. **MANDATORY** - The Vendor must have a business license in their respective state of incorporation. The Vendor must provide a copy of their license at time of proposal submission.
27. **MANDATORY** - The company must be bonded and insured. Vendor must provide a copy of their COI at time of proposal submission.
28. **MANDATORY** - The Vendor must have been, for a minimum of two (2) years prior to the proposal deadline, a factory authorized dealer for the manufacturer of the equipment to be used in the project.
29. **MANDATORY** - The Vendor must have a valid contractor's license with the State of Mississippi. The Vendor must provide a copy of their license at time of proposal submission.

II. FUNCTIONAL/TECHNICAL REQUIREMENTS

A. Video Management System (VMS)

30. The Video Management System (VMS) must be centralized on the campus of HRC.
31. The VMS must not require a central management server.
32. The VMS software used must be designed for enterprise level use, with an expected use period of 24/7.
33. The software must incorporate open standards and published protocols and use standardized components.
34. Vendor must state the maximum number of cameras that the VMS can support / record.
35. The VMS must support Windows Server 2012, 2016, and 2019 for the server side.
36. Client-side/User software must be available for Windows 8 and 10, and Mac OSX. The operating system must have all current and available patches.
37. The VMS must include the following without additional license fees:
 - a. Client software for Windows.
 - b. Client software for Mac OS version 10.13 and above.
 - c. Client software for iOS 13 and above.
 - d. Client software for Android-based platforms.
 - e. Client software using a web-based interface.
 - f. Standalone clients designed to provide fixed displays.
 - g. Access control integration.
 - h. Full access control software platform.

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- i. Failover server functionality.
38. The VMS must not require a separate application for administration and user-based roles. Limitations for non-administrative users must be handled via permissions.
39. The system must support running in Virtual Servers for both the server application and client applications.
40. The proposed VMS will be a thick client for viewing live and recorded video, along with handling administrative tasks.
41. The software must not require a client license to operate.
42. Clients will be able to use Active Directory to authenticate users.
43. The proposed VMS must have a searchable timeline for multiple events, including:
 - a. Motion;
 - b. Access Control (integration required);
 - c. Rules;
 - d. LPR (License Plate Recognition); and
 - e. VCA (Video Content Analytic).
44. The proposed VMS will display the servers it's connected to along with the server's cameras in a tree view.
45. The tree view will allow the user to see the status of the servers of which the instance of the VMS is aware.
46. The thick client will not be limited in the number of servers it can connect to.
47. Live view must be fully customizable:
 - a. Layouts will be selectable via icon;
 - b. Layouts will not be limited to cameras from a single server;
 - c. Users will be able to get layouts to cycle in the client's workspaces; and
 - d. Layouts must be able to be put into groups.
48. Software must create a visual notification on the detection of motion by a camera.
49. Live view will allow cameras to be dragged and dropped onto the live view from the left-hand tree. Cameras can be duplicated in a view.
50. Users will be able to invoke a digital zoom on any live or recorder video.
51. VMS Views and layouts must be fully customizable.
52. VMS must support the use and management of Pan Tilt Zoom (PTZ) Presets.
53. Users must be able to control PTZ functions with a mouse.
54. The exporting of video in proposed VMS must have Region of Interest capability within a recorded image. This will enable segregation of image for export.
55. The thick client must include a repair utility for corrupted video.
56. The proposed VMS must be able to display logging information such as: changes to the server, lost camera signals, who exported recorded video, when did users log-on/off and other errors. This functionality will be limited to administrative users. The log will be exportable as a text file or to the Windows clipboard.

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57. The proposed VMS must also provide real time status updates for server status and camera status, including the CPU usage, disk usage, bandwidth usage, licensing and number and names of users who are logged in.
58. The system must support an Alarm Log to make it easier to find Digital Input/Output (DIO) based events.
59. The proposed VMS must support multiple screen user environments.
60. Users with Administrator privileges must be able to configure the server and camera settings.
61. Users must be able to test Simple Mail Transfer Protocol (SMTP) settings and database settings.
62. Users must be able to configure the frame rate of the camera, including the option to have the server record continuously from 1 to 3 fps with the option to go to the cameras designated frame rate on motion detection.
63. Users must be able to select various time-lapse options for the cameras.
64. Users must be able to select the camera stream type.
65. Users must be able to select camera or server-side motion detection.
66. Users must be able to access a graphic representation of what the server's motion detection settings are picking up through the timeline.
67. Users must be able to configure user settings as well as layout settings from within the thick client.
68. The proposed VMS must allow users to send video to other users, allowing for remote live pop-ups of video of important events.
69. The proposed VMS will support layout touring. Selecting a layout will cycle through a list of cameras.
70. User must be able to allow for remote support via proposed VMS.
71. The proposed VMS will allow Region of Interest searches (a.k.a. Smart Search functionality).

B. IP Server

72. IP Server must be designed to run on a Windows platform, supporting both Desktop and Server class operating systems including Windows 10(Pro), 2012, 2016, and 2019.
73. IP Server must run as a Windows service. This service must run as part of the local service account. This service must be running if the system is booted and has started Windows. It must not require the user to be logged in.
74. IP Server must store settings in SQL Express and must not require a full MS-SQL license.
75. If SQL is required, Vendor must include it in the proposal response.
76. This service must allow the cameras to be placed on one network and the clients on a separate network using a different IP range.

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77. The software must support the Open Network Video Interface Forum (ONVIF) standard.
78. IP Server must record the video streams from different cameras.
 - a. Video must be stored in the native codec of the camera.
 - b. Each camera will have the option to store video in multiple, different locations (i.e. One locally on the Network Video Recorder (NVR), another on a Network Attached Storage Device (NAS), a third on a different network share).
 - c. Streaming from server to client must support H.264/H.265.
79. IP Server must support H.264/H.265, MPEG-4, MJPEG and MXPEG based cameras.
80. IP Server must support motion detection at the camera and at the software levels.
81. IP Server must allow for multiple zones to be set within an image that support differing motion detection values within a cameras field of view.
 - a. There must be no limit on the total number of zones allowed, either on a per camera or per server basis.
 - b. Zones should allow the ability to ignore motion within an area.
 - c. The user must have the ability to move the zones after the fact.
 - d. Motion zones should be able to be tied into a rules engine to allow the software to use them as triggers for events.
82. IP Server must support the use of imported maps to show camera placement. The formats for these maps will be JPG, PNG, or BMP as determined by the user.
 - a. Hovering over a camera on a map must cause it to be displayed in a window on the side.
 - b. When the camera is displayed on the side, the option to review recently recorded video will be available to them.
 - c. The user must be able to embed layouts onto the facility map. Clicking on the layout must change the display of the client software.
 - d. Audio sources must also have an option for changing to different audio inputs.
 - e. Other facility maps must also be an option to embed. Clicking on a different embedded map must bring up that map.
83. IP Server must not require the administrator to contact the manufacturer to replace a camera.
84. IP Server must support reporting to a diagnostic tool.
 - a. Number of active cameras.
 - b. Active cameras offline.
 - c. Version of the server.
 - d. Amount of disk space left.
 - e. Recording status of the server.
85. IP Server must support pre-motion and post motion recording.
86. IP Server must support customizable layouts. The layouts will allow for blank spaces within the layout.

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87. IP Server must support an unlimited number of users.
 - a. Users can be drawn from either an Active Directory server or entered manually.
 - b. Users can be members of a group with settings set for the group. Individual user settings can override the group settings.
 - c. Permissions can be set for live viewing, access to recorded video, control of PTZ cameras, access to audio, the ability to export video, custom layouts, facility maps and rules. Permissions can be defined on a per camera basis.
 - d. IP Server must support the option of having the users limited to being signed into a single location.
88. IP Server will include a diagnostic version with limited interface, to allow for testing of the server.
89. IP Server must support an optional secondary server with failover capacity should HRC acquire a secondary server in the future.
90. A rules engine must be included to allow the server to handle more complex tasks.
 - a. Triggers will include:
 1. Dry contacts (DIO) – door switch or future panic button.
 2. Motion detection of a camera stream.
 3. Scheduled events. Events can be scheduled on daily, weekly, or monthly basis. Individual events can be handled as well.
 4. An Alert button for user interaction.
 5. Inputs sent programmatically via appropriate APIs.
 6. Access control events
 - b. Actions will include:
 1. Logging the event.
 2. Opening or closing a dry contact.
 3. Sending an e-mail with a custom text message tied to the trigger. Multiple texts will be allowed for different triggers.
 4. Sending an e-mail with an AVI/MP4 clip from a selected camera.
 5. Sending an e-mail with a JPG file of a selected event from a camera.
 6. Opening a live window for a user who is viewing.
 7. Move a PTZ to a certain preset location.
 8. Force recording.
 9. Force recording with audio.
 10. Instant Replay.
 11. Sending video to a Network Decoder.
 12. Switching single camera or layout views.
 13. Message Instruction.
 14. Moving, copying or deleting of files.
 15. Execute a program or batch file.
 16. Send an ASCII string to a TCP port.
91. IP Server must support time-out functionality.

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92. A universal Real Time Streaming Protocol (RTSP) option must exist for adding cameras if they are not currently supported through native APIs.
93. PTZ functionality within the camera will be supported.
94. De-warping must be supported.
95. IP Server must support integration with various access control platforms. Vendor must provide a list of manufacturers.
96. IP Server must allow for importing the doors from those systems and respond to events in the VMS software along with basic door control.
97. IP Server must have support panic button functionality through rules engine.

C. Network Video Recorder and Storage

98. Network Video Recorder (NVR) must contain enough video storage to keep video streams for a minimum of 30 days.
99. NVR must have a minimum of 2 processors and dual power supply.
100. Operating System should be installed on NVR on two SSD Drives.
101. NVR must include licensing and software, installed and activated.
102. NVR must include unlimited software updates for installed licenses.
103. NVR must include on-board encryption (TPM 1.2).
104. NVR must be network compatible and include dual port 1GBE Base-T and dual port 10GBE SFP+.
105. NVR must support 8 3.5" Enterprise Drives (Storage RAID 5).
106. NVR must include a minimum 6-year warranty with next business day onsite service.
107. Rack rails must be included.

D. Web Client

108. The Web Client must be a thin client, using either an active-x control or an MJPEG streaming method.
109. The Web Client must support Microsoft Edge, Google Chrome, and Apple Safari.
110. The Web Client must not be limited to Windows platforms only.
111. The Web Client must not require a license.
112. Users must not be able to change any settings within IP Server via the thin client without Administrator privilege.
113. Users must be able to select layouts for live viewing, or individual cameras or groups of cameras.
114. Users must be able to access recorded video.
115. Users must be able to download recorded video from the system.
116. Users must be able to use the motion log to find recorded video.
117. The Web Client must support the use of facility maps.
118. The Web Client must support the use of custom layouts.

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E. System Resource Monitoring

119. The proposed solution must monitor system resources and alert administrators of any issues or errors that might affect system operations.
120. The proposed solution must be hosted locally.

F. IP Security Cameras

121. Vendor must provide costs for the security cameras required to provide acceptable coverage, as listed on Attachment C – Camera Count. Attachment C – Camera Count is incorporated herein by reference and is considered integral to this RFP. Attachment C is posted on the same website location as this Attachment A document, and the link is located directly beneath the link to Attachment A.
122. The Fixed Camera must:
 - a. deliver H.264/H.265 stream.
 - b. produce a resolution of 2560x1440 pixels at up to 30 fps with a 16:9 aspect ratio.
 - c. feature at least 90dB or higher dynamic range.
 - d. produce a color image with a minimum illumination of 0.3 lux and a monochrome image with 0.12 lux at F2.0, shutter speed of 1/30s and AGC 11.
 - e. utilize SSL / TLS communication.
 - f. offer Video Motion Detection (VMD) with multiple detection areas, multiple steps of sensitivity level and multiple steps of detection size.
 - g. offer Scene Change Detection (SCD) that issues an alarm when a camera is covered with something, or the camera direction is changed to shoot a different subject.
 - h. have Fog compensation function.
 - i. have High light compensation (HLC) function.
 - j. provide up to eight (8) areas of electronic privacy masking.
 - k. offer the prioritized stream control which transmits a video stream to a specified client PC or recorder preferentially.
 - l. conform to the Open Network Video Interface Forum (ONVIF) standard.
 - m. monitor all parking lots and all entrances. Entrances are on Hwy 468 and Hwy 475. Parking lots include Maintenance, Admin, Admin Lower, Motor Pool, and Rosewood.
123. The Fixed Dome Camera must:
 - a. offer a built-in IR illumination to produce a clear monochrome image in zero lux conditions with 20m (65 feet) irradiation distance.
 - b. be rated to IP66 and NEMA 4X standard against water and dust ingress.
 - c. be rated to IK10 vandal resistance
124. The Fixed Camera shall:

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- a. be equipped with intelligent auto mode, the technology for shooting license plates and a person's face more clearly.
 - b. be equipped with Group of Pictures (GOP) control including frame rate control which controls an image quality of a stationary area, a moving area, as bitrate reducing technology.
 - c. come with corridor mode to enable the capture of a more vertically oriented area than the normal format would allow.
125. A user must be able to view video on a PC using a browser.
126. It is the State's preference that Vendor suggest which camera (fixed or dome) is needed for each building depending on the area. The determination for final location and camera type is up to the discretion of HRC. However, the cameras proposed must meet the qualifications of this section.

G. Video Monitoring Station – Guard Shack

127. Video Monitoring Station must support an unlimited number of monitors.
128. Video Monitoring Station must support up to four monitors per workstation.
129. Perpetual license must be provided for Video Monitoring Station.

H. Access

130. The proposed solution must provide functionality that supports multi-level security definition/role-based security levels.
131. The proposed solution must prevent unauthorized access to the system and must allow the State to determine which modules, reports, and data users may access.
132. The solution must support secure access to restricted functionality through a protected login in accordance with access privileges of that specific user.
133. The proposed solution must allow the System Administrator to set rights for access of data by individual or group without Vendor intervention.
134. The solution must incorporate multiple configurable levels of access privileges to distinguish between users with varying rights to access functionality and data within the system.
135. The system must provide functionality that supports the assignment of security levels globally, by group and individual user.
136. The solution must support logging and reporting of system access by user and type.
137. The web-accessible portal for the solution must be intuitive and easy to navigate.
138. Solution must be browser neutral and must be compatible with the current version and two preceding versions of the most common browsers including Chrome, Microsoft Edge, and Safari. Vendor must provide a current list of supported browsers and describe their process for certifying their proposed solution on specific browsers.
139. Vendor must provide the password rules and standards for the proposed solution. At a minimum, Vendor must describe how many and what type of characters are required for the creation of a valid password, password aging, and password lockout.

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III. IMPLEMENTATION REQUIREMENTS

I. Project Management

140. Vendor must maintain a single point of contact/jobsite supervisor at all times. This person must be designated, and their contact information should be listed in the proposal response.
141. A daily work log must be maintained at the job site and be available for review by HRC at any time. Vendor must coordinate with HRC so that residents can be notified/moved appropriately.
142. Vendor must submit, as a part of this proposal, a high-level Project Work Plan that outlines the overall strategy and approach to providing the requested system and services. The Plan must contain all significant work steps required for provision of the requested services. Timeframes must be specified in terms of workdays or weeks after contract signing. The Plan must include the elements listed below:
 - a. The Plan must incorporate all tasks to be accomplished.
 - b. The Plan must address all project deliverables, including implementation, acceptance testing, schedule for actual testing and go-live date.
 - c. The Plan must include resource estimates for both the Agency and Vendor timelines; and
 - d. The Plan must address assumptions that the Vendor has made based on the information rendered in these specifications.
143. Upon contract award, the Vendor's Project Manager must work with the HRC to develop a more detailed Project Work Plan to guide the System's implementation.
144. The State anticipates that there may be a need for additional modifications after system implementation. In addition to an off-site hourly rate, Vendor must include a fully loaded on-site change order rate as a separate line in the Vendor's *Cost Information Submission*, Section VIII of RFP No. 4602. The Vendor must describe his change order and staffing strategy under the following circumstances:
 - a. The Vendor must describe his change order and staffing strategy when a customer requires additional functionality that may be within the capability of the proposed system's existing programming, after the initial system acceptance.
 - b. The Vendor must describe his change order and staffing strategy when a customer requires additional functionality that may require modification of the proposed system's programmed code and/or the addition of new programming, after initial system acceptance.

J. Installation

145. Vendor's proposal must include an Installation Plan indicating where the proposed cameras will be located and the type of cameras for each location (dome or fixed). Vendor must use the camera counts listed in Attachment C and reference the camera locations/drawings in Attachment B.
146. The Vendor must follow all manufacturer documentation for system installation.
147. Vendor's staff must present their corporate ID or other acceptable credentials to security daily. As conditions around the pandemic may change daily, Vendor must be prepared to follow precautions and restrictions as dictated by HRC.

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K. User Acceptance Testing

148. The Video Management System provider must be defined as the provider of the video management software, and the party responsible for rigorous self-testing of the video management software prior to the release of the software.
149. All equipment and software must be tested according to Manufacturer's instructions.
150. HRC must conduct testing of the System once the System is made available for use to HRC and all training is completed.
151. The Vendor must participate in the acceptance testing of the System by providing technical staff on-site for assistance in demonstrating the functions of the installed System. HRC must be in a position to demonstrate that the System is operational to ensure that proper training has been received and sufficient knowledge transfer has been accomplished.
152. As part of the System testing, the Vendor must assist HRC in a performance test to confirm that the system configuration possesses adequate capacity and speed to drive the CCTV Security System and user base without degradation.
153. HRC will communicate to the Vendor regarding any deficiencies identified during either system or performance testing. The Vendor must correct deficiencies within five (5) days of written notice given by HRC. The Vendor must bear the cost to remedy reported deficiencies. These deficiencies must be corrected and tested by the Vendor before submitting the remedy to the HRC for final system acceptance.
154. The Vendor must agree to and allow for a final testing/acceptance period of up to thirty (30) business days from the initiation of system testing and correction of any deficiencies reported by HRC.
155. System testing is finished when HRC has successfully completed all acceptance testing as defined by the HRC; and all critical defects have been corrected by the Vendor and successfully re-tested by HRC and operated without error or defect for the acceptance period.
156. HRC reserves the right to reject the System after the third unsuccessful test of any module of the System.

L. User Training and Documentation

157. Awarded Vendor must provide complete user training documentation and keep it updated as appropriate. Web-accessible format for documentation is acceptable.
158. Awarded Vendor must provide thorough online tutorial/training.
159. Prior to go-live, Vendor must agree to train HRC staff users and administrators in how to use the basic system operations and functionality as well as system problem troubleshooting techniques for up to fifty (50) system users with times to accommodate various shifts as well as training for three (3) system administrators. Training must be conducted onsite.
160. Awarded Vendor must train the primary system administrators in all facets of system use.
161. The price must include training on all components of the system.
162. Training classes will be conducted within five (5) business days of the completion of the turnkey system.

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IV. SUPPORT AND MAINTENANCE

A. Support Contract

163. Vendor must maintain the products in an operable condition according to the specifications contained in the technical manuals and as outlined in these specifications and the Vendor's proposal.
164. Vendor must propose an annual fixed cost contract to provide ongoing system support services to include problem remediation, maintenance, and upgrades. Vendor must describe the proposed plan.
165. The Vendor must have on staff (directly employ) certified computer technology personnel available to provide hardware and software support for the life of the contract.
166. The Vendor must employ a full-time service staff consisting of factory-trained and certified technicians. The service staff must be capable of timely on-site service calls, defined as having a certified technician onsite within four (4) hours during the Vendor's regular business hours. As part of the proposal, the Vendor must state the number of factory trained and certified technicians employed on their service staff. The Vendor must also provide HRC with a written description of a reliable mechanism in place that is used to track response time.

B. Service Calls

167. The Vendor must provide HRC with a toll-free number to be called for service during regular business hours, Monday through Friday, 8:00 am to 5:00 pm (Central Time). All service must be performed by a qualified employee of the Vendor. No subcontracted service will be allowed.
168. The Vendor must provide HRC with a toll-free number to be called in the event of an emergency (major system failure) after hours, weekends, and holidays. Emergency service and support must be available 24 hours per day, 7 days a week and any emergency services must not incur additional fees to be paid outside of normal support and maintenance costs. As part of the proposal, the Vendor must provide HRC with a written description of how emergency service and support is initiated and the phone number that is to be used.
169. Vendor must provide a toll-free support number with a live person who will provide hardware and software support for the life of the contract.

C. System Maintenance

170. Vendor must specify frequency of system maintenance and any other scheduled down time. Vendor must designate their holiday schedule if holidays are included in their scheduled down time.
171. The solution must minimize requirements for in-house technical maintenance resources, specialized training, or knowledge in order to implement, configure, update, and/or maintain the system.
172. A service and preventive maintenance agreement for a period of an additional six (6) years from the date of project acceptance must be offered in the price. The Vendor agrees that factory certified technicians who are employees, not subcontractors, will service and perform preventive maintenance for the six-year maintenance period.

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173. The Vendor must guarantee advance replacement of failed components for a minimum of six (6) years from the date the project is awarded. As part of the proposal, the Vendor must specify how long advance replacement will be provided.
174. The price of the system must include free software updates for the life of the system (as long as the hardware platform allows). All technicians must be factory certified at the time Vendor enters bid.

V. SOFTWARE ADMINISTRATION AND SECURITY

A. General

175. The proposed solution must adhere to all current, relevant security, and privacy standards.
176. Solution must auto terminate sessions after a specified time of inactivity.
177. Solution must accommodate two-factor authentication. Vendor must detail their two-factor authentication solution.
178. The proposed solution must offer up-to-date, best practice identity management tools to govern user access, such as forced password changes, historical password checks, and the setting of temporary passwords, etc. User identity management activity must be logged and be available for reporting. Logging must, at a minimum, provide details such as timestamp, user, IP, and action performed.

B. Other Requirements

179. ITS acknowledges that the *Technical Specifications* within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed system. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
180. If any component(s) necessary for operation of the requested system is omitted from Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost.