

## City Council – Action Request Form

**Date:** September 12, 2023

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**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

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**From:** Ben Rowe, Assistant City Manager  
Tom Kureczka, Chief Information Officer

**Council Action Requested:**  
Resolution Approving the Purchase of Public Safety Cameras and Installation Services

**Strategic Focus Area:** Service Excellence  
**Strategic Objective:** Ensure Service Delivery Efficiency and Effectiveness  
**Strategic Plan Action Item:** No  
**Key Work Item:** No



**Summary of Information:**

City Council approved on January 3, 2022 a three-year contract with Call24 Security (Call24) for the support of the City’s existing public safety security camera equipment, site evaluation services, camera system engineering and design, project management services, and the installation of new cameras. Installation services include the mounting of hardware, installation of equipment, and configuration of software, network, and video recording equipment. The contract also provides the option for the City to purchase new security cameras and associated equipment from Call24 at fixed costs for the duration of the contract term.

Execution of the contract was the result of Information Systems and Purchasing staff advertising a Request for Proposals (RFP). Of the four vendors responding to the RFP, Call24 is the only one located in Winston-Salem. Call24 is an M/WBE and did submit a Good Faith commitment to subcontract with two other local M/WBE firms. One M/WBE firm will be used for 30% of all electrical services, and the other for 20% of all cabling services for the future installation of security camera equipment.

**Committee Action:**

<b>Committee</b>	PS, FC - 09/11/2023	<b>Action</b>	Approval
<b>For</b>	Unanimous	<b>Against</b>	
<b>Remarks:</b>			

The RFP required vendors to provide hourly rates for their onsite support services. It also required each vendor to provide pricing for twelve different types of cameras. The RFP stipulated that the vendor would honor this pricing for the duration of the contract. Total pricing accounted for 20% of the overall scoring for the vendor responses to the RFP.

The initial price for the first year of the security camera support contract with Call24 Security was \$22,500. This was based solely on the onsite support of existing cameras and an estimated 300 hours of work, at Call24 Security's hourly rate of \$75. An Addendum was later executed to increase the total contract amount to \$90,000. The Addendum covered the purchase of new cameras and installation services for the Carl H. Russell Community Center, the Benton South Gallery Ballroom and Conference Rooms, and other smaller projects.

In May 2022 City Council approved a request for the purchase of public safety cameras and installation services at a cost up to and not to exceed \$600,000. Staff was able to leverage the flexibility and locked-in pricing of the contract with Call24 Security for these purchases.

City staff currently manage over 500 security cameras installed at 28 different City facilities (as shown in Appendix A). Over 200 of those security cameras have been added since the approval to spend \$600,000 with Call24 Security in May 2022. Appendix B illustrates how and where these funds were utilized.

Expanding on the City's use of public safety security cameras is a vital initiative as evidenced by the continuous requests for more security cameras. Appendix C lists ten additional City locations where new cameras have been requested, with an estimated cost of \$364,118.27. Funding has been allocated and is available for these sites, but proceeding requires Council approval of expenditure.

Additionally, there are 23 Recreation and Parks sites where security cameras have been requested (shown in Appendix D). Funding has been allocated and is available for these swimming pool and park sites, but proceeding requires Council approval of expenditure.

Plans are to install most of the new security cameras within the next 18 months, which will align with the end of the existing support contract with Call24 Security. Funding to cover these projects is available in a combination of the 2018 Bonds Project budget and in the I.S. operating and capital budgets. Staff is requesting approval to purchase public safety cameras and installation services at a cost up to and not to exceed \$900,000. Staff will leverage the flexibility and locked-in pricing of the contract with Call24 Security for these purchases. While the Call24 Security pricing structure is an option, the City is not obligated to purchase equipment and services from Call24. With the rising equipment costs and supply-chain issues impacting the market, staff will obtain bids from other vendors as warranted. Staff will bring an item to Council for approval should the purchase with any other vendor approach \$100,000.

# Appendix A

Existing Security Camera Sites and Camera Counts	
Location	Camera Count
Bryce A Stuart Building	34
City Hall Building	32
Lowery Street Facility	29
WSPD Waughtown District	13
Winston Lake Golf Course	11
Landfills	37
Benton Convention Center	37
Cherry St. Parking Deck	14
Hanes Hosiery Recreation Center	16
Minnie Lee Davis Harris Recreation Center	12
MLK Recreation Center	18
Fairgrounds	31
WSTA, Shop, and Admin	72
Winston Square Park	3
4 <sup>th</sup> Street Security Cameras	6
Merschel Park	6
Corpening Plaza	4
Benton South Gallery Ballroom	16
Carl Russell Community Center	20
Meter Shop	12
Fire Station 13	13
Hydroponics Plant	6
Rupert Bell Recreation Center	17
Sprague Street Recreation Center	12
Sedge Garden Recreation Center	14
Little Creek Recreation Center	12
WC Sims Recreation Center	10
Brown & Douglas Recreation Center	10
<b>Total</b>	<b>517</b>

## Appendix B

### Accounting of the May 2022 Council Approved \$600,000 for New Security Cameras

PO #	PO Date	Location	Security Camera Count	PO Amount
36099	5/5/2022	Carl H Russell Community Center	20	\$37,149.15
36300	6/28/2022	4th Street / Black Theatre Festival	6	\$32,846.09
36818	8/18/2022	Hanes Mill Landfill	15	\$6,453.85
36852	8/25/2022	Utilities Meter Shop	12	\$40,946.30
36978	9/21/2022	Brown & Douglas Community Center	10	\$22,143.42
36979	9/21/2022	Sedge Garden Community Center	14	\$32,550.53
37056	10/5/2022	Little Creek Community Center	12	\$26,393.11
37057	10/5/2022	Rupert Bell Community Center	17	\$23,905.44
37058	10/5/2022	Sprague Street Community Center	12	\$30,423.37
37059	10/5/2022	William Sims Community Center	10	\$21,896.36
37083	10/14/2022	Hydroponics Facility	6	\$17,817.48
37084	10/17/2022	Fire Station 13	13	\$28,260.14
37563	3/6/2023	The Quarry at Tim Grant Park	8	\$92,407.39
37660	3/30/2023	Merschel Park	6	\$43,555.00
37968	6/21/2023	Fire Station 3	11	\$49,717.43
38242	7/19/2023	Belview Community Center	13	\$32,400.00
38241	7/19/2023	WR Anderson Community Center	16	\$27,750.00
38557	8/23/2023	Truliant Tower	4	\$32,013.34
38503	8/15/2023	PSC Exterior - Installation Only	3	\$845.00
<b>Totals</b>			<b>208</b>	<b>\$599,473.40</b>

## Appendix C

<b>Funded and Awaiting Approval of New Purchases</b>	
Location	Estimated Project Cost
City Hall Exterior	\$ 37,775.00
Streets Operations	\$ 51,679.70
Fleet Services	\$ 64,442.64
Reynolda Road Recycling	\$ 14,120.53
Miller Park Recreation Center	\$ 37,648.59
Georgia Taylor Recreation Center	\$ 29,641.38
Old Town Recreation Center	\$ 28,643.54
Winston Lake Golf Course Maint. Bldg.	\$ 26,478.74
South Fork Recreation Center	\$ 36,023.74
Polo Park Recreation Center	\$ 37,664.41
<b>Total</b>	<b>\$ 364,118.27</b>

# Appendix D

<b>Budgetary Estimate for 23 Swimming Pool &amp; Park Sites, Funding is Available</b>		
<b>Site Name</b>	<b>Site Address</b>	<b>Budgetary Estimate</b>
Bolton Playground	1590 Bolton St SW, Winston-Salem, NC 27103	\$39,380
Bolton Pool	1590 Bolton St SW, Winston-Salem, NC 27103	\$30,610
Crystal Towers	625 W 6th St, Winston-Salem, NC 27101	\$17,420
Fairview Park	925 Bethlehem Ln, Winston-Salem, NC 27105	\$15,060
Hobby Park Mtn. Bike Area	2301 W Clemmons Rd, Winston-Salem, NC 27127	\$21,870
Hobby Park RC Area	2301 W Clemmons Rd, Winston-Salem, NC 27127	\$17,120
Jamison Park	285 Meadowlark Dr, Winston-Salem, NC 27106	\$35,710
Jerry King Park	4700 Ogburn Ave, Winston-Salem, NC 27105	\$33,600
Kimberley Park	2001 Pittsburg Ave, Winston-Salem, NC 27105	\$11,310
Kimberley Park Pool	620 Burton St NW, Winston-Salem, NC 27105	\$15,870
Long Creek Pool	5801 Bethania Tobacconville Rd, Pfafftown, NC 27040	\$23,930
Miller Park Playground	400 Leisure Ln, Winston-Salem, NC 27103	\$36,300
Miller Park Trails	400 Leisure Ln, Winston-Salem, NC 27103	\$27,160
Nelson Malloy Park	2619 Bethabara Rd, Winston-Salem, NC 27106	\$27,620
Parkland Pool	1660 Brewer Rd, Winston-Salem, NC 27127	\$34,070
Polo Park Pool	1850 Polo Rd, Winston-Salem, NC 27106	\$13,860
Reynolds Park Pool	2450 Reynolds Park Rd, Winston-Salem, NC 27107	\$38,760
Salem Lake Linville Rd.	Linville Rd SE, Winston-Salem, NC 27107	\$14,130
Salem Lake Pier	815 Salem Lake Rd, Winston-Salem, NC 27107	\$16,660
Salem Lake Playground	815 Salem Lake Rd, Winston-Salem, NC 27107	\$17,850
Winston Lake Park	1344 Winston Park Dr, Winston-Salem, NC 27105	\$19,620
Winston Lake Park Shelter 2	1344 Winston Park Dr, Winston-Salem, NC 27105	\$11,910
Recreation Warehouse	2450 Reynolds Park Rd, Winston-Salem, NC 27107	\$48,980
<b>Total:</b>		<b>\$568,800</b>