

City Council – Action Request Form

Date: October 15, 2018

To: The City Manager

From: Thomas Kureczka, Chief Information Officer

Council Action Requested: Items Related to Public Safety Camera Project:

- a. Resolution Approving a Contract with Call24 Security for Public Safety Camera Expansion Services and Support
- b. Amendment to FY18-19 Project Budget Ordinance.

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: Yes



Summary of Information:

Expanding on the City’s use of security cameras is an Information Systems FY18-19 Key Work Item. Related and dependent projects include the installation of security cameras at The Benton and Phase 1 of the Downtown Police Cameras.

In 2015, the City had 15 cameras installed with plans for about 30 new cameras at various City facilities. Understanding then that these devices should be managed by an enterprise management solution, staff released a Request for Proposals (RFP) for such a platform. As a result of the RFP process and in working with a local vendor, the City purchased Panasonic’s Video Insight management solution. Today staff uses this product to manage over 150 cameras installed in City Hall, the Stuart Building, Lowery Street, Winston Lake Golf Course, WSPD District #2, and five landfills.

With the volume of cameras growing from less than 50 in 2015 to the current 150+ and the anticipated rate of growth, staff recently released an RFP to identify vendors able to provide services to support future expansion. Staff was looking for a vendor to provide assistance with site assessments, design, project management, and the installation of new cameras. Installation would include mounting hardware, utility poles, and software, network, and video recording equipment to integrate new video into the Video Insight platform. Staff is also expecting the vendor to provide on-going support for existing cameras.

Committee Action:

Committee	Finance 10/8/18	Action	Approval
	Public Safety 10/8/18		
For	Unanimous	Against	

Remarks:

Staff received two responses to the RFP, with one vendor located in Winston-Salem and the other located in Charlotte. Exhibit B provides the combined scores of the evaluation panel for each proposal. Staff is recommending the Winston-Salem based vendor, Call24 Security, for the support contract. Call24 Security is not an M/WBE but has submitted a Good Faith commitment to subcontract some of the services work to two local M/WBE firms. One M/WBE will be used for 30% of all electrical services and the other for 20% of all cabling services for the future installation of additional cameras.

Once the City has an executed support contract, staff can proceed with the installation of approximately 35 cameras at The Benton. Estimated costs for this expansion totals \$45,000; funding is available from the City's annual capital contribution of \$250,000 to The Benton.

Staff will also be in a position to proceed with the installation of cameras for Phase 1 of the Downtown Police Cameras project. The scope of this project includes Corpening Plaza and Winston Square Park. Based on preliminary site assessments, City staff expects to use two or three cameras at each park. Estimated costs for the cameras, mounting poles, and fiber backhaul total \$110,000. The City would finance this equipment through the North Carolina Municipal Leasing Corporation. This Council Action includes an amendment to the FY18-19 Project Budget Ordinance to appropriate these funds.

Management of all new cameras will be integrated into the Video Insight management platform. One feature of the Video Insight solution is the ability to manage all cameras within one solution, while granting access to specific cameras and related video only to authorized and appropriate personnel. This feature allows staff to permit video viewing via partitioned segments based on business needs and security requirements.

Leveraged with the Video Insight management platform and physical assets such as City facilities and the IT Fiber network, a camera services and support contract provides the ability to expand the use of cameras in a very broad scale and cost efficient manner throughout Winston-Salem. This base infrastructure will provide the framework to extend the camera program in Phase II of the Police Cameras project and high crime areas in the City.

The proposed contract with Call24 Security is \$4,200 for the first year and \$8,400 per year for the second and third years.

Funding for the services and support contract is available in the FY18-19 Information Systems operating budget. It is the staff's recommendation that the City enter into a contract with Call24 Security for these services.

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. The bid opportunity was advertised on the City and State of NC Purchasing websites. See Exhibit A for a complete list of businesses notified of this bid. See Exhibit C for the workforce demographics of Call24 Security.