

## City Council – Action Request Form

**Date:** December 13, 2021

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

**From:** Johnnie Taylor, Assistant City Manager  
Thomas Kureczka, Chief Information Officer

**Council Action Requested:**

Resolution Approving a Contract with Call24 Security for Public Safety Camera Expansion and Support 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:**

Expanding on the City's use of public safety security cameras is an Information Systems FY 21-22 Key Work Item. Related projects include the installation of additional security cameras in collaboration with the Winston-Salem Police Department's Real Time Crime Center, and the installation of security cameras at The Benton, The Gallery, Fire Station 13, and 14 Recreation Centers.

City staff currently manages over 360 security cameras installed in City Hall, the Bryce Stuart Building, Lowery Street, Winston Square Park, Corpening Plaza, Winston Lake Golf Course, WSPD District Station #2, five landfills, The Benton, Carolina Classic Fairgrounds, and several other facilities. The Mayor and City Council approved a contract for camera system support services in 2018, which has now reached end of term. Staff worked with the Purchasing Department to advertise a Request for Proposals (RFP) for the purpose of establishing a contract with a qualified vendor to provide onsite security camera system installation and support services.

**Committee Action:**

<b>Committee</b>	<u>Finance 12/13/21</u>	<b>Action</b>	<u>Approval</u>
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<b>For</b>	<u>Unanimous</u>	<b>Against</b>	<u></u>
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**Remarks:**

This contract will provide support for the City's existing security camera infrastructure, site evaluation and planning services, camera system engineering and design, project management services, and the installation of new camera infrastructure at approved City facilities. Installation services include the mounting of hardware, installation of utility poles, and configuration of software, network, and video recording equipment. The contract also provides the option for the City to purchase security cameras and related equipment from the vendor at fixed costs for the duration of the contract term.

All new security camera equipment will be integrated into the City's Video Insight camera management platform, with an interface into the Police Department's FUSUS security camera platform. These platforms provide the ability to purchase and operate security cameras from a variety of providers and enable authorized and appropriate personnel to securely access cameras and video footage based on business needs and security requirements.

The City received four responses to the RFP from the vendors listed below:

- Call24 Security
- Building Automation Services, LLC
- Convergint Technologies
- Pathway Technologies, Inc.

It is recommended that the City execute a contract with Call24 Security, which is based in Winston-Salem. Call24 Security is not an M/WBE, but they have submitted a Good Faith commitment to subcontract to two 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 infrastructure.

The price for the first year of security camera support services with Call24 Security is \$22,500. This price is based on an estimated 300 hours of work at \$75 per hour. Funding for this contract is available in the approved FY21-22 Information Systems operating budget.

It is further requested that authorization be provided to execute two consecutive one-year renewals of the contract with Call24 Security, subject to approved funding through the annual budget process. The pricing of the additional one-year contract renewals is projected to be similar to the initial first-year contract, although actual cost will be calculated and adjusted based on the number of new security cameras added to the City's infrastructure.

This project was advertised on the City, State, and HUB websites and 41 businesses were notified directly of this opportunity. Notifications were also sent to all local M/WBE and regional HUB businesses.

Exhibit A provides the combined scores of the evaluation panel for each proposal. Exhibit B provides a complete list of businesses that were notified of the bidding opportunity. Exhibit C provides Call24 Security's Workforce Demographics.