

## REQUEST FOR QUOTATION

**Ohio Department of Developmental Disabilities, Office of Information Technology Services Request for Quotation for the Developmental Disabilities Video Surveillance as a Service for the Developmental Centers:**

**Deliverables as identified below**

**Adherence to the following supplements:**

- **Supplement A – State IT Policy, Standard and Service Requirements**
- **Supplement S – State Information Security and Privacy Requirements, State Data Handling Requirements**

**Deadline for submitting Response: October 5, 2020 at 1:00 P.M.**

**Estimated Commencement Start Date: October 26, 2020**

**Estimated End Date: June 30, 2021**

The Ohio Department of Developmental Disabilities (DODD) is seeking contract services to proactively maintain and provide help desk services for the existing Milestone Video Surveillance Solution at the eight (8) Developmental Centers (DC).

The current infrastructure at each DC utilizes on premise servers configured to support various camera types. These server configurations use a raid solution for storage and they are connected to battery backup equipment. The table below contains information on location, number of servers, cameras and switches installed on premise.

Developmental Center Locations	Abbreviation	#of Servers	# of Cameras-	#of Switches
Cambridge Developmental Center 66737 Toland Dr. Cambridge, OH 43725-8987	CADC	3	142	11
Columbus Developmental Center 1601 W Broad Street, Columbus, OH 43222-1807	CDC	4	260	20
Gallipolis Developmental Center 2500 Ohio Avenue, Gallipolis, OH 45631	GDC	3	190	13
Mount Vernon Developmental Center 1250 Vernon View Drive, Mount Vernon, OH 43050	MVDC	3	200	15

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Northwest Developmental Center 1101 South Detroit Avenue, Toledo, OH 43614	NODC	8	246	16
Southwest Developmental Center 4399 East Bauman Lane, Batavia, OH 45103	SODC	2	82	11
Tiffin Developmental Center 600 North River Road, Tiffin, OH 44883	TDC	3	165	17
Warrensville Developmental Center 4325 Green Road, Highland Hills, OH 44128	WDC	5	266	15

The camera models are mostly manufactured by Axis and are as follows: M3045V, M3046V, M3106-LVE, P3707PE, P3367, P1427PE, P3225. DODD also has a few Pelco IME219 and OnCam-Grand Eye cameras. The video management software is Milestone XProtect. DODD has no plans to replace the Milestone solution and the current licensing is valid through 2022. DODD will be realigning the licensing periods for DC renewals to be on the State fiscal year cycle.

The desired outcome of this engagement is a turnkey highly reliable 24X7 managed services for the DC Surveillance. System access needs to be configured for ease of use by DC Superintendents for monitoring and incident review. Review of video is conducted locally and by DODD State staff and processes and or methods are needed to allow legal holds and providing access for non-DODD staff. The review process requires the ability to allow reviewers the capability to search recordings, view and save selected segments anytime and anywhere using any type of device (mobile phone, tablet, Desktop). The video recording is critical for supporting the DODD mission to ensure the safety of individuals under care and the staff who support the centers. The system stability and architecture must be maintained to ensure that issues are identified immediately and that no loss of data occurs.

The selected vendor will implement the recommendations found in the Milestone health check report and proactively monitor and maintain equipment, provide notification of issues and implement resolution plans. In addition, the services are to provide reports to DODD regarding service status and maintenance schedules. All equipment is expected to be updated and maintained on a regular schedule to ensure software releases and camera firmware are current. Vendor is also expected to have access to a supply chain that will enable part replacement within 24 hours to ensure system stability.

Each one of the DCs will have a DODD technical staff member that can provide server support and perform functions that the vendor may need assistance with for problem resolution and access to equipment.

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## **In Scope:**

The Contractor will provide the following Video Surveillance services to DODD:

### **Health check Implementation:**

1. Review Milestone Health Check Report (See Attachment) and implement recommendations to stabilize the surveillance solutions at each DC. This deliverable will include hardware replacement or upgrades, firmware and software updates as necessary.

### **Inventory:**

2. Review Camera Inventory and document those that need replaced and reason for replacement. DODD desires to standardize on the camera make/models to ensure optimum service. Documentation should also include recommendations where necessary for any additional “hardware” to prevent tampering with the cameras. Provided ongoing maintenance of documentation that provides comprehensive information on equipment models, firmware release, server & storage configurations, networking firmware release and other data to fully track assets and current status of the systems.

### **Equipment Maintenance:**

3. Install, maintain and replace cameras onsite at each DC location as necessary to ensure the systems are operating as expected. Cameras inspection and routine maintenance for firmware upgrade are to be scheduled at minimum of once every 6 months.
4. Ability to replace cameras, servers and networking equipment failures within 24 hours.
5. Provide ongoing services to update cameras firmware, switches, or server equipment and software releases to stay current. Includes quarterly review of firmware and software releases and scheduling implementation within following quarter.

## **Dashboard Monitoring and Service Desk Support**

6. Provide Monitoring services and Service Desk Support for 24X7 operations.
  - a. Proactively Manage Milestone solution alerts to avoid loss of video. Monitor each site and when an alert is received an automated process and generate an email to the DODD support center mailbox to generate a ServiceNow Ticket. Ticket will be used to track the issue and resolution. The process will also notify the respective manager at the DC of the issue and what the planned response will be for resolution. This response diagnosis and resolution plan must be identified and communicated to the DC representative within four (4) four hours.
  - b. Alerts should include any activity that would cause a loss of video or loss of use of system for viewing or searching video and include but not limited to: no response from DC site, recording server is experiencing errors, power failure, system restart required, inability to retrieve images, databases connection errors, camera failures, disk space capacity monitoring, archive operations errors and backup processing.
  - c. Provide automated scheduled monthly reports to indicate health and service for the time period.
  - d. Provide DODD access to the Service Desk to enable reporting of system problems. Service response to tickets shall be handled according to severity and provide an escalation process.

## **Disaster Recovery Solution:**

7. Implement and support a highly reliable solution that enables disaster recovery capabilities to minimize data loss due to storage failures.

## **Deliverables**

1. Schedule to complete the Health Check Recommendations
2. Implementation of Health Check Recommendations

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3. Provide monitoring and problem resolution services for the 8 DODD sites:
  - a. On Going Equipment Maintenance Plan
    - i. Description of services covered
    - ii. Hours of operation and SLA
    - iii. Describe supply chain for parts and labor
    - iv. Establish escalation processes for systems issues
  - b. Dashboard Monitoring and Service Desk Support
  - c. Establish remote systems monitoring and ability to perform server, camera and network configurations and upgrades using remote access to minimize onsite visits.
4. Document and maintain information on equipment architecture and assets that includes but not limited to: software/firmware versions for cameras, servers and network devices, device location, warranty expiration, manufacture, model numbers, serial numbers, DODD asset tag and other related data.
5. Disaster Recovery recommendation for preserving data from loss due using a camera/server/storage failover architecture.

## **Response Format:**

The quotation for this engagement must include a detailed schedule and outline of what the deliverables are for each defined unit of work in scope. The quotations for this engagement will be evaluated based on the described approach and cost.

Payment for work will be based upon deliverables and the quotation must contain a payment schedule that clearly states the deliverables and their respective cost. Quotations that simply state the total number of hours and a cost will be rejected.

The evaluation will take into consideration how well the quotation represents an understanding of the project and the proposed deliverables in conjunction with the timeline, skill sets and capabilities of the vendors support for similar engagements.

## **Schedule**

DODD core business hours (between 7:00 AM and 5:00 PM) Monday through Friday. Automated monitoring should occur 24x7 within replacements within 24 hours. Onsite work will be performed at the eight (8) Developmental Centers listed above and are scheduled as mutually agreed upon.

Due to COVID onsite work may require Personal Protective Equipment (PPE) to meet the State of Ohio Governors directives.

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## **DUE DATES**

All quotations are due by **1:00 pm October 5, 2020**. Any quotation received after the required time and date specified for receipt shall be considered/late non-responsive and will not be considered.

## **SCHEDULE OF EVENTS**

All times are Eastern Standard Time (EST).

1. RFQ Distribution to Vendors September 21, 2020
2. Contractor Q&A Period Closes October 2, 2020
3. Quotation Due Date October 5, 1:00 pm, EST
4. Target Date for Review of Quotation October 12 – October 16, 2020
5. Anticipated Commencement date of work October 26, 2020

## **QUOTATION SUBMITTAL**

**IMPORTANT NOTE: DODD will only consider quotes that have the following required information:**

**Each Vendor must submit a single electronic copy of the complete quotation. Electronic submissions should be emailed to:**

**[Kim.Lewis@dodd.ohio.gov](mailto:Kim.Lewis@dodd.ohio.gov) and cc:[Karen.Turnau@dodd.ohio.gov](mailto:Karen.Turnau@dodd.ohio.gov) with the subject line “Proposal for DODD DC Surveillance Monitoring”. Emailed documents must be in pdf format.**

Each quotation must be organized in the format as described below. Any material deviation from the format outlined below may result in a disqualification of the quotation. Each quotation must contain an identifiable tab sheet preceding each section of the quotation.

1. Cover Letter Containing the following information:
  - a. Contact person, address, phone number and email address;
  - b. A list of any subcontractors that will be working on the project;
  - c. A statement certifying the Vendor is a business entity and will not submit the Independent Contractor/Worker Acknowledgement to the ordering agency;
  - d. State Term Schedule Number and STS Labor Category Code;
  - e. A statement acknowledging that the Standard Affirmation and Disclosure Form (**EO 2011-12K**) that was signed during the State Term Schedule submission remains in effect; and
  - f. A statement acknowledging that the Vendor understands that changing personnel after the award without DODD’ consent may be a basis for termination of the award.

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2. MBE Certification if applicable

3. Company profile, references history, past & current clients and 3 references of Video Surveillance managed services engagements that are of similar size to DODD locations, volume of cameras. This also needs to include a description of your partnership with Milestone and equipment supply chains.

4. Account manager and lead technicians resume(s) describing experience and support for similar engagements.

5. Deliverables Approach Summary outlining how the objectives of the engagement will be met.

6. For each deliverable, a description, estimated time to complete and cost

(a) Respond to each of the scope of work items with a description of how the services will be performed.

(b) Provide a detailed project schedule to implement the health check recommendations.

(c) Describe how the contractor will manage each of the 8 DCs to prevent loss of video.

(d) Provide a detailed on-going equipment maintenance plan with descriptions of the services covered, block of hours to cover the 8 DCs and expected timeframe for service.

(e) Describe the parts and labor supply chain.

(f) Optional disaster recovery recommendation

7. Hourly Rate card with description of services

8. Conflict of Interest Statement

9. Payment Address

10. Acknowledgement and Acceptance of Supplements:

Supplement A – State IT Policy, Standard and Service Requirements

Supplement S – State Information Security and Privacy Requirements, State Data Handling Requirements

DODD will not be liable for any costs incurred by any offeror in responding to this RFQ. DODD may decide not to award a Purchase Order at DODD' discretion. DODD will reject late quotations regardless of the cause for the delay. DODD may also reject any quotation that it believes is not in its best interest to accept and may decide not to do business with any of the Vendors responding to this RFQ.

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It is the affirmative responsibility of the Vendor to remove all personal confidential information (such as home addresses and social security numbers) of Vendor staff and/or of any subcontractor and subcontractor staff from resumes or any other part of the quotation.

## **Quotations MUST be submitted to:**

**Ohio Department of Developmental Disabilities**

**Office of Information Technology Services**

**Attention: Kim Lewis**

**[Kim.Lewis@dodd.ohio.gov](mailto:Kim.Lewis@dodd.ohio.gov)**

**cc: [Karen.Turnau@dodd.ohio.gov](mailto:Karen.Turnau@dodd.ohio.gov)**

**Subject Line: Proposal for DODD DC Surveillance Monitoring**

## **NON-DISCLOSURE AGREEMENT**

All resources assigned to this work by the Vendor may be required to sign a non-disclosure agreement. The agreement prevents the disclosure of any confidential data obtained while on the engagement and prevents disclosure during and after the engagement.

## **PROPRIETARY INFORMATION**

All quotations and other material submitted to DODD in response to any procurement effort shall become the property of DODD. Proprietary information should not be included in a quotation or supporting materials because DODD will have the right to use any materials or ideas submitted in any quotation without compensation to the Vendor. Any quotations received in response to this RFQ that have been opened, reviewed, and considered by DODD are deemed to be public records pursuant to ORC 149.43. DODD may reject any Quotation if the Vendor takes exception to the terms and conditions of this RFQ.

## **WAIVER OF DEFECTS**

DODD has the right to waive any defects in any quotation or in the submission process followed by a Vendor. But DODD will only do so if it believes that is in DODD' best interest and will not cause any material unfairness to other Vendors.

## **REJECTION OF QUOTATIONS**

DODD may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that DODD believes is excessive in price or otherwise not in its best interest to consider or accept. In addition, DODD may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

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## **AWARD**

DODD will recommend for award of the Purchase Order to the technically qualified certified Ohio Vendor with a current STS contract with the State of Ohio offering the quotation most advantageous to DODD determined by Vendor qualifications and cost, at DODD' discretion.