

Project Scope:

The following is the scope for the monitoring and preventative maintenance services for the Unified Security Management System (USMS) protecting State facilities throughout the Capitol District. The monitoring system requirements include 24/7/365 monitoring in a UL 2050 central station in the State of Hawaii. Services to be provided will include live monitoring and alarm response of the security equipment to include CCTV cameras, network video recording servers, communications equipment, integrated two-way audio, protective bollard systems, and emergency call towers/wall units. Monitoring will include providing virtual guard tours and responding to system generated calls for service. The monitoring location must be able to access all 800+ video streams from 26+ locations. The monitoring station must be a dedicated station for this project.

The project scope also includes the preventive and emergency maintenance of the enterprise system and the sub systems at the site locations. Preventive maintenance will include routine service on the system and emergency service as required. The system's maintenance includes maintaining the system servers, communication equipment, site servers, and peripheral equipment such as CCTV cameras, communication devices and related equipment.

Maintenance responsibilities will be to repair or replace broken or defective equipment as necessary to return the equipment to normal working order (this includes the equipment and labor required).

Locations Covered:

1. Attorney General's Office (Hale Auhau) 425 Queen St Honolulu HI 96813
2. Department of Health (Kinau Hale) 1250 Punchbowl St Honolulu HI 96813
3. Hawaii State Capitol 415 S. Beretania St Honolulu HI 96813
4. Washington Place 320 S. Beretania St Honolulu HI 96813
5. Kalanimoku Building 1151 Punchbowl St Honolulu HI 96813
6. Kekuanaoa Building 465 S. King St Honolulu HI 96813
7. Hawaii Supreme Court (Ali 'Iolani Hale) 417 S. King St Honolulu HI 96813
8. Kapuaiwa Building 426 Queen St Honolulu HI 96813
9. DLIR & DOTAX (Keelikolani building) 830 Punchbowl St Honolulu HI 96813
10. Makai garage 530 Halekauwila Street, Honolulu, HI 96813
11. South Street Garage 564 Pohukaina Street, Honolulu, HI 96813
12. Department of Education 1390 Miller St. Honolulu, HI 96813
13. Department of Transportation 869 Punchbowl St, Honolulu, HI 96813
14. Kumu Kahua Theater 46 Merchant St Honolulu HI 96813
15. First Circuit Court (Ka`ahumanu Hale) 777 Punchbowl St Honolulu HI 96813

16. District Court 1111 Alakea St Honolulu HI 96813
17. Hawaii State Library 478 S. King St Honolulu HI 96813
18. Hawaii State Art Museum (Capitol Modern) 250 S. Hotel St Honolulu HI 96813
19. Department of Agriculture 1428 S. King St Honolulu HI 96814
20. Department of Defense Headquarters 3949 Diamond Head Rd Honolulu HI 96816
21. Vineyard Garage 1400 Punchbowl Street, Honolulu, HI 96813
22. Ka`ahumanu Building Garage 777 Punchbowl St Honolulu HI 96813
23. Kalanimoku Building Garage 1151 Punchbowl St Honolulu HI 96813
24. Kauikeaouli Building Garage 1111 Alakea St Honolulu HI 96813
25. DAGS Parking Garage 1151 Punchbowl Street, Honolulu, HI 96813
26. Alii Place Garage 1099 Alakea St Honolulu HI 96813

Interactive Video Monitoring Services:

The Interactive Video Monitoring services include monitoring the above locations, responding to duress alarms, AI generated alarms, live video monitoring and random guard tours. Site locations must be monitored on a 24/7/365 basis by trained professional monitoring personnel. Monitoring will be done at a dedicated State monitoring station. System operators will be responsible for answering all emergency calls for service including duress system activation from the emergency duress towers. Operators will respond to system generated analytic alarms, conduct random virtual guard tours, virtual escorts upon request and targeted area monitoring based on activity. Systems operators will also assist in immediate system troubleshooting. System operators will interact with the sites through two-way audio communications. The operators will also provide preventative services through two-way audio and lighting activation. The operators will provide the "hand off" for events to Department of Law Enforcement dispatch center when it is warranted.

The bid cost must be all inclusive and include all monthly costs for connectivity to the enterprise server from the statewide site servers. The cost must include connectivity costs from the UL Central station to the State's NGN network and connectivity to the State of Hawaii Judiciary network. Costs shall include labor, diagnostic programs, redundant communications, and interconnection to the NGN and Judiciary networks.

The bid cost will also include moving the existing equipment rack to one of the Department of Law Enforcement's designated data centers.

Preventive and Emergency Maintenance:

The maintenance plan will cover all existing security and communications, and any new equipment added to the system during the agreement period.

The equipment that is covered by this maintenance plan includes but is not limited to CCTV cameras, network video recorders, communications equipment, emergency duress system, actionable lighting equipment, and all other hardware attached to the statewide USMS. This proposal should include all maintenance costs to include all labor to maintain the equipment, repair or refurbish equipment, and the replacement of warranty equipment.

For all non-warranty equipment, the contractor must replace with new industry standard equipment approved by the Department of Law Enforcement. All non-warranty equipment shall be replaced at or below the Manufacturer's Suggested Retail Price (MSRP).

The contractor will provide maintenance coverage during business hours Monday through Friday from 8 am to 5pm with a response by telephone or email within one hour and a response to site within four hours. Service calls on weekends, holidays, and after business hours (8am to 5pm), shall have a response by telephone within two hours and a response to site before eight hours.

The contractor will be responsible for stocking replacement parts locally, to prevent extended downtime of USMS.

All maintenance services will be done by manufacturer trained and certified technicians.

The maintenance plan will also include software protection, manufacturer technical support, and all other technical support for the USMS. The contractor must be authorized, certified, and trained by the manufacturers to provide this support for all products in the system to include access Control, CCTV, duress, communications, and actionable lighting systems.

The maintenance plan must include the licensing for the following: Lighthouse Physical Security Information Management, CCTVs, access control systems, duress systems, and all other integrated systems.

Additional Qualifications:

The Unified Security Management System is an enterprise solution that integrates site security equipment from various State departments. The vendor must be authorized to access and have administrator rights on the site servers for all sites integrated into the USMS. Administrator access is required to maintain continuous system operation and efficiently maintain and operate the system. The contractor must be currently authorized by the State of Hawaii Judiciary and Department of Law Enforcement to access the systems at all the integrated locations OR demonstrate that they are able to gain access at the time on contracting.

To maintain the continuity of services the vendor must have a 24/7/365 UL 2050 certified monitoring and have an established Fiber optic connection between their monitoring center and the State NGN network. The NGN connection will need to exist at the time of bidding, or the vendor must show that the NGN connection can be established in the time between bid and award of the contract from a State authorized communication provider.

The system will need to be operated and maintained by manufacturer trained, certified, personnel that can support a dedicated monitoring station with direct access to system technical support. The vendor must provide with this proposal, certifications from the manufacturers of the primary systems that they are trained, certified, and authorized to maintain the enterprise system and the sub systems integrated into the USMS.

Manufacturers include:

Network Harbor: Lighthouse Enterprise System, Keyboard Alert System, Mobile KAS, DCIO Integration

American Dynamics: Victor Software, and Lighthouse Integration

Motorola-Avigilon: ACC System

Perimeter Protection Systems: Access Control Vehicle Suppression system

Acre Premisys System

Shooter Detection Systems: Shot Detection system

Bosch Intrusion Detection Systems