

STATE OF HAWAII
DIVISION OF STATE PARKS

VIDEO MONITORING AND MAINTENANCE SERVICES FOR VIDEO SURVEILLANCE SYSTEM

RUGER BASE YARD 480 Makapuu Road Honolulu, Hawaii 96816

1. INTRODUCTION

Soliciting services from a local qualified security system service provider to furnish video monitoring, annual testing and inspection, preventive maintenance, technical support, repair services, software support, and system administration for the existing video surveillance system located at Ruger Base Yard, 480 Makapuu Road, Honolulu, Hawaii 96816.

The intent is to secure a qualified contractor capable of maintaining the operational integrity, reliability, and effectiveness of the video surveillance and audio communication systems through a comprehensive monitoring and maintenance program.

2. EXISTING SYSTEM OVERVIEW

The existing video surveillance system includes, but is not limited to, the following equipment:

VIDEO MANAGEMENT SYSTEM

- (1) Avigilon HD 8-Port Appliance NVR (VMA-AS3-8P8) • (3) Avigilon Control Center Enterprise Software Licenses (ACC7-ENT)

VIDEO SURVEILLANCE EQUIPMENT

- (3) Avigilon H4A Multi-Head 3 x 5MP 270-Degree Dome Cameras (5C-H4A-3MH-270) • (3) Avigilon Infrared Illuminators (H4AMH-AD-IRIL1)

AUDIO COMMUNICATION EQUIPMENT

- (3) Louroe Two-Way Audio Speakers (E087-Louroe)

POWER AND INFRASTRUCTURE EQUIPMENT

- (1) APC Smart-UPS 1500VA / 900W Uninterruptible Power Supply • (1) Altronix AL300ULX Power Supply • (1) Mid-Atlantic DWR1232 Rack Enclosure

ASSOCIATED COMPONENTS

- Associated cabling • Network infrastructure • Camera mounting hardware • Power distribution equipment • Software and firmware • Supporting communications infrastructure

The Contractor shall verify all installed equipment during contract mobilization and identify any discrepancies between the equipment listed herein and the equipment installed at the site.

3. SCOPE OF SERVICES

A. VIDEO MONITORING SERVICES

The Contractor shall provide twenty-four (24) hour per day, seven (7) day per week video monitoring services.

Services shall include:

- Monitoring of video alarm events • Video verification of incidents • Monitoring of system-generated alarms and notifications • Notification of designated Owner personnel • Documentation of alarm activity • Event logging and reporting • Monitoring of communication failures • Monitoring of equipment trouble conditions • Coordination with emergency responders when authorized by the Owner • Monitoring of system health and communications

B. ANNUAL TESTING AND INSPECTION

The Contractor shall perform one (1) comprehensive annual test and inspection of the entire video surveillance and audio communication system.

Video Surveillance Equipment

- Verify operation of all cameras • Verify image quality, focus, and field of view • Clean camera housings and lenses • Verify camera mounting integrity • Verify infrared illuminator operation • Verify recording functionality

Video Management System

- Verify operation of the Avigilon Video Appliance • Verify recording retention periods • Verify storage utilization and health • Verify playback and export functionality • Verify software licensing status • Verify remote access functionality

Audio Communication Equipment

- Test Louroe speakers • Verify audio transmission quality • Verify talk-down functionality • Inspect mounting hardware and enclosures

Power Systems

- Test UPS operation • Verify battery condition • Test Altronix power supply functionality • Verify backup power operation • Verify surge protection and grounding

Infrastructure

- Inspect rack equipment • Verify cable terminations • Verify network connectivity • Verify environmental conditions affecting equipment operation

C. MAINTENANCE SERVICES

The Contractor shall provide all labor necessary to maintain the video surveillance system in proper operating condition.

Services shall include:

- Telephone technical support • Remote diagnostics and troubleshooting • Preventive maintenance • Software updates • Firmware updates • Configuration support • Technical consultation • System optimization

D. CORRECTIVE MAINTENANCE AND REPAIR SERVICES

The Contractor shall provide repair services necessary to restore system functionality.

Services shall include:

- On-site troubleshooting • Remote diagnostics • Repair of defective equipment • Replacement of failed components as authorized by the Owner • Reconfiguration following equipment replacement • Functional testing following repairs

4. MAINTENANCE COVERAGE

The proposal shall clearly identify whether maintenance pricing includes:

- All labor • Travel expenses • Annual testing and inspection • Software updates • Firmware updates • Technical support • UPS battery replacement • Replacement parts • Emergency service calls • System programming and configuration support

Preference may be given to proposals offering comprehensive maintenance coverage under a fixed annual fee.

5. REPORTING REQUIREMENTS

Reports shall be provided upon request and may include:

- Monitoring activity reports • Alarm event reports • Inspection reports • Maintenance reports • Service history reports • Equipment status reports • System health assessments • Recommended corrective actions

6. CONTRACT TERM

The contract term may be up to five (5) years commencing upon issuance of the Notice to Proceed. Unless terminated, the contract may be extended without rebidding, upon mutual agreement in writing between the State and the vendor, prior to the expiration date, for not more than four (4) additional twelve (12) month period, or parts thereof. Provided, however,

the contract price for the extended period shall remain the same or lower than the initial contract price, subject to any price increase allowed by the contract.

7. CONTRACTOR QUALIFICATIONS

The bidderr shall:

- Be licensed to conduct business in the State of Hawaii
- Have a minimum of five (5) years experience supporting Avigilon video surveillance systems
- Employ trained and qualified technicians
- Maintain adequate insurance coverage
- Provide references for similar installations

8. PROPOSAL REQUIREMENTS

The proposal shall include:

COMPANY INFORMATION

- Company background
- Years in business
- Hawaii business license information
- Organization chart and key personnel

TECHNICAL PROPOSAL

- Monitoring capabilities
- Service methodology
- Staffing plan
- Maintenance approach
- Monitoring center description
- Escalation procedures

PRICING PROPOSAL

Provide separate pricing for:

- Video Monitoring Services
- Annual Testing and Inspection Services
- Preventive Maintenance Services
- Corrective Maintenance and Repair Services
- Hourly Labor Rates
- Replacement Parts
- Optional Comprehensive Maintenance Coverage

9. DELIVERABLES

The selected Contractor shall provide:

- Video Monitoring Services
- Annual Testing and Inspection Services
- Preventive Maintenance Services
- Software and Firmware Updates
- Technical Support Services
- Corrective Maintenance and Repair Services
- Inspection Documentation Upon Request
- System Health Assessments Upon Request

10. GENERAL REQUIREMENTS

The Contractor shall:

- Comply with all applicable federal, state, and local regulations
- Maintain all required business licenses and insurance throughout the contract term
- Coordinate all site visits with the Owner
- Provide qualified personnel trained in the maintenance and operation of

Avigilon video surveillance systems • Maintain records of all inspections, maintenance activities, repairs, and system modifications • Protect Owner property during performance of services • Restore any areas disturbed during maintenance or repair activities

11. ACCEPTANCE

The successful Contractor shall be responsible for maintaining the video surveillance system in a fully operational condition throughout the contract term and shall provide all services identified herein in accordance with the requirements of this solicitation.

12. BIDDER QUALIFICATIONS

The bidder shall also have a permanent office location in Honolulu, Hawaii, from where he/she conducts business and where he/she will be accessible to telephone calls regarding complaints or requests that need immediate attention within one (1) hour of the initial call.

The bidder shall have adequate equipment and several employees to perform and complete the work specified herein within the period specified.

The bidder shall be compliant through Hawaii Compliance Express (HCE) pursuant to Chapter 103D, Hawaii Revised Statutes. Vendors/contractors/service providers should register with HCE prior to submitting an offer at <https://vendors.ehawaii.gov>. The annual registration fee is \$12.00, and the "Certificate of Vendor Compliance" is accepted for the execution of contract and final payment. Vendors/contractors/service providers are advised to register on HCE as soon as possible. If a vendor/contractor/service provider is not compliant with HCE at the time of award, the Bidder will not receive the award.

13. BID QUOTATION

Unit bid price shall include labor, transportation, all applicable taxes, and any other costs incurred to provide specified services. The total bid quotation shall be based upon the bid information in Attachment I and as specified above and clarified in the Scope of Services and Special Provisions.

14. LIABILITY INSURANCE

The following minimum insurance coverage(s) and limit(s) shall be provided by the Contractor.

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability	\$1,000,000 combined single limit per occurrence for bodily injury and property damage

	\$2,000,000 general aggregate
Automobile Liability	\$1,000,000 combined single limit per occurrence for bodily injury and property damage

Each insurance policy required shall contain the following clauses:

1. "This insurance shall not be canceled, limited in scope of coverage or non-renewed until after 30 days' written notice has been given to the State of Hawaii, Department of Land and Natural Resources, Division of State Parks, 1151 Punchbowl Street, Rm. 310, Honolulu, HI 96813.
2. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
3. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of and not contribute with insurance provided by this policy."

The minimum insurance required shall be in full compliance with the Hawaii Insurance Code.

Prior to the commencement of the work, the Contractor agrees to deposit with the State of Hawaii certificate(s) of insurance necessary to satisfy the State that the insurance provisions have been complied with.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default, entitling the State to exercise any or all the remedies provided for the termination of services.

The procuring of such required insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements. Notwithstanding said policy or policies of insurance, Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with the services.

15. APPLICABLE LAWS

The Bidder shall comply with all applicable laws of the federal, state and county governments to include but not limited to laws relating to workers' compensation, unemployment compensation and worker safety.

16. DUE CARE

The Bidder and its employees shall always take due care of the public's safety in its operations and shall be responsible for its own actions.

17. START OF WORK

Work will commence as indicated on the purchase order(s) or notice to proceed issued by the Department of Land and Natural Resources.

18. LIQUIDATED DAMAGES

Liquidated damages are fixed at the sum of FIFTY DOLLARS (\$50.00) for each calendar day the Bidder fails to perform in whole or in part of any of his obligations specified herein. Liquidated damages, if assessed, may be deducted from any payments due or to become due to the Bidder.

19. CAMPAIGN CONTRIBUTIONS

CAMPAIGN CONTRIBUTIONS BY STATE AND COUNTY CONTRACTORS PROHIBITED If awarded a contract in response to this solicitation, Contractor agrees to comply with HRS §11-355, which states that campaign contributions are prohibited from a State and county government contractor during the term of the contract if the contractor is paid with funds appropriated by the legislative body between the execution of the contract through the completion of the contract.

20. INDEMNIFICATION

The Contractor shall agree, in behalf of its employees, subcontractors, and other representatives acting upon its behalf, indemnify, defend, and hold harmless DLNR, its officials, employees, representatives, and agents, against any claim or liability, including all loss, damages, costs, expenses, attorney fees, and penalties, for any damage to real or personal property, including environmental damage, or injury to or death of persons, or violations of or noncompliance with applicable law, when such penalties, damage, injury or death results from, arises out of, or is connected with the completion of the project.

21. INVOICING

Bidder shall send an original monthly invoice upon completion of all services listed in the purchase order. The original shall state that "This is an original bill", shall be signed and sent to:

Department of Land and Natural Resources

Division of State Parks

480 Makapuu Avenue

Honolulu, HI 96816