

## 5. SECTION B - SCOPE OF SERVICES:

### 5.1. Background

The Montgomery County Department of Transportation, Division of Parking Management, is responsible for the management, operation, and maintenance of numerous parking facilities within the County. The public parking program in Montgomery County is one of the largest municipally owned and operated public parking programs in the country. The Division of Parking Management supports 3 Parking Lot Districts (Bethesda, Silver Spring and Wheaton), with 20 Garages and 18 surface lots and over 21,500 total parking spaces. For more information visit <https://www.montgomerycountymd.gov/DOT-Parking/>.

The County's existing security surveillance system was installed in all facilities with the intention of providing surveillance coverage of the County's parking garages properties with the focus on recording all areas of pedestrian and vehicular access as well as areas where parking payment services, attended offices, high-value or high-risk areas or infrastructure was present. This system operates 24/7 with on-site server and recording systems with stored video from 2 or more months. The system is used for internal investigations by the Department of Transportation, Division of Parking Management and is remotely accessible by Montgomery County Security and the Montgomery County Police Department. The County has successfully piloted a cloud-based security camera system to supplement and improve the existing system in several areas and facilities.

### 5.2. Intent

The Montgomery County Department of Transportation, Division of Parking Management, intends to enter into a contract with an experienced and qualified firm to significantly enhance, expand with new security surveillance systems, and eventually replace the existing security surveillance system on an operated and managed cloud-based platform, and a multi-year maintenance agreement. The County will define a phased deployment schedule spanning the following 6 or more years wherein each facility will be partially upgraded simultaneously. Each year the County will adjust the phasing schedule to accommodate incident impact areas and budget availability. A brief description of this phasing plan includes:

- 1) Installation of approximately 270 cameras with a focus on License Plate Recognition (LPR), 1<sup>st</sup> floor stair/elevator landings/lobbies, and high traffic areas.
- 2) Installation of approximately 160 cameras with a focus on high-occupancy decks and mid-level landings/lobbies.
- 3) Installation of approximately 160 cameras with a focus on mid-level decks and remaining landings/lobbies.
- 4) Installation of approximately 160 cameras with a focus on mid-level decks and elevator cars.
- 5) Installation of approximately 160 Cameras with a focus on remaining decks and roof/basement levels.
- 6) Installation of approximately 230 Cameras to replace existing surveillance system.

When presented with the phasing plan, the awardee will assist the County in proposing the necessary camera and installation hardware as well as a quotation of all costs under this contract. The awardee will provide specifications of the power and communication requirement meeting the County's TEBS standards (hard-wired, wifi, cellular) for each camera drop. With acceptance of this job order and as part of the phasing plan, the County will utilize its existing contracts to install all conduit, power and communication wiring between the County provided on-site FiberNet network switch and communication equipment and the camera installation location. Upon completion of the preparatory work during the phasing plan, the awardee's technicians will deliver the equipment and perform the necessary installation, configure the camera for operation and confirm successful installation.

The County's 20 parking garages include but are not limited to the following:

- 1) Thayer-Silver Spring Garage 3 (913 Silver Spring Ave, Silver Spring)
- 2) Fenton Street Village Garage 4 (8110 Fenton Street, Silver Spring)
- 3) Bonifant-Dixon Garage 5 (1101 Bonifant Street, Silver Spring)
- 4) Cameron-Second Garage 7 (8530 Cameron Street, Silver Spring)
- 5) Kennett Street Garage 9 (8040 Kennett Street, Silver Spring)
- 6) Woodmont Corner Garage 11 (7730 Woodmont Avenue, Bethesda)
- 7) Wheaton Market Place Garage 13 (11219 Grandview Ave, Wheaton)
- 8) King-13<sup>th</sup> Street Garage 16 (8025 13<sup>th</sup> Street, Silver Spring)
- 9) Capital Crescent Garage 31 (7171 Woodmont Ave, Bethesda)
- 10) Woodmont-Rugby Garage 35 (8216 Woodmont Avenue, Bethesda)
- 11) Auburn-Del Ray Garage 36 (4910 Auburn Avenue, Bethesda)
- 12) Cordell-St. Elmo Garage 40 (4935 St. Elmo Avenue, Bethesda)
- 13) Cheltenham Garage 42 (4720 Cheltenham Drive, Bethesda)
- 14) Amherst Garage 45 (11304 Amherst Avenue, Silver Spring)
- 15) Waverly Garage 47 (7400 Waverly Street, Bethesda)
- 16) Metropolitan Garage 49 (7601 Woodmont Avenue, Bethesda)
- 17) Bethesda-Elm Garage 57 (4841 Bethesda Ave, Bethesda)
- 18) NOAA Building Garage 58 (1315 East-West Hwy, Silver Spring)
- 19) Wayne Avenue Garage 60 (921 Wayne Avenue, Silver Spring)
- 20) Town Square Garage 61 (801 Ellsworth Drive, Silver Spring)

The following table provides a sample of the layout of some of these garages. A pre-submittal site visit must be scheduled by contacting [scot.reinmann@montgomerycountymd.gov](mailto:scot.reinmann@montgomerycountymd.gov) to develop a proposal that best addresses the security concerns at each parking facility.

Garage	Number of Spaces	Vehicle Entry Lanes	Vehicle Exit Lanes	Number of Decks	Number of Rows/Deck	Number of Stairs	Number of Elevator Kiosks per Level	Number of Elevator Cars
G005	1,708	4	3	5/8	6	6	4	4
G009	583	2(3)	2(3)	5	2	2	1	2
G016	160	2	2	2	3	2	n/a	n/a
G060	1,699	3	3	8	3	3	2	7
G061	1,281	3	3	7	3	3	2	5
G045	621	2	2	6	2	2	1	2
G047	856	4	4	4/7	4	4	3	3
G049	982	2	4	5	5	5	2	4
G057	895	2	2	6	3	2	2	4

### 5.3. Scope of Services

5.3.1 The Contractor must supply the security cameras and all associated equipment including system plan, design, labor, software, licensing, installation, configuration, testing, and training. The Contractor will recommend the type and number of security cameras, and any other applicable equipment, including hardware and software for the optimum functionality of the security camera system. The proposed solution must describe the administration and /management interface that will be used.

### 5.3.2 Equipment Specifications

The proposed camera system must have the following minimum requirements:

- a. Camera system must be operated and managed on a cloud-based platform.
- b. There should be no need for servers, DVRs/NVRs, or security cabinets onsite (HUB/Switch connection to the Internet to be provided by the County).
- c. County can access the surveillance system and view cameras or system information remotely via a web browser or application from multiple devices such as laptops, tablets, and cell phones.
- d. A minimum of 30 User accounts with admin configurable Group permissions and audit report for activity.
- e. Securely Accessible, end-to-end encrypted data that is only accessed and shared by the County.
- f. The ability to archive and or download video and still images from multiple cameras at the same time with appropriate watermark identifying the camera, location, and date/time.
- g. Includes real-time maintenance alerts if cameras are vandalized, needs servicing, or stops recording.
- h. Firmware and software updates must be uploaded directly to the camera automatically.
- i. Firmware and software updates to the cloud-based, central viewing system or application, video analytics software, etc. should not significantly interfere with recording or viewing the cameras or network for more than an hour and must be communicated to the County in advance.
- j. System should be capable of facial recognition, path mapping, identification Person/License Plate of Interest (POI) and alerting via text or email as assigned by the County to observed condition such as POI, group, traffic, activity).
- k. System must offer a wide range of outdoor and indoor cameras suitable for high-resolution 4+ megapixel, 4K, and with the option of License Plate Recognition capability.
- l. The cameras must have sufficient resolution to read a vehicle license plate and identify persons at a distance of 100 feet.
- m. Camera selection should include IR (night vision) and motion detection capabilities.
- n. 30-day Solid State Drive (SSD) data storage capability on camera and 60-days or more storage capability on the cloud.
- o. If Audio Recording capability is present, the capability to remotely turn this feature on/off as setting must be present.
- p. License Plate Recognition cameras should be capable of reporting or interfacing with other systems such as vehicle count/occupancy and/or Parking and Revenue Control Systems.
- q. Outdoor cameras must be equipped with heaters to withstand winter/all-weather operations.
- r. Communication may be wireless/cellular where such an allowance is cost effective and will otherwise run through the County Fibernet following TEBS guidelines.
- s. Proposal must include the cost of all mounting equipment, installation and configuration, and on-going support for the life of the license.
- t. Allow future growth of the system to accommodate additional cameras and locations.
- u. Cameras must be movable to other sites with minimal expense.
- v. Vendors are encouraged to recommend the most effective placement to ensure the goals established above.

### 5.3.3 Warranty of Equipment & Installation

The Contractor warrants that work performed under this contract conforms to the contract requirements and is free of any defects in equipment, materials, or workmanship performed by the Contractor or any subcontractor. And the Contractor must provide any software maintenance patches and version updates or upgrades at no additional cost to the County.

This warranty must continue for a period of one year, parts and labor, from the acceptance of the work.

#### 5.3.4 Service and Support

Proposer must include in its response a detailed explanation of all material elements regarding service and support elements of the contract including, but not limited to, the following:

- a. Video Management System – Service levels for software systems, including response time, escalation procedures, and preventative problem identification capabilities.
- b. Protocol for upgrades/updates.
- c. All licensing considerations.
- d. All fees, licenses, and subscription costs.
- e. Service for the life of the contract including troubleshooting and on-site repair and RMA of warranted products.

#### 5.3.5 Installation

Proposer must include in its response all pertinent elements and methodologies of installation including, but not limited to, the following:

- a. Pre-planning.
- b. Product acquisition.
- c. Delivery, storage, security.
- d. Installation.

#### 5.4. Delivery

After Contract execution, the County will issue a Purchase Order and Notice to Proceed. Delivery should not exceed ninety (90) calendar days after receipt of a Notice to Proceed and an executed Purchase Order. The contractor must contact Mark DeSacia (mark.desacia@montgomerycountymd.gov) to coordinate and establish an agreed to delivery and installation date. Pursuant to the County's described intent to implement a phased installation, the County will provide the awardee a per location annual deployment outline including approximate desired fields of view/camera coverage. The awardee will respond with a recommendation of equipment to best fulfill the stated intention and required infrastructure (mounting hardware, power, communication connection). The County will make use of existing contracts to perform preparatory work including conduit and wiring to meet this specification. Camera installation must not exceed thirty (30) calendar days following the completion of the County provided wiring and preparatory work. Delivery must be FOB destination, freight included, and must be inclusive of all costs. The proposed equipment must be delivered and installed at the locations listed in the notice to proceed. The equipment must be fully functional upon installation completion.

#### 5.5. Additional Facilities/Change Orders

During the contract term, the County shall have the right to add facilities to be served as may be considered necessary or desirable. In the event that facilities are added (except as provided herein) or there is a need to change the requirements of a specific project, a mutually acceptable price for the routine goods and service will be negotiated in a manner consistent with the contract terms. The Contractor's change order proposal must include a lump sum fee for the complete project and be inclusive of ALL costs associated with the completed project. The lump sum fee must include: a) the labor hourly rate listed on the Proposed Pricing Fee Schedule, and the number of hours that will be utilized under the change order; and, b) an itemized list of all materials to be paid under the change order. The County reserves the right to negotiate with the Contractor any services or costs, other than the labor hourly rate already listed in the contract, i.e., number of labor hours for a particular project. The County also reserves the right not to make an award for any project.

5.6. Failure to perform/deliver

In the event of the Contractor's failure to comply with the established delivery schedule, the County reserves the right to make an open market purchase of the required materials/goods and to charge, as damages, the difference between the established price and the actual cost incurred by the County and to collect such charges from the Contractor, from any money due under this Contract, or any other Contract with the County.

5.7. Invoices

All true and corrected invoices are to be sent to:  
MCDOT/Division of Parking Management  
Attn: Mark DeSacia  
100 Edison Park Drive, 4th Floor  
Gaithersburg, MD 20878

Or email invoices to [mark.desacia@montgomerycountymd.gov](mailto:mark.desacia@montgomerycountymd.gov)

5.8. Protection of Existing Facilities

The Contractor must take all necessary precautions during the period of delivery to protect existing County facilities from damage by the Contractor, Contractor's employees, subcontractor, or subcontractor's employees. The Contractor must repair or replace, at their own expense, any damaged property caused by the Contractor, Contractor's employees, subcontractor, or subcontractor's employees.

5.9. Training

Training, at no additional cost to the County, shall consist of instructing County staff on the operation of the camera system. Training must take place on the day of installation or the following workday. The Contractor must deliver fully functioning units at the start of the on-site training.

5.10. Contractor's Qualifications

The Contractor must have a minimum of three (3) years of experience in providing IP Security camera solutions and provide three (3) local/regional references from clients where the Contractor has or is providing similar goods and services as required in this RFP.

5.11. Contractor's Responsibilities

- a. The Contractor must specialize in security camera systems including installation and maintenance services and have trained employees in same field.
- b. The Contractor must have an adequate number of trained technician/employees readily available.
- c. Provide a minimum of 5-day replacement or repair of equipment, regardless of cause.
- d. Provide evidence of Security Systems Agency License and/or certification in the State of Maryland.
- e. The Contractor will provide a detailed drawing of the camera power source points for equipment power on the site.

5.12. County's Responsibilities

The County will be responsible for the assignment of specific tasks, provide power source points, the requisition of funds for individual tasks assigned (purchase order), providing general guidance, and timely payment of invoices based on parking engineering services assigned and completed.