

REQUEST FOR PROPOSALS

for

Video Management System (VMS) Replacement



LOUISIANA
CANCER
RESEARCH CENTER

Proposal Due Date/Time:

April 9, 2021 - 5:00pm CST

Issue Date:

March 22, 2021

I. Purpose

The Louisiana Cancer Research Center of L.S.U. Health Sciences Center in New Orleans/Tulane Health Sciences Center (LCRC) is seeking a qualified vendor (Contractor) to replace the existing Video Management System (VMS) with a new product.

II. Background and Overview

During the 2002 Regular Legislative Session, the Louisiana State Legislature passed a 12-cent tax increase on a pack of cigarettes, five cents of which directly funds cancer research, research infrastructure, and related tobacco cessation and control programs. Consequently, during the First Extraordinary Session of 2002, the Legislature of Louisiana enacted La.R.S. 17:1921 et. seq., which created the Louisiana Cancer Research Center of L.S.U. Health Sciences Center in New Orleans/Tulane Health Sciences Center (LCRC) with the primary function of conducting research and promoting education in the diagnosis, detection, and treatment of cancer.

LCRC's mission is to seek National Cancer Institute (NCI) designation as a comprehensive cancer center by developing a coordinated cancer research and education program that will optimize discovery and development of innovative cancer therapies; leading to innovative clinical treatment programs offering new opportunities for early detection, treatment, and prevention of cancer in our region; and promoting regional economic growth. Tulane University ("TUHSC"), Louisiana State University Health Sciences Center in New Orleans ("LSUHSC"), Xavier University ("XAVIER"), and Ochsner Health System ("OCHSNER") are members of the LCRC.

The LCRC building is a ten-story, state-of-the-art cancer research center on the corner of Tulane and S. Claiborne Avenues in downtown New Orleans. This 260,000 sq. ft., \$100M facility houses approximately 200 cancer researchers, allowing them to collaborate more easily as they seek a deeper understanding of the biology of cancer in the hopes of developing new treatment options for the citizens of our state.

LCRC has an existing S2 access control system with integrated CCTV VMS and is satisfied with the performance of the S2 access control portion but not the VMS; this proposal is to replace that VMS with a new product. That product may, or may not, integrate with S2, integration is preferred but not mandatory. The VMS may be a component attached to the CCTV network with an independent hard drive, or a software only product that uses and resides on LCRC's existing network or it may be a service in the Cloud; there are no restrictions but there is a modest preference for software on the network. Local service is not mandatory but preferred. Existing camera maintenance is not required but again is preferred.

The need for this replacement is urgent, the existing VMS has failed several times and is now non-functional; cameras are not now visible nor are the images being captured. The existing VMS utilizes one on-site server with a unique integrated hard drive; confidence is not high in this approach. The goal of this RFP is to acquire a new VMS with a maintenance contract that provides adequate protection in the event of future outages.

III. Schedule of Events

LCRC reserves the right to change dates as necessary. Proposers will be notified of any changes.

| RFP Issued | March 22, 2021 |
|--|---------------------------------|
| Deadline for submitting written inquiries | March 26, 2021 |
| Deadline for LCRC to respond written inquiries | On or before April 1, 2021 |
| Deadline for proposals | April 9, 2021 |
| Possible interview/demo dates | April 21 through April 23, 2021 |
| Contractor selection & notification | On or before April 30, 2021 |
| Contract execution | On or before May 7, 2021 |

IV. Proposal Submittal

Firms or individuals who are interested in providing equipment and services requested under this RFP must submit a proposal containing the mandatory information specified in this RFP. The proposal must be received by email or hard copy on or before the date and time specified in the Schedule of Events. FAX submissions shall not be acceptable. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered or emailed at the Proposer's expense to:

Louisiana Cancer Research Center (“LCRC”)

Attn: Ryan Graffagnini
1700 Tulane Ave., 10th Floor
New Orleans, LA 70112
Telephone: (504)210-1718
Email: fiscal@lcrc.info

The responsibility solely lies with each proposer to ensure their proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

V. Submission Criteria and Requirements

- a. The RFP will be sent by e-mail. Upon receipt of the RFP, the proposer should reply with an e-mail acknowledgement to confirm their intent to submit an offer. This will allow the proposer to receive all addenda and updates. If the proposer fails to acknowledge the proposal request, they may not receive important information that may materially affect the proposal.
- b. The proposals may come from either the manufacturer or their designated dealer. There is a preference for using a local dealer but it is not a requirement. If a local dealer is providing the proposal, their submittal must include a manufacturer's dealer certificate assuring LCRC that the dealer's technicians are fully qualified to service the proposed product. LCRC does not have a preferred local dealer.
- c. All proposals shall be type written, signed, and delivered to the LCRC either by e-mail or mail.
- d. The proposal must include the following documents. Failure to include all documents may cause the proposal to be rejected: **
 - Proposer's profile
 - Addenda acknowledgement form
 - A completed "Questions" form
 - A completed "Pricing Page" form
 - Sales and technical literature for all proposed products
 - User manual (if available)
 - Dealer Certification (if applicable)

** Note: A submittal checklist is provided with the Questions form. Each of the submittal forms is a "fill in" PDF, the proposer may copy this form, type their responses directly onto the form and submit it. In addition to the required forms, you may add as many attachments as you need to clarify your offer. The purpose of the forms are to allow easier comparisons, not to restrict submittals.

- e. Proposers at their sole discretion, may provide questions to the LCRC by email at fiscal@lcrcc.info. Questions must be submitted in writing, by the "deadline for submitting written inquiries" described in the "Schedule of Events" section above.
- f. Respondents shall not rely on any representation, statement, or explanation other than those made in this RFP document or in associated addenda. Where there appears to be a conflict between this RFP and any addendum issued, the last addendum issued will prevail. The proposer will be responsible for reviewing

all addenda.

- g. All bids must include 3 customer service references with contact information; those references will be verified.
- h. A completed response to the RFP must be received no later than 5:00PM CST on the date listed in Section IV – Schedule of Events. It is the responsibility of the proposer to ensure that responses arrive on or before the prescribed time. Late proposals will not be accepted. Proposals received by the LCRC will be dated and stamped; this will be the official date and time of receipt.
- i. Notice of any award of a contract resulting from this RFP will be made by written notification from the LCRC to all proposers.
- j. LCRC may elect to conduct an additional interview(s) and product demonstrations with the proposer(s) prior to the award of this contract if deemed necessary.
- k. All proposals become the property of LCRC and will not be returned. Selection or rejection of the offer will not affect this right.
- l. LCRC will not pay any costs incurred in the submission of a proposal or for any costs incurred prior to the execution of a formal contract. LCRC will not be responsible for any proposer expenses related to unsolicited information, response development or oral demonstrations that may result from this RFP. LCRC will not pay any amounts proposed and identified as insurance, bonds, or taxes of any kind.
- m. Proposer certifies, by signing and submitting a proposal, that their company and any subcontractors, vendors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133.

VI. Evaluation and Selection

The proposals will be examined and ranked in order of preference with the following weights:

- a. The ability of the product to meet the stated goals in the RFP, 50%
- b. The quality of service anticipated based on the statements in the proposal 30%
- c. The price of the proposer's offer 20%

The successful proposer must agree to provide direct service access to the end user's system administrator with the ability to receive factory support on service calls. A full description of requested maintenance terms is shown later in this document. LCRC is especially interested in service hours, how holidays are handled and a full disclosure of service access constraints.

Additional Considerations will be given as follows:

- a. This Request for Proposal does not require local service however, proposers with local representation will receive additional consideration.
- b. This proposal does not require the existing cameras to be included in the service arrangement but those who can also service the cameras will receive additional consideration.
- c. Preference will be given to vendors with the ability to integrate with the existing S2 system but this is not a purchase requirement.

The proposals will be evaluated and ranked; the most likely successful proposers will be selected to provide an on-line demonstration of their product. A list of demonstrable features will be given to the proposer to present. After presenting the required features, the proposer will then be permitted to demonstrate features not included in the requirement list then allowed an additional 30 minutes to explain why their product should be the preferred choice.

Proposals must remain open as an irrevocable offer to provide service as described in the RFP for a period of 90 days after receipt of proposal.

VII. Addenda, Supplements, Amendments

LCRC reserves the right to change the Schedule of Events or revise any part of the RFP by issuing an addendum to the RFP at any time prior to an award. Addenda if any, will be distributed to all participants via email or certified mail, and will be posted on the LCRC website at louisianacancercenter.org. It shall be the responsibility of the Proposer to provide current and accurate contact information.

VIII. Errors and Omissions in Proposal

LCRC reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities and informalities.

IX. Rejection

LCRC reserves the right to reject all proposals received in response to this request. It does not intend to pay for information solicited or contracted for prior to entering into a contract with the successful proposer.

X. Audit of Records

The State legislative auditor, federal auditors and external auditors of the LCRC, Louisiana's Division of Administration (DOA) or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years after project acceptance or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

XI. Scope of Services

This is a performance specification, not a hardware specification. The needs of LCRC will be defined in this RFP but it is up to the proposer to determine which of their products to use and the best configuration to meet these requirements.

Existing Technical Considerations

- a. This is an existing CCTV system with 108 IP connected FIXED POSITION color cameras. There are 4 pan tilt zoom cameras in this system and some may be added later. Nearly all of these cameras are 1 megapixel but a few existing cameras, and those that will be purchased in the future, (there are no planned additions at this time) are expected to be 5 megapixels. This information is provided for the proposer to assess storage requirements. Future cameras will all use IP communications.
- b. All existing cameras were working before the controller failed. We currently have two different camera manufactures. The majority of the cameras are Bosch and a few replacements were added recently from WiseNet.
- c. Most of the current cameras are 1 MP. There have been a few replacements since the initial install. Three are 5 MP and one is a 6 MP Fisheye.
- d. The cameras are on a private network, that is, the cameras are on a physically separate network from the information system devices.
- e. LCRC does not anticipate the need for additional cameras at this point but would want to have some space available for camera upgrades.
- f. The cameras are on an isolated network. The recording server must have 2 network connections to allow it to connect both to the camera network and to the LCRC network.
- g. All cameras are located on the same property, there is only 1 main building on that property with several outbuildings upon which cameras are mounted but are on the same camera network. "Administratively" some cameras are separated from the others but that separation is by privilege not by physical constraints.
- h. LCRC is prepared to dedicate network resources to the application of this new VMS but has no preference to do so.
- i. Camera reconfiguration should not be required unless the vendor has a unique VMS that demands altering the existing system.
- j. There are no separate logins for each camera; access to the network will provide access to the cameras.
- k. LCRC has not evaluated its current cameras to determine if it has metadata since there is not a need for artificial intelligence at this point.
- l. The existing S2 VMS was the previous PTZ controller for the cameras.

- m. LCRC recognizes that without a camera brand and model list the proposer can not be certain that their VMS is compatible. Additional cost allowance may be made if camera firmware upgrades are necessary. However, LCRC will employ its current maintenance provider before increasing the proposed contract price.
- n. Cameras are operated and recorded 24/7/365.



1700 Tulane Ave. New Orleans, LA

Product Requirement

a. Network Requirements

- The network protocol is TCP/IP. For on premise VMS solution, the preferred operating system is Windows but other operating systems are acceptable (i.e. Linux, etc.) as the proposed product requires. If the proposer is using an OS other than Windows, please submit requirements for pre-approval.
- The proposer's product may function through a physical component that is connected to the network to perform its control and capture functions or it may be software that resides on the LCRC's network and utilizes the existing network storage devices to record the captured images or may be entirely Cloud based. Some products have a unique combination of these control and recording functions, this specification does not seek to limit how the solution is implemented but the proposer must describe in detail how these functions will be handled.
- The vendor will be responsible for integrating the proposed product with LCRC's network. Assistance will be provided by the LCRC's IT department in establishing this integration. However, the proposer may offer an option for software only and Cloud based solutions whereby LCRC's IT staff provides the installation and setup with vendor support. This option must be clearly defined in the proposal response and may be listed as an option with an alternate price.

b. Displays

- Display should be browser based although a thin client may be acceptable predicated on system requirements, cost and other factors. If the display is not browser based, a full description of the thin client requirements must accompany the offer.
- To access the display software (especially in a browser-based system) the user must sign on with a User ID and password. Users must have pan, tilt, zoom control from any authorized station.
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The system administrator must have the ability to set privileges for each display station based on the user ID. Privilege control must include (at least):

- Which cameras may be viewed
- Access to recorded images
- Ability to extract recorded images
- Ability to control PTZ functions

LCRC projects that a few users will interact with the system. IT, Security, and possibly Facilities. This would be segmented to only allow certain features/access based on the log in person/department.

c. Storage

- Network storage is preferred over storage in a local device but this is only a preference, not a requirement. Cloud storage is an acceptable option but cost is a strong consideration. There is sufficient disk space in LCRC's network to capture and retain 30 days of images from all cameras at 15 FPS. LCRC will not need to retain image data more than 30 days on all cameras. LCRC has a hardwired network with the cameras, displays and all other network devices in this system being located in the same facility. The network is constantly being upgraded; some components are over 10 years old while others are less than a year.
- The motion capture ratio is adequate at 15 FPS. The common compression rate is 265 but we will accept other versions. If the rate is switchable, we will decide at the time of installation. 24 hour recording is required.
- For storage consideration, LCRC does not plan on adding additional cameras at this point but the proposer should consider the maximum amount of cameras added over the next two years to be 10.
- If an on-site device is used, it should be located in LCRC's IT department. LCRC wishes to have a rack-mount VMS system.

d. Extraction

- Recorded images should be extracted in standard formats such as AVI or MP4 for video and JPG or JPEG for still shots; other common formats may be acceptable. The proposed system can use unique format with an associated *.exe application as an alternative but that method is not preferred.
- Extraction may be from any authorized display station.

Desired Features

In addition to the features described above, LCRC would like, but does not require, the following features. Systems that include these features will receive additional consideration.

- a. Integration with the existing S2 system such that alarms on the S2 triggers images at selected displays and automatically brings up cameras associated with the alarm point. Proposers will not be required to program the alarm points for this contract.
- b. Artificial Intelligence search of recorded video for specific criteria such as "a blue car".
- c. A mobility app that permits access to the live and recorded images via a cell phone.
- d. License plate recognition with alarm (for future use).
- e. Image manipulation on playback including digital zoom and images enhancements to view scenes during forensic examinations.

Maintenance Forecast

System maintenance is a strong consideration, it is the main reason this system is being replaced. Repair performance is an issue but the pricing policy for maintenance is an equally strong consideration. Please provide full and complete answers to the maintenance questions. LCRC's expectations are shown below. These are not "requirements" but rather what is expected from the vendor. Evaluation points will be assigned based on how close the proposer's offer matches these expectations. Contract award will be based on part on the terms and coverage included in the warranty and maintenance and represents a significant portion of the Quality of Service evaluation criteria.

a. Warranty

All parts and labor are to be included ON-SITE for the first year. If the warranty is "at factory" please so state in the proposal response. The "warranty clock" should start on the day of acceptance of the installation, not at shipment or delivery.

Warranty response is within 1 business day of placing a service call during NORMAL BUSINESS HOURS. Proposer should state what those hours are and what holidays are observed by the technical staff. Further, how service calls are handled during holidays and after hours; and if there is an after-hours help desk.

Warranty technical support is to be provided to the LCRC directly, that is, even if local service is provided, the system administrator may call the manufacturer's support desk for technical support during normal business hours, open a service ticket and receive direction from the manufacturer's technical support staff to the resolution of the technical issue.

b. Maintenance Agreement

The maintenance agreement should include the same terms as the warranty. Pricing for the agreement should have the option for 1, 2 or 3 years. Depending on the cost, LCRC may agree to a 2 or 3 year contract. However, the proposer should assume the maintenance agreement will be purchased year by year and should provide a price for year 1 and a forecast for years 2 and 3.

Additional pricing is required under the following scenario:

- System installation followed by a 1 year warranty, no additional cost
- Second year, funds are not available for a maintenance agreement
- Third year, funds become available for maintenance, what is the cost?

c. Camera Maintenance

Proposers will not be required to provide camera maintenance however that service availability will be given additional consideration.

Implementation

- a. After award of contract but before beginning the project, the vendor must submit a completions schedule with at least the following milestones:
 - date work to start (as soon as possible after contract award)
 - date work to finish
 - Planned date for system training

Note: Based on the completion date, a final inspection and testing date will be scheduled. The system will be fully demonstrated to the consultant and, when found acceptable, a second inspection and acceptance with LCRC will be planned. After the final acceptance the vendor may submit an invoice for the completed project. This will signal the start of the warranty period.

- b. While working on LCRC site please observe the following rules:
 - Work during normal business hours only, 8:00 – 5:00 Monday through Friday
 - Vendor's employees may park in the lot provided in the rear of the building
 - Employee ID should be worn at all times
 - Upon arriving, obtain a visitor badge at the guard station in the lobby
 - Check in with the IT department director before beginning work

XII. Payment

All invoices shall address LCRC and shall be sent to SDS for pre-approval at the email address below. SDS will then forward all approved invoices to LCRC for payment. Invoices should include any documents to support invoice charges. LCRC shall make payments within 30 days of a properly executed and SDS approved invoice.

Michael Khairallah
SDS Project Consultant
985-875-0119
michaelk@sds-web.net

XIII. General Terms and Conditions

- a. Contractor will perform all work in accordance with the Scope of Services in section XI. Contractor will perform all work in a professional manner that is consistent with other professionals performing similar work in the geographic area at the time services are rendered. Time and quality of work shall be the essence of this Agreement.
- b. The Contractor shall meet all requirements as required by federal, state laws and local ordinances.
- c. Contractor shall assign a project manager to act as Contractor's representative with respect to products and services to be rendered under this Agreement.
- d. Contractor agrees to indemnify and hold " The LCRC Group" which shall mean, individually or in any combination, LCRC, The Board of Supervisors of Louisiana State University and Agricultural and Mechanical College, and all of the subsidiaries, affiliates, partners, joint interest owners, co-owners, and co-lessees, including their respective directors, officers, employees, servants, representatives, agents, assigns and lessees and the subrogees of said parties harmless from and against all claims, damages, causes of actions, and fines to the extent such claims, damages, causes of action and fines are based on or arise out of Contractor's negligent acts or negligent omissions.
- e. The Contractor shall maintain general liability insurance to cover all professional services rendered under the terms of this contract.
- f. Proof of such insurance shall be provided by the Contractor. Limits of Liability shall be no less than: a) \$1,000,000.00 per person; b) \$1,000,000.00 per occurrence.
- g. The Contractor shall maintain workers compensation insurance to cover all professional services rendered under the terms of this contract. Proof of such insurance shall be provided by the Contractor.
- h. The Contractor agrees to keep all information related to the contract confidential. Except as specifically authorized by the LCRC, the Contractor agrees not to publish, reproduce, or otherwise divulge information, in whole or in part and in any manner or form. Contractor is responsible to abide by federal and Louisiana Public Records Laws. The Contractor shall take such reasonable measures as are necessary to restrict access to the information to only those employees and Contractor's staff who have a "need to know." Contractor further agrees to immediately notify the LCRC, in writing, in the event that it has determined that a breach of this requirement may have occurred.
- i. The Contractor's staff shall comply with all LCRC policies and procedures.
- j. The LCRC shall have the exclusive right to approve or reject any proposed contract staff, however approval will not be withheld without reason.
- k. The Contractor or LCRC shall be exempted from performance under the contract for any period that the Contractor or LCRC is prevented from performing any services in whole or in part as a result of an act of God, war, civil disturbance, epidemic, or court order, provided the Contractor or LCRC has prudently and

promptly acted to take any and all corrective steps that are within the Contractor or LCRC's control. Subject to this provision, such non-performance shall not be considered cause for termination of the contract.

- l. In the event the laws of the State of Louisiana or the United States, or the rules regulations and guidelines of any state or federal government should be amended or judicially interpreted so as to render infeasible the fulfillment of the contract on the part of either party, then the appropriate provisions of the contract shall be renegotiated in good faith by the LCRC and the Contractor.
- m. LCRC reserves the right to enter into a contract without further discussion of the proposal submitted; there will be no best and final offer procedure. The LCRC reserves the right to contract for all or a partial list of services offered in the proposal. It is understood that the proposal will become a part of the formal and official file on this matter without obligation to the LCRC. LCRC also reserves the right to end the Request for Proposal process at any time. LCRC further reserves its right to NOT select a proposer.
- n. The Contractor will be required to certify that neither this business entity nor any of its employees is currently listed as excluded or sanctioned by the Office of Inspector General (OIG), the General Services Administration (GSA) or any other governmental body or governmental entity. The Contractor must understand that if this business entity or any of its employees appear on these listings, the corresponding organization's proposal will be rejected. Furthermore, the Contractor must understand that if at any time during the term of this contract, this entity or any of its employees appears on either listing, the Contractor will notify the LCRC and this contract will be terminated.
- o. This RFP, together with any addenda issued thereto by the LCRC, the proposal submitted by the Contractor in response to the LCRC RFP, and any exhibits specifically incorporated herein by reference, will constitute together with the contract the entire agreement between the parties with respect to the subject matter.
- p. The LCRC exclusively requests that proposers to this RFP direct all questions to fiscal@lcrc.info while the RFP process is underway. In addition, proposers may not contact any of the consortium members concerning this RFP.