



DATE: May 3, 2023

TO: Invited Parties

FROM: Rex R. Ingram, Chief of Police

SUBJECT: Body Worn Camera

The City of Caldwell is soliciting proposals from qualified companies to provide the Caldwell Police Department (CPD) with eighty (80) body-worn cameras.

The quote shall include the costs for accessories and options. The quote is required to include options for storage, management, retrieval and sharing of captured video. Qualified companies will also provide a Service Agreement which includes service on equipment, hardware and software for a minimum of five (5) years. The proposal must include training and set up of the cameras and associated support equipment.

Potential vendors must demonstrate experience in designing and maintaining body-worn cameras and storage systems. The intent of this request for proposals is to acquire body-worn cameras for public safety use that offers ease of use, functionality, recording and storage capabilities. Potential Vendors shall only submit one proposal per firm.

Proposals that do not conform to the mandatory items as provided in the proposal instructions will not be considered.

Proposals must be received at the location specified below no later than June 5, 2023 by 5:00 p.m.

Debbie Geyer, City Clerk
City of Caldwell
P.O. Box 1179
Caldwell, ID 83605

PUBLISH: May 7 and May 21, 2023

REQUEST FOR PROPOSALS

I. NATURE OF SERVICES REQUIRED

General

The intent of this request for proposals is to acquire a body-worn video camera system that offers storage for public safety use that as well as ease of use, functionality, recording and storage capabilities and affordability. Potential Vendors will also be required to provide training on the use of body-worn cameras and associated systems. All proposals submitted must address key components discussed in the Technical Information and Requirements section.

Designated Contact

Any explanation desired by a potential vendor regarding the meaning or interpretation of any RFP provision and or question must be submitted in writing via email to the procurement contact, Deputy Chief Shawn Sopoaga, no later than May 17, 2023 . Deputy Chief Shawn Sopoaga and Lieutenant Dave Wright are the only individuals who may be contacted regarding the RFP and all inquiries should be sent to ssopoaga@cityofcaldwell.org and dwright@cityofcaldwell.org. Responses to questions will be posted as an Addendum to the RFP by May 19, 2023 on the City of Caldwell's website: www.cityofcaldwell.org

Schedule of Events

Activity	Date/ Time
Release Request for Proposal	May 3, 2023
Publication dates – legal notice	May 7, 2023 and May 21, 2023
Deadline to submit written questions	May 17, 2023
Deadline for submitting proposals	June 5, 2023 by 5:00 p.m.
Evaluation Committee Review	Week of June 5, 2023
Final Approval by City	June 20, 2023
Tentative Contract Award date	TBD

References

The City reserves the right to check any references(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those

identified during the review of the proposal, or those that result from communication with other entities involved with similar projects.

Communication with Staff

From the date the RFP is issued until a contract is executed, communication regarding this project between potential vendors, and individuals employed by the City is prohibited. Only written communications with the procurement contact, as listed on page one of the Request for Proposal in permitted.

Once a determination is announced regarding the selection of a vendor, the Vendor will be permitted to speak with person(s) participating in contract negotiations, product delivery, and training and support services.

Violations of these conditions may be considered sufficient cause to reject a vendor's proposal and/or selection irrespective of any other condition.

The following exceptions to these restrictions are permitted:

- Contracts made pursuant to any pre-existing contracts or obligations; and
- Presentations, key personnel interviews, clarification sessions or discussions to finalize a contract, as requested by the City.

Proprietary Information

All information and data contained in the proposal becomes the property of the City and becomes public information upon opening the proposal.

If the potential vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within the state's public record statutes.

All proprietary information the potential vendor wishes the county to withhold from the public must be submitted in a sealed package, which is separate from the remainder of the bid. The separate package must be clearly marked PROPRIETARY on the outside of the package.

Applicable Law

The laws of the State of Idaho shall govern, and the appropriate venue and jurisdiction from any litigation which may arise hereunder will be in those courts located in the State of Idaho, regardless of the place of business, residence, or incorporation of the Vendor.

II. Proposal Submission and Process

Proposal Format

The Potential Vendor shall submit one clearly labeled original and five copies of their proposal. The name of their potential vendor firm shall be indicated on the cover of the original and each copy.

Proposals shall be signed by an authorized representative of the offeror. All information requested must be submitted. Failure to submit all information requested may result in the City rejecting the proposal.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content. Elaborate brochures and excessive promotional materials are not required or desired.

All Proposals must be submitted in a sealed envelope plainly marked with the name and address of the potential vendor and the RFP title.

Bids are to be mailed to: Body Worn Camera BID
ATTN: Debbie Geyer
P.O. Box 1179
Caldwell, ID 83605

Bids can be delivered to: Body Worn Camera BID
ATTN: Debbie Geyer
411 Blaine St
Caldwell, ID 83605

No responsibility will attach to the City or any official or employee thereof, for the preopening of, post opening of, or the failure to open a proposal not properly addressed and identified.

Proposal Requirements

The Potential Vendors shall provide the appropriate information in sufficient detail to demonstrate the evaluation criteria has been satisfied as specified. To allow for easier

comparison, proposals should contain the following sections and attachments and be arranged in consecutive order.

Executive Summary: This section shall serve to provide the City with the key elements and unique features of the proposal by briefly describing how the Potential vendor is going to provide the best solution. The Executive Summary should include a schedule of major milestones to accomplish the implementation.

The Executive Summary should also include a list of high risk or problematic areas, which identified during the proposal process, that are reasons for concern. Potential Vendor will not be evaluated on this paragraph and cannot lose evaluation points for listing areas of concern. These concerns will be addressed with the success Vendor during negotiations.

Experience & References. Provide a list of at least three references where you have provided goods and services to include names, addresses, contract names, phone numbers, number of cameras in use, number of years each has been using your system and corresponding interfacing systems that will be used by the Department.

Conceptual Treatment of Project and Work plan describe in more detail the approach to the project. Include a preliminary project plan that includes potential vendor's concept of the project including the methodology to be used, proposed timeline and the major deliverables to be produced. In addition, the potential vendor must provide and specify the roles and responsibilities for the City and the potential vendor. Include any assumptions and constraints.

License Agreement- Must be provided for review and evaluation by the Department.

Delivery Time- The vendor must state delivery time if they are the chosen vendor.

Budget Narrative

The budget narrative should thoroughly and clearly describe every category of expense. Proposed budgets must be complete, cost effective and allowable (e.g. reasonable, allocable, and necessary for project activities). Budget narratives should generally describe cost effectiveness in relation to potential alternatives and the goals of the project. The narrative should be mathematically sound. The narrative should explain how the vendor estimated and calculated all costs, and how they are relevant to the completion of the proposed project. The narrative may include tables for clarification purposes, but need not be in a spreadsheet format.

The budget narrative must include the following:

- Unit Price for wearable cameras
- Unit price for camera accessories (mounts, collars, etc)

- Unit prices for evidence transfer managers (docking stations)
- Annual price for hardware maintenance and support
- Annual price for software maintenance and support
- Hourly rates for training services
- Annual storage costs

Specifically, the order is for eighty (80) body-worn cameras. The equipment pricing will be used for purchased equipment throughout the term of the contract as well as storage. All yearly maintenance and support fees shall be provided as a fixed per year price. Operation of all software and hardware products shall be warranted for a period of 36 months from the date of acceptance at no additional cost.

SAM.Gov

The RFP is using Federal funding and so the potential vendor is required to be registered and in good standing with SAM.GOV. The potential vendor must submit proof of registration and good standing.

III. Evaluation of Proposal

Proposals will be reviewed by an Evaluation Panel made up of representatives of the City. The Evaluation Panel will select a “short list” of qualified service providers who may be formally interviewed and may be requested to provide a formal demonstration to the City. The contract will be awarded to the Potential Vendor whose proposal the City determines, in its sole discretion, is the most advantageous to the City and the City’s best interest. Evaluations will be based on the required criteria listed, and qualitative evaluation will also be based on:

- Ease of solution’s use
- Ability to meet the requirements of the RFP Scope of Services
- Maintenance, training, and support offering
- Cost of Services
- Acceptances of the City’s RFP Terms and Conditions

IV. Withdrawal of Proposal

Potential Vendors may request withdrawal of a posted, sealed proposal prior to the scheduled proposal opening time provided the request for withdrawal submitted to the City in writing. The request for withdrawal can be mailed or emailed to Deputy Chief Shawn Sopoaga. If a vendor wants to resubmit after withdrawal, the submitted proposal must be re-submitted and time-stamped in accordance with the RFP document in order to be accepted.

No proposal may be withdrawn for a period of 90 calendar days after the date of proposal opening. All proposals received are considered firm offers during this period. The Potential vendor's offer will expire after 90 calendar days. If a potential vendor intended for award withdraws their proposal, that Potential Vendor may be deemed non-responsible if responding to future solicitations.

V. Rejection of Proposal

The City reserves the right to reject any and all proposals received by reason of this request.

IV. Technology Information and Requirements

All potential vendors must provide detailed and specific information on the following characteristics and requirements of their body-worn camera systems.

[Note: For more information on body-worn camera implementation among law enforcement agencies, please refer to the Technology section of the Bureau of Justice Assistance's National Body-Worn Camera Tool Kit found at [Technology | Bureau of Justice Assistance \(ojp.gov\)](https://www.ojp.gov/technology)]

System Warranty:

- Minimum warranty for all patches, hardware, and software with option to extend warranty
- Articulated Return Material Authorization Process
- Maximum time allowed for replacement of inoperable equipment by the vendor

Qualifications and Experience:

- The vendor must provide a detailed company overview that includes years in business, overall customer count, a short timeline of important milestones, and executive leadership biographies.
- The vendor must provide a detailed experience overview for all proposed solutions. These overviews must include years of experience deploying like products, deployment counts, a representative clients list, case studies, and examples of thought leadership.

- The Potential vendor shall disclose and explain any litigation, threatened litigation, investigations, reorganization, receivership, filing, strike, audit, corporate acquisition, unpaid judgements or other action that could have an adverse impact on their ability to provide the required needs.
- The potential vendor shall disclose and explain whether they have been unable to complete a contract, been removed from a contract, or been replaced during a contract period in the past five years.

Body Worn Camera:

- The body-worn camera must have 64GB of non-removable storage capacity that can store up to 46 hours of video at the lowest resolution.
- The body-worn camera shall be a self-contained, tamper-proofed unit with no external wiring required for operation.
- The body-worn camera must be able to upload video evidence directly from the camera—over an LTE or Wi-Fi connection—to an integrated Digital Evidence Management System.
- The body-worn camera must have a diagonal field of view between 145 to 150 degrees
- When using the body-worn camera, users should be able to mute audio and/or mask video (e.g., record audio but not video) when recording. This will allow users to determine when it is appropriate to capture audio or video during sensitive incidents.
- The body-worn camera must provide visual LED indicator lights (in at least two locations), audible tones/beeps, and haptic (vibration) feedback when in various operating modes. The camera should also have a small screen on top of the camera to identify the camera's status to the user in a digestible way (via icons and informational phrases).
- The body-worn camera must have a pre-event buffer that can capture up to 120 seconds of video prior to an officer initiating a recording. The pre-event buffer video resolution, as well as the pre-event buffer length, should be configurable. The length of the pre-event buffer should allow configuration in 30-second increments, from 0 to 120 seconds. To protect officer privacy, recording audio during the pre-event buffer must be configurable.
- The body-worn camera must have wireless connectivity via Bluetooth version 4.2 or newer, an NFC tag, and Wi-Fi 802.11 at 2.4GHz and 5GHz.

- The body-worn camera must have embedded GPS, which allow a user's location to be reported and real-time alerts and notifications to be sent and received—when recording.
- The body-worn camera must have an internal SIM card slot (protected by screws) to provide LTE connectivity. The vendor must have multiple carrier-provided SIM card options to best determine connectivity for a particular area.
- The body-worn camera must be capable of livestreaming a video feed directly from the camera over an LTE connection.
- The body-worn camera must be able to report GPS location over both an LTE and Wi-Fi connection. Location reporting must be available when users enter a building. Please explain your process.
- The body-worn camera must automatically embed a time/date stamp as metadata associated with the video file. The time and date information should appear as an overlay when the video is played back in an integrated Digital Evidence Management System.
- The body-worn camera must prevent users from directly deleting data from the camera. Please explain the steps taken to ensure this does not happen, as well as processes put in place to protect the chain of custody and on-device tampering.
- The body-worn camera must integrate with multiple mobile applications that can be operated by a user to either collect evidence, update metadata, calibrate what appears in the camera frame, register devices, or access real-time awareness features. Please provide detail on each of the vendor's supplemental mobile applications and how they improve workflows without taking away from the camera's primary purpose.
- The body-worn camera must have a method for adding desired metadata to video in the field prior to upload via a mobile application. We do not prefer an on-device method of adding metadata to evidence. The external mobile application(s) should provide the user with a workflow separate from the camera, as to not take away from the camera's primary purpose.
- The body-worn camera must respond to at least eight customizable triggers for wireless activation. These triggers should include, but are not limited to:
 - Lightbar/siren activation
 - Removing a weapon from the weapon rack

- Removing a weapon from the holster
- The body-worn camera must be designed in a way that prevents accidental activation of the camera by the user, but also allows simple activation method by the user. Please explain.
- The body-worn camera must allow a user to add a marker—via a button press—to flag a specific point of interest during a recording. We prefer the body-worn camera also automatically add a marker to a video if an energy weapon or sidearm is drawn, or if a Miranda Warning is given. Please explain how you can achieve these additional marker functionalities.
- Under normal usage, the body-worn camera should provide at least 12 hours of battery life. If using additional features to operate the camera, please explain the expected variations in battery life. In any situation, if battery life is not expected to last 12 hours, please provide the process of charging the camera—to extend battery life—while the camera remains mounted. It is important the camera stay mounted at all times to limit the need to recalibrate a camera’s view during a shift.
- The recharge battery time must not take longer than 6 hours
- The body-worn camera must indicate and alert the user of the remaining battery capacity in multiple ways, preferably on a small screen and by LED lights.
- If the body-worn camera loses power at any point, the camera’s data must not be corrupted or lost.
- The body-worn camera must have a feature that allows an agency to retrieve video up to 18 hours in the past.
- The body-worn camera must be able to automatically adjust the brightness of its built-in LED lights when exposed to different ambient light conditions. Please explain your process.
- The body-worn camera must have a docking station option that is capable of offloading digital evidence from multiple cameras at once. The docking station must also charge the camera and allow the camera to receive operating system updates, time zone calibration, and setting changes. Multiple docking options are preferred and include preference toward 1-bay and 8-bay docks.

- The docking stations mustn't need a computer to operate, connect, or interface with the Internet. The docking stations should be standalone devices that connect to a cloud storage solution via an Ethernet connection.
- Once the body-worn cameras are connected to a docking station, they must begin the secure transfer of files to the Digital Evidence Management System without loss of quality or metadata, with all files being deleted from the camera once the transfer is complete. This transfer of evidence must be encrypted in transit.
- The body-worn camera must have multiple mounting options.
- The cost of each individual body-worn camera must include a mount; the mount type will be determined by the agency.
- Over the course of the contract's life, the vendor must provide at least two hardware refreshes, meaning new cameras will be supplied to the agency on an agreed-upon timeline.
- Please provide details on how you have improved your body-worn cameras in the last year. This should include any new features or upgrades in technology, as well as actions taken to improve policing methods, community engagement, and civil unrest.
- Though we are currently interested in implementing body-worn cameras at this time, we do prefer to work with a vendor that offers integrated solutions, if we choose to expand our hardware and software set in the future. Please provide information on how your body-worn cameras integrate with your other software and hardware. Hardware and software that operate within the same system and leverage like technology are preferred.
- The body-worn camera recorded video format must be MPEG4 (.MP4) using the H.264 compression standard. There is no preference for a camera that implements a compression standard of H.265
- The body-worn camera must have the option to capture video at multiple resolutions, including 480p, 720p L, 720p H, and 1080p. This setting should be configurable.
- The body-worn camera must have 3 to 4 built-in microphones to capture stereo quality (dual-channel) audio when recording.

Evidence Management System:

- Please explain how your Digital Evidence Management System (DMS) is easy to use and easy to navigate, specifically relating to searching and finding evidence within the system.
- The DMS must be cloud-based, accessible via a web browser, and offer unlimited highly available storage for captured assets.
- The DMS must be source agnostic and house virtually any video and audio file type, as well as most digital document types. Please explain how and what files you support.
- The DMS should allow users to review, playback, and redact an evidence file, as well as utilize redaction tools and annotation tools to determine what can be seen and heard when viewing a video or image. Please explain how your DMS provides redaction capabilities.
- The DMS must never alter an original piece of evidence after redaction tools are used. Please explain how the vendor's system avoids this from happening.
- The DMS must have a redaction suite built into the DMS, available directly from the cloud, which enables face-tracking capabilities. Please explain your DMS' redaction capabilities.
- The DMS must include the following redaction capabilities:
 - Manual Redactions
 - Object Tracking
 - Manual Masks
 - Audio Masks
 - Audio Extraction
 - Image Redaction
 - Document Redaction
 - Text Insertion
 - Disclaimer Insertion
- The DMS must have MDT/MDC, license plate, and faces tracking capabilities that can help speed up the redaction process. Please explain how your DMS tracks license plates and faces in recorded video.
- The DMS must be able to monitor usage of body worn cameras. Please explain this functionality.

- The DMS must be able to monitor performance by custom groups, provide capabilities to review video captured by specific body cameras, and provide the wearer of that body camera with user-specific feedback based on that video review. Please explain the functionality related to these capabilities.
- The DMS should allow users to view location data and receive live notifications from body-worn cameras in the field, via an interactive map.
- The DMS should have the ability to capture and manage use of force/internal affairs data. Please explain how your DMS accomplishes this functionality.
- The DMS should have the ability to create both standard and customized incident reports based on law enforcement databases and other external sources of data, combined with information stored within the DMS. Please explain how your DMS accomplishes this functionality.
- The Vendor must offer services that enables the agency to leverage CAD and RMS metadata to efficiently manage video-evidence files within the DMS via an automated extraction and tagging of critical metadata from CAD and RMS software. The DMS must then be able to add that metadata—including ID, retention category, and event location information—to officer recorded video-evidence files in the DMS. Please explain how your DMS accomplishes this functionality.
- The DMS must use strong encryption to protect evidence data in transit and at rest. CJIS-compliant cryptography must be implemented.
- Vendor's compliance must demonstrate a commitment to providing a trustworthy platform. These certifications, compliance measures, and security assurances should include, but are not limited to, the following:
 - ISO/IEC 27001:2013 Certified - Information Security Management Standards
 - ISO/IEC 27017:2015 Certified - Code of Practice for Information Security Controls
 - ISO/IEC 27018:2019 Certified - Code of Practice for Protecting Personal Data in the Cloud
 - CJIS Compliant
 - CALEA Standard 17.5.4 Compliant

- HIPAA and HITECH
- AICPA SOC 2 Type 2 Reporting (Applicable only to DEMS)
- SOC 3 Report
- Cloud Security Alliance - CSA STAR Attestation (Level Two)
- Cloud Security Alliance - CSA STAR Self-Assessment (Level One)
- Accessibility Conformance Report - WCAG 2.0 & VPAT/Section 508

Explain your commitment to providing a secure platform and how your company and your DMS solution continues to comply with security best practices.

- Please explain how your DMS protects evidence chain-of-custody during storage, management, and user viewing, redaction, and sharing.
- Please explain how your DMS uses retention categories to automate retention and deletion workflows.
- Please explain how your DMS allows administrators to apply, manage, and change user roles and access permissions.
- Please explain how your DMS enables your users to share individual pieces of evidence with each other and with external partners, while maintaining chain-of-custody and audit trails throughout the sharing process.
- Please explain how your proposed DMS enables users to build cases using evidence stored within the proposed DMS, share those cases with each other and with external partners, while maintaining chain-of-custody and audit trails throughout the sharing process.

Implementation:

- The vendor must have multiple deployment options to choose from, including a full-service package, starter package, and virtual package. Depending on the package you are offering, please explain what is included in the package. If there are different packages for different solutions, please provide detail on all of the included packages.
- The vendor must offer a train-the-trainer style training if needed. Please explain how you will perform this training.

- The vendor must have a professional services team with the following experience: installing solutions for a variety of agency sizes, developing deployment plans, and providing ongoing support. Please provide a detailed overview of the vendor's experience.
- The vendor must provide an overview of your project approach methodology, including your approach to ongoing quality management.
- The vendor must provide details on how you plan for an effective deployment. Please include information on the particular steps of the plan, including introductory communication, documents provided, coordination amongst teams, and any needed customizations to the plan.
- The vendor must provide a detailed overview that covers each phase of the proposed project plan. This should include pre-deployment, deployment, and post-deployment phases. The vendor's post-deployment support should include technical support, the assignment of a post-support manager, and RMA support.
- The vendor must provide sample project plans and schedules in a narrative format that explains each step. This should also include a schedule in a table format.
- The vendor must include information on the proposed deployment team. This should include an overview of each role, a staffing flow chart, and bios.
- The vendor should provide any information on third-party installers, if applicable.

****The City desires the earliest possible installation of all components. Vendors should insert their earliest project completion date as this will be a consideration in the resulting award.***

Storage

- *Ability to store video for unlimited time*
- *Ability to provide unlimited storage space*
- *Ability to export video in an industry standard file format*
- *Ability to upload video to a cloud database from other sources*
- *The ability to provide a file storage system*

Ownership and public Records

The City is a public agency as defined by state law, and as such, it is subject to the State's Public Record Law. Under that law, all of the City's records are public record (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.