



THE
HOLLYWOOD
PARTNERSHIP

Surveillance System Maintenance Program

REQUEST FOR PROPOSALS

February 12, 2021

The Hollywood Partnership

6562 Hollywood Boulevard

Los Angeles, CA 90028

ruben@hollywoodbid.org

PROPOSAL DUE: March 8, 2021 AT 5 PM (PT)

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I. Introduction:

The Hollywood Partnership (THP) is looking to engage the services of a specialized firm to provide quarterly preventative maintenance for the District’s surveillance camera system and network. The firm selected will provide the highest level of client services, expertise and project management capabilities in the surveillance system technology field which is operated within the Hollywood Entertainment District Property Based Improvement District (HED).

Please respond to requests for proposals by Monday, March 8, 2021, and send proposals to Ruben Lechuga via ruben@hollywoodbid.org.

II. Background Information:

Originally founded in 1996, THP is a 501(c)6 nonprofit corporation that manages the HED. THP is governed by 20+ property owners and/or representatives representing the diverse array of property types in the District: commercial, residential, hotel, parking lot, nonprofit and government owned. The HED is funded by approximately 632 property owners and encompasses 75 city square blocks. These property owners assess themselves approximately \$7.5M annually to pay for cleaning, security, streetscape, and marketing services. In 2019, the Hollywood Entertainment District was renewed and expanded to include the area formerly known as the Sunset & Vine District. The PBIDs in Hollywood have been renewed four times, with the most recent approval extending the HED until 2028.

THP is responsible for paying for the maintenance service, establishing new projects, and working in partnership with the LAPD to ensure operational needs are met within our District through observational and investigative tasks using this surveillance system. This system was

donated by THP and is technically owned/monitored by the Los Angeles Police Department (LAPD) Hollywood Division.

THP Vision Statement

HOLLYWOOD: Where Experiences Exceed Expectations

THP Mission Statement

To enhance the appeal, vitality, and well-being of the Hollywood community from the ground up.

III. Current Surveillance System Program Overview

The current surveillance system includes the following:

- (10) Sony PTZ Cameras located on both city streetlight poles and/or private buildings.
 - Locations include Hollywood/Sycamore, Hollywood/Highland, Hollywood/Las Palmas, Hollywood/Cahuenga, Hollywood/Wilcox, Hollywood/Vine, Hollywood/Gower, Yucca/Cahuenga, Selma/Schrader, Sunset Cahuenga- See Appendix A for the visual map.
- Volo Wireless fluid mesh antennas located on the roof top of privately owned buildings throughout the District.
- Qognify (ONNSI) video management system and (1) server stored in a city managed IDF room within the LAPD Hollywood Station.
- (2) Operating Viewing Stations within the LAPD Hollywood Station used by LAPD Detectives and on duty Watch Commander.

IV. Scope of Services

- **(Each camera/fluid mesh antenna shall be checked at least once per year while the VMS and server equipment shall be checked twice.)**

Examples of services are listed below:

- Check that performance of the system continues to meet the agreed specification/operational requirement per the manufacturers.
- Clean, refocus and readjust all video surveillance cameras.
- Ensure that all cameras have a proper field of view and are free of obstructions.
- Clean camera domes, outdoor housing glass and lenses.

- Verify that all devices are securely mounted.
- Note any wear/tear or damage to devices and replace equipment under warranty.
- Check all fuses on power supplies.
- Check random recording and viewing parameters.
- Check NVR for proper recording (30-day retention) playback functions and archiving.
- Inspect CCTV System and monitors for proper functionality.
- Check the night-time performance of all cameras.
- Clean and air dust each NVR and remove all debris.
- Check programming on each NVR.
- As required, install software updates.
- Check and maintain all wiring, cabling and associated connectors.
- Check indicator lamps are working correctly.
- Check warning labels and seals on all/external equipment are still in place.
- Check all cables/conduit are properly supported, undamaged and show no wearing.
- Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings including towers and brackets.
- Check the picture quality of each camera and correct monitor selection.
- Check all automatic, network and remote camera functions are satisfactory, and that camera movement and fields view are free from obstruction.
- Usage of bucket truck and city permits along with all other necessary equipment needed to perform the scope of services shall be included in the quoted fee.

Technical Background Requirements

- The selected proposer must be in possession and provide proof of a current Qognify certification as both service, support, and solutions provider for the duration of the maintenance contract with THP. If the VMS changes than the proposer must also be certified in the new VMS as well.
- The selected proposer must demonstrate complete understanding in writing of the existing system(s) including but not limited to all third-party interfaces as well as the system design and specifications.
- The selected proposed must perform Preventative Maintenance Inspections (PMI) to be undertaken on a quarterly basis. It will include cleaning, lubricating, and adjustments to equipment as per manufacturer documentation. It is also applicable to software patches, and any other upgrades pertaining to the CCTV hardware.

V. THP Responsibilities

- Oversee Contractor services and contract administration.
- Provide guidance and direction to Contractor for future projects/replacing equipment.
- Coordinate with the City of Los Angeles and property managers to provide access to secured property where surveillance system cameras and antennas are located.
- Pay for the services provided by the Contractor according to contractual terms.

VI. Insurance

During the life of the contract between THP and the Contractor, the Contractor shall provide, pay for, and maintain insurance against claims for injuries to persons or damages to property which may arise from, or in connection with, the performance of the work described in this RFP, by the contractor, his agents, representatives, employees, or subcontractors. Specific types are described below. Contractor's insurance shall be primary in all occurrences associated with the services outlined in this RFP. The cost of such insurance shall be included in the Contractor's bid, covering, at a minimum the following categories:

- Commercial General Liability Insurance shall include Premise and Operations, Personal and Advertising Injury, Contractual Liability, Independent Contractors, Broad Form Property Damage including Completed Operations and Products, and Completed Operations Liability Coverage. Such policy insurance shall have limits of liability not less than \$2,000,000 each occurrence; medical expenses \$5,000 (any one person); \$1,000,000 personal and adv. injury, and general aggregate is \$3,000,000. Liability Insurance Certificate shall include the save harmless clause.
- Automobile Bodily Insurance and Property Damage Liability Insurance shall be written for not less than \$1,000,000 combined single limit. Limits of liability can be met by a Combined Primary Liability and Excess and/or Umbrella Liability Insurance policy of \$5,000,000.
- Workers' Compensation and Employers' Liability Insurance shall be provided for all employees engaged in the work under this request, in accordance with the laws of the State of California. The amount of the employers' liability insurance shall not be less than: \$1,000,000 each accident, each employee.

All insurance coverage shall be provided by responsible agencies licensed to do business in California. The insurance coverage and dollar limits required must be evidenced on properly executed Certificates of Insurance. Renewal certificates shall be provided no less than thirty working days prior to the expiration date of current coverage.

The Contractor must provide a copy of its Certificate of Liability Insurance to THP each quarter. Documentation will show that THP, its officers, directors, employees, agents, and subcontractors, and the City of Los Angeles, its officials, employees, and agents are listed as additionally insured on the policy. Each policy and Certificate of insurance shall contain an endorsement the THP and the City of Los Angeles as additionally insured. Additional provisions, as necessary, will be made available prior to and integrated into the final contract.

VII. Registration of Intent

All interested contractors are encouraged to send an email by the close of business on Friday, February 19, 2021 to THP Vice President of Urban Place Management (email address included on the cover of this RFP) registering their interest in responding. The email should also identify the contact information for a point person within the firm and detail how the firm learned about the RFP. All firms expressing interest will be added to an email distribution list (see Question and Answer Period below). Firms failing to register in this manner may not receive all information relevant to the preparation of their proposals.

VIII. Question and Answer Period

Questions regarding the proposal may be submitted by email only to Ruben Lechuga (ruben@hollywoodbid.org). The deadline for submitting questions is Friday, February 26, 2021. Questions will be answered via email and CC'd to all registered firms in the order in which they are received.

IX. Submittal Requirements

GENERAL INFORMATION

- Contractor name and mailing address, phone, fax, and website
- Contact name and contact's phone and email
- State if business is local, national, international and indicate the business legal status (corporation, partnership, etc.)
- Name of parent company (if any) or subsidiary
- Number of years in operation, date, and location of incorporation
- Location/address of home office and number of professional staff employees at office.
- Experience in providing ambassador services to other private and/or public entities, including the number & a listing of business improvement district accounts.
- Business unit and individuals by name to be responsible for providing/managing contracting services, including resumes of individuals. Identify frequency that Senior Management from the corporate headquarters will make announced and unannounced on-site visits and include a description of the evaluation criteria to be used.
- Statement of ability to provide requested insurance coverage.
- Any exceptions to the contract terms proposed herein.

NARRATIVE DESCRIPTION

- Include scope of services to be provided, roles and relationship of contractor and THP in the maintenance program development.
- Clearly define and demonstrate how the services to be provided will be accomplished. Please include as much detail as applicable and specific examples of how your company has planned, deployed, executed, evaluated, and refined services.
- Please provide your expectations of THP's involvement in the oversight of the contract and surveillance system program management.

PERFORMANCE MANAGEMENT AND EVALUATION

Explain how you propose to be held accountable by THP and how performance of the Camera Maintenance program will be measured and demonstrated.

BUDGET

- Please submit a proposed management structure and clearly distinguish expenses related to maintenance program management.
- Indicate any equipment leases or other equipment amortization plans.
- Please clearly demonstrate how contractor would assign, schedule and dispatch staff. Please include:
 - Proposed staffing schedule and duties.
 - Methods for troubleshooting issues involving the system.
 - Process for receiving calls requesting services to address issues with the system.

REFERENCES

- Provide at least three reference names and contract information for similar contracts with other organizations.

COMPANY STABILITY AND FINANCIAL SOUNDNESS

Please disclose whether the contractor has filed for bankruptcy and whether it has been, or currently is, in litigation. If so, please outline the details of the case.

TIMELINE

Using April 1, 2021 as the start date; show all steps in the development of this surveillance system maintenance agreement. Interviews are expected to occur in the second week of March and program is expected to be awarded on March 19, 2021.

X. Submittal Procedures

Please submit two printed copies of the proposal, including one un-bound copy and one electronic copy. Copies should be mailed or delivered to:

Attn: THP Surveillance System Maintenance RFP

The Hollywood Partnership

Los Angeles, CA 90028

ruben@hollywoodbid.org

- **Completed proposals must be received no later than 5pm on March 8, 2021.** Proposals received after this time will not be considered.
- Bidders may request clarification during the question-and-answer period described herein.
- Proposals must clearly define and demonstrate how the services to be provided will be accomplished.
- The quote should be inclusive. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.
- If the execution of work to be performed by your company requires the hiring of sub-contractors, you must clearly state this in your proposal. Sub-contractors must be identified and the work that will be performed must be defined. THP will not refuse a proposal based upon the use of sub-contractors; however, we retain the right to refuse sub-contractors you selected.

XI. Timeline

- Friday February 12, 2021 – RFP released
- Friday, February 19, 2021 – Pre-registration deadline for Contractor Intent / RFP Q&A
- Friday, February 26, 2021 – Deadline for RFP-related questions
- Monday, March 1, 2021 – Answers to questions distributed to all applicants.
- Monday March 8, 2021 – Proposals due by 5:00 PM PST
- Week of March 15-17, 2021 – Contractor interviews, if needed
- Friday March 19, 2021 – Contractor selection
- Thursday April 1, 2021 – Contractor commences provision of services.

Exhibit A: HED Camera Locations

