

## APPENDIX B

Contract No GSS17788-BODY\_CAM  
Contract Title: Body Cameras and Related Data Retention

### Scope of Work

#### 1. OVERVIEW

- a. The purpose of this solicitation and any resultant contract is to establish a state-wide solution / standard for first responder body cameras inclusive of a data storage and data management system. At present the State prefers the data retention to be cloud based.
  - i. The State may consider contracting for more than one, but likely not more than two, turn-key solutions.
    1. Any turn-key contract will be such that effective periods for body cameras and data storage and management may differ.
  - ii. A decision may be made to award a contract for body cameras to one offeror and a contract for data storage and management to another offeror.
  - iii. A decision may be made to award a contract(s) for body cameras only as opposed to a complete turn-key solution
- b. Offerors are invited to bid on:
  - i. Both body cameras and data storage / management
  - ii. Body cameras only
  - iii. Data storage and management only
- c. Any contract awarded resultant of this solicitation will be Indefinite Quantity, Indefinite Need – meaning that utilization of the contract will be dependent on availability of specifically budgeted funds.
- d. Any contracts awarded resultant of this solicitation will be mandatory use for all Covered Agencies with additional availability to municipalities.

#### 2. BACKGROUND

- a. In September of 2015 the State issued Request for Information (RFI) No. GSS15761-BODYCAM, titled as Body Cameras. The RFI documents can be viewed here:  
[http://bids.delaware.gov/no\\_award\\_detail.asp?i=3359](http://bids.delaware.gov/no_award_detail.asp?i=3359) .
  - i. The RFI included a provision for a 30 – 45 day trial period(s) to provide the State with an opportunity to assess capabilities of equipment common to the market space and identify key requirements for hardware and software.

- b. It is anticipated that the Department of Safety and Homeland Security (DSHS), inclusive of the Delaware State Police, and the Department of Natural Resources and Environmental Control (DNREC) will be the primary State Agencies utilizing the contract resultant of this RFP dependent on availability of funding.
- c. It is anticipated that many if not most of the State's municipal police departments will utilize the contract dependent on availability of funding.
- d. Of the entities referenced in b & c above, approximately 15 municipalities have already implemented or begun to implement a body camera program.

### 3. HARDWARE AND SOFTWARE

- a. **Body Camera - Core Requirements:** The offeror will confirm the ability to meet the following:
  - i. Placement – Chest
  - ii. Video Resolution – 640 x 480 or better
  - iii. Recording Speed – 30 fps or better
  - iv. Recording Format – MPEG-4
  - v. Field of View – 100 degrees or greater
  - vi. Recording Life – 4 hours or greater
  - vii. Storage – 4GB or greater
  - viii. Standby – 12 hours or greater
  - ix. Charge time – 6 hours or less
  - x. Video compression H.264 compliant. H.265 preferred.
  - xi. IP Rating: IP67 – Submersible
  - xii. LUX Rating: .05 Lux
  - xiii. Indicators: Vibration-LED-Audible
  - xiv. Pre-Event Buffer
  - xv. GPS
  - xvi. Wi-Fi
  - xvii. Auto-focus
  - xviii. Image Stabilization
  
- b. **Body Camera - Core Features Required :** The offeror will describe the functionality for the following:
  - i. Easily accessible on/off switch
  - ii. Low battery indicator
  - iii. Safety disengagement features for all body connectors
  - iv. Time / Date Stamp
  - v. Night mode
  - vi. Playback Screen

- vii. Video and Audio Upload
  - viii. Video and Audio Safeguards
  - ix. Radio Integration Capability
  - x. High quality memory cards
- c. **Body Camera – Core Features Desired** : The offeror will describe the degree to which the following can be provided
- i. Non-glare touch controlled video screen
  - ii. Wireless upload
  - iii. Vehicle mounting options
  - iv. Record video / audio inside and outside of vehicle
  - v. Charging / docking stations with data upload functionality
- d. **Body Camera - Recording Format**
- i. The recording format must be non-proprietary. Even if the State contracts for a complete turn-key system, the State is legally required to periodically rebid this service. Data must therefore be transferable.
  - ii. Offeror must identify the audio format
- e. **Data Storage and Management – Core Requirements:** The offeror will confirm the ability to meet the following:
- i. Isolated cloud platform
  - ii. All data must be housed in the United States
  - iii. Offeror must confirm that all data is owned by the State
  - iv. Expandable Storage
  - v. Security Audits
  - vi. Access – multiple user / password
  - vii. Data must be portioned by Agency or Municipality
    - 1. Each individual Agency or Municipality will be responsible for costs associated with the storage and management of their data,
- f. **Data Storage and Management – Core Features Required:** The offeror will describe the functionality for the following:
- i. Edit / Redaction Capability
  - ii. Chain of Custody
  - iii. Video Sharing
  - iv. Audit Trails
  - v. Erase Protection
- g. **Data Storage and Management – Core Features Desired:** The offeror will describe the degree to which the following can be provided:

- i. Multiple indexes, files, tags without altering original video
  - ii. Ability to add meta data to files without compromising the Hash of the file
- h. **Data Storage and Management – Customization**
  - i. The State's primary interest is in a COTS solution requiring 15% or less customization to meet the requirements of this solicitation.
- i. **Data Storage and Management – Disaster Recovery**
  - i. The offeror is to describe disaster recovery capabilities
- j. **A la Carte Purchases**
  - i. Body Cameras Only
    - 1. The offeror will identify any minimum software requirements that an ordering agency must have in place should the agency purchase only body cameras with the intent of using an alternative data storage / management solution.
  - ii. Data Storage / Management Procurement Options
    - 1. The offeror will provide pricing for
      - a. Outright purchase
      - b. Seat Subscriptions

#### 4. TECHNOLOGY REQUIREMENTS

- a. These requirements apply to any vendor provided technology that will interface with State of Delaware technology.
- b. STANDARD PRACTICES:
  - i. The contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the State. The contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards. The contractor(s) shall be responsible for ensuring that all services, products and deliverables furnished to the State are consistent with practices utilized by, or policies and standards promulgated by, the Department of Technology and Information (DTI) published at <http://dti.delaware.gov/information/standards-policies.shtml>. Any service, product, or deliverable proposed by the offeror must conform to the DTI policies, standards or general practices in effect at the beginning effective date of the contract.

If, during the term of the contract, any of the published DTI policies, standards, or general practices should be updated such that the update necessitates modifications to the contracted service, product, or deliverable, the State and awarded vendor(s) will seek to negotiate a mutually agreeable amendment to the contractual terms, conditions, and requirements. The State will hold the final decision on any such negotiation / amendment.

- c. CONFIDENTIALITY AND DATA INTEGRITY:
  - i. The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.
- d. The Contractor is required to agree to the requirements in the CONFIDENTIALITY AND INTEGRITY OF DATA STATEMENT, attached, and made a part of this RFP. Contractor employees, individually, may be required to sign the statement prior to beginning any work.
- e. SECURITY CONTROLS:
  - i. As computer, network, and information security are of paramount concern, the State wants to ensure that computer/network hardware and software do not compromise the security of its IT infrastructure. Therefore, the Vendor is guaranteeing that any system or software meets or exceeds the Top 20 Critical Security controls located at: <http://www.sans.org/critical-security-controls>.
- f. CYBER SECURITY LIABILITY:
  - i. It shall be the duty of the Vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the State of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches, and Vendor shall indemnify and hold harmless the State, its agents and employees, from any and all liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) arising out of such breaches. In addition to all rights and remedies available to it

in law or in equity, the State shall subtract from any payment made to Vendor all damages, costs and expenses caused by such information security breaches that have not been previously paid to Vendor.

- g. **INFORMATION SECURITY:**
  - i. Multifunction peripherals must be hardened when used or connected to the network. They should be configured to harden the network protocols used, management services, processing services (print, copy, fax, and scan), logging, and physical security. Care shall be taken to ensure that any State non-public data is removed from memory before service calls and/or equipment disposal.
  - ii. Electronic information storage devices (hard drives, tapes, diskettes, compact disks, USB, multifunction peripherals, etc.) shall be disposed of in a manner corresponding to the classification of the stored information, up to and including physical destruction.
  
- h. **CLOUD AND EXTERNAL HOSTING:**
  - i. All vendors shall be responsible for complying with the Terms and Conditions for Cloud Providers and External Hosting listed in Attachments 13 and 14. Vendors must complete and submit Attachment 13 and 14 with their response.

## **5. WARRANTY / TECHNOLOGY REFRESH**

- a. A minimum of a 2 year warranty is required on all components
- b. Components / devices failing within the warranty period will be replaced within 48 hours of the Agency's initial notification to the vendor of device failure
- c. Body Cameras will be replaced every two years at no additional cost to the ordering Agency or Municipality to ensure first responders have the most current technology.

## **6. TRAINING**

- a. **Body Cameras**
  - i. Hard copy manuals structured for efficient and comprehensive reference
  - ii. Durable "quick guides" must be available for all end users of a size that will allow placement in vehicles.

- iii. On line training tutorials structured so that an end user can easily select tutorials for various functionality without having to devote extensive time to a single all-inclusive tutorial
- iv. In- person training
  - 1. Train the trainer
  - 2. Classroom training led by awarded vendor for large rollouts
- v. Offeror is to identify, based on previous experience with public sector contracts, the number of training hours typically needed on the part of the end user to be confident in the operation of the body camera.
  - 1. To include related processes such as data review.

**b. Data Storage and Management**

- i. Hard copy manuals structured for efficient and comprehensive reference
- ii. On line training tutorials structured so that an end user can easily select tutorials for various functionality without having to devote extensive time to a single all-inclusive tutorial
- iii. In-person training
  - 1. Offeror will provide focused training to end users of the data storage and management system to ensure such users and key IT staff are fully skilled in the operation of the system. Offeror is to identify the number of hours typically devoted to such training. The State of Delaware reserves the right to require the scheduling of additional hours to ensure adequate skill levels of end users.

**7. Customer Service / Support**

- a. The offeror must provide concise detail on the availability of customer service and technical support to end users.
  - i. It is required that such support be available 24/7 365 days a year.
  - ii. The offeror will describe the standard procedures for escalation of service / support issues when required.
  - iii. The offeror will describe the ability to provide in person service / support when such a need is identified by the State.

**8. Project Management Methodology – Data Storage and Management**

- a. Recognizing that project management is a joint effort between technical and functional business, the offeror shall provide a detailed, economically worded, project plan that is consistent with

industry best practices for project management, as set forth by Project Management Institute (PMI).

The offeror must use the following project phase names in the project plan, to maintain consistency with the State of Delaware phase names:

1. Planning & Design
2. Customization
3. Implementation and User Acceptance
4. Training
5. Closeout

- ii. The offeror will identify a project manager as well as a key team member to be responsible for each phase in the table below. Additionally the offeror will provide a brief resume for each of the identified staff.

Phase	Staff Member	Years of experience
Project Manager		
Planning and Design		
Customization		
Implementation and User Acceptance		
Training		
Closeout and Final User Acceptance		

- b. Project Management Methodology shall provide for:
  - i. Monthly reporting of actual milestone progress as compared to agreed upon time periods
    1. Initiating corrective action to correct progress deficiencies
  - ii. Monthly reporting of identified issues including: resolved issues, time taken to resolve, currently open issues and issues escalated
  - iii. The project plan is to be summarized in a table similar to the following:

Milestone	Time Period (date range)
1) Planning and Design	
2) Customization	
3) Implementation and User Acceptance	

4) Training	
5) Closeout and Final User Acceptance	

**9. Project Payment Schedule**

- a. Payments for Data Management and Storage will be directly tied to the project milestones.
  - i. Upon the State of Delaware’s written acceptance of any one milestone the awarded vendor will invoice the full cost for the milestone.
  - ii. The State will issue payment within 30 days of receipt an accurate invoice.
    - 1. There will be a 10 percent holdback on each milestone payment. Holdbacks will be released within 30 days of final acceptance by the State.

**10. Offeror’s Experience in Body Cameras and Criminal Justice**

- a. The offeror will list successfully completed body camera / data management and storage contracts with other governmental entities over the past three years including the number of cameras placed / supported and the degree to which a data storage / management program was included.
  - i. Offeror will provide points of contact for these entities
- b. The offeror will provide concise detail on the number of years the organization has been in existence and the number of years body cameras and related data storage / management has been a core component of their business model.
- c. The offeror will provide concise detail of their knowledge of the Criminal Justice System.

**11. Staff Experience**

- a. The offeror will provide the names, background, and experience of key staff members for the following:
  - i. Project implementation
  - ii. Technology implementation
  - iii. Training
  - iv. Customer Service
  - v. Technology Support

**12. Invoicing**

- a. Body Cameras

- i. The offeror must have the ability to invoice individual Agencies and Municipalities for body camera purchases specific to the individual entity.
- b. Data Storage and Management
  - i. The offeror must have the ability to invoice individual Agencies and Municipalities for actual consumption of data storage and management specific to the individual entity.

**13. Out Year Data Retention and Transfer**

- a. All data retained in the data storage and management system belongs to the State. At the end of the contract term, the awarded vendor will retain the data until the State can accomplish a transfer of data.
- b. The offeror will identify their standard procedures for facilitating transfer of data

**14. Financial Stability**

- a. The offeror will provide audited fiscal year-end financial statements
  - i. The statements will be for the most recent 3 fiscal years