



Proposal for:

Atlanta Police Department

Project:

FC-6953 Option Year 3, Enhancements & Support

Submitted to:

Ben Graham
Deputy CIO PSJ
Atlanta Information Management Services (AIM)
City of Atlanta

August 10th, 2016

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1 MAINTENANCE SERVICES AND TECHNICAL SUPPORT

As the integrator for the Operation Shield Video Integration Center PSIM, Edge360 is responsible for the integration and maintenance of numerous subsystems to ensure continuity of operations.

Under the scope of this contract, Edge360 will provide engineering support services, both on-site and remote, to support, maintain and enhance the existing Operation Shield Video Integration Center PSIM based on the existing scope and configuration. We will provide both onsite as needed as well as remote access and support functions per client requirements. Our team will provide daily system monitoring of the PSIM system via both manual and automated methods ensuring system uptime.

These subsystems include:

- Predictive Policing (PredPol)
- Vysionics License Plate Recognition
- ESSA ANPR BackOffice
- Genetec License Plate Recognition
- Genetec Video Management
- Avigilon Video Management
- OnSSI Video Management
- Automatic Vehicle Location
- PSSI e911 CAD
- General Electric DVMRE Video Management
- Axis IP Cameras
- Bosch Video Management
- Salient Video Management

For the above subsystems, Edge360 will provide maintenance support for items such as:

- Plotting of cameras, devices and alarm points
 - All devices that are ingested into the Operation Shield PSIM will be appropriately plotted on the PSIM map (geospatially accurate).
 - Icons style and type will be designated by APD
 - Geographical information (coordinates) will be provided by APD, if coordinates do not exist Edge 360 will work with APD staff to provide the best accuracy possible.
 - Any floor maps/plans required will be provided by APD.

- Edge360 will convert any floor maps provided into an acceptable format. Certain limitations may apply based on unknown formatting, In such cases Edge360 will work with APD to come up with an acceptable solution.
- Troubleshooting and resolving issues related to devices and drivers
 - Determine root cause of issue, (Driver/IT/Hardware)
 - Edge360 will identify cause and establish appropriate repair timeline based on the Service level agreements defined in this section
 - If the Driver is an Edge360 driver, Edge360 will resolve internally.
 - If the Driver is a Third Party or CNL Driver Edge360 will coordinate and facilitate the repairs with responsible party
- Perform software release and patch installations for both client applications and enterprise server software from the software manufacturer CNL Software.
- Provide technical support and guidance to APD personnel within the VIC.
- Edge360 will act as a technical liaison between the City of Atlanta and CNL Software Ltd. of England to facilitate communications and coordinate onsite technical support visits.
- Assist with PSIM system driver installations, troubleshooting and test configurations
 - Edge360 will assist the APD team with testing and validation on existing IPSecurityCenter drivers. *(Example: testing of new video management system based on existing driver)*. No additional engineering or development service will be provided.

1.1 ONSITE TECHNICAL SUPPORT

Edge360 will provide technical support to the Atlanta Police Department for Operations Shield PSIM through our onsite resources, email and telephone. Additionally Edge360 will operate and maintain an online support ticketing system for use by APD personnel to allow rapid collection and reporting of technical support issues. This system will be used to collect and address technical support items on a daily basis and apply resolution metrics.

Dedicated email addresses and phone numbers will be distributed to administrators of the CCTV system. Normal technical support will be offered between the hours of 09:00 and 17:30 EST Monday through Friday excluding Federal holidays. Outside of these hours email and forum support will be offered with response times dictated in Figure 1.1.1.

Reporting Method	Problem Category	Acknowledgement Time
Telephone	Critical	Immediate
	Severe	Immediate
	Medium	Immediate

	Minor	Immediate
E-mail Direct	Critical	2 working hours
	Severe	3 working hours
	Medium	3 working hours
	Minor	3 working hours

Figure 1.1.1 – Support Response Time Scales

Edge360 will provide regular documented updates on these problems via status reports based on a timeframe to be determined by APD / Operations Shield. These problems will be categorized into a severity level outlined in Figure 1.1.2.

Problem Category	Problem Description
Critical	A problem which would make the system inoperable or unworkable e.g. a software malfunction that causes a software component of the solution to become inoperable or the integrity of the data stored by the system to be compromised.
Severe	A problem which would make the system operationally inconvenient in use e.g. a software malfunction that causes a software component of the solution to function in a non-performing manner that adversely affects the function of the solution.
Medium	A problem which is inconvenient but does not reduce the system's operational capacity e.g. an issue that causes a software component of the solution to exhibit behavior that is outside of optimal operating conditions. This may result in performance or minor functional deficiencies. The problem is non-critical and does not affect the functional integrity of the solution as a whole.
Minor	A problem of a minor nature e.g. a minor software malfunction. This may affect the usability of the system under a given set of conditions but does not affect the integrity of the solution as a whole.

Figure 1.1.2 – Problem Categories

Edge360 will acknowledge and respond to these categories with the timescales outlined in Figure 1.1.3 below.

Reporting Method	Problem Category	Acknowledgement Time	Response Time
Telephone	Critical	Immediate	4 Working Hours
	Severe	Immediate	16 Working Hours
	Medium	Immediate	2 Weeks
	Minor	Immediate	1 Month
E-mail Direct	Critical	2 working hours	4 Working Hours
	Severe	3 working hours	16 Working Hours
	Medium	3 working hours	2 Weeks

	Minor	3 working hours	1 Month
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Figure 1.1.3 – Acknowledgement & Response Times

1.2 OFFSITE TECHNICAL SUPPORT

Edge360 will provide offsite technical support to the Atlanta Police Department for Operations Shield PSIM through project management, software development, technical support, subject matter expertise and vendor management. Key personnel associated with this effort are listed below in figure 1.1.4.

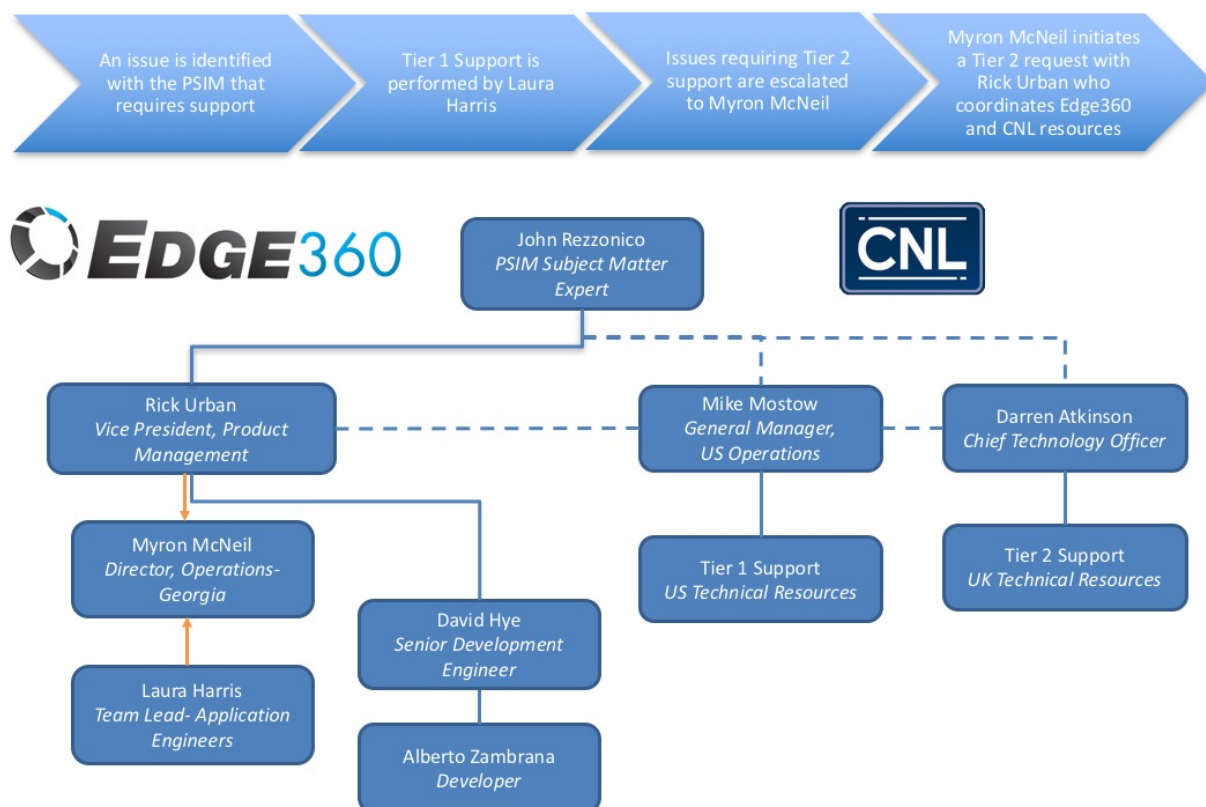


Figure 1.1.4 – Key Personnel

Project Management – Myron McNeil of the Edge360 Atlanta office performs project management support to Operation Shield. Mr. McNeil coordinates Tier 2 technical support issues, monitors call for service and is the project manager in support of Operation Shield.

Software Development & Technical Support - David Hye and Alberto Zambrana from the Edge360 Engineering team in Virginia provide technical development support including device driver development, troubleshooting and Tier 2 technical support with the CNL Software team.

Subject Matter Expertise – John Rezzonico, Edge360 Founder and CEO, is a leading subject matter expert on enterprise Physical Security Information Management, having developed PSIM systems for the US Department of State, the US Military and several US Cities. John has worked directly with the City of Atlanta and the Atlanta Police Foundation to develop their five year technology road map for Operation Shield. Mr. Rezzonico stays abreast of evolving security technologies and communicates on a regular basis with CNL’s Chief Technical Officer to ensure their software roadmap addresses the objectives of Edge360 clients.

Vendor Management – Richard Urban of Edge360’s Operations group works directly with CNL Software Ltd as a Liaison between the companies and the City of Atlanta. He works on the communications of technical issues as well and the facilitation of site visits and integration and testing sessions.

1.3 ONGOING SYSTEM INTEGRATION

Ongoing system integration for Operation Shield (excluding additional license or driver development costs) will be included in the cost of maintenance and will cover the work done on the PSIM/Operation Shield side of the project. Any services that need to be provided to outside agencies from APD, city or private will be at additional costs determined on a case by case basis.

This will include:

- Testing of existing Drivers against new Systems
- Testing of Network Connectivity between the PSIM servers and target system
- Assist in Network connectivity resolution with APD OS staff and target system IT staff

Once a technical solution exists:

- Ingest system into IPSC
- Ingest devices & sensors from system into IPSC
- Plot per section 1.0

1.4 TECHNICAL CONSULTING

Technical consulting will be provided to the Operation Shield APD team for the purpose of integration with the PSIM and overall project goals. This will not include design for outside agencies public or private but will include internal design for APD. Edge 360 will support all clients

and servers running on the APD Operation Shield Solution. Outside requests for custom dashboard or solution will be at additional cost as well as support of delivered dashboard, payment source will be determined by APD.

2 IPSECURITYCENTER PRODUCT SUPPORT MAINTENANCE (PSM)

Edge360 will provide the Atlanta Police Department with Product Support Maintenance licensing for all existing CNL Software licensing to cover the full scope of existing PSIM licenses from the start of the contract for a period of one year. CNL Software Product Support Maintenance includes non-application specific product support in relation to IPSecurityCenter software licensed to the End-User and covered by the PSM products listed in Appendix A (CNL Software Quote) via email and remote software access during normal support hours, which are 09:00 through 17:30 EST, excluding Federal holidays. Product Support Maintenance includes all generally-released new versions, including interim and major releases, changes, service packs and patches (collectively “Upgrades”) of the Software. Upgrades are subject to the applicable IPSecurityCenter End-User License Agreement. The Services does not include products and modules that in the licensor’s discretion are not Upgrades to the Software but are instead new products and modules. Edge360 will manage all PSM support related issues on behalf of APD.

3 FEES SUMMARY

The following table, 4.1 contains a detailed breakdown of the proposed costs. The table is broken down into two main sections: Engineering & Integration costs and Hardware & Software Licenses.

Deliverable	Engineering & Integration	Cost
1.0	Maintenance Services and Technical Support	\$ 298,897.96
Hardware & Software Licenses		
2.0	PSIM (IPSC) Product Support Maintenance License	\$ 198,030.00
TOTAL COST		\$ 496,927.96

TABLE 4.1 – DETAILED COST BREAKDOWN

4 TERM

The term for providing the annual maintenance and support is for a period of one year and shall commence on the effective date of the contract renewal. This contract may be renewed by mutual consent of provider and city. However, no renewal shall be effective in absence of the provisions of the Atlanta City Code of Ordinances to funding, renewal and council authorization.

5 PAYMENT

The project costs for each deliverable as outlined above will have the following payment terms as described in table 6.1.

Deliverable	Payment Terms
1.0	Maintenance Services and Technical Support will be invoiced monthly at the end of each month at a fixed rate of \$24,908.16.
2.0	PSIM (IPSC) Product Support Maintenance for \$198,030.00 will be invoiced in full with Net 30 terms upon delivery to APD.

TABLE 6.1 – PAYMENT TERMS

The Maintenance Services and Technical Support deliverable (1.0) contains an escalation fee of 3% over the previous option year.

No project tasks or subtasks will be started without prior authorization from the Atlanta Police Department.

6 SUMMARY

Submitted by: Edge360 LLC
21720 Red Rum Drive Suite 127
Ashburn, VA 20147

Title of Proposal: FC-6953, OY3, Enhancements & Support

Proposed Amount: \$ 496,927.96

Period of Performance: 1 year

Point of Contact: Bill MacKrell
(703) 314-6050
bmackrell@Edge360.com

Submitted On: August 10th, 2016

Authorizing Official:

A handwritten signature in black ink, appearing to read "John Rezzonico", enclosed within a large, loopy oval shape.

John Rezzonico
Chief Executive Officer

This proposal includes data that shall not be disclosed outside Edge360 or the Atlanta Police Department (Client) and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, Edge360 or Client shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit Edge360's or Client's right to use information contained in this data if it is obtained from another source without restriction.