



Maintenance for Security Cameras
Final Briefing Packet
Aurora, IL

Project Overview

BUSINESS CHALLENGE

Aurora has over 560 existing or planned security/CCTV cameras spread across 15+ City owned or managed locations. Maintenance is all performed as needed and Maintenance service tiers range from 4 hours to 5 business days depending on criticality of the camera.

PROJECT BACKGROUND

The City of Aurora seeks a partner to provide maintenance and support (both reactive and preventative) to the City's security/CCTV cameras in a cost effective and responsive manner. That partner should be able to service all current and planned locations and the partnership should be flexible enough to evolve as cameras are added or removed.

The goal for this city-wide initiative is to ensure effectiveness and uptime for the camera program but also have greater ability to plan and manage costs.

Process Overview

Following the Clearbox Process, Marketplace.city:

Qualification

- Created Market Landscape
- Publicly posted and mass-distributed the [Aurora, Illinois- Maintenance for Security Camera Program Scope Document](#)
- 7 Vendor Responses were submitted
- 5 Vendors qualified to move forward with vendor meetings and vendor scoring
- Conducted 5 vendor meetings
- 2 vendors selected to move to Proposal process based on Qualification Scoring

Proposal

- [Request for Proposal conducted](#): sent to 2 vendors selected from qualification process:
 - Johnson Controls; Scientel Solutions
- Aurora Stakeholders Conducted Final Scoring
- Aurora Stakeholders determined Vendor selection

Qualification Process | Vendor Response Summary

Company	Solution Overview			Experience	Pricing
	Narrative	Solution Highlights	Functional Requirements	Similar Engagements	Pricing Model
Alarm Detection Systems, Inc.	No Submission	<ul style="list-style-type: none"> Owns / operates monitoring station in Aurora; monitor the health of system 24/7 365 	ADS Functional Requirements	West Aurora School District, Plainfield School District; Fox Valley Park District; Kane County	<ul style="list-style-type: none"> Per Camera per month
Aqua Video And Security, LLC	Aqua Solution Narrative	<ul style="list-style-type: none"> Services offered include the following: Video Surveillance: on site / off site storage; Access Control: on site / off site managed database; Intercom: same building / multi-location point-to-point two-way voice communication; Fire Detection Systems and Shooter Detection Systems; Network Hygiene: End to end up time monitoring 	No Submission	Broadview Westchester Joint Water Authority, Wheaton Warrenville District 200	<ul style="list-style-type: none"> Hourly cost for cleaning
CDW Government LLC	CDW Solution Narrative	<ul style="list-style-type: none"> Partnering with Quantum Crossings Provide camera maintenance for City since 2018 (know camera locations, IT closets, cable plant wiring) Genetec Emerging Silver Partner 	CDW Functional Requirements	Chicago OEMC-Camera System Maintenance; Chicago Transit Authority-Maintenance and Service Support of all cameras	<ul style="list-style-type: none"> per camera basis
Jendy Solutions	Jendy Solution Narrative	<ul style="list-style-type: none"> Verkada's end-to-end video security solution eliminates the need for NVRs, DVRs, and other equipment. With solid state recording built into each camera and unlimited cloud archiving, gain the reliability of local storage and the accessibility of the cloud. With Verkada, cities are future-proofing their security system by eliminating the need to perform manual updates or lengthy processes to audit system health. 	No Submission	No Public Sector Experience	<ul style="list-style-type: none"> Only Hardware Sale Priced
Johnson Controls	Johnson Controls Solution Narrative	<ul style="list-style-type: none"> JCI to Provide: All preventative maintenance on existing cameras; 2 Inspections per year; Specific tier breakdown; lifts / bucket trucks Customer to Provide: 110VAC Power; IT Support; Access to Facility 	Johnson Controls Functional Requirements	Champaign County Courthouse and Detention Center, Will County Court House, Ogle County Detention Center, CPS School District, Morton School District	<ul style="list-style-type: none"> Annual agreement that provides 2 inspections / cleaning per year and all preventive maintenance
Pace Systems, Inc	Pace Systems Solution Narrative	<ul style="list-style-type: none"> Specialize in Video Surveillance Systems; Security Systems; Access Control Systems; Voice/Data Network Connectivity; Life Safety Systems; Security Monitoring Offers a wide range of security solutions (Maintenance / Service; Design-Builds; IP Cameras; Infrared Cameras; Network Config; VMS; Data Storage) 	Pace Functional Requirements	City of Naperville Ongoing Camera Maintenance and Support, City Colleges of Chicago, Village of Hoffman Estates Ongoing Camera Maintenance and Support (Non-Contracted)	<ul style="list-style-type: none"> Provided pricing in 4 Tiers Hourly Maintenance Costs
Scientel Solutions, LLC	Scientel Solution Narrative	<ul style="list-style-type: none"> Scientel new Global Headquarters based in Aurora, IL will be home to a 24x7x365 Network Operations Centers with a world class dispatch which will house not only certified video technicians but also buckets trucks, lifts, and spare equipment 	Scientel Functional Requirements	City of Plano, TX, Harris County, TX	<ul style="list-style-type: none"> Cost per camera per year Provided hourly pricing for additional services and hardware

Qualification Process | Vendor Scoring and Outputs

Scoring Criteria		Alarm Detection Systems	CDW Government	Johnson Controls	Pace Systems	Scientel Solutions
Capabilities / Solution	25%	3.67	7.33	8.67	2.00	8.67
Experience and Qualifications	20%	4.00	6.00	7.33	2.00	8.67
Approach, Services, Implementation Methodology	10%	5.00	4.33	7.33	2.00	8.33
Pricing and Contract Model	20%	4.67	4.00	5.33	2.00	6.67
Value Added Services / Innovation	25%	3.67	4.33	5.67	2.00	7.00
Weighted Average		4.07	5.35	6.85	2.00	7.82

- 5 Vendors (above) qualified to move forward with vendor meetings and vendor scoring
- Johnson Controls and Scientel Solutions were selected to move to final proposal process based on vendor meetings, proposed solutions, and qualification Scoring

Proposal Process | Vendor Response Summary

	Vendor Response Links					Pricing			Implementation		Experience
	Solution	Reference Contracts	Assumed SLAs / KPIs	Pricing Model	Pricing Template	Imp. Cost	3 Year (Total Cost)	6 Year (Total Cost)	3rd Parties	Timeline	Similar Engagements
Johnson Controls	Johnson Controls Solution Overview	Johnson Controls Reference Contracts	Johnson Controls Assumed SLAs / KPIs	Johnson Controls Pricing Model Overview	Johnson Controls Pricing Template	\$3,000.00	\$395,061.00	\$811,119.00	Connecting Tomorrow's Solutions	4 weeks	<ul style="list-style-type: none"> Brightstar Care Northwestern University Morton School District
Scientel Solutions	Scientel Solutions Solution Overview	Scientel Solutions Reference Contracts	Scientel Solutions Assumed SLAs / KPIs	Scientel Solutions Pricing Model Overview	Scientel Solutions Pricing Template		\$668,153.05	\$1,395,828.95	No 3rd Parties	4 weeks	<ul style="list-style-type: none"> Plano, TX Harper College Forth Worth, TX / NTCOG Allen, TX Harris County, TX STARRS-St. Louis Area Reg. Response System Buffalo, MN

Procurement / Contracting Documentation

- [Scientel Solutions Starting Contract](#)
- [Scientel Solutions Aurora Bidding Package](#)
- [Johnson Controls Starting Contract](#)
- [Johnson Controls Aurora Bidding Package](#)

Proposal Process | Vendor Scoring and Outputs

Scoring Criteria		Johnson Controls	Scientel Solutions
Capabilities / Solution	25%	9.00	9.00
Experience and Qualifications	20%	9.00	9.00
Approach, Services, Implementation Methodology	10%	7.67	7.67
Pricing and Contract Model	20%	6.33	6.33
Value Added Services / Innovation	25%	6.3	9.00
Weighted Average		7.67	8.33

Additional Information:

- Johnson Controls Operations model includes a 3rd party subcontractor; Potential risk for additional fees. Unclear value-added services and subsequent pricing
- Scientel Solutions: Flexible operational and pricing models and clear value-added service pricing. Price higher for a more complete service – total price significantly lower than previous quotes and current costs

Summary & Final Selection

Summary

After using the Marketplace.city process, the City of Aurora functional stakeholders have determined Scientel Solutions as the selected vendor for the Maintenance for Security Cameras Opportunity. Scientel’s solution offers an efficient, cost-effective, and time-saving approach for the City of Aurora. Scientel’s assets and staff combined with best-in-class support practices will be able to deliver unparalleled service utilizing the latest technology to the City of Aurora.

Decision Factors

- Solution and Capabilities Aligned to City’s Security Goals:** Scientel Solutions can design, install, service, and monitor The City’s Security camera program. Leverages industry-specific expertise to deliver a scalable, future-proof solution that provides the security you need now and in the future.
- Experience and Expertise:** A trusted partner of the City of Aurora with a proven track record of similar engagements with municipalities and counties
- Commitment to Value-added services and investment in the City:** Scientel’s new global headquarters based locally in Aurora, IL is home to a 24x7x365 Network Operations Center with a world class dispatch process. Scientel can integrate all cameras into Scientel’s 24x7 NOC for monitoring to ensure that all cameras are operating in peak performance.

Contract Details

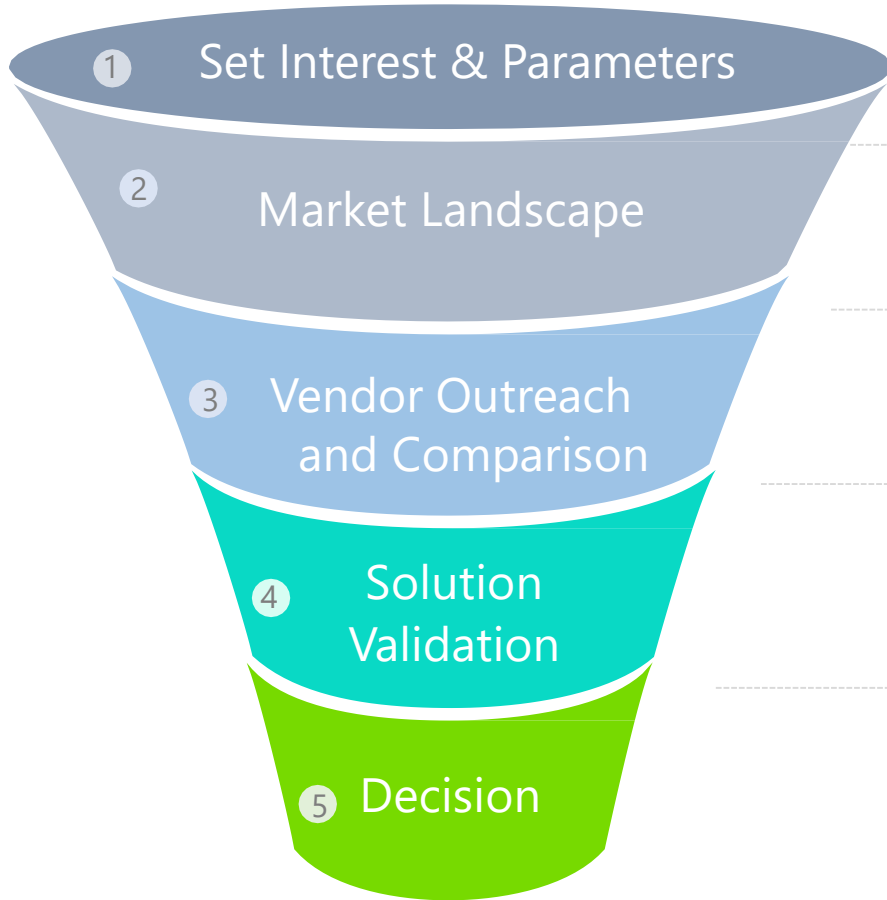
CONTRACT TYPE	Solution as a Service
CONTRACT DURATION	3 Year Contract with 3 Option Years
PRICING SUMMARY	3 Year Pricing: \$668,153.05 Total Pricing (including 3 option years): \$1,395,828.95
CONTRACT DOCUMENTS	<ul style="list-style-type: none">Scientel Solutions MSA

Appendix

Project Timeline

April 22 nd	<ul style="list-style-type: none">Publicly posted and mass-distributed the Maintenance for Security Cameras Opportunity and Scope Document
May 29 th	<ul style="list-style-type: none">7 Vendor Responses were submitted
June 10 th – June 24 th	<ul style="list-style-type: none">City of Aurora Stakeholders determined 5 vendors qualified based on experience, capabilities, support, pricing
July 27 th – August 27 th	<ul style="list-style-type: none">City of Aurora Stakeholders Conducted Vendor Meetings with 5 vendors:
September 17 th	<ul style="list-style-type: none">City of Aurora Stakeholders conducted Vendor Qualification Scoring - 2 Qualified vendors identified for final proposal based on capabilities, approach, and experience
November 2 nd	<ul style="list-style-type: none">Final Proposal sent to 2 Vendors: Johnson Controls; Scientel Solutions
November 20 th – December 2 nd	<ul style="list-style-type: none"><i>Distributed Additional Pricing Request for Comparative Pricing Purposes</i>
December 14 th	<ul style="list-style-type: none">City of Aurora Stakeholders conducted Final Vendor Meetings
December 17 th	<ul style="list-style-type: none">City of Aurora Stakeholders Conducted Final Scoring
December 21 st	<ul style="list-style-type: none">City of Aurora Stakeholders determined Vendor selection

Clearbox Process Overview



OUTPUTS

- ✓ Completed Scope Document
- ✓ Market Landscape Report (iterative)
- ✓ Validated Cases Studies, Pricing, Contracts
- ✓ Vendor Outreach Approach and Execution
- ✓ Vendor Response Analysis
- ✓ Down-Selection Support Tools
- ✓ Final Briefing
- ✓ Vendor Selection
- ✓ Approval Process Support Tools
- ✓ Final Clearbox

