

## ADDENDUM #002

**Solicitation Number:** ITN 24-100  
**Solicitation Title:** Detention Security Camera Management  
**Opening Date/Time:** February 6, 2025, at 2:00 p.m., Eastern Time (ET)  
**Addendum Number:** 002  
**Addendum Date:** January 28, 2025

**Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.**

**Please be advised that the changes below are applicable to the original specifications of the above-referenced solicitation.** Added or new language to the ITN is highlighted in **yellow**, while deleted language has been stricken.

This Addendum includes the Agency's written answers to the written questions received.

This Addendum also includes the following revisions:

### **Change No. 1:**

Revisions to ITN Timeline to replace all references to "Jade McCready" with "Terra Collier."

### **Change No. 2:**

Revision to Section 1.3 (g) **The Agency's Procurement Officer**

1.3 g. **The Agency's Procurement Officer**  
~~Jade McCready, Purchasing Specialist~~  
**Terra Collier, Coordinator**  
Purchasing Department  
Leon County Sheriff's Office  
3333 West Pensacola Street, Suite 140  
Tallahassee, FL 32304  
Telephone: (850) 606-3214  
Email: [LCSO.purchasing@leoncountyfl.gov](mailto:LCSO.purchasing@leoncountyfl.gov)

### **Change No. 3:**

Revision to Section 1.5 (b):

1.5 b. Respondents must mail or otherwise deliver their Replies to the following address:

**Leon County Sheriff's Office**  
**Purchasing Department**  
ITN 24-100, Detention Security Camera Management  
Attn: ~~Jade McCready~~ **Terra Collier**, Procurement Officer

**Change No. 4:**

Revision to Section 2.8.1 Service Tasks

**2.8.1 Service Tasks**

Managed **preventative** maintenance and **break-fix** support for the camera system, which should be included in the fixed monthly rate unless otherwise noted, includes:

- a. A monthly on-site review and assessment of all included security cameras to ensure all cameras are functional and operating at optimal levels, and preventative maintenance activities.
- b. Prompt troubleshooting and repair services in case of camera malfunctions or issues.
- c. Provision of approved replacement cameras and associated equipment at the contracted discount when approved by the Agency to expedite the resolution of service issues.
- d. Mounting, installing, and removing wall and ceiling-mounted cameras, including the associated support structures and receptacles.
- e. Installing, removing, and repairing device guards meant to protect sensitive equipment from removal or tampering.
- f. In-wall network receptacle repair or replacement.
- g. Installing, removing, and repairing various cable types (network, low-voltage electrical) as needed for repairs. The Vendor may subcontract the 110 or 220v electrical work.
- h. Replacement of damaged network cables, including patch cables necessary to connect IP-based cameras from the patch panel to the appropriate network switch.
- i. Conduit runs when required for a repair.
- j. Installing low-voltage switches and related control items, including drywall hole cutting and receptacle preparation.
- k. Camera firmware updates and software upgrades to ensure optimal performance.
- l. ~~Real-time monitoring and analysis of camera health and performance.~~
- m. Periodic cleaning and calibration of cameras to maintain image clarity and accuracy.
- n. Supply of all necessary replacement parts and components.
- o. Technical support via remote assistance and on-site visits, as required. **On-site access to the VMS can be provided for Contractor staff, if necessary, upon request and approval by the Agency. This access will be limited and monitored to ensure confidentiality and privacy interests are maintained.**

**Change No. 5:**

Revision to Section 2.8.4 Staffing Requirements

**2.8.4 Staffing Requirements**

The Contractor shall provide experienced technicians (Foremen and Apprentices). Technicians must be capable of performing adds, moves, changes, repairs, and routine maintenance services on the current and future security camera infrastructure. Staff should process any required certifications for the work they are expected to perform, such as the Florida Limited Energy (Low Voltage) Contractor's License or Registered Communications Distribution Designer.

The Contractor shall maintain an adequate number of technicians, foremen, management, and administrative support staff to fulfil the obligations of the Contract. Due to the unique nature of the correctional setting, the Agency prefers the same resources assigned to provide services.

Contractor staff must meet the following:

- All Vendors and any subcontractors providing services under the Contract shall be able to understand and speak English to allow for effective communication between the Vendor, Department, and all customers.
- The Vendor shall only employ individuals legally eligible to work according to federal and State law.
- The Vendor shall ensure that their staff (including any subcontractor staff) providing services under the Contract at the Service Location are screened and/or tested for tuberculosis (TB) prior to the start of service delivery. The Vendor shall be responsible for obtaining the TB screening/testing and shall bear all costs associated with it for its staff and any subcontractor staff.
- **Vendor staff providing on-site services must comply with Section 2.8.6** Preferably, Vendor staff shall be ~~CJIS-certified~~ to allow for unescorted/unsupervised work at the location.
- If the Agency determines the Contractor's or subcontractor's staff no longer qualifies for security clearance or fails to meet the standards of conduct, the Contractor shall remove the employee from providing services under this Contract.

**Change No. 6:**

Revision to Section 2.9.1 Performance Measures and Financial Consequences

**2.9.1 Performance Measures and Financial Consequences**

The Agency has developed the following Performance Measures which shall be used to measure the Contractor's performance and delivery of services. These key Performance Measures have been deemed most crucial to the success of the overall service delivery, along with the associated financial consequences that will be assessed if the Expectation is not met. Any exception to these requirements must be requested, in writing, by the Vendor, and must be submitted to the Agency's Contract Manager for review and approval. The Contractor must not have contributed to any cause(s) of delay, in any manner.

Performance Measures (PM)				
No.	Description	Expectation	Measurement	Financial Consequence
PM-001-SLA	The Vendor shall respond within 24 hours to cameras marked as "Critical" or issues categorized as "Critical."	24-hour response	Per occurrence	\$100 per hour past 24 hours to respond to a Critical camera or incident

<b>Performance Measures (PM)</b>				
<b>No.</b>	<b>Description</b>	<b>Expectation</b>	<b>Measurement</b>	<b>Financial Consequence</b>
<b>PM-002-SLA</b>	The Vendor shall resolve issues with cameras marked as "Critical" or issues categorized as "Critical" within 72 hours.	72-hour resolution	Per occurrence	\$100 per hour past 72 hours to resolve an issue with a Critical camera or Critical incident
<b>PM-003-SLA</b>	The Vendor shall respond within 72 hours to standard (non-critical) cameras or issues.	72-hour response	Per occurrence	\$50 per hour past 72 hours to respond to a standard camera or incident
<b>PM-004-SLA</b>	The Vendor shall resolve standard (non-Critical) cameras or issues within seven (7) days.	Seven (7)-day resolution	Per occurrence	\$250 per day past 7 days to resolve a standard camera or incident
<b>PM-005-SLA</b>	<del>All cameras shall be functional and operating an optimal performance.</del>	<del>Average camera uptime of 98%</del>	Monthly	<del>\$500 per percentage point, or portion thereof, below 98%</del>
<b>PM-006</b>	All work will be performed to the quality and completeness specified in the Contract and per industry standards.	Work will be accepted by the Agency after the first attempt.	Monthly	\$500 per occurrence of work being rejected by the Agency and requiring re-work, starting with the second occurrence each month

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**Responses to Written Questions  
ITN 24-100  
Detention Security Camera Management**

Question Number	Question	Answer
1	Is Leon County open to a hybrid-cloud solution?	See Section 2.8 Scope of Work. The Agency's Video Management System (VMS) is out of scope for this ITN.
2	Is the use of Network Video Recorders (NVRs) / Digital Video Recorders (DVRs) necessitated?	No, it is not.
3	Is Leon County open to a solution that allows for onboard camera storage?	Please see the answer to Question #1.
4	Is Leon County open to a server-less architecture that does not involve the use of a NVR / DVR?	Please see the answer to Question #1.
5	What is the existing security system in place?	Due to security concerns, we are not disclosing that at this time. If that creates any issues with a vendor's response, please indicate that in the Vendor's Reply.
6	Is there a need to integrate with existing security architecture? If so, please provide details.	All cameras, including those replaced by the Contractor, will need to integrate with the existing security architecture. This is currently done with IP address, username, and password.
7	Was this meeting ever rescheduled? I never saw an update posted. If not, is the due date going to be pushed?	<i>Answered previously via email due to the time-sensitivity of the question.</i> Yes, an addendum was published to the LCSO website on 12/17. The meeting is in-person at the Leon County Detention Facility on January 8, 2025.  <a href="#">Leon County Sheriff's Office &gt; Departments &gt; Administration &gt; Purchasing Opportunities</a>
8	Is the Mandatory pre reply conference still being held this morning?	<i>Answered previously via email due to the time-sensitivity of the question.</i> Please note that an addendum was published to the LCSO website on 12/17. The rescheduled meeting is in-person at the Leon County Detention Facility on January 8, 2025.  <a href="#">Leon County Sheriff's Office &gt; Departments &gt; Administration &gt; Purchasing Opportunities</a>