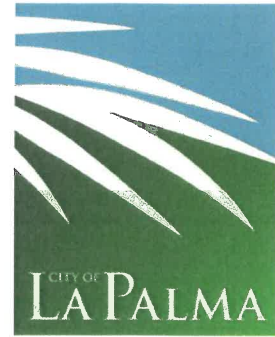


City of La Palma

Agenda Item No. 17



MEETING DATE: November 19, 2019

TO: City Council

FROM: City Manager

SUBMITTED BY: Terry Kim, Police Chief
Mike Belknap, Community Services Director

AGENDA TITLE: Award of Contract to Convergent Technologies to Install an Integrated Security System at all City Facilities (City Hall, Police Department, Community Center, City Yard, and Walker Well)

RECOMMENDED ACTION:

It is recommended the City Council Award a Contract to Convergent Technologies to install an integrated security system at all City facilities (City Hall, Police Department, Community Center, City Yard, and Walker Well).

PROJECT BACKGROUND:

At the July 2, 2019, City Council Meeting, staff presented Convergent Technologies integrated security system proposal (Attachment 1). At the meeting, the City Council directed staff to revisit the scope of work, provide additional analysis, and to trim costs where possible, especially ongoing expenses to maintain the system.

FACILITY SECURITY BACKGROUND:

Currently, the City has minimal security at its facilities and the existing security systems are outdated and experiencing issues. In 2006 the City contracted with Halcyon Electric, Inc., of Placentia, California, to install a security system at Walker Well, City Yard, Community Center, and the Police Department buildings. Similar to Convergent's proposal the system was designed to be continuously monitored at Police dispatch. The final contract amount was \$216,000 for 12 cameras (Fixed and Pan-Tilt-Zoom), radio connection equipment, and monitoring equipment for dispatch (computer and monitors). This project was funded in large part by an Urban Area Security Initiative (UASI) grant in the amount of \$185,000, and the remaining balance of \$31,000 was funded from the Water Capital Reserve. Because funding was not allocated for on-going maintenance costs, the system began to deteriorate and is currently outdated or unusable and consequently unrepairable.

In 2008, the City contracted with Stanley Convergent Security of Palatine, Illinois, for third-party security monitoring services at the Community Center. The total cost of the project was approximately \$10,902 with quarterly costs starting at \$232, currently the City pays \$960 per quarter for the monitoring services. The system is experiencing issues and is need of replacement having surpassed its expected life-span.

In 2013, the City contracted with Security Signal Devices (SSD) Inc., of Anaheim, California, to install an alarm system at the Police Department. The alarm system was installed as a part of an evidence room enhancement project with Proposition 69 (passed in 2004) grant funding in the amount of \$9,379 and included other improvements for the room and department. The current ongoing service costs are approximately \$400 per quarter and like the Community Center’s third-party system, it alerts dispatch of intrusions. SSD also provides security monitoring services for the City Yard with current on-going costs of approximately \$220 per quarter. The system at City Yard was installed years before the 2013 evidence room project and has experienced many issues requiring multiple system technician visits. Because the system is outdated, it has become increasingly difficult to repair. Furthermore, the system is connected via copper wire which is rapidly deteriorating and the system as a whole has far out-lived its life-expectancy.

In total, the City’s existing facility security systems installation cost was approximately \$236,281.

Year	Contractor	Cost
2006	Halcyon Electric, Inc.	\$ 216,000
2008	Stanley Convergent Security	\$ 10,902
2013	Security Signal Devices (SSD) Inc.	\$ 9,379
	Total	\$ 236,281

FACILITY INCIDENT ANALYSIS:

Staff conducted an analysis to determine the need for the various security measures for the City’s facilities and other government entities in general. Video surveillance and access control are crucial components for deterring and mitigating acts of violence or other criminal behaviors. According to reports published by the National Threat Assessment Center (NTAC), government buildings are consistently listed among the common places where terrorism or mass casualty attacks are carried out. In 2018, there were 27 incidents of mass attacks in the United States, where three or more persons were harmed in each event. In total, 91 people were killed and 107 more were injured in locations where people should feel safe, including workplaces, schools, and other public areas. More recently, the mass shooting at a municipal center in Virginia Beach in May 2019 left 12 people dead and four others wounded.

In the majority of these mass casualty events, authorities have learned that because of the indiscriminant nature of the attack, they often affect individuals who were not the intended targets, but rather someone who just happened to be there. Because of this, in this day and age, there is a level of expectation for some type of security systems to be in place when people are in and around public facilities.

Anecdotally, each City facility has experienced various incidents requiring police response over the years. Overall these incidents do not occur very frequently, and the aggregate numbers alone

would not illustrate a significant security threat or help identify any specific areas of high vulnerability. Furthermore, the incident numbers should not be a reliable source in determining security risk, nor should they be reactively relied on when deciding what security measures to implement at City facilities.

Unfortunately and too often, cities fail to consider the security of their facilities until something goes wrong. Security systems are installed to: reduce crime such as thefts or vandalism; assist law enforcement in apprehending criminals whose criminal conduct is caught on camera; and increase public's confidence in safety. Security systems also provide enhanced level of safety for recreation classes, public facility rentals, and other City events. Because the video is monitored by the Police Department in real-time, it can be helpful in decreasing police response time while providing critical information to responding officers. Finally, video footage can also be a crucial piece of evidence in the case of false insurance claims against the City.

Both water reservoir facilities have had a long history of various exterior break-ins by transients trying to use the on-site utilities and/or area for lodging, individuals climbing the reservoirs, and multiple graffiti vandalisms. City Hall has also had incidents requiring Police involvement. Most recently, there have been reports of an individual suspiciously lingering around office windows at City Hall. In 2018, a mentally unstable individual who was recently released from prison was repeatedly trying to come in contact with a City staffer. Other incidents at City Hall have included threatening individuals at City Hall's front desks that required police response, transients' frequent misuse of the public bathrooms, and an incident involving an individual throwing a chair into a window and shattering the glass of the north entrance.

The Community Center is the most frequented location for transients in the City and given recent legislation, the City has little power to relocate these individuals and/or discipline their usage of public spaces. Other security concerns at the Community Center involve incidents of vandalism, unattended baggage, and similar to City Hall, individuals suspiciously lingering around office windows.

While it is difficult to say whether the presence of an alarm or video surveillance system would have prevented any of these incidents, it would definitely help the Police Department become immediately aware when an incident does occur and respond in a timely manner. Additionally, video footages will certainly be helpful in the investigation and prosecution of the suspect in case when a crime was committed.

SECURITY PROJECT:

In 2017, staff created an inter-departmental security committee to identify, prioritize, and manage security improvement projects at all City facilities. During 2018, staff met with various security system experts to receive recommendations, cost estimates, and to gain a better understanding of what a security system would look like at each City facility. From those meetings and further research, staff developed and issued two (2) Request for Proposals (RFP). The first RFP focused on the installation of a security camera system, with detailed specifications for video storage, retention schedules, and video quality. The second RFP focused on intrusion alarms and access control. Staff issued two (2) RFPs because cost and funding for the project was not yet clear and security firms do not necessarily integrate the two components.

In January 2019, staff received eight (8) qualified proposals for both RFPs or four (4) proposals per RFP.

Company	Security Cameras	Alarm and Access Control	Total Combined
Security Solutions <i>Los Alamitos, CA</i>	\$ 466,530	\$ 325,220	\$ 791,750
Convergent Technologies <i>Orange, CA</i>	\$ 294,688	\$ 123,276	\$ 417,964
MVP Security Systems <i>Brea, CA</i>	\$ 180,000	\$ 99,000	\$ 279,000
X-act Technology Solutions, Inc. <i>Los Angeles, CA</i>	\$ 205,594	No Bid	N/A
AMTEC Security & Network Solutions <i>Chino, CA</i>	No Bid	\$ 121,418	N/A

Staff scored each proposal and selected Convergent Technologies of Orange, California, as the most qualified to complete the work requested in both RFPs based on their relevant project experience, system fit for the City, and their customer’s satisfaction of work.

PROJECT ADJUSTMENTS:

Staff, in consultation with Convergent, Scientia (City’s IT provider), and other industry experts, revisited the project’s scope of work and maintenance plan and made the following adjustments resulting in approximately \$30,995 cost reduction:

- Communication connection change from the Police Department / Community Center facilities to City Hall from a radio to a fiber-optic connection:

In October 2019, staff conducted a project walk with three cabling contractors to install new fiber–optic cabling between the Police Department and Community Center facilities to City Hall’s server room. The previous design was to connect the facilities via radio. A fiber-optic connection would reduce the on-going costs for the project and provide for better network connectivity to the Police Department and Community Center facilities. In addition, the current fiber connection between the facilities was tested and found to be unable to support the security system. The contractor testing also identified fiber deterioration and outdated connectors.
- Adjusted the surveillance video frame rate and retention specifications to reduce storage needs, but in accordance with applicable retention regulations and policies.
- Adjusted the 3-Year Preventative Maintenance Plan by reducing maintenance visits and IT specialist visits from four to two visits annually.

Other minor adjustments included:

- Removing two indoor cameras at the Community Center.
- Addition of one access controlled doorway for City Hall's IT room and removal of four indoor motion sensors.
- Addition of one access controlled doorway at the Police Department's evidence room, and an outdoor camera change to reduce installation and licensing costs.
- Requesting electronic delivery on all software to reduce costs.

The following table includes the cost changes with the aforementioned adjustments:

Convergent Technologies Orange, CA	Video Surveillance	Access Control, Intrusion, & Panic Buttons	3-Year Preventative Maintenance Plan	Fiber-Optic Cabling	Project Total
July 2019	\$ 203,036	\$ 118,121	\$ 65,228	N/A	\$ 386,385
November 2019	\$ 187,648	\$ 124,734	\$ 23,558	\$ 19,490	\$ 355,430
Change	(\$ 15,388)	\$ 6,613	(\$ 41,670)	\$19,490	(\$ 30,955)

The following table breaks down the cost for video surveillance, access control, intrusion, and panic buttons by facility.

	Video Surveillance	Access Control	Intrusion	Panic Buttons	TOTAL
City Hall	\$ 24,189	\$ 29,077	\$ 4,439	\$ 3,555	\$ 61,259
Community Center	30,442	22,521	9,784	2,733	65,480
Police Dept.	46,613	26,491	-	-	73,104
Corporate Yard	35,069	11,537	8,983	-	55,589
Walker Well	51,335	-	5,616	-	56,951
TOTAL	\$ 187,648	\$ 89,625	\$ 28,821	\$ 6,288	\$ 312,382

As an integrated security system, video surveillance, access control, intrusion, and panic buttons are included. The access control system allows control of who has access to where at what time to restrict unauthorized access. Every access is logged and recorded which provides historical records for reference as needed. The system will enable the system administrators to immediately invalidate access as necessary due to instances of termination or lost cards. This is not possible with keys or door codes as a locksmith is required. There have been a few occasions where rekeying a facility was necessary, which is very expensive. Access control will also replace

the City's current identification system, which is scheduled for replacement. Employee and contractor ID cards will include their access permissions as determined by executive management and system administrators. Public buildings in the community center complex will continue to utilize keys as the primary access.

Following the pre-construction meeting, installation is anticipated to take 6 to 8 weeks. Prior to installing the new equipment, Convergent will be removing old, existing equipment, and in some areas, replacing with new equipment. After installation, system configuration and performance testing, City Staff, including Scientia's staff, will be trained on the new system.

ON-GOING COST ANALYSIS:

Currently the City has annual ongoing costs of approximately \$6,200 to operate its security systems at City Yard, Community Center, and the Police Department. The tables below compares the projected on-going costs for Convergent's system, including costs for bi-annual maintenance and equipment emergency replacement, with the City's current security systems service cost.

On-Going Cost | 3-Year Preventive Maintenance Plan Period

	Year 1 FY 20/21	Year 2 FY 21/22	Year 3 FY 22/23
Convergent System	\$ 9,542	\$ 12,808	\$ 13,174
Current Systems	\$ 6,216	\$ 6,378	\$ 6,544
Net Increase	\$ 3,326	\$ 6,431	\$ 6,630

The on-going cost for the City's current security systems do not include maintenance services or equipment replacement estimates, which have been included in the projections for Convergent's system. The software service costs of Convergent's system is approximately \$2,000 a year. Year 1 includes a warranty on all equipment and labor, the proceeding years include estimates for both maintenance services and partial equipment replacement.

On-Going Cost | Post 3-Year Preventive Maintenance Plan Period

	Year 4 FY 23/24	Year 5 FY 24/25	Year 6 FY 24/25	Year 7 FY 25/26	Year 8 FY 26/27
Convergent's System*	\$ 13,722	\$ 14,113	\$ 14,516	\$ 14,930	\$ 15,356
Current Systems	\$ 6,714	\$ 6,889	\$ 7,069	\$ 7,254	\$ 7,443
Net Increase	\$ 7,008	\$ 7,224	\$ 7,447	\$ 7,676	\$ 7,913

**Costs presented are for Convergent to provide all system support services including server maintenance. Actual cost may be lower should Scientia handle some of these services.*

On-going cost projections past the 3-Year Preventative Maintenance Plan have been extended to expand the eight-year life span of the equipment and adjusted for inflation. Following the expiration of the 3-year preventative maintenance plan, system support services including server maintenance will be absorbed by Scientia and at a lower rate to the City. The City would still need to conduct routine cleaning and testing of the equipment which are included in these projections.

To summarize, staff is estimating the average on-going maintenance costs including bi-annual site visits, software maintenance, and emergency equipment replacement costs at approximately \$13,000 over the 8-year life-span of the equipment. The City is currently paying or would be paying on average approximately \$6,200 for intrusion alerts and alarm services at three City facilities in the same 8-year span.

Should the City Council not award this contract, they will need to direct staff to reject all bids. As the City will still need to replace existing systems at each facility, staff will need to conduct new bidding, which would not be integrated as the proposed system is designed. Although current replacement costs are not known, the original purchase and installation of those systems cost the City \$236,281 between 2006 and 2013 and did not include the fiber upgrades or maintenance plans.

FISCAL IMPACT:

The total cost for the security project, 3-Year Preventative Maintenance Plan, and fiber optic cabling is \$372,024 when a five percent contingency is included. Contingency funds are due to unknown field conditions and have been included in the construction services agreement and the fiber installation. Adequate funding is included in the Adopted Fiscal Year 2019-20 Capital Improvement Plan (CIP) budget in the amount \$250,000 from the Capital Outlay Reserve (COR) fund (035-900-8780-00000) and \$140,000 from the Water Capital fund (055-900-8780-00000).

DESCRIPTION	AMOUNT
Construction Cost	\$312,382
3-Year Preventative Maintenance Plan	\$ 23,558
24 Strand Single-Mode Fiber (3 Facilities)	\$ 19,490
5% Contingency for Security Construction and Fiber Install	\$16,594
Total Estimated Project Construction Cost	\$372,024

APPROVED:



 Department Director



 Police Chief



 Administrative Services
 Director



 City Manager