

## **STATEMENT OF WORK**

This attachment describes the work expected to be performed for a turnkey solution by the Successful Proposer to implement and provide on-going support/maintenance for the **Integrated Body Worn Cameras and Digital Evidence Management System** whether the City OF Tampa (City) chooses to host the solution or have the Successful Proposer host the solution.

### **1. Functional Scope of Implementation and On-Going Support**

#### **1.1. In-Scope (Successful Proposer-Hosted Solution)**

1.1.1. The Successful Proposer shall provide all software (including any necessary third-party software), hardware, communications and security necessary to provide the following capabilities to the City. The Successful Proposer shall provide all installation and other professional services necessary to ensure that the system satisfies the detailed requirements specified in Attachment C – Functional and Non-Functional Requirements for each category of capabilities, including all services required for the customization or modification of all software, hardware, communications and security. The Categories are:

##### 1.1.1.1. Digital Body Worn Camera Hardware

- 1.1.1.1.1. BWC – Camera
- 1.1.1.1.2. BWC – Battery Pack
- 1.1.1.1.3. BWC – Attachment Points Hardware
- 1.1.1.1.4. BWC – All Other Necessary Accessories
- 1.1.1.1.5. BWC – Docking/Charging Stations
- 1.1.1.1.6. BWC – All Camera/Docking/Sync/Power Cables Required
- 1.1.1.1.7. BWC - All Other Hardware Needed For Full Turn-Key Deployment

##### 1.1.1.2. Digital Body Worn Camera Software

- 1.1.1.2.1. BWC – Camera Software
- 1.1.1.2.2. BWC – Desktop Camera Software Management
- 1.1.1.2.3. BWC - 'Cloud' Storage Management Console
- 1.1.1.2.4. BWC – Automated Access to Cloud Storage/Archive
- 1.1.1.2.5. BWC – Admin Software Management Console
- 1.1.1.2.6. BWC – Smartphone Management Software
- 1.1.1.2.7. BWC – Police CAD Interface Connectors

##### 1.1.1.3. Digital Body Worn Camera Network Infrastructure Requirements

- 1.1.1.3.1. BWC – Engineering Report on Estimated Bandwidth Needed for Cloud Uploads

#### **1.2. In-Scope (City of Tampa-Hosted Solution)**

1.2.1 The Successful Proposer shall provide all software (including any necessary third-party software,) and all professional services necessary to install this software on one or more City servers, necessary to

provide the following capabilities to the city of Tampa. The Successful Proposer shall provide specifications for all City hardware, including specifications for both virtual servers and physical servers, necessary for the proper and efficient deployment of the system. The Successful Proposer shall provide all installation and other professional services necessary to ensure that the system satisfies the detailed requirements specified in Attachment C – Functional and Non-Functional Requirements for each category of capabilities, including all services required for the customization or modification of all software, hardware, communications and security. The Categories are:

1.2.1.1. Digital Body Worn Camera Hardware Equipment

- 1.2.1.1.1. BWC – Camera
- 1.2.1.1.2. BWC – Battery Pack
- 1.2.1.1.3. BWC – Attachment Points Hardware
- 1.2.1.1.4. BWC – All Other Necessary Accessories
- 1.2.1.1.5. BWC – Servers/Archivers Required and Sized for Number of Cameras Purchased
- 1.2.1.1.6. BWC - Local Storage Management Console
- 1.2.1.1.7. BWC – Docking/Charging Stations
- 1.2.1.1.8. BWC – All Camera/Docking/Sync/Power Cables Required
- 1.2.1.1.9. BWC - All Other Hardware Needed For Full Turn-Key Deployment

1.2.1.2. Digital Body Worn Camera Software

- 1.2.1.2.1. BWC – Camera Software
- 1.2.1.2.2. BWC – Desktop Camera Software Management
- 1.2.1.2.3. BWC – Admin Software Management Console
- 1.2.1.2.4. BWC – All Server/Archiver Software
- 1.2.1.2.5. BWC – Smartphone Management Software
- 1.2.1.2.6. BWC – Police CAD Interface Connectors

1.2.1.3. Digital Body Worn Camera Network Infrastructure Requirements

- 1.2.1.3.1. BWC – Engineering Report on Estimated Bandwidth Needed for Internal Network Uploads

## **2. Project Management**

The Successful Proposer shall provide the appropriate project management skills, expertise and experience to execute the Successful Proposer’s project implementation methodology. The Successful Proposer’s Project Manager is expected to have significant knowledge and experience in all phases of the project management lifecycle and with all application modules to be implemented. The Successful Proposer’s Project Manager shall work closely with the City’s Project Manager and team members and shall be responsible for completing the tasks required to meet the Successful Proposer’s contract deliverables. The Successful Proposer’s Project Manager will have overall responsibility for the project and will be expected to perform the following tasks. Once the Project Manager has been established for the City’s project any Personnel changes must be accepted and approved by the City.

### **2.1 Tasks:**

- 2.1.1. Recommend a project team organizational structure, including the corresponding roles and responsibilities of the Successful Proposer and City participants from the following groups:

## **City of Tampa**

Public Safety Committee, which includes employees from Tampa Police Department that interact - directly or indirectly - with City of Tampa citizens, visitors and workers.

### **Technology & Innovation Department**

Business Applications

Database Administration

Operations

Security

Network Infrastructure

Web Services

2.1.2. Provide guidance and direction on all aspects of the project.

2.1.3. Develop and maintain a detail project plan, including maintaining task completion status and monitoring actual against projections. The project plan should address the following implementation and support functions:

2.1.3.1. Project Planning

2.1.3.2. Communications

2.1.3.3. Infrastructure/Hardware/Environment Configuration and Build

2.1.3.4. Business Review, GAP Analysis and Solution Recommendation

2.1.3.5. System/Application Configuration and Validation

2.1.3.6. Data Conversion Analysis, Design and Development

2.1.3.7. Customization/Interface Analysis, Design and Development

2.1.3.8. Testing

2.1.3.9. Training and Documentation

2.1.3.10. Implementation

2.1.3.11. Operations, Maintenance & Support

2.1.4. Recommend actions to address issues that are encountered

2.1.5. Ensure consistency, quality and timely delivery of Vendor's contract deliverables

2.1.6. Manage the implementation in accordance with the project plan and milestones established jointly by the Vendor and City during the initiate and plan phases

## **2.2. Deliverables:**

2.2.1. Project team organization structure including roles and responsibilities of both the Vendor's and City's resources

2.2.2. Implementation strategy and approach

2.2.3. Detailed project plan and timeline for the implementation utilizing MS Project 2003 or later

### **3. Communications**

The Successful Proposer is responsible for documenting and presenting the project status to the project and Management teams and for creating the communication strategy for implementation.

#### **3.1. Tasks:**

- 3.1.1. Conduct weekly status meetings either on-site or via conference call/webinar
- 3.1.2. Conduct project briefings to the City's Management team as requested
- 3.1.3. Develop Communication Plan for implementation
- 3.1.4. Monthly written status reporting

#### **3.2. Deliverables:**

- 3.2.1. Weekly status reports
- 3.2.2. Implementation Communication Plan
- 3.2.3 . Monthly status reports

### **4. Infrastructure/Hardware/Environments Configuration and Build**

The Successful Proposer is responsible for the establishment, configuration and maintenance of the architecture and hardware required to support the **Integrated Body Worn Cameras and Digital Evidence Management System** as specified in the contract. If the proposed system is Successful Proposer-hosted or hosted by the City, the work shall be performed on-site at the City.

#### **4.1. Tasks:**

- 4.1.1. Develop and document the production, development, testing and training system environment architectures
- 4.1.2. Document security processes and procedures
- 4.1.3. Provide process diagrams to illustrate the full Development to Production and Training life cycles for the initial implementation and for on-going support for application of maintenance packs, new releases, database upgrades and customizations in the support and production environments
- 4.1.4. Provide guidance to determine additional technology requirements to support the system and its architecture
- 4.1.5. Configure mobile devices and other hardware components to comply with integration requirements as needed

#### **4.2. Deliverables:**

- 4.2.1. Environment architecture overview (production, development, testing and training)
- 4.2.2. Security overview with the City's Security Office

4.2.3. Environment maintenance and support strategy and supporting processes

4.2.4. Recommendations for required systems not provided by the hosting service (e.g., desktop hardware/software, internet connectivity, bandwidth requirements, etc.)

4.2.5. Mobile and other hardware device configuration documentation

## **5. Business Review, Gap Analysis and Solution Recommendation**

The Successful Proposer is responsible for identifying, evaluating and recommending solutions to the functional and process gaps between the City's stated requirements and the Successful Proposer's solution.

### **5.1 Tasks:**

5.1.1. Coordinate the identification of the functional and process gaps between the Successful Proposer solution and the stated requirements

5.1.2. Analyze, document and make recommendations on the options available to meet the stated requirements in the areas where gaps occur

### **5.2 Deliverables:**

5.2.1. Detailed documentation of gaps between proposed solution and the City's stated requirements

5.2.2. Options and recommendation documentation of how to bridge the gaps, whether through software updates, new business processes, or other means

5.2.3. Time estimates to implement City selected solutions to the function and process gaps identified

## **6. System/Application Configuration and Validation**

The Successful Proposer shall provide documentation of all configurations being utilized in the City's environments as well as other configurable items that are proposed to be implemented by the City in the future. The documentation should include the configured settings/values, the supporting document for the settings selected, the steps required to implement and/or maintain them and the impact of various configuration decisions on any and all downstream processes within the application.

### **6.1. Tasks:**

6.1.1. Analyze the City's current business processes and objectives to perform an initial system configuration proposal for the City's evaluation and approval

6.1.2. Perform all system processing activities required to validate the proposed and selected system configuration

6.1.3. Coordinate and generate a security matrix comprised of job roles as they relate to application functionality and configure the application security to support the defined roles.

### **6.2. Deliverables:**

6.1.1. Detailed documentation of the City's current configuration

6.1.2. Process diagrams of all system supported business processes currently utilized by the City

6.1.3. City's role level configuration

## **7. Customization/Interface Analysis, Design and Development**

The City desires to implement a turn-key COTS solution as soon as possible, meaning minimal development, modifications or enhancements to the Successful Proposer's base system.

The Successful Proposer shall coordinate with the City to document and develop these permanent interfaces, or identify in specific terms how the need for an interface will be eliminated by the implementation of the proposed solution.

### **7.1. Tasks:**

7.1.1. Perform a detailed analysis of City business and functional requirements and the Successful Proposer product to determine if customization is required to resolve gaps identified in the BWC system.

7.1.2. Identify the required infrastructure to ensure the required bandwidth and connectivity is available depending upon the final design. If City network infrastructure augmentation is required, this cost and lead-time must be allotted and accounted for in the final project plan.

7.1.3. Develop BWC device and integration test plans and document results for each customization and interface.

### **7.2. Deliverables**

7.2.1. Detailed customization design documents including the following:

7.2.1.1. City's business process and functional requirements

7.2.1.2. Overview of the proposed customization

7.2.1.3. Integration and interface impacts

7.2.1.4. Security configuration requirements

7.2.1.5. Implementation strategy

7.2.1.6. Upgrade strategy

7.2.2. Mapping of data elements between the source system(s) and target system(s) for each interface, if offering to import video/call related CAD information such as the CAD event number

7.2.3. Unit and integration test plans and result documentation

## **8. Testing**

The Successful Proposer shall coordinate with the City to develop and execute a test plan that at a minimum includes:

1. Ability to manage a docked BWC and edit that unit's configuration
2. Ability to manage multiple docked BWC's and push a standard configuration to all
3. Integration testing from all (3) Districts simultaneously
4. Total network performance and stress testing utilizing different numbers of devices
5. Manage/Share/Secure uploaded video from a system management console, both locally and externally
6. User acceptance testing (UAT)

## 7. Pre and Post go-live verification

The City shall be the final approval and acceptance authority for the test results prior to being moved into a production environment.

### 8.1. Tasks:

- 8.1.1. Establish testing procedures for all aspects of testing as listed above to include tracking of errors, their resolution and re-testing status
- 8.1.2. Develop high-level use cases for each of the primary business processes for use in preparing test cases
- 8.1.3. Develop test cases to map to functional use cases, document use case/test case matrix and test results
- 8.1.4. Perform and document results of unit and integration testing
- 8.1.5. Coordinate and manage integration testing, user acceptance testing, performance & stress testing and pre/post go-live testing

### 8.2. Deliverables:

- 8.2.1. High-Level Use Cases
- 8.2.2. Test Case Matrix
- 8.2.3. Documented test cases for review/approval by the City for each of the following:
  - 8.2.3.1. High Level Functional Use Cases
  - 8.2.3.2. Customization Unit Tests
  - 8.2.3.3. Interface Unit Tests
  - 8.2.3.4. Full System Integration Tests
  - 8.2.3.5. User Acceptance Tests
  - 8.2.3.6. Performance and Stress Tests
  - 8.2.3.7. Post "Go Live" Verification Tests
- 8.2.4. Documented results of all test cases for review/approval by the City

## 9. Training and Documentation

The Successful Proposer shall provide a comprehensive training plan to incorporate training of the system's functions and processes targeting specific users including Tampa Police Officers in the initial pilot group, System Admins, Supervisors, and a Train-the-trainer session.

The Successful Proposer shall provide customized electronic documentation which reflects the City's system configuration as needed to support the implementation and on-going administration of the system. Prior to approval and acceptance of a fully operational production system by the City, the Successful Proposer shall provide all the documentation listed as deliverables in this section.

### 9.1. Tasks:

- 9.1.1. Construct a comprehensive custom training plan to meet the City's training needs
- 9.1.2. Create custom training materials and user training manuals that reflects the City's configuration settings as they relate to system operation (example: 2-5 minute video training tasks for each major function of the system or DEMS)
- 9.1.3. Conduct on-site training sessions
- 9.1.4. Develop custom electronic documentation that reflects the City's configuration settings for all aspects of system user and administration as outlined in the deliverables section below

## **9.2. Deliverables:**

9.2.1 Customized electronic documentation to support the implementation and on-going administration of the system, including:

- 9.2.1.1. Security Configurations
- 9.2.1.2. Application Security Management
- 9.2.1.3. Business Process Flow
- 9.2.1.4. Configurations/Setup
- 9.2.1.5. Business Rules/Officer Roles/Officer Groups/Setup
- 9.2.1.6. Customizations
- 9.2.1.7. Digital Evidence Storage/Hardware Management
- 9.2.1.8. System Architecture
- 9.2.1.9. Functional Operations
- 9.2.1.10. Interfaces
- 9.2.1.11. Reports
- 9.2.1.12. Application Maintenance and Support Processes
- 9.2.1.13. Knowledge Transfer and Training
- 9.2.1.14. Testing plans, scenarios, scripts, and results
- 9.2.1.15. Power User/Administrator Manuals
- 9.2.1.16. System Administrator Manuals
- 9.2.1.17. Training Materials
- 9.2.1.18. End User Manuals
- 9.2.1.19. All training and tutorials for workflow users and viewer users, including training for systems operation, system administration and maintenance; all training and tutorials shall be performed on City premises and repeated as often as necessary to train up to 100 people.

## **10. Implementation**

The Successful Proposer is required to provide (4) days of onsite post-implementation support after go-live. The days will not necessarily be consecutive and will be utilized as needed, with advance notice given to Successful Proposer to allow for scheduling of resources.

### **10.1. Tasks:**

- 10.1.1. Activate production level security and security administration procedures
- 10.1.2. Coordinate a final pre-implementation review



- 10.1.3. Activate and connect BWC's to the backend with the user's account information-implementation review
- 10.1.4. Ensure full video capture and system capabilities as well as file transfers
- 10.1.5. Provide production support as well as file transfers

## **10.2. Deliverables:**

- 10.2.1. Final Technical Architecture and Business Process documents, including baseline details of the final solution as implemented to include all software architecture/configurations/settings, database names, IP addresses, passwords, pass codes, keys and the relationships between all components for Development, Test, Training, and Production environments.
- 10.2.2. Operational production process documentation
- 10.2.3. Evidence that the system is working at 100% of the requirements and functions specified
- 10.2.4. Sign-off documentation from all involved stakeholders.

## **11. Operations, Maintenance and Support**

The Successful Proposer shall provide on-going operations and support for the time period specified in the contract.

### **11.1. Tasks:**

#### 11.1.1. Disaster Recovery

11.1.1.1. The Successful Proposer shall provide disaster recovery capabilities for the systems and applications included in the scope of the project for the implementation and ongoing operations of the system. The City requires a disaster recovery solution that meets the following Recovery Point (RPO) and Recovery Time (RTO) Objectives:

RPO = Real Time (0 hours)

Requirement of real time due to citizen interactions with system

RTO = 24 hours

#### 11.1.2. System Availability

11.1.2.1. The City requires the Successful Proposer to provide the following weekday and weekend Agreed Service Times (AST) and respective availability requirements for the Production environment.

11.1.2.2. 24 hours a day, 7 days a week, 365 days a year with a minimum of 99% up time. The availability shall be measured by calendar month at the Successful Proposer's point-of-presence on the commercial Internet.

11.1.2.3. Availability Calculation: Calculated as the quotient of Total Hours System Actually Available during AST divided by the Total Possible AST Hours for Month. Scheduled outage minutes will be subtracted from total available minutes to calculate monthly system availability when the scheduled outage is conducted during off peak hours (i.e., 9pm to 5am). The outage should be scheduled at least 7 days in advance.

11.1.2.4. The Successful Proposer shall provide the tools for accurate Availability measurement, including automatic notification if an outage occurs. The City has the right to audit the Successful Proposer's books, records, system logs, measurement and monitoring tools to ensure accuracy in the Availability measurements.

11.1.2.5. The Successful Proposer shall provide 48 hour notification of any planned outage not related to application upgrades

#### 11.1.3. Hosting, Maintenance, and Support programs

The Successful Proposer shall comply with the support structure and maintenance /support programs for the hosting and software solution selected and contracted by the City.

Specific areas and services included in maintenance and support includes:

11.1.3.1. Telephone support for Successful Proposer software and any third-party solutions

11.1.3.2. Self Service web-based portal with Knowledge Base

11.1.3.3. Timely response to problems reported based on the level of severity

11.1.3.4. Timely and City coordinated implementation of bug fixes, patches, future upgrades and product enhancements including availability of the test system for City user acceptance testing and final City sign-off of upgrade to be performed at the designed date/time (agreed upon change control)

11.1.3.5. Established frequency for refreshes of test and training environments

#### 11.1.4. Security

The Successful Proposer shall comply with the security requirements mandated by the City in the contract including the following specifics:

11.1.4.1. Maintain a secure physical environment including application; database and networking hardware which requires badge access at a minimum

11.1.4.2. Provide documentation quarterly on the current security procedures, physical location access lists and active security configuration

11.1.4.3. Provide accurate and prompt responses to periodic audit requests initiated by the City

11.1.4.4. Maintain security controls at the highest release levels including anti-virus, anti-spyware/malware protection, intrusion detection, logging and auditing

11.1.4.5. Maintain external firewalls and intrusion detection systems for all internet connectivity

### **11.2. Deliverables:**

11.2.1. Service Level Agreement (SLA) to include items as noted above in this section

11.2.2. Problem reporting and resolution procedures

11.2.3. Custom Disaster Recovery Plan

11.2.4. Current security documentation including:

11.2.4.1. Security control software and applied versions

11.2.4.2. Physical location, infrastructure, network and application security access lists

11.2.4.3. Firewall and intrusion detection systems configuration

11.2.4.4. Policies and procedures governing change/configuration/patch application management

11.2.4.5. After Action reports for major system problem or outages