



Request for Proposal

PREPARED BY:

Regional Income Tax Agency
10107 Brecksville Road, Brecksville, OH 44141

PROJECT TITLE:

Video Management System (VMS) Replacement

ISSUED DATE:

Tuesday April 4th, 2023

RESPONSES DUE DATE:

5:00 p.m. E.S.T., Wednesday May 10th, 2023

REGIONAL INCOME TAX AGENCY

**Video Management System (VMS) Replacement
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Tuesday April 4, 2023

The Regional Income Tax Agency (RITA, the Agency) is seeking proposals for a Video Management System (VMS) replacement.

Proposals are to be submitted electronically to rfp@ritaohio.com no later than 5:00 p.m. E.S.T., Wednesday May 10th, 2023.

If your firm is interested in submitting a proposal, please execute the attached Mutual Non-Disclosure Agreement and return to Jonathan Govoni, IT Security Administrator, at rfp@ritaohio.com.

Upon successful execution of the attached Mutual Non-Disclosure Agreement, Mr. Govoni will provide a technical addendum on existing hardware and software information.

Potential vendors may direct questions or requests for clarification to Mr. Govoni at rfp@ritaohio.com through 5:00 p.m. E.S.T., Wednesday April 26th, 2023. A copy of the questions and requests received, along with RITA's responses, will be provided to each party that has executed a Mutual Non-Disclosure Agreement, without identifying the source of the question or request. To the extent possible, you are asked to compile your questions and requests and submit them all at one time.

Please be aware that the Agency reserves the right to reject any and all proposals, or any part of any proposals, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency deems to be in the best interest of the Agency.

Cordially,

Amy Arrighi
Executive Director

RFP Introduction

The Regional Income Tax Agency (RITA, the Agency) is a governmental entity established to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employers withholding on salaries, wages, commissions, fees, and other forms of compensation. The tax is also collected from business entities based on net profits.

As of 12/31/2022, there are over 410 taxing jurisdictions in 78 counties served by the Agency (just over 50% of all taxing jurisdictions in Ohio with an income tax), and total annual tax collections are over \$2.1 billion.

The purpose of this RFP is to solicit proposals for a VMS replacement for RITA. The objective of the RFP is to provide vendors/respondents (vendors) with the minimum requirements necessary to partner with RITA. While vendors are required to provide a response on this entire proposal, RITA reserves the right to award separate portions of the proposal to different vendors.

RITA intends to award a five-year contract. A contract shall be awarded to the most responsive and responsible vendor as soon as practicable after the opening of proposals. The vendor to whom the award is made shall enter into a written contract in a form acceptable to RITA within ten (10) days of notification of the award.

The Regional Income Tax Agency is not responsible for any costs incurred by the respondent in the preparation of a proposal. RITA reserves the right to negotiate with vendors submitting proposals to obtain the most favorable terms, conditions, and pricing for the Agency as determined by the Agency in its sole discretion. Also, as deemed in the best interest of the Agency by the Board of Trustees, RITA reserves the right to reject any or all parts of the proposals.

Video Management System (VMS) Replacement Requirements

RITA is looking to replace our existing on-premise VMS solution. This replacement effort will allow the Agency the following benefits:

- Replace existing custom VMS solution running on older technology
- Consider on-premise and/or cloud solutions
- Utilize existing cameras (if possible)

Listed below are the requirements the Agency is looking to procure as part of the VMS.

Required Features are items the Agency is requesting all proposals include. **Optional Features** are not required but will be accepted in all proposals for review.

RITA Objectives	Required Feature	Optional Feature
Ability to monitor and record CCTV footage from existing cameras	Yes	
Ability to use accurate timestamps recorded into footage	Yes	
Ability to export recorded CCTV footage	Yes	
Management utility or application that allows the monitoring/review of live or recorded CCTV footage by multiple users.	Yes	
Ability to integrate with Active Directory for user authentication	Yes	
Ability to restrict access based on access controls for various features	Yes	
Ability to report on user access	Yes	
Ability to retain 100 days of recordings	Yes	
Ability to backup and recover systems/recordings	Yes	
Ability to provide encryption for network video streams		Yes
Ability to reduce resolution/bandwidth for non-admin playback		Yes
Ability to use a dedicated client such as a TV for viewing cameras		Yes
Ability to identify and report on configuration changes		Yes
Ability to manage multiple locations		Yes

The proposed solution must also include a maintenance contract for the life of the solution and an End of Life (EOL) date of the solution.

Proposal Responses

Proposals must be submitted in the format and order outlined below. All proposals should present all information in a concise manner, neatly arranged, legible, and in terms understandable for evaluation. All information requested is to be addressed directly and completely.

It is more desirable to give additional information than less when the answer could be misinterpreted. There should be no attachments, enclosures, or exhibits other than those considered by the proposer to be essential to a complete understanding of the proposal submitted.

Each section of the proposal must be clearly identified with the following headings and in the order specified below.

Section I – Qualifications & Experience

1. Describe your experience implementing a Video Management System (VMS). How many years has your company been in business and how long has your product been on the market?
2. Provide a list of customers/references that would be similar in size or industry to our account.

Section II – Video Management System (VMS) Methodology and Implementation

1. Does the solution have the ability to provide VMS services to RITA?
2. Describe in detail how your solution provides monitoring and recording using existing CCTV cameras. If your solution recommends replacing any cameras, please provide a brief explanation.
3. Describe in detail the implementation process of your solution. Please also include the deployment option (e.g., physical device, virtual appliance, or cloud [Optional]).
4. Describe in detail how your solution ensures storage is adequately sized for retention policy.
5. Describe in detail how your solution can be recovered in the event of a total system failure.

Section III – Features

1. Does the solution have the ability to monitor and record CCTV footage from existing cameras?
2. Describe in detail the solution's management utility or application that allows the monitoring/review of live or recorded CCTV footage by multiple users.
3. Does the solution have the ability to have accurate timestamps in the live or recorded footage?
4. Does the solution have the ability to be AD/LDAP integrated? Describe in detail the access controls available and how they can be integrated with AD (e.g., only view access, archive footage access, specific camera access, etc.).
5. Does the solution have the ability to accommodate a retention policy of 100 days of CCTV footage?
6. Does the solution have the ability to backup and restore systems/recordings?
7. Optional features:
 - a. Does the solution have the ability to reduce resolution/bandwidth for non-admin playback?
 - b. Does the solution have the ability to use a dedicated client such as a TV to view cameras? Describe in detail how this would work.
 - c. Does the solution have the ability to manage multiple locations?

Section IV – Reporting & Alerts

1. Does the solution have the ability to report on user access?
2. Optional Features:
 - a. Does the solution have the ability to identify and report on configuration changes?
 - b. Does the solution have the ability to provide real-time alerts on system access and system health?
 - c. Does the solution have the ability to provide historical reporting on statistics?

Section V – Costs and Pricing

The Agency requests that all costs and pricing are provided in great detail. This will allow the Agency to understand the cost breakdown based on the solution and any cost incurred during the lifetime of the contract.

1. Total cost of the recommended solution
2. Professional services cost
3. Hardware costs (e.g. server hardware, networking hardware, appliance hardware, and/or cameras)
4. Software costs
5. Maintenance costs

Proposal Instructions

All proposals must be submitted in the format and order outlined in the Proposal Responses section and submitted electronically to rfp@ritaohio.com.

All proposals must be received by the Executive Director, Regional Income Tax Agency, by 5:00 p.m. E.S.T., Wednesday, May 10th, 2023. All proposals shall be emailed to rfp@ritaohio.com.

It is RITA's intention to enter into a contract as soon as practical after the proposals are evaluated and Board approval is received. The successful vendor shall enter into a contract with the Regional Income Tax Agency within ten (10) days of the notification of the award or as soon as practical thereafter as determined by RITA. Implementation work is expected to begin no later than the first business day of the month following the execution of the contract.

Proposals will be evaluated on several factors including the degree of fit to the requirements and cost.

The Agency reserves the right to reject any and all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency shall deem to be in the best interest of the Agency. By submitting a proposal, each respondent is ensuring that complete confidentiality of all Agency information will be maintained by all vendor personnel.

By submitting a proposal, each respondent is ensuring that the vendor is an Equal Opportunity Employer and that their employees and applicants for employment are not discriminated against because of their race, color, religion, national origin, disability, age, genetic information, military status, or sexual orientation. By signing a contract with RITA, the successful vendor guarantees that they comply, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold the Regional Income Tax Agency harmless from any claims or damages incurred against or by the Regional Income Tax Agency resulting from any non-compliance by the successful vendor.

By submitting a proposal, each respondent is declaring that they are not in arrears to RITA for municipal income taxes or any other obligation to the Agency.