

## ISSUING DEPARTMENT INPUT DOCUMENT CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New   
 OTR   
 Sole Source   
 Bid Waiver   
 Emergency   
 Previous Contract/Project No. TBW8554-0/22  
 Re-Bid   
 Other – \_\_\_\_\_   
 LIVING WAGE APPLIES:  YES  NO

Requisition No./Project No.: BW-10246   
 TERM OF CONTRACT 5 YEAR(S) WITH 3 YEAR(S) OTR

Requisition /Project Title: Qognify Security Systems Maintenance & Support Services

Description:  
 This contract will be for maintenance and support services for the security systems located at MDAD, PortMiami, and WASD.

Issuing Department: Internal Service   
 Contact Person: Brandon Nealey   
 Phone: 305-375-4884  
 Estimate Cost/Value: \$5,055,828   
 GENERAL    FEDERAL    OTHER  
 Funding Source:          X

### ANALYSIS

|  |                        |                                   |                                   |  |
|--|------------------------|-----------------------------------|-----------------------------------|--|
| <b>Commodity Codes:</b>  | <u>92045</u>           |                                   |                                   |  |
| Contract/Project History of previous purchases three (3) years<br>Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history. |                        |                                   |                                   |  |
|  | <b><u>EXISTING</u></b> | <b><u>2<sup>ND</sup> YEAR</u></b> | <b><u>3<sup>RD</sup> YEAR</u></b> |  |
| <b>Contractor:</b>   | <u>Qognify</u>         |                                   |                                   |  |
| <b>Small Business Enterprise:</b>  |                        |                                   |                                   |  |
| <b>Contract Value:</b>   | <u>\$249,780</u>       |                                   |                                   |  |
| <b>Comments:</b>   | <u> </u>               |                                   |                                   |  |
| Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO  |                        |                                   |                                   |  |

### RECOMMENDATIONS

|            | Set-Aside | Subcontractor Goal | Bid Preference | Selection Factor |
|------------|-----------|--------------------|----------------|------------------|
| <b>SBE</b> | <u> </u>  | <u> </u>           | <u> </u>       | <u> </u>         |

Basis of Recommendation:  

Signed: Brandon Nealey   
 Date sent to SBD: 5/20/2022

|  |                       |  |
|--|-----------------------|--|
|  | Date returned to SPD: |  |
|--|-----------------------|--|

Rev. 072518

# MARKET RESEARCH

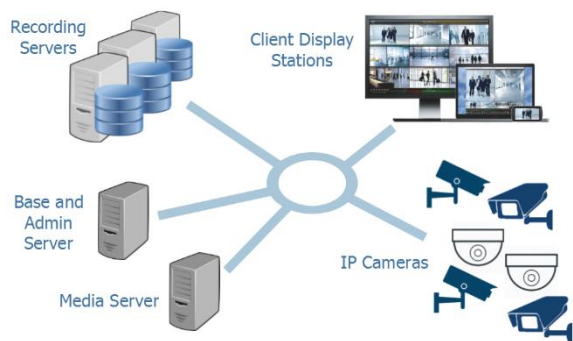
|  |  |
|--|--|
| <b>Contract No.:</b> TBW8554-0/22                          | <b>Recommendation:</b><br><br><input type="checkbox"/> Exercise Option to Renew (OTR)<br><input type="checkbox"/> Non-Competitive Acquisition<br><input type="checkbox"/> Solicit Competition<br><input type="checkbox"/> Access Contract<br><input checked="" type="checkbox"/> Other |
| <b>Title:</b> Qognify - DVAR Maintenance & Support Service |  |
| <b>Procurement Contracting Officer:</b> Brandon Nealey     |  |

**Background:**

The purpose of this market research is to determine the best means to procure ongoing maintenance and support services, and additional products and services for Ocularis (formerly VisionHub) video management system, Situator, and NiceVision video security system (NiceVision) for the Miami-Dade Aviation Department (Aviation), PortMiami, and Water and Sewer Department (WASD). The Qognify systems were initially procured for Aviation for use at Miami International Airport (MIA), and they have been receiving services since August 2006 with the approval of Contract No. SS8062-1/08, Nice DVARs Maintenance and Support Services. These systems are critical to ensuring the safety of personnel and visitors, as these departments are some of the largest in the United States.

- **Aviation** – manages Miami International Airport (MIA), which is amongst the busiest airports in the world. They have more than 80 airlines, which travel to 150 destinations around the globe, servicing 45.9 million passengers in 2019. Aviation is the dominant user, utilizing the NiceVision System to support over 2,000 cameras with over 30 days of recording throughout the airport. The services provided under this contract for the NiceVision System located at MIA are mandated by the Department of Homeland Security, Transportation Security Administration (TSA), and the Federal Aviation Administration (F.A.A.).
- **PortMiami** - is amongst the nation’s busiest ports and is considered the cruise capital of the world. In 2019, the port set a world record in cruise passenger traffic with nearly 6.8 million vacationers. PortMiami utilizes the NiceVision System, which consists of over 900 cameras, over 40 network video recorders and storage arrays, management servers, database, and licensing.
- **WASD** - maintains more than 8,500 miles of underground water lines, as well as approximately 4,100 miles of sewer lines, serving some 2.3 million residents and thousands of visitors annually. Currently, WASD utilizes VisionHub, which consist of 507 cameras throughout the department.

Ocularis is a video management system that has the capabilities to capture, record, store, retrieve, view, and analyze video collected from surveillance cameras. Ocularis Internet Protocol (IP) camera recording software is designed for Windows computers and records video from IP cameras, and video camera encoders or servers. As an integrated video and event management platform, it includes a full-fledged video management system for streaming, recording video and managing an unlimited number of IP cameras at multiple sites. It can also be integrated with IP door access control systems and other network attached devices.



NiceVision is a complete, enterprise-class, open-platform IP video surveillance solution providing surveillance coverage and control for environments that require security surveillance. NiceVision is an end-to-end IP video surveillance solution that is managed through the NiceVision Control Center application suite, NiceVision includes encoders and smart video recorders (SVRs) embedded with video analytics, high-performance decoders, extensive event management, and control room visualization. The NiceVision encoders has the capability to seamlessly record, manage, and analyze high quality video in 4 Common Intermediate Format (4CIF) real time video images from analog cameras over an IP network (4CIF is superior to more traditional resolution formats and captures footage in 704x480 instead

of 360x240). In addition, NiceVision Video Analytics provides proactive alerts to potential unfolding events using applications for Perimeter Intrusion Detection, Crowd Management, and Situation Indication, for improved response.

Situator is a Situation Management solution that integrates and correlates information in real time from multiple and diverse systems across an enterprise. At the same time, it coordinates the most effective responses, ensuring that everyone within the operational chain

knows what is happening, where it's happening and how to respond. Situator provides the tools necessary to address every aspect of the control room management lifecycle. In order to ensure the safety of personnel and visitors control personnel are tasked with overseeing multiple systems, complying with regulations and policies, managing safety, security, and operations. Situator effectively addresses these responsibilities by merging all cameras, sensors, communications systems, data sources and operating procedures into a single platform. In addition, Situator enforces processes, automates tasks and workflow, and adapts them as an event unfolds to reduce the risk of human error. By having the ability to identify unfolding events, managing them effectively and mitigating their risk, can potentially save lives and reduce cost, while ensuring business continuity.

Contract No. TBW8554-0/22, Qognify - DVAR Maintenance & Support Service, was approved under delegated authority for a six month term and is set to expire on \_\_\_\_\_. The contract is set to expire on \_\_\_\_\_. The services under this contract are critical to the safety of personnel and visitors and will need to be replaced or extended to maintain continuity of business operations.

**Research Conducted:**

In an effort to determine if there are additional vendors capable of providing maintenance, support services, and additional products and services for the Qognify systems, a Request for Information (RFI) - 01976 was released. Based on the RFI it was determined that there are vendors that have the capability and authorization to service the Qognify systems. These vendors included: SigNet Technologies, AVI Integrators Inc. dba: Security 101, & Certified Network Professionals, (CNP). The market revealed that:

- SigNet currently maintains support contracts with the Federal Bureau of Prisons and Orlando Airport for their Qognify NiceVision and VisionHub products. SigNet has current Dealership arrangements with both Qognify for the DVARS systems and Nice Systems for their audio product line. Per Qognify’s Letter of Authorization: “SigNet has been a VAR in good standing of Qognify since August, 2010 with multiple staff who are certified in our product(s) including Vision, Vision Hub, Situator and Situator Administrator. SigNet has maintained being one of the top tier certified VARs for over 10 years, finishing in the Top Five for the year 2018 and was our #1 VAR in 2019.”
- Certified Network Professionals, (CNP) is a certified business partner of Qognify Inc. (“Qognify”). “CNP is authorized to sell, market and distribute our video management and situation management portfolio products, including the Digital Video/Audio Recording System (DVARS), NiceVision and VisionHub Equipment. CNP is also authorized to perform maintenance and support services with respect to the Equipment.”
- Security 101 is a certified business partner of Qognify Inc. (“Qognify”). “Security 101 is authorized to sell, market and distribute our video management and situation management portfolio products, including the Digital Video/Audio Recording System (DVARS), NiceVision and VisionHub Equipment (the “Equipment”). As a Qognify certified business partner, Security 101 is also authorized to perform maintenance and support services with respect to the Equipment.”

In addition to the vendors that responded to the RFI, SightLogix and WebHouse, Inc. were identified as being authorized to sell products and services offered by Qognify.

In an effort to gauge the feasibility of utilizing a third party vendor for the continued services being provided, an analysis was done of the potential cost this would have on the County. Being that the services are being provided directly by the proprietary owner there are no additional fees that will need to be encumbered. Based on the pricing provided under Contract No. TBW8554-0/22 a price analysis was conducted with the vendors that responded to the RFI and identified through additional research. The analysis yielded the following results:

| Price Analysis  |  |          |            |                |
|-----------------|--|----------|------------|----------------|
| Item No.        | Description  | Qognify  | Signet     | WebHouse, Inc. |
| NV-ENT-SITE     | NICEVision Enterprise Software Package including Site Management license, 2 user licenses and 1 SDK connection license | \$206.00 | \$5,642.00 | \$5,158.69     |
| NV-ENT-AD       | Site license for Active Directory Integration  | \$64.00  | \$1,763.13 | \$1,612.09     |
| NV-ENT-USER-1CC | Single user /web client concurrent connection license for Enterprise package   | \$11.59  | \$317.36   | \$290.18       |
| NV-ENT-ARP-1CH  | Advanced Resilience Pack per 1 video channel including CSS backup and/or Dual Recording support                        | \$10.30  | \$282.10   | \$257.93       |

|                 |   |         |            |            |
|-----------------|---|---------|------------|------------|
| NV-ENT-1CH      | Single license for NICEVision Enterprise package video/audio channel    | \$11.59 | \$317.36   | \$290.18   |
| NV-ENT-RSVR-1CH | Recorder redundancy license per 1 channel                               | \$2.57  | \$70.53    | \$64.48    |
| NV-ENT-VA-1APP  | Single Video Analytics application license                              | \$28.32 | \$775.78   | \$709.32   |
| NV-ENT-WEB      | Web & Smartphone Application pack for Enterprise package                | \$77.00 | \$2,115.75 | \$1,943.51 |
| NV-ENT-WEB-1CC  | Single Web/Smartphone concurrent user connection for Enterprise package | \$12.00 | \$317.36   | \$290.18   |

In addition to the probable price markup, there are additional concerns with shifting service providers. The systems being utilized by these departments are very intricate and have been in place for several years. By consistently seeking to change vendors the County could be subjected to additional cost. Due to the nature of these systems and the fact that they involve life and safety, the systems may have to go through a certification process to ensure that the systems are functional and in good working order before they can be shifted to another vendor. If this is not done the vendor, as well as the County may be liable for any resulting issues that may occur.

To date the County has invested upward of \$7 million on the systems provided by Qognify. The benefit of using the Qognify systems is that they can be integrated with 3<sup>rd</sup> party systems reducing the need to have to purchase additional equipment. In order to replace this system the County will exceed the amount of money that it has already expensed with the Qognify system. The County would have to anticipate replacing all of the peripheral devices connected to the Qognify systems. In addition, there would be additional money for the data migration, interfaces, customizations, training, and additional security should there be any downtime with implementing a new system.

**Comparable Contracts:**

The following contracts were identified as being comparable:

- GSA Contract No. GS-07F-0322T – This contract is awarded to SigNet Technologies for a five-year term from April 10, 2017 through April 9, 2022. This contract includes a majority of the products and services needed to maintain the systems being utilized by County Departments. However, based on the pricelist provided, this contract is not a viable option as the price markup is substantial and provides no added benefit to the County.
- Omnia Contract No. R170502 – This contract is awarded to Converjint Technologies for a five-year term from July 1, 2017 through June 30, 2022. This contract includes a majority of the products and services needed to maintain the systems being utilized by County Departments. However, based on the pricelist provided, this contract is not a viable option as the price markup is substantial and provides no added benefit to the County.
- GSA Contract No. GS-35F-0091V – This contract is awarded to WebHouse, Inc. for a five-year term from December 1, 2018 through November 30, 2023. This contract includes a majority of the products and services needed to maintain the systems being utilized by County Departments. However, based on the pricelist provided, this contract is not a viable option as the price markup is substantial and provides no added benefit to the County.

**Recommendation:**

Based on the research that was conducted, it will be in the best interest of the County to access GSA Contract No. GS-07F-0322T as a temporary bridge until a long term contract can be established. This contract provides for the requested services while the County works with the vendor on a long term contract. The contract will need to cover the upcoming renewal period which is from April 1, 2022 through September 30, 2022. The long term contract will need to be approved by that time. Despite there being additional vendors in the market for the products and services being requested by the County, the price analysis that was conducted identifies that the County would be paying a substantial increase for the same products and services that are being received by Qognify the original equipment manufacturer (OEM). In addition to the price savings with the OEM, the complexity and criticality of these systems is pivotal to ensuring the safety of County personnel and visitors, and there is a potential for decline in level of service and expertise as the third party sellers are selling and servicing product lines for multiple manufactures.

Procurement Contracting Officer: \_\_\_\_\_

Date: \_\_\_\_\_

