



Quote for FAC64 CIMS Maintenance

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Prepared for:

Jessica Jones
Regional Planner
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Presented by:

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Ms. Jessica Jones, Regional Planner
Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square
Boston MA 02201

Dear Ms. Jones,

LAN-TEL Communications, Inc. is pleased to submit this Quote and Statement of Work for FAC64 CIMS Maintenance to the City of Boston and the Metro Boston Homeland Security Region (MBHSR).

LAN-TEL is proud of its long-standing relationship with the Office of Emergency Management (OEM), the MBHSR and the participating UASI communities. Our extensive experience with the City of Boston and its communities as the current CIMS maintenance partner positions us to expertly coordinate and executive the contract with both the city and representatives of the MBHSR.

LAN-TEL has successfully demonstrated that it is a trusted and reliable vendor and partner. We are tremendously proud of the impact we have made in helping our government customers serve, protect, and improve the lives of its citizens and communities.

We have proposed a financially viable solution and have arranged suitable commercial agreements with our suppliers that will meet your requirements. LAN-TEL Communications, Inc.'s proposal to perform the scope of work is:

Total Cost: **\$ 880,000**

Thank you for the opportunity to present LAN-TEL Communication's Quote and Scope of Work.

Sincerely,

Joseph Bodio

President/CEO



Scope of Work

1. LAN-TEL is a premier partner and can support the existing configuration of the FLIR system, network infrastructure, wireless infrastructure, software configuration, system monitoring, and all existing viewing methodologies.
2. LAN-TEL will coordinate the execution of all elements of maintaining CIMS with both the City and representatives of the MBHSR.
3. LAN-TEL is efficient with supporting and an expert in the configurations and operations of the following applications interfaced with the systems:
 - FATPOT (we are the local rep)
 - ShotSpotter (have integrated with through FLIR for 5 years)
 - Shooter Detection Systems (we are the local rep)
 - BriefCam (we are the local rep)
 - InterMapper (we have used for five years)
 - FLIR Web Application

System Interoperability:

LAN-TEL will support transportable physical media to preserve chain of custody using established procedures for evidence.

System Service and Maintenance:

LAN-TEL will provide on-call service to the City for a period of one year from contract start date. Service shall include the following in addition to the warranty as required:

- § We will provide and maintain an internal monitoring system that provides real time status and internal updates of the health of the system and on all devices capable of being monitored.
- § LAN-TEL will input and remove devices via InterMapper.
- § LAN-TEL has three bucket trucks available to the Region 24/7.
- § LAN-TEL consistently provides and will provide Emergency service, on site, within six hours or less for outages due to backbone transmission failure, aggregated signal failure, or head-end failure.

- § LAN-TEL will provide escalated service call procedures.
- § LAN-TEL will provide emergency service, on site, within 24-hours for outages due to edge equipment failure when directed by the Region.
- § LAN-TEL provides a 24/7 dedicated project manager.
- § LAN-TEL's telephone service shall be available 24 hours a day, 7 days a week, for the period of the contract.

Camera Specifications:

LAN-TEL has long-standing experience and relationships with the camera manufacturers listed:

FLIR	FLIR PE 133
4K Ultra High Definition	BOSCH
180 or 360 multi-imager	Panasonic
PTZ with built in IR illumination	AXIS
Quad HD: Ariel 1080P	NORTHERN
DVTEL IOI thermal	CP 4221-201 P
CP 4221-301 PTZ	

Internet Protocol (IP) Video Encoders/Receivers:

LAN-TEL will ensure all IP video encoder/receiver requirements will have the following (as we have during this current CIMS contract):

- LAN-TEL will update software and change encoder settings over the network.
- LAN-TEL will alarm on video loss, alarm input for power loss and for tamper switches.
- LAN-TEL will provide communications for camera telemetry control and programming.
- LAN-TEL has knowledge of network security to ensure system is not compromised.

Head-end Nodes and Workstations:

LAN-TEL is fully able to support the current configuration of all dedicated CIMS workstations and ensure that the workstations are currently operating on the latest approved version of software and fully operational and functional.

Network Video Recorder (NVR)

- LAN-TEL is fully equipped and able to change out hot-swappable drives on existing NVRs.
- LAN-TEL will support updating the existing FLIR software and existing NVRs region-wide.
- LAN-TEL will maintain watermarks on all video recording to include date, time, and camera name for use as evidence in a court of law.

Uninterruptible Power Supplies (UPS):

- LAN-TEL will maintain the current UPS and batteries at each head-end node to provide a minimum of 30 minutes of backup power.
- LAN-TEL will provide calculations to support the rating of the UPS.
- LAN-TEL will maintain the existing UPS at each CIMS video workstation sufficient to provide minimum of 30 minutes of backup power for the computer and monitors.

Remote Access to the System:

- LAN-TEL will maintain full-function performance (subject to the bandwidth limitations of the installed location) accessible through the Internet for authorized users.
- LAN-TEL will maintain the existing Cisco PIX 515E Security Appliance firewall, or an equivalent/updated CISCO product at each node.

UASI CIMS Camera Network - Existing Conditions:

The UASI CIMS camera network is comprised of approximately 1,042 mostly IP cameras in eight communities. LAN-TEL performed the most recent upgrade of cameras, EDGE antennas and has worked with the stakeholders and is most familiar with all the cameras, servers, workstations, monitors, antennas, switches, hubs and total devices in all the communities:

- **Boston**
- **Brookline**
- **Chelsea**
- **Everett**
- **Quincy**
- **Revere**
- **Somerville**
- **Winthrop**

Wireless Edge Devices:

LAN-TEL is certified in maintenance of wireless edge devices and will maintain the UPS. LAN-TEL has 2-4 staff certified wireless technicians dedicated to the CIMS contract.

Primary Hub

LAN-TEL is the incumbent vendor and currently maintains all existing equipment and hubs as part of CIMS and will do so under the new contract.

System Training

LAN-TEL currently provides bi-annual administrator and user training and classroom materials for the system and will continue to do so under the new contract. If more frequent training is required, LAN-TEL will provide it under this contract.