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Whatcom County

Main Jail Work Release

Security Electronics and DVMS System Support and Maintenance Proposal 2023

Jan 1 – Dec 31
Rev.1

The Security Electronics components as described following are configured and programmed to provide for a total “Integrated” solution – managing the security at the

Whatcom County Main Jail:

- DVMS System
 - DVMS
 - Status Automation SSE 5.0 Genetec SDK
 - Arxys Storage Array
 - Extended support and advance parts replacement by Arxys
 - This is year 5 of 5 for available support
- HMI System
 - Fixed HMI (Touchscreen) System
 - Servers
 - Viewers
 - Software
 - GE Cimplicity
 - Status Automation SSE 5.0
 - SMA SSE 5.0
- Intercom System
 - Intercom and Paging
 - DXL DCC and DCE Appliances
 - Master Intercom
 - Software
 - Software status Automation SSE 5.0
 - SMA SSE 5.0
- PLC System
 - Door Control and Alarming
 - Omron PLC
 - Software
 - Status Automation SSE 5.0

Proposal Outline – Scope

All systems as noted above:

- Provide for phone technical support and diagnostics – to assist site personal in troubleshooting/repair
 - Telephone/Email
 - Provide 5/8 technical support (hotline)
 - Response time:
 - Initial contact – under 2 hours
 - Phone tech support for action – under 4 hours
 - Maximum 4 hours support per month, 2 hour (min) increments, and additional time billable at hourly rates

- Provide once yearly on site diagnostics and preventative maintenance

- Attend site, review equipment condition, wear, heating/filtration issues
- Advise of corrective actions necessary
- Check window logs, equipment logs, advise of any noticeable pending failures
- Max 4 hours on site

- DVMS System
 - Provide Support of Genetec Integration drivers
 - Provide Genetec SMA and SMA support

- Arxys Storage
 - Arxys Support with online tech support and advance replacement of parts

- HMI (Fixed Touchscreen) System
 - Provide SSE 5.0 support
 - SA SSE 5.0 support
 - SA SSE 5.0 updates and service packs
 - Provide Tech support on Cimplicity HMI Base package including SIM updates if deemed necessary

- Intercom System
 - Provide SSE 5.0 support and updates
 - Provide DXL Firmware and Software service packs and updates

- PLC System
 - Provide SSE 5.0 support and updates+
 - Provide Omron troubleshooting and support

Emergency Call out/requested site attendance (as approved)

- On Site call out support
 - Provide 24/7 emergency call out support
 - Emergency
 - In the event of an incident that causes the system to need immediate emergency repairs and the cause cannot be patched or repaired on line.
 - Anticipated response time is 6 hours HMI/PCL specialty support if critical

The Security Electronics components as described following are configured and programmed to provide for a total “Integrated” solution – managing the security at the:

Whatcom County Work Release Center:

- DVMS System
 - DVMS
 - Status Automation SSE 5.0 Genetec SDK
 - Arxys Storage Array
 - Extended support and advance parts replacement by Arxys
 - This is year 5 of 5 available for support
- HMI System
 - Fixed HMI (Touchscreen) System
 - Servers
 - Viewers
 - Software
 - GE Cimplicity
 - Status Automation SSE 5.0
 - SMA SSE 5.0
- Intercom System
 - Intercom and Paging
 - DXL DCC and DCE Appliances
 - Master Intercom
 - Software
 - Software status Automation SSE 5.0
 - SMA SSE 5.0
- PLC System
 - Door Control and Alarming
 - Modicon PLC
 - Software
 - Status Automation SSE 5.0

Proposal Outline – Scope

All systems as noted above:

- Provide for phone technical support and diagnostics – to assist site personal in troubleshooting/repair
 - Telephone/Email
 - Provide 5/8 technical support (hotline)
 - Response time:
 - Initial contact – under 2 hours
 - Phone tech support for action – under 4 hours
 - Maximum 4 hours support per month, 2 hour (min) increments, and additional time billable at hourly rates

- Provide once yearly on site diagnostics and preventative maintenance
 - Attend site, review equipment condition, wear, heating/filtration issues
 - Advise of corrective actions necessary
 - Check window logs, equipment logs, advise of any noticeable pending failures
 - Max 2 hours on site
- DVMS System
 - Provide Support of Genetec Integration drivers
 - Provide Genetec SMA and SMA support
- Arxys Storage
 - Arxys Support with online tech support and advance replacement of parts
- HMI (Fixed Touchscreen) System
 - Provide SSE 5.0 support
 - SA SSE 5.0 support
 - SA SSE 5.0 updates and service packs
 - Provide Tech support on Cimplicity HMI Base package including SIM updates if deemed necessary
- Intercom System
 - Provide SSE 5.0 support and updates
 - Provide DXL Firmware and Software service packs and updates
- PLC System
 - Provide SSE 5.0 support and updates+
 - Provide Omron troubleshooting and support

Emergency Call out/requested site attendance (as approved)

- On Site call out support
 - Provide 24/7 emergency call out support
 - Emergency
 - In the event of an incident that causes the system to need immediate emergency repairs and the cause cannot be patched or repaired on line.
 - Anticipated response time is 6 hours HMI/PCL specialty support if critical

Costs Summary

Whatcom County Jail			
Tech Support:			
	All systems 5/8 online/phone support – On call stand by		
	Maximum 4 hours support per month, 2 hour (min) increments, additional time billable at hourly rates		
		Basic Support:	\$6,200.00
	On site diagnostic review		
	Performed 1x yearly		
		on site review:	\$2,200.00
HMI Software (SSE 5.0) SMA			
	Provides for updates and service packs during the year		
	HMI, Cimplicity, Drivers		
	Phone Support		
	HMI System off site backups for recovery		
		1 year SSE SMA Cost:	\$2,750.00
DVMS Storage Arrays (2)			
	1 year Array Extended Warranty Gold Support	Gold Support:	
	Unit 1 – 3U 53TB May 2018 SN: SC0531AJ33-18		\$1,830.00
	Unit 2 – 3U 53TB May 2018 SN: SC0531AJ32-18		\$1,830.00
	Reinstatement charge		\$270.00
DVMS Software SMA			
	Updates and service packs 1 to 11.1		\$1500.00
	Genetec Tech support phone line		
	Status Phone support		
	DVMS System off site backups for recovery		
	1 year Genetec SMA – Jan – Dec 31	Genetec SMA:	\$6,500.00
	Reinstatement charge		\$650.00
		Subtotal Main Jail	\$23,730.00

Whatcom County Work Release Center			
Tech Support:			
	All systems 5/8 online/phone support – On call stand by		
	Maximum 2 hours support per month, 1 hour (min) increments, additional time billable at hourly rates		
		Basic Support:	\$2,350.00
	On site diagnostic review		
	Performed 1x yearly		
		On site review:	\$1,500.00
HMI Software (SSE 5.0) SMA			
	Provides for updates and service packs during the year		
	HMI, Cimplicity, Drivers		
	HMI System off site backups for recovery		
		1 year SSE SMA Cost:	\$1,200.00

DVMS Storage Array			
	1 year Array Extended Warranty Gold Support	Gold Support:	\$2,400.00
	Unit 1 – 3U 53TB May 2018 SN: SC0531ZJ31-18		\$240.00
	Reinstatement charge		
DVMS Software SMA			
	Updates and service packs 1 x during the year		\$1200.00
	Genetec Tech support phone line		
	Status Phone support		
	DVMS System off site backups for recovery		
	1 year Genetec SMA – Jan – Dec 31	Genetec SMA:	\$3,000.00
	Reinstatement Charge		\$300.00
		Subtotal Work Release	\$12,190.00

Whatcom County Main Jail Subtotal	\$23,730.00
Whatcom County Work Release Center Subtotal	\$12,190.00
TOTAL OF AGREEMENT	\$35,920.00

Taxes additional
Prices firm for 10 days