



Edwin M. Lee, Mayor


Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DANIEL KAPLAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS 

DATE: SEPTEMBER 23, 2016

SUBJECT: **NEW CONTRACT: MICROBIZ SECURITY COMPANY (FOR-PROFIT) TO PROVIDE MAINTENANCE AND UPKEEP OF HSA FACILITY SECURITY SYSTEMS**

CONTRACT TERM: 11/1/2016-10/31/2018

CONTRACT AMOUNT:	<u>New</u>		<u>Contingency</u>	<u>Total</u>
	\$99,500		\$9,950	\$109,450

ANNUAL AMOUNT:	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	
	\$33,167	\$49,750	\$16,583	

FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$59,700	\$19,900	\$19,900	\$9,950	\$109,450
PERCENTAGE:	60%	20%	20%		100%

The Department of Human Services (DHS) requests authorization to enter into a contract with Microbiz Security Company for the period of November 1, 2016 to October 31, 2018, in the amount of \$99,500, plus a 10% contingency for a total amount not to exceed \$109,450. The purpose of this contract is to provide maintenance and upkeep of electronic security systems at various Human Services Agency (HSA) and Department of Homelessness and Supportive Housing (DHS) sites.

Background

HSA is currently conducting an evaluation of its security camera systems and expects to transition into a new system within the next 24 months. This contract is specifically intended to provide services for maintenance and upkeep of the current security systems until the new system is installed.

Services to be Provided

HSA's security systems consist of building card access systems, closed circuit video systems, motion detectors and related devices that tie into an existing networked integrated security system.



During the term of the contract, Contractor will maintain those electronic systems including software and hardware furnished at HSA sites.

Equipment to be maintained includes card readers (electronic door locks) on interior doors and exterior pedestrian gates, and two automatic vehicle gates. Software maintenance includes coded identification badges with varying access levels and reporting capabilities that are specific as to employee, location, dates, times, and access level usage.

Location of Services

Location of Services: During the term of the contract, Microbiz Security Company will maintain electronic security systems including software and hardware furnished at the following HSA sites:

- 150 Otis Garage
- 170 Otis
- 1650 Mission
- 1640 Mission
- 1235 Mission
- 160 South Van Ness
- 1440 Harrison
- 39 Jones
- 1001 Polk*
- 525 Fifth*
- 260 Golden Gate*
- 1800 Oakdale
- 3120 Mission

*DHS Sites

Additional sites may be added during the term of this contract

Note on DHS Sites

The listed DHS sites are currently in HSA's security network. The security systems at these sites will be maintained under this contract until the work to separate HSA and DHS security services is completed in the next 24-month period.

Note on Budget

The not-to-exceed amount was developed based the fee schedule and on the past utilization. Service will be requested on an as-needed basis.

Selection

Contractor was selected through Informal Bid #713, which was competitively bid in August 2016.

Funding

Funding for this contract is supported by state, federal and local funds.

Attachments

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

Appendix A - Services to be Provided by Contractor
Maintenance and Upkeep of Facility Security Systems
Microbiz Security Company
11/1/2016-10/31/2018

I. PURPOSE OF CONTRACT

The purpose of this contract is to provide maintenance and upkeep of electronic security systems at HSA sites. Security systems consist of building card access systems, closed circuit video systems, motion detectors and related devices that all tie into an existing networked integrated security system. Contractor will also install security equipment as needed at additional sites.

II. DEFINITIONS

HSA Human Services Agency of the City and County of San Francisco
 ID Identification Badges
 IT Information Technology
 Licenses Badging, 64 reader add-on and single user client add-on
 Contractor Microbiz Security Company (Microbiz)
 ProWatch Proprietary Honeywell security system
 WINPAK Cardholder conversion kit

III. SERVICES TO BE PROVIDED

- a. Equipment to be maintained includes card readers (electronic door locks) on interior doors and exterior pedestrian gates. In addition to the card readers, access to two automatic vehicle gates is controlled through WINPAK. Software maintenance includes coded ID badges with varying access levels and reporting capabilities that are specific as to employee, location, dates, times, and access level usage.
- b. The security systems to be maintained are shown per site in the following table:

Site Location	Camera Equipment	DVR Make/Model	Camera Quantity	Networked	No. of Card Readers
150 Otis Garage	none				7 including 1 vehicle gate
170 Otis		*NVR 1 *NVR 2 *NVR 3	4 16 29	yes	16
1650 Mission	none				30
1640 Mission	none				4
1235 Mission		Pelco DX8100 Honeywell	16 29	yes	17 including 1 vehicle gate
160 South Van	none				4

Ness					
1440 Harrison		Honeywell	12		6
39 Jones		Honeywell	7	No	
1001 Polk		Honeywell **HRHD 16+	16	No	
525 Fifth		Honeywell **HRHD 16+	8	No	
260 Golden Gate		Pelco DX 4500	16	No	
1800 Oakdale		Honeywell	2		8
3120 Mission		Honeywell	4		

*Network Video Recorders ** High-Resolution High-Definition

- c. Network access to the above systems required from the following control sites:
- 170 Otis
 - 1650 Mission
 - 160 South Van Ness
- d. All upgrades to existing security systems will accommodate the existing and issued badges and not require issuance of new ID badges or replacement of existing hardware. All work will be scheduled and pre-authorized by HSA staff.
- e. Upgrade and maintain panic alert buttons located in many client/public areas.
- f. Upgrade and maintenance of video monitoring systems that tie in to the Department's network including a written evaluation of all current video systems

IV. Location and Time of Services

During the term of the contract, Contractor will maintain electronic security systems including software and hardware furnished complete with installation at the following HSA sites:

- 150 Otis Garage
- 170 Otis
- 1650 Mission
- 1640 Mission
- 1235 Mission
- 160 South Van Ness
- 1440 Harrison
- 39 Jones
- 1001 Polk
- 525 Fifth
- 260 Golden Gate
- 1800 Oakdale
- 3120 Mission

Additional sites may be added during the term of this contract.

Time of Services: Generally, services will be performed during general service hours (8:00 a.m. to 4:30 p.m. on Monday through Friday). Contractor is required to be able to respond to emergency situations on a short notice that may fall outside of the general service hours.

V. Service Requirements

Contractor will meet the following service requirements:

- Respond to urgent trouble calls made during business hours within one hour with staff competent to troubleshoot both software and equipment issues. On-site trouble call response will be provided within four hours.
- Provide quotes for new installations within one week of site visit.
- Ensure HSA access cards do not conflict with badges issued by other City Departments.
- Provide knowledgeable staff to work with HSA Information Technology Group to resolve any equipment or software issues related to the HSA supplied server.
- Provide training on software and security systems as requested.

VI. Service Objectives

- Respond to a minimum of 90% of general service requests made during the regular service hours (8:00 a.m. to 4:30 p.m. from Monday through Friday, excluding holidays) to troubleshoot software and equipment issues within 24 hours.
- Respond to a minimum of 90% of general service requests made outside of the business hours to troubleshoot software and equipment issues within 48 hours.
- Respond to a minimum of 90% of urgent trouble calls made during the business hours within four (4) hours. Response may be provided on site or a diagnostic assessment via phone, whichever is appropriate.
- Respond to a minimum of 90% of urgent trouble calls made outside of the business hours within 24 hours. Response may be provided on site or a diagnostic assessment via phone, whichever is appropriate.

VII. Outcome Objectives

- 80% of equipment and software issues are resolved within 24 hours following the next business day after the initial response except in cases that require purchase of additional equipment. In those cases, timeline will be determined in consultation with HSA on a case by case basis.

**Appendix B – Calculation of Charges
Maintenance and Upkeep of Facility Security Systems
Microbiz Security Company
11/1/2016-10/31/2018**

- I. The total contract amount is \$99,500 for the period from November 1, 2016 through October 31, 2018. Additionally, contingent amount up to \$9,950 may be available at the City’s sole and absolute discretion.

Total Contract	\$99,500
10% Contingency	\$9,950
	=====
Total Not to Exceed	\$109,450

- II. Contractor shall initiate work at the direction of HSA. Each job order issued shall be quoted and pre-approved by HSA prior to any expenses incurred.
- III. Contractor shall submit invoices on a monthly basis. Invoices shall document the number of hours spent and tasks completed, and any additional work performed under the scope of this contract. Invoice must provide details for each of the following items separately: maintenance work completed; labor charges; and miscellaneous expenses such as emergency response.
- IV. The following summarizes the fees for services during service hours (8am to 4:30pm, Monday through Friday)

Fee Schedule	Rate
Fee for travel to the site and first 30 minutes of service	\$132/Dispatch
Hourly rate for access control, intrusion and security server labor beyond first 30 minutes of service*	\$140/Hour
Hourly rate for video labor beyond first 30 minutes of service*	\$125/Hour
Daily rate for installation (team of two)	\$1,500/Day

*Additional technician is billed at 50% of the hourly rate.

Special rates for emergency and after-hours services for requests made outside of the service hours are shown below:

On-Site Service

\$400 per dispatch for first 2 hours of service
\$210.00 per hour thereafter

Remote Diagnostic Assessment Service

\$105.00 per call for first 30 minutes
\$210.00 per hour thereafter

