

# BID ADDENDUM

**Date: May 11, 2015**

**To: All Prospective Bidders – Bid #15-22 – Supply & Install a Video Surveillance System**

**From: Michelle Enman, Purchasing Agent**

**Subject: Bid Addendum #1**

\*\*\*\*\*

Attached please find Addendum #1 for the above referenced project. Also, because of this Addendum, the bid due date has been extended to Monday, May 18, 2015 with the opening to take place at 11am. All bids must be in purchasing by that time.

To submit a bid, please replace the original bid sheet with the one at the end of this document. Please contact me at 860-291-7271 or [menman@easthartfordct.gov](mailto:menman@easthartfordct.gov) with any questions that you may have. Thank you.

DATE: May 10, 2015

**RFP 15-22: Supply and Install a Video Surveillance System**  
**Addendum #1**

**Video Surveillance RFI**

Q1. Where will the exact location of the camera, on the mezz level (overlooking the opening to the 1<sup>st</sup> floor) be located? Need to know what to include for a mount.

A1. Mounted as wall surface onto drawings South wall.

Q2. How many concurrent users will be on the VMS at one time?

A2. Three (3)

Q3. Will the monitor & keyboard for the server need to be rack mounted as well?

A4. Yes

**People Counter System Clarifications to Bid Manual**

1. The manufacturer Sensource, People Counter System shall be included within the Video Surveillance scope of work.
2. All procurement, installation and configuration required of these devices to attain a functional system is required by contractor awarded this project.
3. All cabling for the devices at the entrances have been installed by others.
4. All final termination and testing is required by the contractor awarded this project.
5. All configurations shall be per the manufacturer and Owners requirements.
6. The following shall be included, installed and configured as part of this project:
  - a. VEA reporting software
  - b. Platinum Shield Warranty/Support Program; 1 Years
7. The Sensource manufacturer has agreed to work remotely with the installation contractor to adjust and configure this installation. The Sensource contact is Chris Listorti, 800-239-1226 Ext124. [www.sensourceinc.com](http://www.sensourceinc.com)
8. Sensource product information is attached.

**Submission requirement:**

- Please include an electronic (PDF) version of your bid on CD.
- Please use the revised bid sheet with this addendum

# ClearCount Active IR People Counter





SEN SOURCE

This Intelligent Sensor uses active infrared 3D video tracking technology to provide accurate people counting data under a broad set of environmental conditions with or without lighting. TCP/IP with POE connectivity is used to collect traffic data for an area of interest with up to five counting lines. It monitors multiple people entering and exiting at the same time and accurately distinguishes between children, adults and other objects such as shopping carts.

Data transmission and power are provided over your local or wide area network. Onboard Flash storage ensures data is protected against network failures for up to 30 days and all data is maintained during a power outage. This system is ideal for wide openings, dynamic lighting, complete darkness, heavy traffic areas and various traffic patterns.

## Better Decisions Start Here

### Ordering Information:

-  ClearCount Active IR, PC-VAIR-5-N
-  ClearCount Active IR in black enclosure, PC-VAIR-5-NB
-  Vea Software on premise for reporting and monitoring (SAAP)
-  Vea Software fully hosted

## Features

- Accurately counts for heavy traffic environments and poor lighting conditions
- Simultaneously counts and defines adults and children
- Sorts and omits objects based on height, shape and size such as children, shopping carts and strollers
- Performs accurately despite environmental changes such as ambient lighting, temperature, shadows, etc.
- No additional in-store devices required
- Collects, stores and delivers data in configurable intervals
- IP addressable, enabling remote management and support
- Low-profile enclosure easily mounts overhead
- Streaming or recorded digital video for remote data validation
- Can be setup with master/node to cover wide entrances using a single cable run



# ClearCount Active IR People Counter

SENSOURCE

## Mounting Options

### Recessed Mounting

creates a discrete look by using a cover over the face of the sensor and placing the sensor inside a ceiling tile.



### Ceiling Mounting

is the traditional way to install the Active Infrared Series Camera.







### Extension Pole Mounting

uses a 22 to 40 inch adjustable telescoping pole to mount the sensor to a wall when ceiling mounting is unavailable.



## Better Decisions Start Here

### Ordering Information:

-  ClearCount Active IR, PC-VAIR-5-N
-  ClearCount Active IR in black enclosure, PC-VAIR-5-NB
-  Vea Software on premise for reporting and monitoring (SAAP)
-  Vea Software fully hosted

\* Please contact a sales representative regarding mounting options.



# ClearCount Active IR People Counter





SENSOURCE

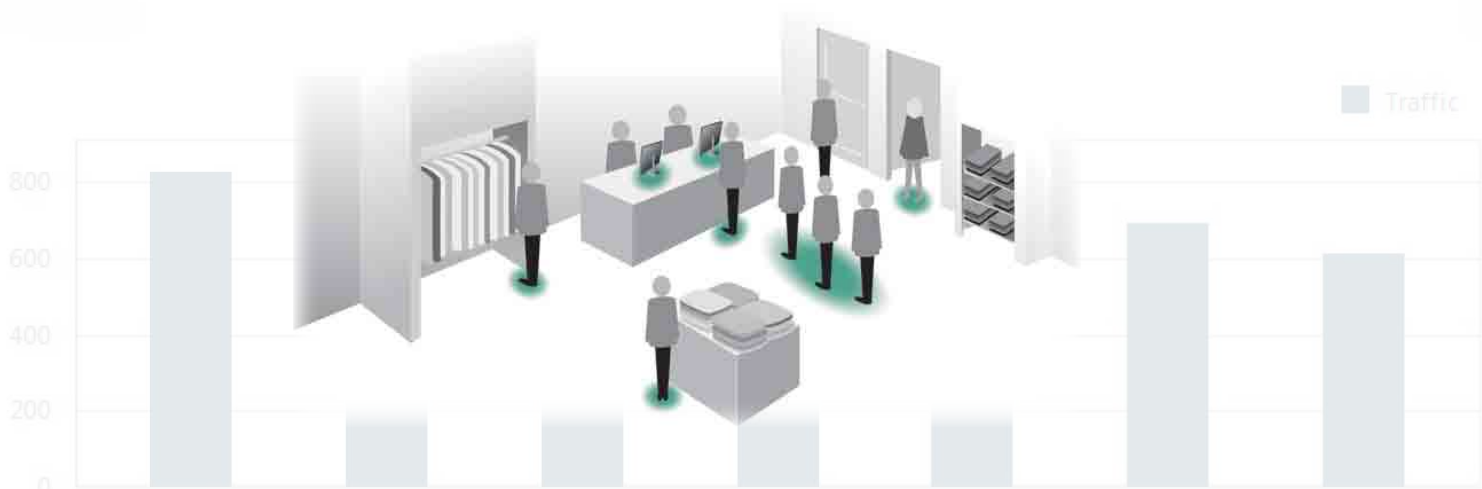
## Technical Information

PARAMETER	MIN	MAX
Supply Voltage	Power over Ethernet (PoE)	
Lens Detection Height	7.68'	16'
Width/Depth of Detection Area	5.76' wide / 4.32' deep	14.98' wide / 11.23' deep
Count Zones	1	5
Count Lines	1	5
Count Interval	1 minute	10 minutes
Hours of Video Saved Onboard	8 GB onboard memory; Up to three 1 hour videos at a time	
Enclosure	7.28" x 2.76" x 2.05"	
Indicator Lights	LED indicates the status of power, internet and sensors	
Input/Output	4 input and 4 output pins; RS 232; RS 422 or RS 485 is available on request	
Operating Temperature	32° F	104° F
Minimum Light Requirement	None, counts in total darkness	

## Better Decisions Start Here

### Ordering Information:

-  ClearCount Active IR, PC-VAIR-5-N
-  ClearCount Active IR in black enclosure, PC-VAIR-5-NB
-  Vea Software on premise for reporting and monitoring (SAAP)
-  Vea Software fully hosted



# Vea Core Software

## SEN SOURCE

Vea Analytics Software is a fully customizable business intelligence software system with multi-channel dashboards and automated reports for an efficient, detailed look at company operations. Personalized, automated reports delivered to specific user groups ensure data is shared at all levels of the company. Smarter, faster business decisions are made with real-time performance data at your fingertips.

Customize dashboards based on performance metrics and goals such as traffic patterns and conversion ratio.

### Better Decisions Start Here

#### Ordering Information:



**Vea Core - Software for traffic data only**



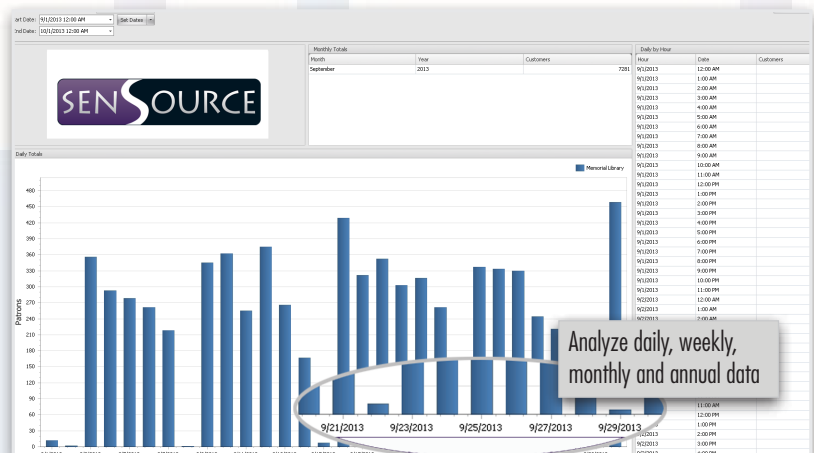
**Vea Connect - Software for traffic data plus external data connectors such as POS, staffing or inventory**



← Traffic data for multiple locations is viewed on a single dashboard in three variations - Total daily traffic by location for each day of the week in tabular format; Each location's traffic contribution to the overall store total in pie chart format; Total daily traffic by location for each day of a week in bar chart format.

### Compare graphs by region, sub-region and facility

Traffic data for a single location is viewed in a single dashboard in two variations - Total daily traffic for a month in bar chart format and total hourly traffic for a day in tabular format.



# Vea Core Software

## SEN SOURCE

**Better Decisions Start Here**

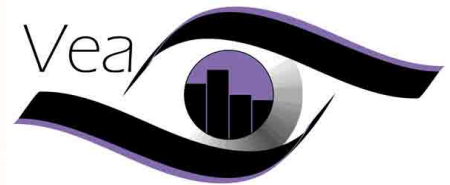
### Ordering Information:



**Vea Core - Software for traffic data only**



**Vea Connect - Software for traffic data plus external data connectors such as POS, staffing or inventory**



## Vea Core Features Only From SenSource

### Customize

Multiple, user-configurable big data dashboards are created with custom visualizations in drag-and-drop design. Use your own equations for dashboards unique to your company's strategy and goals.

### Analyze

Custom equations are viewed side-by-side with drill-down capabilities such as by facility, region and district for a complete analysis of company operations and trend comparisons.

### Report

Automatic delivery of spreadsheets and graphical reports enhanced with your company's watermark, header and logo are generated to keep all levels of your company informed.

### Secure

Permission-based user access provides security to high-level data. Dashboards can be shared or restricted.

### Share

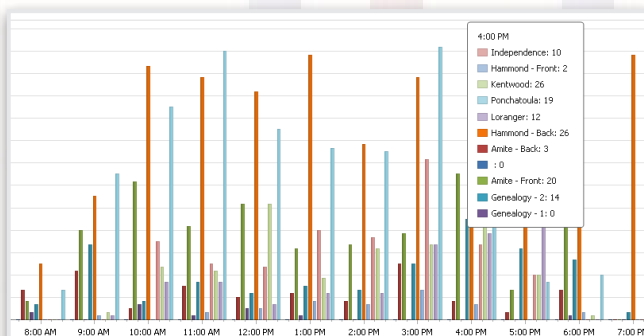
Reports created on your desktop or the web are auto-scheduled and generate emails to defined users. Reports can be exported to numerous formats including jpeg and PDF.

## Vea Security Features

- Multi-level user login and security features (Super User Admin, Department Admin and User Level)
- User-specific interface that is configurable with optional skin modes
- Create sensor groups by department, facility or region in order to aggregate values

	A	B	C	D	E	F
1	Region	District	Facility	Date-Time	Entries	Exits
2	SenSource	152 - Orlando		5/19/13 12:00 AM	0	0
3	SenSource	152 - Orlando		5/19/13 1:00 AM	0	0
4	SenSource	152 - Orlando		5/19/13 2:00 AM	0	0
5	SenSource	152 - Orlando		5/19/13 3:00 AM	0	0
6	SenSource	152 - Orlando		5/19/13 4:00 AM	0	0
7	SenSource	152 - Orlando		5/19/13 5:00 AM	0	0
8	SenSource	152 - Orlando		5/19/13 6:00 AM	0	0
9	SenSource	152 - Orlando		5/19/13 7:00 AM	0	0
10	SenSource	152 - Orlando		5/19/13 8:00 AM	0	0
11	SenSource	152 - Orlando		5/19/13 9:00 AM	2	1
12	SenSource	152 - Orlando		5/19/13 10:00 AM	15	14
13	SenSource	152 - Orlando		5/19/13 11:00 AM	6	7
14	SenSource	152 - Orlando		5/19/13 12:00 PM	15	13
15	SenSource	152 - Orlando		5/19/13 1:00 PM	31	30
16	SenSource	152 - Orlando		5/19/13 2:00 PM	19	17
17	SenSource	152 - Orlando		5/19/13 3:00 PM	12	18
18	SenSource	152 - Orlando		5/19/13 4:00 PM	25	25
19	SenSource	152 - Orlando		5/19/13 5:00 PM	21	22
20	SenSource	152 - Orlando		5/19/13 6:00 PM	15	15
21	SenSource	152 - Orlando		5/19/13 7:00 PM	2	3
22	SenSource	152 - Orlando		5/19/13 8:00 PM	0	0
23	SenSource	152 - Orlando		5/19/13 9:00 PM	0	0
24	SenSource	152 - Orlando		5/19/13 10:00 PM	0	0
25	SenSource	152 - Orlando		5/19/13 11:00 PM	0	0
26						

Select a report in Vea Software or Vea Web and download to an Excel or CSV file for further analysis and sharing. See page 3 for a full list of export formats.





# Vea Core Software

## SEN SOURCE

**Better Decisions Start Here**

### Ordering Information:



**Vea Core - Software for traffic data only**



**Vea Connect - Software for traffic data plus external data connectors such as POS, staffing or inventory**

Upgrading to Vea Connect Software, unlimited data sources, such as traffic, POS, staffing and inventory, can be integrated for a complete analysis of Key Performance Indicators.

Existing Vea Classic Software customers can upgrade to this latest software version, Vea Core or Vea Connect, without infrastructure changes, eliminating the need to supply web server and database information a second time.

### Vea Software Specifications

Report Delivery/Export Formats	Excel, CSV, Tab, PDF, BMP, JPEG, PNG, TIFF and WMF
Hard Drive Requirements	40 GB
Processor Requirements	(32 bit) 1.5 GHz Pentium IV or AMD Athlon XP or AMD Turion, (64 bit) 2.4 GHz Intel Core 2 Duo
RAM	Minimum 2 GB for 32 Bit or 4 GB for 64 Bit
OS Compatibility	Windows Server 2008, Vista and 7
Required Software	Microsoft .Net Framework 3.5 and 4.0, Windows Installer 4.5, Internet Information Services (IIS)
Password Protected	Admin, Department, User (Rights Access)
Database	SQL Express 2008 R2 included (or connects to existing MS-SQL Server 2005 or higher) Specs provided by Microsoft
Database Connectivity	Supports third-party data from: MSSQL Server Native Client, Microsoft Excel (*.xls), Microsoft Excel 2007 (*.xlsx), Microsoft Access (*.mdb), Microsoft Access 2007 (*.accdb), Native Oracle Client, Build Connection string (OleDb), Build Connection string (SQL), Build Connection string (ODBC)
Export Data Formats	XML, CSV, Tab Delimited, Excel, SQL
Bandwidth	6 kbps when collecting data

### Microsoft SQL 2008 R2

Hard Drive Requirements	40 GB
Processor Requirements SQL	Minimum - 32 bit - 1.5 GHz Pentium 4 or equivalent, 64 bit - 2.4 GHz Core 2 Duo or equivalent
RAM	Minimum 2 GB for 32 Bit or 4 GB for 64 Bit
OS Requirements	Windows Server 2003 Service Pack 3 Windows XP Service Pack 3
Required Components	Microsoft .Net 4.0



## VIDEO SERIES PLATINUM SHIELD PROGRAM

### Hardware and Software Support, Warranty & Maintenance Program

#### DESCRIPTION:

The Platinum Shield Program (PSP) is designed to proactively monitor, maintain and support your complete SenSource hardware and software solution. This program will reduce workload to your help-desk, as well as provide a discounted member rate for additional services.

SenSource will monitor all hardware and software for problems with network connectivity and system performance. Detected issues will be diagnosed and corrected remotely by SenSource staff within 24 hours whenever possible with little or no intervention from the client. SenSource guarantees at least 95% accurate traffic data.



#### BENEFITS:

##### Training, Software and Phone Support

Receive two formal software training sessions, typically two hours each. The training includes step-by-step demonstrations to setup dashboards and reports. Training is intended to teach you how to manage and take ownership of your Veia Software.

- 24-hour priority phone support
- Free software upgrades
- Remote assistance available for software installation, training and software updates

##### Proactive Maintenance

###### Remote access

- Permits support staff to easily detect, diagnose and correct issues
- Permits detection area evaluation and adjustments
  - > Does not require client intervention
  - > Most issues are solved within 24 hours

###### Quarterly system performance reports

- Includes system health report
- Optional remote visual accuracy validation services are available upon request

###### 95% accuracy guaranteed

##### Warranty

- Hardware covered under warranty will be replaced or repaired at no charge
- Domestic shipping of replaced or repaired hardware at no charge

##### Hardware Discounts

- Minimum 10% off current list price on all additional new hardware purchases

##### Ordering

PSP Veia Core - Platinum Support Program and software for traffic data only

PSP Veia Connect - Platinum Support Program and software for traffic plus external data connector(s)



Solutions You Can Count On

3890 Oakwood Ave.  
Youngstown, OH 44515-3033  
Phone: (800) 239-1226  
US Fax: (877) 517-2586  
Intl. Fax: (858) 300-5327  
www.sensourceinc.com

## **Vea Training & Preparation Guide** **for PSP Customers**

Platinum Shield Program (PSP) customers receive two formal software training sessions, typically scheduled as two-hour sessions. Training sessions may be broken into smaller segments if desired and prescheduled with SenSource accordingly. The training includes step-by-step demonstrations of functionality and setting up reports and dashboards using Vea Software. The guide below is intended help you get the most out of your training and determine your reporting and dashboard requirements

### **Prior to training**

- Select a person or team that will become the experts in the use of Vea and reporting
- Determine your naming schema for stores, districts and/or regions.
- If your company has purchased POS and/or Staffing Integration please review the SenSource White Paper (How to Use People Counters In Retail). This will define Key Performance Indicators (KPIs) and how to use them to maximize your store's performance.
- Depending on your level of integration (i.e. Traffic Only, Traffic + POS, Traffic + POS + Staffing) you should determine what KPI's are most important to your company.

### **First training session**

- Software introduction and navigation
- Create new reports and dashboards from scratch
- Schedule automatic delivery of reports and dashboards

After the first training session, you are encouraged to begin using the software immediately and determine any additional reporting or visualizations that are needed for your company. You should take plenty of notes and discuss the needs with your project team. Once your requirements are determined, you should inform your SenSource Vea Specialist in order to assess your reporting needs and plan your next training session. Custom reporting and functionality beyond the current scope of Vea Software will be quoted and priced separately.

### **Second training session**

- Create additional dashboards and/or reports
- Modify existing dashboards and/or reports
- Review and Q&A

With a Platinum Shield Program, a Vea Specialists is available to support you with the initial implementation and ongoing use of Vea Software. Beyond the second training session, your SenSource support team will always be available to assist or provide additional training with any new and unique report requirements and/or functionality questions. Our goal is to train your experts to be efficient and knowledgeable in the use of our Software with the ability to train other users. Support is not intended to cover software clerical tasks (such as renaming, district realignments, or report replications for multiple stores); however, in the case that additional assistance is desired SenSource will provide pricing separately.

Item	Qty	Item Desc	Mfg	Part No	Unit Price Material	Total Price
1	8	Interior Camera – Vandal Resistant Fixed 720P IP Dome Camera w/ WDR	Sony	SNCEM601		
2	3	Exterior Cameras – Vandal Resistant Fixed 1080P IP Dome Camera W/ IR	Sony	SNCEM632R		
3	3	Exterior Penetrations / Weather Proofing	a/r	a/r		
4	1	Milesont VMS, XProtect Essential	Milestone	Specify		
5	11	Camera License	a/r	a/r		
6	1	Server/Storage device sized per manufacturer recommendations to accomidate the VMS. Storage sized to record all cameras per the specified requirements within the attached written specifications. Must include one 19” monitor, keypad and mouse	Dell / HP	Specify		
8	2	PC-VAIR People Counter w/ VEA software, 1 year Sensource warranty (see included attachments)	See Plans	See Plans		
9	11	Installation and Confugration of the Server/Storage, VMS and Cameras onto the LAN/WAN	a/r	a/r		
				<b>Project Total:</b>		