# convergint

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May 17, 2023

| | | | |
|---|---|---|---|
| City of Corona | | Quotation: | MH13551595P |
| Police Department | | RFP#: | 23-058RH |
| 730 Public Safety Way Corona, California 92880 | | License/Cert | C-10 |
| Attention: Richard Hogate | | | 986407 |

Reference: BriefCam AI Video Analytics Software

Best And Final Offer (BAFO)

On behalf of Convergint's global network of colleagues, I would like to personally thank you for providing Convergint with the opportunity to present this proposal addressing your electronic security needs. We are confident that this proven solution is both comprehensive and customized to meet your needs today, and in the future.

Convergint's reputation for service excellence is backed by a foundational commitment to our core value of service, and we have been recognized as the #1 Systems Integrator by SDM Magazine. This recognition reflects the strong relationships Convergint has developed with the industry's top technology manufacturers, and our history of success with providing exceptional service to our customers.

Our guiding principle has always been to be our customers' best service provider. Our dedicated and certified team of professionals strives to uphold our customer-focused, service-based mission to make a daily difference for our customers. After achieving a successful on-time and on-budget project installation, Convergint will provide you with the industry's best ongoing service, including our 24/7 customer portal iCare, designed to track service work orders, project progress, and provide you with detailed metric reporting for continuous improvement.

The following security proposal is specifically designed to meet your needs. As your single point of contact, please feel free to contact me with any additional questions you may have. Thank you again for trusting Convergint as your partner.

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## 11. Labor Hour Estimate and Fee Proposal

*Consultant's cost proposal shall include the following:*

*a. An hourly rate schedule and an hourly cost breakdown by task showing labor hours, hourly*

*labor rates, and fees by task.*

**REPAIRS AND NEW PROJECT INSTALLATIONS**

Municipal Customers with a Convergint Customer Support Program automatically receive priority response and a preferred flat hourly labor rate for all time and material-related service calls. This preferred flat rate, listed below, applies to work performed during the regular hours of Monday through Friday, 8:00 AM to 5:00 PM. Work performed outside of normal hours will be billed at an overtime rate of time and a half. Work performed on Sundays and holidays will be billed at double-time rates.

**TIME AND MATERIAL**

For any work to be performed outside of the original scope of work, including repairs and new project installations, Convergint has prepared the below listed fixed rates for our municipal customers. All onsite service calls will be billed with a two (2) hour minimum and require a truck charge. Remote service calls will be billed within a one (1) hour minimum. All work requiring a bucket truck will require a two (2) man crew for safety and a bucket truck charge.

| Time and Material (T&M) Rates* | |
|---|---|
| Project Manager | $180/hour |
| Software Specialist | $175/hour |
| Hardware Specialist | $165/hour |
| CAD/Documentation | $130/hour |
| Engineering | $150/hour |
| Truck Charge | $90/day |
| Bucket Truck Charge | $350/day |

**Hourly Cost Breakdown**
The following labor rates have been utilized for this proposal and will be utilized for any change orders or additional work:

| Convergint Role | Cost per Hour | Hours Allotted | Total Cost |
|---|---|---|---|
| Project Management | $180.00 | 16.00 | $2,880.00 |
| Engineering | $150.00 | 8.00 | $1,200.00 |
| Specialist | $175.00 | 16.00 | $2,800.00 |

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*b. A total "Maximum Not-to Exceed" fee for all services to be rendered and all materials to be furnished.*

Scope of Work

Convergint Technologies' scope of work includes furnishing, installing, programming, and commissioning the material listed in the attached bill of material (BOM) as outlined below and with regards to the data listed in the clarifications and exclusions section of this proposal.

Convergint Technologies will provide the project management for processing, ordering of equipment, installation of the 2U rack mounted BCD-2-G62-A43-384-19 server, scheduling of the BriefCam deployment, programming & testing support, billing and closeout. BriefCam will provide coordination, installation and training for the equipment as listed in following bill of materials.

Warranty

Convergint will provide a one-year labor warranty and a one-year material warranty on equipment provided by Convergint. Provision of labor and materials after the first year will be billed on a time and material basis.

## Bill of Materials

| Line | Qty | Part | Description | Manufacturer |
|------|-----|------|-------------|--------------|
| 1 | 1.00 | GSC-1SDK-BRIEFCAM-VSEnterprisS | One (1) Genetec SDK connection for Briefcam with VS Enterprise (Server) | Genetec |
| 2 | 10.00 | GSC-1SDK-BRIEFCAM-VSEnterprisC | One (1) Genetec SDK connection for Briefcam with VS Enterprise (Client) | Genetec |
| 3 | 1.00 | PT-BAS-001 | BriefCam Protect Base Package | BriefCam |
| 4 | 5.00 | PT-RVU-001 | REVIEW/RESPOND User Pack Protect | BriefCam |
| 5 | 1.00 | PT-MNT-001 | Protect Software SCC - 1st Year | BriefCam |
| 6 | 1.00 | BCD-2-G62-A43-384-19 | 2U, 32 Cores, 3 GPUs, 384GB RAM | BriefCam |
| 7 | 5.00 | BC-HDD-8TB | 8TB 7200RPM Serial ATA 6Gbps 512e 3.5in Hot-plug Hard Drive | BriefCam |
| 8 | 1.00 | BC-SSD-R-480GB | 480GB Read Intensive (R) SSD | BriefCam |
| 9 | 1.00 | BC-ASP-008 | Implementation Pack - On-Site, Single Server | BriefCam |

| | | |
|---|---|---|
| **5 Concurrent Users - Total Project Price (Not-To-Exceed)** | $ | **169,998.00** |

| | | |
|---|---|---|
| **10 Concurrent Users - Total Project Price (Not-To-Exceed)** | $ | **216,228.00** |

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**<u>Clarifications and Exclusion</u>**

1. All work proposed herein, shall be performed during normal business hours Monday through Friday 7:00 am - 4:00 pm.
2. Customer to provide static IP addresses and network connections at panel locations.
3. Anything in the Contract Documents notwithstanding, in no event shall either Contractor or Subcontractor be liable for special, indirect, incidental or consequential damages, including commercial loss, loss of use, or lost profits, even if either party has been advised of the possibility of such damages.
4. Convergint reserves the right to negotiate mutually acceptable contract terms and conditions with customer by making mutually agreeable changes to the formal contract included in the Bid Documents.

**Total Project Investment: (5 Users)**          **$ 169,998.00**

**Total Project Investment: (10 Users)**          **$ 216,228.00**

Thank you for considering for your Security needs. If you have any questions or would like additional information, please don't hesitate to contact me immediately. If you would like to proceed with the scope of work as outlined in this proposal, please sign below and return to my attention.

Sincerely,

*Mario Herrera*

Convergint
Mario Herrera

By signing below, I accept this proposal and agree to the Terms and Conditions contained herein

| | |
|---|---|
| Customer Name (Printed) | Date |
| Authorized Signature | Title |

Throughout this Installation Proposal, the term, "Convergint" refers to the Convergint Technologies affiliate operating in the state/province in which the work is being performed.

## SECTION 1. THE WORK

This Installation Proposal takes precedence over and supersedes any and all prior proposals, correspondence, and oral agreements or representations relating to the work set forth in the attached scope of work ("Work"). This Installation Proposal commences on the Start Date as specified in the attached scope of work and represents the entire agreement between Convergint and Customer (the "Agreement"). In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement shall remain in full force.

Convergint agrees in accordance with the mutually agreed project schedule:

   a. To submit shop drawings, product data, samples and similar submittals if required in performing the Work;
   b. To pay for all labor, materials, equipment, tools, supervision, programming, testing, startup and documentation required to perform the Work in accordance with the Agreement;
   c. Secure and pay for permits and governmental fees, licenses and inspections necessary for proper execution and completion of the Work, unless local regulations provide otherwise; and
   d. Hire subcontractors and order material to perform part of the Work, if necessary, while remaining responsible for the completion of the Work.

Customer agrees in accordance with the mutually agreed project schedule, and at no cost to Convergint:

   a. To promptly approve submittals provided by Convergint;
   b. To provide access to all areas of the facility which are necessary to complete the Work;
   c. To supply suitable electrical service as required by Convergint; and
   d. That in the event of any emergency or systems failure, reasonable safety precautions will be taken by Customer to protect life and property during the period of time from when Convergint is first notified of the emergency or failure and until such time that Convergint notifies the Customer that the systems are operational or that the emergency has cleared.

No monitoring services are included in the Work. Any such services shall be governed by a separate agreement.

Title to the Work, including any materials comprising the Work, shall pass to Customer as the Work is completed and the materials are incorporated into the Work at Customer's site. If materials are earlier stored on Customer's site pursuant to agreement between Customer and Convergint, title with respect to such materials shall pass to Customer upon delivery to Customer site.

## SECTION 2. PRICING

Pricing and amounts proposed shall remain valid for 30 days unless otherwise specified. Price includes only the material listed based on Convergint's interpretation of plans and specifications unless noted otherwise. Additional equipment, unless negotiated prior to order placement, will be billed accordingly. Sales taxes, (and in Canada GST/PST) and any other taxes assessed on Customer shall be added to the price upon invoice to Customer.

## SECTION 3. INVOICE REMITTANCE AND PAYMENT

If the Work is performed over more than a month, Convergint will invoice Customer each month for the Work performed during the previous month. Customer agrees to pay the amount due to Convergint as invoiced, within thirty (30) days of the date of such invoice. If the Work is completed in less than one month, Customer agrees to pay Convergint in full after the Work has been performed within thirty (30) days of the date of being invoiced. Invoices shall not include or be subject to a project retention percentage. If Customer is overdue in any payment to Convergint, Convergint shall be entitled to suspend the Work until paid, and charge Customer an interest rate 1 and 1/2% percent per month, (or the maximum rate permitted by law, whichever is less), and may avail itself of any other legal or equitable remedy. Customer shall reimburse Convergint costs incurred in collecting any amounts that become overdue, including attorney fees, court costs and any other reasonable expenditure.

## SECTION 4. WARRANTY

Convergint provides the following SOLE AND EXCLUSIVE warranty to the Customer:
For the period of one (1) year, commencing at the earlier of substantial completion of the Work, or first beneficial use, ("Warranty Period"):

   a. That Work performed under this Agreement will be of good quality;
   b. That all equipment will be new unless otherwise required or permitted by this Agreement;
   c. That the Work will be free from defects not inherent in the quality required or permitted; and
   d. That the Work will conform to the requirements of this Agreement.

The Customer's sole remedy for any breach of this warranty is that Convergint shall remove, replace and/or repair at its own expense any defective or improper Work, discovered within the Warranty Period, provided Convergint is notified in writing of any defect within the Warranty Period.

Any equipment or products installed by Convergint in the course of performing the Work hereunder shall only carry such warranty as is provided by the manufacturer thereof, which Convergint hereby assigns to Customer without recourse to Convergint. Upon request of Customer, Convergint will use commercially reasonable efforts to assist Customer in enforcing any such third-party warranties. This warranty excludes remedy for damage or defect caused by abuse, modifications not executed by Convergint, improper or insufficient maintenance, improper operation, or normal wear and tear under normal usage. NO FURTHER WARRANTIES OR GUARANTIES, EXPRESS OR IMPLIED, ARE MADE WITH RESPECT TO ANY GOODS OR SERVICES PROVIDED UNDER THIS AGREEMENT, AND ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

## SECTION 5. CHANGES

Without invalidating this Agreement or any bond given hereunder, Customer or Convergint may request changes in the Work. Any changes to the Agreement shall be in writing signed by both Customer and Convergint. If Customer orders any additional work or causes any material interference with Convergint's performance of the Work, Convergint shall be entitled to an equitable adjustment in the time for performance and in the Agreement Price, including a reasonable allowance for overhead and profit.

## SECTION 6. FORCE MAJEURE

Neither Customer nor Convergint shall be responsible or liable for, shall incur expense for, or be deemed to be in breach of this Agreement because of any delay in the performance of their respective obligations pursuant to this Agreement due solely to circumstances beyond their reasonable control ("Force Majeure") and without the fault or negligence of the party experiencing such delay. A Force Majeure event shall include, but not be limited to: accident, fire, storm, water, flooding, negligence, vandalism, power failure, installation of incompatible equipment, improper operating procedures, source current fluctuations or lighting. If performance by either party is delayed due to Force Majeure, the time for that performance shall be extended for a period of time reasonably necessary to overcome the effect of the delay. Any Services required by Convergint due to reasons set forth in this Force Majeure Section shall be charged to Customer in addition to any amounts due under this Agreement.

## SECTION 7. INSURANCE

Convergint shall have the following insurance coverage during the term of this Agreement, and shall provide certificates of insurance to the Customer prior to beginning work hereunder:

| | |
|---|---|
| Worker's Compensation | Statutory Limits |
| Employer's Liability | $1,000,000 per occurrence /aggregate |
| Commercial General Liability | $1,000,000 per occurrence/aggregate |
| $2,000,000 general aggregate | |
| Automobile Liability | $1,000,000 per occurrence/aggregate |
| Excess/Umbrella Liability | $10,000,000 per occurrence/aggregate |

All insurance policies carried by Convergint shall be primary to and noncontributory with the insurance afforded to Customer and shall name the Customer as "additional insured", with respect to liability arising out of work performed by Convergint, as applicable, but only to the extent of liabilities falling within the indemnity obligations of Convergint, pursuant to the terms of this Agreement. Convergint shall provide to the Customer no less than thirty (30) days' notice prior to the termination or cancellation of any such insurance policy.

## SECTION 8. INDEMNIFICATION

Convergint shall indemnify and hold Customer harmless from and against claims, damages, losses and expenses, attributable to bodily injury, sickness, disease or death, or to destruction of tangible property, but only to the extent caused by: a) the negligent or willful acts or omissions of Convergint or Convergint's employees or subcontractors while on Customer's site, or b) the malfunction of the equipment supplied by Convergint, or
c) Convergint's breach of this Agreement.
IN NO EVENT SHALL EITHER CONVERGINT OR CUSTOMER BE LIABLE TO THE OTHER PARTY HERETO FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING COMMERCIAL LOSS, LOSS OF USE OR LOST PROFITS, EVEN IF THAT PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL CONVERGINT BE LIABLE TO CUSTOMER FOR ANY AMOUNTS IN EXCESS OF THE AMOUNTS PAID BY CUSTOMER TO CONVERGINT.
It is understood and agreed by the parties hereto that Convergint is or may be providing intrusion products which are designed to provide notification of certain events but are not intended to be guarantees or insurers against any acts for which they are supposed to monitor or inform. Convergint's indemnification obligation pursuant to Section 8 herein, does not apply to the extent the loss indemnified against is caused by any intrusion product or software provided by but not manufactured by Convergint. Convergint shall have **no** liability to Customer for any losses to the extent such losses are caused by the intrusion product or software. Customer shall indemnify, defend, and hold harmless Convergint, from and against all claims, lawsuits, damages, losses and expenses by persons not a party to this Agreement, but only to the extent caused by such intrusion product or software provided by but not manufactured by Convergint.

## SECTION 9. COMPLIANCE WITH LAW, SAFETY, & HAZARDOUS MATERIALS

This Agreement shall be governed and construed in accordance with the laws of the state/province in which the Work is being performed. Convergint agrees to comply with all laws and regulations relating to or governing its provision of the Work. Convergint shall comply with all safety related laws and regulations and with the safety program of the Customer, provided such program is supplied to Convergint prior to beginning work.
In the event that Convergint discovers or suspects the presence of hazardous materials, or unsafe working conditions at Customer's facility where the Work is to be performed, Convergint is entitled to stop the Work at that facility if such hazardous materials, or unsafe working conditions were not provided by or caused by Convergint. Convergint in its sole discretion shall determine when it is "safe" to return to perform the Work at Customer's facility. Convergint shall have no responsibility for the discovery, presence, handling, removing or disposal of or exposure of persons to hazardous materials in any form at the Customer's facility. Customer shall indemnify and hold harmless Convergint from and against claims, damages, losses and expenses, including but not limited to, reasonable attorney's fees, arising out of or resulting from undisclosed hazardous materials, or unsafe working conditions at Customer's facility.
Customer acknowledges that applicable law or regulation may limit Customer's rights and impose obligations with respect to information or data obtained using software capable of obtaining what may in certain circumstances be characterized as biometric information (individually and collectively, the "Software") and agrees that Customer is solely responsible to ensure its own compliance with such laws or regulations. Customer shall completely indemnify, defend (including pay attorneys' fees and disbursements), and hold harmless Convergint, its affiliates, and any employees, agents, contractors or representatives of any of the foregoing from and against any and all losses, liability, damages, penalties, expenses, claims, demands, actions, or causes of action, judgments (finally awarded) or settlements (individually and collectively, "Liabilities") arising from or related to any intentional or negligent acts or omissions of Customer or any of its agents, affiliates, employees, or representatives arising from or related to the Software, any hardware, software, or other services associated with the Software, or the use of any of the foregoing by or on behalf of Customer, including but not limited to those arising from or related to Customer's failure to comply with applicable laws or regulations related to its use of the Software or any hardware, software, or other services associated with the Software, including but not limited to the Customer's failure to obtain any necessary consents from affected individuals or provide any necessary disclosures or protections with respect to the information of such individuals under any applicable privacy or data security law, but excluding matters for which Convergint has agreed to indemnify Customer from and against third party claims for copyright and trade secret infringement under the terms of the End User License Agreement for the Software between Convergint and Customer. Notwithstanding the foregoing, Customer and Convergint agree that Liabilities suffered by a third party (other than an affiliate of Convergint) which are an element of loss subject to indemnification under this paragraph shall be deemed direct damages.

## SECTION 10. DISPUTES

In the event of any dispute between Convergint and Customer, Convergint and Customer shall first attempt to resolve the dispute in the field, but if that is not successful, then in a meeting between authorized officers of each company. If settlement attempts are not successful, then the dispute shall be decided exclusively by arbitration. Such arbitration shall be conducted in accordance with the Construction Industry Arbitration Rules of the American Arbitration Association currently in effect and shall be a final binding resolution of the issues presented between the parties. The prevailing party shall be entitled to recover its reasonable attorneys' fees and costs.

## SECTION 11. MISCELLANEOUS

Neither party to this Agreement shall assign this Agreement without the prior written consent of the other party hereto. Convergint may assign this Agreement to any of its parents, subsidiaries or affiliated companies or any entity majority owned by Convergint.

Notices shall be in writing and addressed to the other party, in accordance with the names and addresses of the parties as shown above. All notices shall be effective upon receipt by the party to whom the notice was sent.

A waiver of the terms hereunder by one party to the other party shall not be effective unless in writing and signed by a person with authority to commit the Customer or Convergint and delivered to the non-waiving party according to the notice provision herein. No waiver by Customer or Convergint shall operate as a continuous waiver, unless the written waiver specifically states that it is a continuous waiver of the terms stated in that waiver.

The Sections regarding invoicing, warranty, and indemnity, and disputes shall survive the termination of this Agreement.

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## 1. **Cover Letter**

**City of Corona**
730 Public Safety Way,
Corona, CA 92880

Reference: Post-Incident- Law Enforcement Video Analytics Software With Artificial Intelligence

On behalf of Convergint's global network of colleagues, I would like to personally thank you for providing Convergint with the opportunity to present this proposal addressing your electronic security needs. We are confident that this proven solution is both comprehensive and customized to meet your needs today, and in the future.

Convergint's reputation for service excellence is backed by a foundational commitment to our core value of service, and we have been recognized as the #1 Systems Integrator by SDM Magazine. This recognition reflects the strong relationships Convergint has developed with the industry's top technology manufacturers, and our history of success with providing exceptional service to our customers.

Our guiding principle has always been to be our customers' best service provider. Our dedicated and certified team of professionals strives to uphold our customer-focused, service-based mission to make a daily difference for our customers. After achieving a successful on-time and on- budget project installation, Convergint will provide you with the industry's best ongoing service, including our 24/7 customer portal iCare, designed to track service work orders, project progress, and provide you with detailed metric reporting for continuous improvement.

The following security proposal in partnership with BriefCam is specifically designed to meet your needs. The cost of printing, mileage, telephone, mailing, and other expenses for the preparation of this proposal are included in the rates specified in the fee proposal and there will be no additional charges. This proposal shall remain valid for a period of 90 days from the date of submittal. As your single point of contact, please feel free to contact me with any additional questions you may have. Thank you again for trusting Convergint as your partner.

Convergint acknowledges the receipt of Addendum's 1, 2, and 3 for this RFP. Please feel free to contact me at any time with any questions you may have. I attest that all the information submitted with Convergint's proposal is true and correct.


Sincerely,

**Steven Sanchez**
General Manager
Steven.Sanchez@Convergint.com
(714) 546-2780
**Convergint Technologies**
**540 S. Jefferson St**
**Placentia, CA 92870**

## 2. Technical Proposal

**a. Project Approach**

*i. Describe how your proposed approach and methodology addresses the*
*City's needs as expressed in the RFP.*

The city of Corona is located in the Riverside County along the western edge of Southern California's Inland Empire region. With a population of 161,823 the city ranks as the 32nd largest city in the California state. Convergint understands that the Corona Police Department has received Urban Area Security Initiative (UASI) grant monies to purchase post-incident video analytics software in an effort to aid in the successful investigation of a wide range of criminal activity and will enhance safety and a sense of security within the community.

Convergint will partner with BriefCam directly to provide onsite implementation services as required to deploy the BriefCam post-incident video analytics software for the Corona Police Department and integrate into the existing Genetec Video Management System. BriefCam is the industry's leading provider of Video Synopsis and Deep Learning solutions for rapid video review and search, smart alerting and quantitative video insights. By transforming raw video into actionable intelligence, BriefCam dramatically shortens the time-to-target for security threats while increasing safety and optimizing operations. This software will enable rapid review of videos by scanning for user-defined attributes in order to develop useable leads in a timely manner. BriefCam's award-winning products have been deployed by Convergint for law enforcement and public safety organizations, government and transportation agencies, major enterprises, healthcare and educational institutions, and local communities worldwide.

BriefCam's unique fusion of computer vision and Deep Learning technologies, with its patented Synopsis® application, is driving exponential value from surveillance camera investments with it's innovative, powerful and easy to use video analytics platform.

BriefCam provides video content analytics, as an integral part of the Genetec Security Center environment. It enables users to review hours of video in minutes, pinpoint objects of interest, derive quantitative insights for operational efficiency and data-driven decision making, as well as leverage advanced analytics to provide near real-time notifications to effectively balance sensitivity, accuracy, and efficiency.

BriefCam is embedded within the Genetec Security Center client and is seamlessly available for fast investigation by the operator. Real-time alerts automatically appear in Security Center's Alarms screen and quantitative dashboards can be pre-configured for daily monitoring and trend spotting.

This technical and management approach plan applies to the system application engineering, software development, system installation, commissioning activities, and Site Acceptance Testing (SAT) to deliver the City's Post-Incident Law Enforcement Video Analytics Software With Artificial Intelligence project. The work plan describes Convergint's project team organization, the roles and responsibilities of the individual team members, and the execution of the various phases of the project.

BriefCam is the leading provider of video analytics software that enables people, companies, and communities to unlock the value of video surveillance content. Delivering accurate, flexible, and comprehensive solutions, BriefCam's video analytics platform provides valuable insights for accelerating investigations, increasing situational awareness, and enhancing operational intelligence.

Recognized for delivering a comprehensive video content analytics platform that rapidly transforms video into actionable intelligence, BriefCam improves safety, security, and operational efficiencies. Harness the power of BriefCam's VIDEO SYNOPSIS ® and artificial intelligence to transform video into actionable intelligence with an innovative and extensible video content analytics platform.

The amount of video recorded is overwhelming with estimates that more than 1 billion video security cameras will be installed globally worldwide by 2022. There are simply not enough human eyes to review it all, and it's beyond human capacity to analyze the depth and breadth of its content. Through BriefCam's unique fusion of Deep Learning with its VIDEO SYNOPSIS solution, organizations can now rapidly detect, track, identify, search and view thousands of objects in every scene, totally transforming how organizations use video. As the industry's leading provider of Video Content Analytics solutions, BriefCam enables customers to:
- Review hours of video in minutes
- Rapidly search and identify people and objects of interest
- Dynamically analyze key performance indicators to optimize operations
- Receive real-time notifications of critical events

The depth of BriefCam's video analytics and cross-functional applications maximize the ROI of video surveillance and help transform the way organizations operate.

Convergint will partner with Genetec and BriefCam for the implementation of an on-premises solution to process recorded video from the existing Genetec VMS, or manual video file import and generate video content metadata that is searchable, quantifiable, and actionable.

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## convergint®

## Translating video into **impact**

## Transforming **video analytics**

Convergint partners with leading provider of **video analytics software** to deliver insights for accelerating investigations, increasing situational awareness, and enhancing operational intelligence. The unique combination of advanced analytical capabilities enables breakthrough time to target for video investigators, dramatically **increasing productivity**.

Convergint's team of dedicated experts, along with BriefCam's specialists, deliver accurate, flexible, and **comprehensive solutions** to enable people, companies, and communities to unlock the value of video surveillance content.

## Features and **benefits**



- **Search—** Advanced search & filter capabilities enable operators to find key people, vehicles, and objects in minutes instead of hours

- **Optimize—**Intelligent business dashboards put key data at the hands of operational executives and personnel

- **Act—** Advanced analytics send critical real time alerts to security staff

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| SERVICE | SERVICE DESCRIPTION | BASIC | ADVANCED |
|---|---|:---:|:---:|
| Site Survey | Complete Site Survey prior to system deployment, acquire important environment variables | ✓ | ✓ |
| Scope of Work (SOW) | Complete BriefCam SOW prior to deployment and used as a final system sign off. | ✓ | ✓ |
| Hardware & Configuration Audit | Recommend system hardware and software modules | ✓ | ✓ |
| Windows and N VIDIA System Driver Updates & Components | Recommend windows updates, windows device drivers, NVIDIA drivers, and drive configurations | ✓ | ✓ |
| Remote System Deployment | Remotely install BriefCam components as part of the SOW. System prerequisites, database, VSServer, Research, Web Services, RESPOND (if applicable) and VMS integration (if applicable). | ✓ | |
| On-site System Deployment | On-site Installation of BriefCam components as part of the SOW. System prerequisites, database, VSServer, Research, Web Services, RESPOND (if applicable) and VMS integration (if applicable) | | ✓ |
| Basic System Configuration | Assist in creation of users, camera permissions, and connection and testing of supported VMS (if applicable). | ✓ | ✓ |
| SSO Configuration | Assist LDAP/SAML to customer environment integration. | ✓ | ✓ |
| RESPOND Real-Time Processing Configuration (If Applicable) | Assist in GPU set up for live processing. Test real- time and smart alerts. | ✓ | ✓ |
| Project Sign-Off | Provide sign off according to original scope of work. | ✓ | ✓ |
| Hardware Audit &BriefCam System Upgrades | Review additional prerequisites, necessary hardware changes, database backups, and official upgrade procedures. | ✓ | ✓ |
| System Training (Remote Session) | Provide access to BriefCam LMS (remote training program) designed for end user and admin training. | ✓ | |
| System Training (On-site Sessions) | Provide onsite training designed for end user and admin training. | | ✓ |
| Upgrades to Connected VMS Directories | Assist in updating VMS requirements and/or BriefCam related revisions with VMS certifications. | | ✓ |
| Storage Location Changes | Assist in using database relocation storage tool | | ✓ |

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**=BriefCam**    **TRANSFORMING VIDEO SURVEILLANCE INTO ACTIONABLE INTELLIGENCE**

## Transforming Video into Security and Business Intelligence

Recognized for delivering a comprehensive video content analytics platform that rapidly transforms video into actionable intelligence, BriefCam improves safety, security, and operational efficiencies.

Harness the power of BriefCam's VIDEO SYNOPSIS® and artificial intelligence to transform video into actionable intelligence with an innovative and extensible video content analytics platform.

The amount of video recorded is overwhelming with estimates that more than 1 billion video security cameras will be installed globally worldwide by 2022. There are simply not enough human eyes to review it all, and it's beyond human capacity to analyze the depth and breadth of its content. Through BriefCam's unique fusion of Deep Learning with its VIDEO SYNOPSIS solution, organizations can now rapidly detect, track, identify, search and view thousands of objects in every scene, totally transforming how organizations use video. As the industry's leading provider of Video Content Analytics solutions, BriefCam enables customers to:

- Review hours of video in minutes
- Rapidly search and identify people and objects of interest
- Dynamically analyze key performance indicators to optimize operations
- Receive real-time notifications of critical events

The depth of BriefCam's video analytics and cross-functional applications maximize the ROI of video surveillance and help transform the way organizations operate.

## Specifications

This specifications document presents the design criteria and functional requirements of the BriefCam video content analytics platform. The date on the cover page indicates how current this document's information is.

Product specifications are technical documents, and as such do not present the breadth of security and business value provided by the features described. For more information about how organizations are applying our video content analytics platform in their areas of business and types of facilities, please contact BriefCam for the latest success stories and case studies.

**≡BriefCam**    **TRANSFORMING VIDEO SURVEILLANCE INTO ACTIONABLE INTELLIGENCE**

## Definitions

1. **Appliance:** Computer with special hardware and/or software built to serve a specific need or function, delivered pre-configured to provide a turn-key solution for a particular application.

2. **Appearance Similarity:** Video search capability to instantly locate people, vehicles, and other objects of interest with the same identified classes and attributes.

3. **Application Programming Interface:** Documented interface or communication protocol between a software client and a system server intended to simplify the building of client software.

4. **Case:** (a) A past incident that is being investigated. (b) System feature enabling the searching, identification, and management of video evidence relating to a case investigation, including relevant search results, objects of interest and summaries of case findings – including exporting of reports and dynamic collaboration on case evidence with other users.

5. **Close-Up Clip:** PTZ-like close-up view of an object (person, vehicle, animal) that follows the object as it moves throughout the camera's field of view, used to examine an object's appearance and behavior to determine whether or not it is of interest.

6. **Facial Match Accuracy:** Video face image matching involves a trade-off between two factors: *false acceptance rate* and *false rejection rate*, both of which are defined below. A lower *false acceptance rate* generally means that the *false rejection rate* will be higher, and vice versa. Since no face matching can be 100% due to camera location, video image resolution, lighting, and quality differences between the video image and the image to be matched. The FAR working point must be adjusted so that the balance between false matches and failures to match are acceptable from security operations and risk mitigation perspectives. There is an inherent tradeoff between FAR and FRR. If one lowers the matching threshold, there will be more matches – with the possibility of more false matches and a higher FAR. Facial match accuracy is usually quoted as a value of one of the rates (e.g. FRR) at a fixed value of the other (e.g. FAR) – and thus can be compared between different facial recognition engines.

7. **False Acceptance Rate:** Also called false match rate or false positives. In video face recognition matching, the false acceptance rate (FAR) is the measure of how likely it is that the system falsely matched an individual in the video with specific facial image uploaded, selected from video, or contained in a watchlist. A FAR rate of 1% means, for example, that out of 1,000 people walking in the protected area and being checked against the watchlist, 10 will be falsely identified as being on the watchlist when they are not. See Facial Match Accuracy above for an explanation about how FAR relates to FRR.

8. **False Rejection Rate:** Also called false negatives. In video face recognition matching the false rejection rate (FRR) is the measure of how likely it is that the system failed to match an individual in the video with their image. An FRR rate of 5% means, for example, a 95% chance that a suspect from the watchlist will be detected when he or she appears in the video, and a 5% chance that a suspect will not be detected. See Facial Match Accuracy above about how FRR relates to FAR.

9. **Filters:** Video search capability utilizing combinations of object attributes and search precision settings to optimize search results based on search purpose and desired search outcome. Filters speed up time-to-target and make the investigation time better utilized.

10. **Histogram:** Graphical display of numerical data using bars of different heights, where each bar represents a range of numbers out of the total set of numbers to be represented. For example, to graphically depict the speeds of two- and four-wheel vehicles whose speeds range between 1 and 40 MPH, instead of having a bar for each speed (40 different bars), a histogram could use just 8 bars for the following speed ranges: 1 − 5, 6 − 10, 11 − 15, 16 − 20, 21 − 25, 26 − 30, 31 − 35, and 36 − 40. To simplify refinement of smart video searches, histograms from one or more synopsis video clips can present, for example, selections of object size or speed ranges based upon groupings of sizes, speeds and dwell times that have been identified in the video being searched.

11. **HTTP Live Streaming:** Widely supported, high-quality, and robust media streaming protocol for delivering visual and audio media to viewers over the internet in a manner that maximizes streaming video quality. It allows video content streamers to deliver streams in a way that each viewer can receive the best quality stream for the quality of their internet connection at any given moment. It is the definitive de facto standard for live streaming content.

12. **Identity:** A collection of identifiable information, such as face images or feature vectors, with attributes and metadata known to be of the same individual.

13. **Object:** Video content analysis term for item detected as being in the foreground of a scene as opposed to being part of the background. Typically, objects are identified according to class such as person, animal or vehicle.

14. **Object Attribute:** Quality or feature regarded as a characteristic or inherent part of someone or something. In video content analysis, an attribute is a characteristic that helps differentiate instances of items in the same class, such as how people in video image can be differentiated by size, clothing, and whether or not they are wearing a hat or backpack, or carrying a bag. For other objects, such as vehicles, vehicle type, color, size, and speed can be important differentiators.

15. **Object Class:** Group of objects of the same type. In video content analysis, objects are grouped into classes most relevant to the purpose of video observation.

16. **Password Hash:** A secure way to achieve password verification without storing a password. Instead, the password is transformed into data that cannot be converted back into the original password. In contrast to encryption, hashing is a one-way mechanism. The data that is hashed cannot be practically "unhashed". When a user enters a password to log in, the newly entered password is hashed and compared against the stored password hash. If the hashes match, login is successful.

17. **Proximity:** Video analytic capability to instantly detect objects that are below or above a specified proximity (distance) for a specified duration of time.

18. **Representational State Transfer (REST):** Software architectural style that defines a set of constraints to be used for creating Web services. Web services that conform to the REST architectural style, called RESTful Web services, provide interoperability between computer systems on the Internet or other IP-based network.

19. **Security Assertion Markup Language:** Open standard for exchanging authentication and authorization data between parties, used to implement Single Sign-On.

20. **Single Sign-On (SSO):** Software system's capability enabling end-users to log in just once and access all needed applications without having to log in separately to each one.

21. **System Commissioning:** Process of assuring that all systems and components of a technology deployment project are designed, installed, tested, operated, and maintained according to the requirements of the owner and operator.

22. **Time-to-Target:** Time required for a video search to return requested search results for person or object that is the search target.

23. **VIDEO SYNOPSIS:** Patented video software technology that creates condensed video summaries of recorded video clips by extracting foreground objects from the video and superimposing them over the background of the original scene either simultaneously or in rapid succession, quickly presenting objects that have appeared at different times within the video. The result is a dramatically shorter video segment (called a "synopsis") that fully preserves the viewer's ability to analyze scene activity, enabling the review of hours of video in minutes and sometimes seconds.

24. **VIDEO SYNOPSIS Density:** Density control setting used to control the maximum number of objects shown concurrently during video synopsis playback. Typically, increasing density shortens the run time of a synopsis; decreasing density lengthens it.

25. **Visual Layers:** Visual elements overlaid on a video image to visually depict video analytics results within camera fields of view such as heat maps for activity, dwell time,

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## Video Content Analytics Platform

A. **Description:** Deep-learning-enabled video stream and file analysis software platform for:

1. Detection, classification, and recognition across people and object classes, attributes, behaviors, and faces.

2. Extremely rapid video search and review using condensed video summaries and filters.

3. Case-based video evidence collection, management, and sharing.

4. Alerting based on real-time video stream content analysis.

5. Quantitative statistical visual analysis to derive actionable insights for data-driven safety, security, and operational decision making.

## Design/Performance Criteria

A. **Deep Learning:** Utilize computer vision and deep learning technology to achieve high speed, highly accurate video content analysis that facilitates highly-accurate metadata-based searching.

1. *In-Depth Classification.* Provide two-tier classification scheme using deep learning as described below and depicted in List 1 below.

   a. *Classify:* classify objects into top-level class (Person, 2 Wheeled, Vehicles, and Animals) to enable filtering objects class, which has an accuracy of over 96% (±10%).

   b. *Sub-Classify:* Further classified objects into a subclass (Man, Woman, Child, Car, Pickup, Van, Bus, Truck, Airplane, Train, Boat, Bicycle and Motorcycle) to enable filtering objects by a subclass, with an average accuracy of 86% (±10%).

   *List 1. Two-Tiered Object Classification*

   - People
     - Man
     - Woman
     - Child
   - Two-Wheeled Vehicles
     - Bicycle

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- - Motorcycle
  - Other Vehicles
    - Car
    - Pickup
    - Van
    - Truck
    - Bus
    - Train
    - Airplane
    - Boat
  - Animals

2. **Movement Analysis:** Perform movement analysis to generate speed and direction metadata that can be used as search parameters and can be depicted visually using heat maps and paths.

3. **Size Analysis:** Perform size analysis to generate size metadata that can be used as a search parameter.

4. **Color Analysis:** Perform color analysis to generate color metadata that can be used as search parameters for the colors: brown, red, orange, yellow, green, lime, cyan, purple, pink, white, gray and black.

B. **Object Classification Resolution:** Achieve classification accuracy described above for object images having at least minimum resolution specified in Table 1 below.

Table 1. Object Classification Image Resolution Minimum Requirements

| Minimum Large Edge (pixels) | Minimum Small Edge (pixels) | Relevant Classes |
|---|---|---|
| 32 | 12 | High-level classes: Person, 2-Wheel Vehicle, Other Vehicles, Animals. |
| 64 | 32 | Man, Woman Boy, Girl, and all Person attribute classes. |
| 40 | 20 | Car, Pickup, Van, Bus, Truck, Airplane, Train, Boat. |
| 32 | 16 | Bicycle, Motorcycle. |

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Figure 1. Video-to-Insight Pipeline diagram.
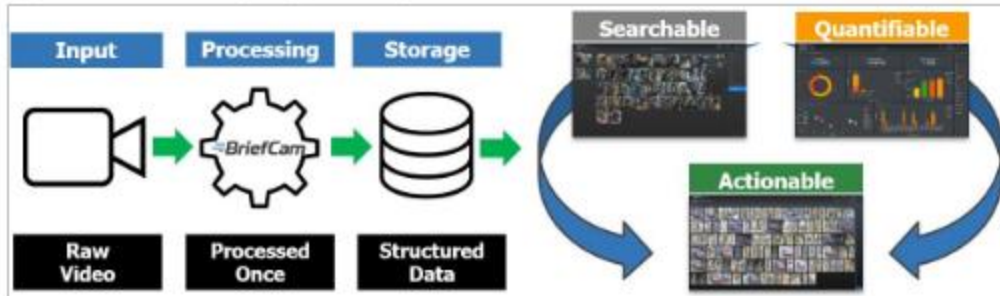


1. **Video Processing Object Extraction:** With the goal of identifying everything an individual watching video can learn and understand by detailed review of video, automatically perform extraction functions on video with no manual intervention required, as diagrammed in Figure 1 above:

   a. Detect every foreground object.

   b. Extract object information.

   c. Track every object with no limitation on number of concurrent objects.

   d. Learn three-dimensional geometry of scene over time.

Figure 2. Video Processing Object Extraction diagram.



2. **Video Content Analytics Engine:** Create structured and indexed video data out of unstructured raw video. Analyze entire content of video, creating an indexed database of information that is searchable, quantifiable, and actionable as shown in the left portion of Figure 1 above and diagrammed in Figure 2 above.

3. **User Insight Modules:** Provide user functionality for searching video images, researching video content, and responding to real-time alerts and situational-

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awareness-based alerts on live VMS video streams, represented in the right portion of Figure 1 above.

a. **REVIEW Module:** Search functions for after-the-fact forensic investigations and deep-learning-based synopsis-based review of video that is orders of magnitude faster than standard video review, enabling precision-adjustable pin-pointing of subjects of interest using appearance similarity for people, vehicles and activity; face recognition; license plate recognition; and a broad range of people and vehicle characteristics as search criteria.

b. **RESPOND Module:** Functions for enabling response actions based on real-time alerts and smart situational-awareness-based alerts for live VMS video streams, using face and license plate watchlists and count-based rules based on time period totals or concurrent activity, with notifications to VMS, messaging systems or other interfaced systems and services.

c. **RESEARCH Module:** Quantitative analysis functionality to provide actionable insights for business intelligence and operational efficiency including customizable dashboards, which include detailed analysis of KPIs, behavior trending, object movement, demographic segmentation, and people interaction with objects, plus out-of-the-box extensible library of vertical-specific analytics tools to enable visual correlation between video metadata and third-party data displayed in dashboard widgets for visual correlation.

## Video Content Metadata

A. **Video Content Metadata:** Generate class and attribute video metadata to serve as video classification, alerting and search criteria, including but not limited to classes and attributes described below.

1. **Classes:** Provide high-level classification followed by more detailed classification within each high-level class as shown below.

   a. **High-Level:** People, Two-Wheeled Vehicles, Other Vehicles, Animals, Illumination Changes.

   b. **People:** Man, Woman, Child plus all Person attribute classes:

      1) **Upper Wear:** Long Sleeves, Short Sleeves, Colors.

      2) **Lower Wear:** Long, Short, Colors.

3) **Hat:** No Hat, Hat.

4) **Face Mask:** No Mask, Mask.

5) **Bag:** No Bag, Backpack, Handheld.

c. **Two-Wheeled Vehicles:** Bicycle, Motorcycle.

d. **Other Vehicles:** Car, Pickup, Van, Truck, Bus, Train, Airplane, Boat.

e. **Animals:** Animal.

f. **Illumination Changes:** Lights On, Lights Off.

1) **Usage:** Disabled by default, filter for windows or other lights that were turned on and off, presented in a chronological video synopsis where illumination change events are represented as objects and displayed once for lights-on and once for lights-off.

2) **Changes Not Detected:**

a) Short changes of lights on and lights off. Tolerance level can be changed by the administrator.

b) Illumination changes in very small areas. Tolerance level can be changed by the administrator.

c) Gradual illumination changes (e.g., light and shadow changes by sun movement).

2. **Attributes:** Determine specific class attributes of color, size, speed, dwell and direction.

a. **Color:** Identification of brown, red, orange, yellow, green, lime, cyan, purple, pink, white, gray and black colors.

b. **Size:** Object's real-life size.

c. **Speed:** Object's speed of travel.

d. **Dwell:** Length of time a moving object paused.

e. **Direction:** Direction of object travel.

f. **Proximity:** Distance between objects.

**Figure 3. Example Case Management display.**
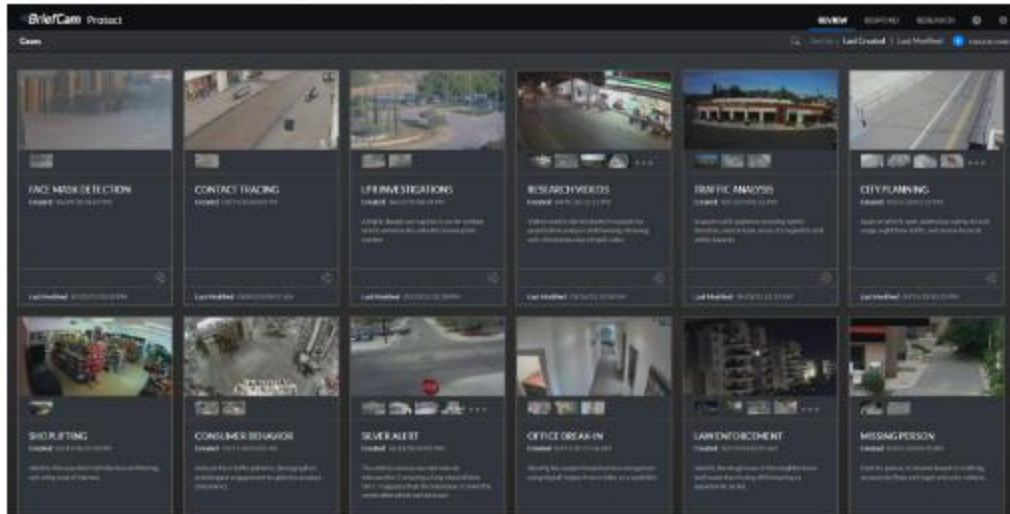


C.  **Video Synopsis:** Use patented BriefCam VIDEO SYNOPSIS technology, simultaneously presents objects that have appeared at different times within video. Produce a dramatically shorter video segment that fully preserves viewer's ability to analyze a scene, enabling review of hours of video in minutes and sometimes seconds. See example VIDEO SYNOPSIS images in Figure 4 below and Figure 5 on page 16.

   1. **Timestamps:** Optionally display timestamp next to each object being presented during synopsis playback. Enable timestamps (date and time) by default with user option to change options.

   2. **Bounding Boxes:** Provide visual rectangular highlighting of all objects shown in synopsis or in original video, to help ensure that no object is overlooked and to select objects for further actions such as bookmarking, finding similar objects. Bounding box display is enabled by default and may be toggled off and on.

**Figure 4. Example Video Synopsis Playback Display.**



3. **Density Control:** During synopsis playback, allows users to increase or decrease number of objects shown simultaneously.

4. **Sort Control:** Provide selection of object sort order by either relevance to search filter criteria (e.g., highly certain match to less likely match) or time of occurrence. If no filters are applied, sorting defaults to by time or occurrence order.

Figure 5. Example Video Synopsis Playback Display with Bounding Boxes.



5. **Object Filters:** Provide users with search filters based on appropriate object metadata plus face recognition and appearance similarity.

   a. **Metadata Filters:** Display objects based on one or more selected metadata values:

   | | | | |
   |---|---|---|---|
   | 1) Source | 4) Color | 7) Dwell | 10) Proxmity |
   | 2) Class | 5) Size | 8) Direction | |
   | 3) Person Attributes | 6) Speed | 9) Time Range | |

   b. **Appearance Similarity:** Display people, vehicles, and other items of interest by searching for objects with similar attributes by using a specialized DNN.

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**b. Work Plan**

*i. Describe your plan for accomplishing the tasks described in the Scope of Work.*

Convergint understands that successfully completing the Police Department's Post-Incident- Law Enforcement Video Analytics Software With Artificial Intelligence project means completing the project on time and within budget. We realize local governments must confront new and evolving technology, increasing missions, and budget pressures during these challenging economic times. We maintain strong relationships with the world's leading technology partners to provide best-in-class solutions. We offer cost-effective non-proprietary systems and long-term system flexibility and scalability that are not dependent on sole-source contracts.

Convergint maintains dedicated personnel committed to assisting our customers in obtaining and making use of any grants that may be available for projects that exceed local budgetary restrictions for security upgrades. Convergint can help fit the expected budgetary figures while maintaining the integrity and security expected. Convergint also can assist with helping to locate funding sources to help offset some of this investment for the Police Department.

Completing projects on time requires technical competence, prudent managerial skills, and consistency on all staffing levels. Therefore, Convergint's team of local professionals, listed this response, will be dedicated to the City. Convergint's colleagues will comply with the required scheduling to ensure that the scope of work requested and the system implementations are performed within the necessary schedule.

Convergint will integrate the right solutions and provide industry-leading technical support to deliver your project within budget. Through our internal expertise and with the help of our partners, we can work with customers to create budgets that meet their goals.

Convergint invests heavily in colleagues and partnerships. **Our return on that investment is successful on-time, on-budget customer programs.** Our dedication to continuous employee colleague development includes investing more than $20M a year in certifications and training for project and program managers, product managers, safety training and certifications, business leaders, operations managers, and other facets of colleague training. Our technology partner relationships, coupled with our detailed focus on security, IT services, and training for our technical colleagues, uniquely qualifies Convergint to provide the highest level of assessment, design, project management, implementation, commissioning, service, and support to the City.

*ii. Describe personnel working on the project, their tasks, and their time commitments.*
**Project Organization**
The Convergint LA CTC will execute this project. A core team of Convergint personnel consisting of a PM, Project Coordinator, Project Engineer, Design Engineer, Procurement Specialist, Project Specialists, and Installers will execute the project activity according to the City's requirements. The following defines the roles and responsibilities of the project team:

**Project Manager:** The Project Manager (PM) is responsible for the overall performance and execution of Convergint's scope of work throughout all project phases. They focus on all aspects of project performance, especially those related to resource planning, scheduling, communication, customer satisfaction, and quality assurance. Responsibilities include:
- Serves as primary communication interface on project-related matters
- Coordinates the development of application engineering documents for the project
- Manages all Convergint efforts for installation, commissioning, and SAT for the project
- Ensures that the Convergint Field Project Team follows and adheres to the project management plan

- Coordinates the implementation of safety procedures
- Schedules Convergint field activities in concert with the overall schedule
- Coordinates Convergint activities with the activities of all on-site contractors and trades
- Controls project scope
- Resolves contractual issues
- Issues required project status reports

**Project Coordinator:** The Project Coordinator will work with PM directly to ensure that the Police Department's expectations are met and that the project is completed on time and within budget. Responsibilities include:
- Coordinating with other business areas such as sales, service, and safety relating to the project activities
- Acts as the central information source by maintaining, communicating, and distributing project details in conjunction with Convergint and customer requirements.
- Follows up daily with project team members on uncompleted tasks and open issue logs
- Works with the warehouse department, project managers, field supervisors, and engineering department for active tracking of material orders, shipment dates, and delivery dates
- Prepares project invoices and communicates analysis to the project PM and Accounts Receivables (AR) Team

**Project Engineer:** The Project Engineer is responsible for the project's technical coordination. Responsibilities include:
- Maintenance of documentation and records
- Coordination and clarification of installation details
- Technical support for trade contractors installing the security system components
- Ordering of materials and equipment for field installation
- Management of material and equipment flow to the site
- Coordination of communication between the site and the design team
- Technical support for all on-site Convergint resources
- Technical support for owner-site resources during turnover

**Project Specialist**: The Project Specialist has the responsibility of:
- Development of application-specific software for all systems in the scope of work
- Point-to-point verification of installation accuracy and correctness per the design documents
- System start-up and check out
- Overall commissioning of the system in the field
- Conducting SAT

It is also the Project Specialists' responsibility to transmit as-built information to the design team, conduct system operators' training, and complete the system's turnover to the City's representative.

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## Project Management

This section describes the project management and methodology to be used by Convergint for the City. The Project Delivery Process is outlined below.



**Project Delivery Process**

1. **Project Assessment & Proposal** — Project Walkthrough
   - Safety Issues Identified
   - Scope Development
   - Design/Estimate
   - Operations Review
   - Proposal Development

2. **Project Award** — Customer Review
   - Proposal Updated
   - PO/Contract
   - Assemble Team
   - Resource Allocation
   - Vendor Engagement

3. **Turnover Meeting** — Safety Issues Addressed
   - Sales & Operation
   - Scope & Spec Review
   - Key Contact Review
   - Customer Expectations
   - Project Milestones

4. **Project Design & Review** — Contract Documents
   - Incorporate Standards & Apps
   - Complete Design
   - Internal Design Review
   - Customer Acceptance
   - Order Equipment

5. **Pre-Installation Meeting** — Kick-Off Meeting
   - Safety Orientation
   - Certification Validation
   - Background Checks
   - Technician Credentialing
   - Trade Coordination
   - Project Overview
   - Expectations, Etc

6. **Project Implementation** — Mobilization
   - Phased Execution
   - Safety Monitored
   - Weekly Reviews
   - Update Implementation/Deployment Schedule

7. **Commissioning** — Database Development
   - System Programming
   - Performance Testing
   - Quality Assurance
   - Customer Training

8. **Closeout** — Final Project Review
   - Project Closeout & Acceptance
   - Provide Project Documentation
   - Warranty & Service Agreement

**b. Work Plan**

## Project Planning and Scheduling

### Sales to Operations Turnover Meeting

The turnover meeting will be held after the award of the contract. The purpose of this meeting is to familiarize the Convergint Operations Team with the project requirements and to define the roles and responsibilities of all members. Participants at each meeting should include appropriate project- related personnel for each phase.

### Schedule

Refer to the Project Schedule after this Tab, which identifies all major tasks based on milestones for each building. Convergint acknowledges the timeliness of this project and plans to schedule work in the least disruptive way possible. The schedule also includes related tasks required for the timely execution and completion of the following:

- Project Assessment and proposal
- Project award
- Turnover meeting
- Project design and review
- Pre-installation meeting
- Project implementation
- Commissioning/SAT
- Project closeout

### Progress Measurement and Tracking

Convergint will coordinate the execution of the project through scheduled meetings between the Convergint PM and the City's representatives overseeing the project. Such meetings will review project progress, engineering, and application software development progress and address any security issues such as pending RFIs, anticipated schedule changes, coordination, etc. Meeting minutes can be maintained to document action items and follow-ups.

## Technical Execution

This section is intended to describe the execution of the technical scope of the security work of this project. It outlines the planned engineering flow along with all phases and the deliverables at the end of each phase. The technical execution consists of the following phases:

- Application engineering
- Software development/testing
- Installation
- Commissioning/SAT

The security system will be designed and developed as outlined in the contract documents provided by the City. The appropriate project team members will provide leadership for the application engineering and development effort. They will meet regularly to review design-related issues and set strategies and milestones for the executed phase.

The project team will utilize Convergint's quality system records and work instructions to support its execution. This quality system records and works instructions ensure quality throughout the project's technical execution.

## Application Engineering Phase Deliverables

Convergint will provide the following application engineering documents as deliverables at the end of this phase:

- Floor plans indicating panel and device locations
- Network riser diagram
- Device wiring details
- Panel wiring drawings
- Server and workstation installation details
- Hardware equipment list

Software Configuration documents on:

- Project-related graphic screens
- Point database

## Database and Software Design Phase

The documents generated during the application engineering phase will form the seed doccuments for this phase.

## General Approach

The database and software of the security system shall meet the functional requirements defined in the project specifications provided by the City. The Convergint PM will oversee the work performed by the project team during this phase, ensuring that documentation, development, and testing activities adhere to the guidelines of Convergint's quality system as well as the standards and procedures that Convergint specifically develops.

## Control Code Development

All databases and software will be developed as outlined in the appropriate manufacturer's programming manuals.

## Test Procedures Development

The Project Design Engineer and Project Specialist will be assigned to develop procedures and reports for SAT. Test procedures developed will be for functional testing of the database and individual modules, as detailed in another section of this plan. The test plans will be submitted to the Consulting Engineer for approval before test execution. A hard copy of the appropriate test procedure will be issued to the appropriate Project Specialist responsible for conducting each test. The Project Specialist will use this copy to record the test results during the Commissioning phase.

*Installation Phase*

During this phase, Convergint's installation employees will engage in the field installation of security equipment and devices, conduits, wiring, etc. The PM and Project Specialist will coordinate daily activities. Convergint will attend meetings as needed to coordinate activities with other on-site contractors (if applicable).

After installation is complete, point-to-point verification of the field wiring will commence under the guidance of the Project Specialist. Convergint's installers and Project Specialists will perform the final quality check by reviewing and documenting connections and terminations to field devices.

*Start-up and Commissioning Phase*

Activities in this phase will ensure that the security system functions as specified in the project documents. During this phase, checkout, verification procedures, and forms will be used to document these activities.

We would require the master schedule to contain certain milestones that will assist us in our field labor planning and scheduling of our commissioning activities. As a minimum, the following milestones will be required:

- Server installation complete
- Secured area for server and workstations
- Others, as required or determined by Convergint's PM

## Site Acceptance Testing

After completing the initial equipment start-up and commissioning, Convergint will request the Consulting Engineer to witness the SAT. Convergint's Project Specialist will assign the appropriate personnel to demonstrate and work with the Owner in the test performance. The hardware, graphic screens, database, and application-specific software shall be deemed acceptable after completing and resolving all exception reports.

The overall SAT activities will consist of the following:

- The plan will be submitted to the Consulting Engineer for approval
- Execute the approved plan
- Perform system communication test
  - Perform server and workstation communication/alarm test
  - Perform functional tests
  - Generate a failure/exception log for failed tests
  - Provide the Summary Report

## Commissioning Phase Deliverables

The Consulting Engineer will retain a copy of the executed SAT plan with test results and attachments. Convergint will maintain the original of the same document.

## Owner Personnel Training

After the commissioning phase is completed, training of the City's personnel shall commence per the Project specifications.

## Turnover Documentation

In addition to the deliverables from the application engineering phase, database and software design phase, and commissioning phase, the Convergint turnover package will include the following:

- Hardcopy of the database
- Equipment Operation and Maintenance Instructions

Elements of this package are "as built" records intended to supersede previously submitted documents.

![convergint logo]

## CONVERGINT'S PRIORITY RESPONSE LEVELS

Convergint has four (4) separate priority (P) response levels for service calls. They are as follows:

- **P1 – Emergency service |** We guarantee a 1-hour callback and (if a specialist is required to go to the site) a four-hour in-person response. However, all work will be completed within 16 business hours of the ticket's creation, except when specific, non-stocking service hardware may be required to complete the repair. Full repair may require a return trip the following day (if specific hardware is unavailable on the technician's truck).

- **P2 – Priority (non-emergency) service |** We guarantee a two-hour callback and same-day/next-day response. All work is completed within 16 business hours of the ticket's creation, except when specific, non-stocking service hardware may be required to complete the repair.

- **P3 – Scheduled service |** This work is performed based on a mutually agreed upon day/time. Typically, this service is scheduled in advance (such as preventative maintenance or system de-comms) and does not have a guaranteed response time.

- **P4 – Parts only order**

    ii. *Describe any enhancements or procedural or technical innovations that would further the purpose and outcomes of this RFP.*

## CONVERGINT'S ICARE

Convergint's team of specialists and supporting resources will be scheduled according to the scope of work conducted during each site service visit. Before the contract starts, the scope of work will be outlined and pre-determined for each site service visit to create a complete maintenance package per the City's requirements and approval. Maintenance executed will also utilize the manufacturer's recommendations and learned best practices.

Convergint will document all visits and scopes of work through our iCare tool. With streamlined access to Convergint's services, work orders, management reporting, and secured document sharing, iCare will enable proactive management for effective collaboration between Convergint and the City.

iCare is a custom-built extension of Convergint's industry-leading customer support services. It is a fully integrated, web-based, 24/7 support tool that allows customers to submit work orders and support requests anytime. It connects all aspects of the Convergint enterprise, including customers, schedulers, and technicians in the field, through a single, comprehensive system. The portal fosters collaboration and provides customers and project team members with transparent project status and reporting capabilities. iCare supports Convergint's goal of being our customers' best service provider.

All maintenance projects and work orders flow through iCare, including specific details regarding tasks, staff hours, materials, and other costs associated with the work order. iCare provides transparent reporting on these requests. Customers can monitor all aspects of a work order from its inception as an initial service request to final issue resolution. Customers can initiate support requests from a smartphone, tablet, or desktop computer, and progress/status can be monitored and tracked in real time.

### Response Time and Service Tickets

All work order history includes a date and time stamp of status changes and works order activity. At any time (and in real-time), customers can review the status of all open/closed preventive

maintenance, repairs, modification/installation services, emergency maintenance, and test and inspection visits for existing and new security systems.

This responsive communication lets customers simplify the complexity of maintaining and servicing facility systems and budgets. The iCare portal provides visibility into expenditures on service-related repairs broken out by equipment and labor. If a project team member submits a maintenance or service request through Convergint's 24/7 call center, iCare will capture relevant data for service calls, preventive maintenance, and inventory activities. The process remains identical whether a service call is created Monday through Friday, 7:00 AM – 5:30 PM, or outside of standard business hours. This provides consistency in service delivery and timely updates to all work orders.

In addition to the emergency and non-emergency service call response times, Convergint will collaborate with the City to define metrics and goals that best drive business outcomes. Convergint's metrics are generated by the workers and technicians in the field, automatically gathered and correlated in iCare, and compared to the goals agreed on with the customer.

iCare can provide the following:
- Evaluating trends in metrics such as First Time Fix (FTF)
- Priority call response time
- The average cost per call

All invoices issued during the project can be captured in iCare and are available for review by project team members (based on permissions) at any time.

Proposals initiated during the project by the City are recorded in iCare. Transparent updates on proposal status are available to the project team at any time, creating accountability and timely responses.

## Service Portal
Convergint will provide the City with a web-based user portal providing real-time information on requests for proposals, service work orders, reporting, and access to global information management via a centralized information repository. Current features of the iCare service portal include proposal requests, work orders, and reporting. The iCare portal does not require using a prescribed web browser or downloading a proprietary application.

## Proposal Requests
The iCare portal enables the City to create a Request for Proposal (RFP) for all existing or planned facilities. This includes the ability to:
- Select the response required date
- Enter the requested scope of work
- Attach all related documents, including a proposal, to the RFP

The iCare system updates RFP information and history status, including timestamps of RFP activity (including date, time, and user).

## Work Orders
iCare gives the City the ability to create preventive or on-request service work orders from one location for all facilities, including the ability to:
- Select work order priority (P1, P2, P3, P4) and required response time
- Display site requirements specific to each site/location

The iCare system also provides real-time work order information and status updates based on pre- programmed workflows to meet customer communication requirements.

Work order history includes time stamps of work order activity (including date and time) and parts ordered, a description of work performed, and a summary of invoicing and billing.

## CUSTOMER SUPPORT PROGRAMS

### Overview

Convergint takes service seriously; it is in our DNA. Convergint designs Customer Support Programs (CSPs) to meet our customer's specific business goals by leveraging dedicated, certified colleagues to ensure system integrity and uptime. CSPs are designed to assist our customer's in maintaining their system(s) and minimizing malfunctions and associated downtime. Convergint will work with the City to develop a CSP tailored to your business requirements. We provide a wide-array of CSPs to ensure your investment is protected and continues to operate as originally designed and engineered. We aim to maximize your facility system uptime, help you control costs, and improve your operational efficiencies. Convergint will work with the City to maintain the system's integrity and assist you in providing a safe and secure environment for your occupants.

Convergint utilizes iCare for the rapid acknowledgment and response to the City's service needs on a 24/7 basis. iCare provides you with real-time access to your service work orders and status and metric reporting. Each system-testing and service call will be documented utilizing an inspection report and/or work order completed by the City's assigned Support Specialist. The Specialist's job will not be complete until their testing and/or service call is formally documented within iCare and presented to a designated representative. The iCare Manager portal allows work order information and reporting to be accessed in real-time. Responsive communication enables our service customers to simplify the complexity of maintaining and servicing facility systems and budgets.

| Standard Support Services |
|---|
| *i*   **Preventative Maintenance** |
| *i*   **iCare Manager Work Order Management System** |
| *i*   **On-Site System Health Assessment** |

The following standard services represent the foundation for the Convergint CSP:

### Preventative Maintenance Visits

On a scheduled basis, Convergint will provide security system preventive services for components listed within the access control equipment list above. Preventive maintenance testing will be performed per Convergint testing standards. Preventative maintenance will include a visual inspection and functional test of security components in the above access control equipment list.

### iCare Manager Work Order Management

This value-added online service tool provides the City access to real-time work order information 24 hours a day. The City can create online work orders to request service, view work orders, and run various reports to help manage their business.

### On-Site System Health Assessment

On an annual basis, Convergint will schedule a Service Specialist to perform a health check of the City's system. The current state of the system and recommendations will be documented and

**Benefits & Value**

Convergint is committed to providing long-term customer satisfaction and support beyond an initial system installation. All Convergint installations include a standard warranty against all material workmanship defects for one (1) year. After the standard warranty, a CSP agreement takes place. A CSP provides the following additional value by maximizing your investment through:

- A properly planned CSP will optimize the performance and integrity of your systems and extend the life of the systems without compromising occupant safety and compliance
- Pre-established labor rates and material costs per Convergint's published rates and associated discounts mean predictable costs for our customers-no surprises
- 10% discount on standard service labor hourly rates for service calls for equipment covered by CSP agreements
- Provides customers with a software support plan that allows them to keep pace with software revisions and annual advancements as made available by manufacturers (such revisions will keep systems operating with the latest technology and provide a worry-free way to keep systems current)
- CSP customers are given priority for emergency service calls (specific response times are identified under the CSP implementation agreement)
- Telephone diagnostic support is available for all CSP customers
- Perform comprehensive testing of systems and equipment to ensure and validate system integrity and functionality
- Identify and list system deficiencies or facility modifications at the time of test and inspection that may impact equipment and system performance
- Retain the expertise and experience of trained and/or factory-certified technicians for the ongoing service of your systems
- Provide testing and service documentation to demonstrate compliance with requirements as needed
- Avoid false alarms, tenant interruption, and business downtime

Convergint is committed to providing long-term customer satisfaction and support beyond an initial system installation. Our V&B number six (6) states, "We expect to be our customer's best service provider."

## CONVERGINT'S CYBERSECURITY

Convergint offers comprehensive cybersecurity services to mitigate risk and improve cybersecurity posture. Using our innovative, scalable approach to aligning business objectives with the City's needs, Convergint can deploy custom-fit, robust programs to help protect your systems 24/7/365.

Convergint uses our cybersecurity approach to rotate passwords, store them securely with a secret server, disable unused ports, and continuously update operating systems, software, and firmware of all devices connected to the security network. We have a deep understanding of cybersecurity best practices with the experience needed to develop and implement an effective, low-cost, easy-to- implement defense for the City's security systems.

Physical security systems are an often-overlooked element of network-connected devices. The Convergint Advanced Cyber Solutions Program is a team of experts available to assist you in developing policies, procedures, and governance and establish best practices specific to your organization that enhances physical security, reduce cyber risk, and optimizes operations.

With Convergint's extensive global experience, you can rest assured we are fully informed. We develop and integrate physical and cybersecurity for our customers. The cohesive security

program incorporates policies, governance, procedures, infrastructures, systems, facilities, intellectual property, material, and personnel to improve physical and cybersecurity while reducing cyber vulnerabilities.

### Convergint's Cyber-Hardened Integrations

Security is our highest priority. Convergint's Advanced Solutions Team ensures our customers' IoT and operational technology (OT) devices are managed to the same high standards as traditional IT devices, such as computers and servers.

Each year we deploy 100s of thousands of IoT-enabled devices. The proper configuration of these devices reduces the vulnerabilities they create as attack surfaces.

We utilize industry-leading password management systems and tools to ensure that every system has unique, highly complex passwords that restrict access according to the principles of least privilege. Convergint inspects all systems to apply the latest firmware and software updates.

### IT and Managed Services

Convergint understands that technology management is critical to organizational security with rapidly changing technology. Convergint's managed service expertise and support allow our customers to focus on customer service and business growth.

### Cybersecurity Services

Convergint's cybersecurity services provide solutions from the intelligence world to companies looking to better protect themselves from hostile nation-states and other advanced threat actors. Convergint works with consultants on an integrated team of former United States agencies, including the Central Intelligence Agency, Federal Bureau of Investigations, and National Security Agency cyber experts with decades of real-world experience conducting operations against our nation's most advanced adversaries on behalf of the United States Government.

### CONVERGINT'S DIGITAL TRANSFORMATION TEAM

Convergint is a trusted technology advisor that is purpose-built to help organizations adapt to the changing digital landscape with transformative cloud, internet of things (IoT), 5G, and Artificial Intelligence (AI) solutions.

Convergint established the Digital Transformation Team to lead the security industry with innovative solution development that achieves our customer's current objectives and expands into future technologies. Our expert colleagues will help the City make the right decisions and gain a competitive advantage with innovative solutions designed to analyze its digital workspace, identify opportunities, drive revenue, and reduce costs.

Our Digital Transformation Team approaches security design differently than traditional security integrators and technology resellers/distribution channels. Rather than using a conventional approach (typical security integrator) or pushing low-priced hardware and software (distribution channels), the Digital Transformation Team provides strategic, longer-term guidance to our customers to navigate for the future during these unprecedented and ever-changing times.

The team's approach to delivering strategic guidance for the future focuses on four (4) key areas:
1. Monitoring market trends
2. Developing new and innovative solutions to match market trends and data
3. Accelerating those solutions to our customers
4. Delivering tangible business and security outcomes

The above approach ensures that Convergint develops the most compelling solutions on the market and that its capabilities match potential use cases. The key is the need for systems integration to provide the greatest situational awareness, enhanced contextual awareness, fastest response time, and lowest risk.

Convergint collaborates with market-leading technology. Our hands-on experience and familiarity with current and future technologies allow us to recommend and build systems to support our customers' vision and growth. Our team constantly observes the market to identify industry trends and best practices. We develop use cases and explore ways that technology can be used to improve return on investments (ROI), reduce risk, and meet mandatory regulatory requirements. The team focuses on the cloud, AI, and IoT categories with the highest potential impact on a digital transformation strategy.

Information to glean from Convergint's Digital Transformation Team:
- Organizational investment in resources and technologies regarding digital transformation
- Deep industry relationships
- Investment in solution architects and resources
- Investment in relationships with manufacturers
- Understanding manufacturer solutions roadmaps and capabilities
- Market intelligence analysis and solution comparisons
- Best practices and benchmarking
- Subject matter experts
- Thought leadership sessions

As the world's largest security integrator, we have a vast and deep pool of technical talent to draw from and a collaborative culture that encourages assisting others. Our internal talent pool has over 2,200 field technicians with extensive security systems installation and maintenance experience. We regularly leverage specific and unique skills and expertise across CTCs to get the "right person" in place to solve a particular challenge.

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**c. Project Schedule:**

*i. Describe when various elements of work would be completed and when deliverables would be provided after work begins.*

| Project Phase | Duration | Start | End | Team |
|---|---|---|---|---|
| **Kick-off / Inspections / Design Confirmations** | | | | |
| Kick-Off Meeting | 1 Day | 7/10/2023 | 7/10/2023 | City/PM |
| Confirm IP Scheme/Address for both Sites | 1 Day | 7/11/2023 | 7/11/2023 | City/PM |
| Finalize Designs | 1 Day | 7/11/2023 | 7/11/2023 | PM/Engr |
| Present Plan to Customer | 1 Day | 7/12/2023 | 7/12/2023 | PM |
| **Procurement/Programming** | | | | |
| Material Purchasing/Receiving | 30 Days | 7/13/2023 | 8/13/2023 | PM |
| Program Servers, Switches & Load Software | 1 Day | 8/14/2023 | 8/14/2023 | IT Specialist |
| Configure Genetec System | 1 Day | 8/14/2023 | 8/14/2023 | IT Specialist |
| **Servers and Network** | | | | |
| Head End Install (Server) | 1 Day | 8/14/2023 | 8/14/2023 | Field Specialist |
| **Testing/Commission** | | | | |
| Test all Camera Accessibility & Views | 1 Day | 8/16/2023 | 8/16/2023 | IT Specialist |
| Ensure Recording and all Functionality | 1 Day | 8/17/2023 | 8/17/2023 | IT Specialist |
| Review Training Curriculm | 1 Day | 8/17/2023 | 8/17/2023 | IT Specialist |
| Conduct Training | 1 Day | 8/18/2023 | 8/18/2023 | IT Specialist |
| **Close-Out** | | | | |
| Obtain User Sign-off | 1 Day | 8/21/2023 | 1/14/2022 | PM |
| Provide Warranty Letter | 1 Day | 8/21/2023 | 1/14/2022 | PM |
| Coordinate Preventative Maintenance Schedule | 1 Day | 8/21/2023 | 1/14/2022 | PM |

**d. Deliverables:**

*i. Describe fully any deliverables that will be due under the contract, based on the Scope of Work.*

**≡BriefCam**

| | | |
|---|---|---|
| PT-BAS-001 | BriefCam Protect Base Package | Number of Concurrent Users - 5<br>Number of RESEARCH Users - 5 (1 x Editor; 4 x Viewer)<br>Number of Cameras - 100<br>Number of RESPOND Cameras Streams - 10<br>Max number of Cameras- Unlimited<br>Including Review, Research, Respond, Face Recognition, Multi-camera Search, Investigation Reports, Team Collaboration and Case Builder. |
| PT-RVU-001 | REVIEW/RESPOND User Pack Protect | REVIEW/RESPOND Additional Concurrent User (1) |
| PT-MNT-001 | Protect Software SCC - 1st Year | Standard Customer Care Program<br>(20% for 1st year)<br>Includes:<br>- Upgrade to latest BriefCam release versions and updates<br>- Technical Support in accordance with BriefCam SLA<br>- Self-Help Support - access to Online Training Courses (LMS)<br>- 24x7 Partner Access to Support Portal (Initiate ticket via phone, chat or email) |
| BCD-2-G62-A43-384-19 | 2U, 32 Cores, 3 GPUs, 384GB RAM | 2U Precision 7920 Rackmount Windows Server 2019 IoT Dual 1600W Redundant Power Supply (1+1) 2x Intel® Xeon® Gold 6226R 384GB RAM 2 x 256GB M2 SSD (OS in RAID1) 3 x RTX A4000 GPU 5 Years Dell Pro-Support |
| BC-HDD-8TB | 8TB 7200RPM Serial ATA 6Gbps 512e 3.5in Hot-plug Hard Drive | 8TB 7200RPM Serial ATA 6Gbps 512e 3.5in Hot-plug Hard Drive |
| BC-SSD-R-480GB | 480GB Read Intensive (R) SSD | Read Intensive (R) 480GB SSD |
| BC-ASP-008 | Implementation Pack - On-Site, Single Server | "BriefCam Advanced Service Pack is mandatory when customer requires on-site installation. Advanced Service Pack includes up to two days of on-site services. Not applicable for distributed deployment architectures. Please refer to Service Packs for distributed deployment architectures.<br>Excluding trainer services." |

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**Bill of Materials**

| Line | Qty | Part | Description | Manufacturer |
|------|-----|------|-------------|--------------|
| 1 | 1.00 | GSC-1SDK-BRIEFCAM-VSEnterprisS | One (1) Genetec SDK connection for Briefcam with VS Enterprise (Server) | Genetec |
| 2 | 10.00 | GSC-1SDK-BRIEFCAM-VSEnterprisC | One (1) Genetec SDK connection for Briefcam with VS Enterprise (Client) | Genetec |
| 3 | 1.00 | PT-BAS-001 | BriefCam Protect Base Package | BriefCam |
| 4 | 5.00 | PT-RVU-001 | REVIEW/RESPOND User Pack Protect | BriefCam |
| 5 | 1.00 | PT-MNT-001 | Protect Software SCC - 1st Year | BriefCam |
| 6 | 1.00 | BCD-2-G62-A43-384-19 | 2U, 32 Cores, 3 GPUs, 384GB RAM | BriefCam |
| 7 | 5.00 | BC-HDD-8TB | 8TB 7200RPM Serial ATA 6Gbps 512e 3.5in Hot-plug Hard Drive | BriefCam |
| 8 | 1.00 | BC-SSD-R-480GB | 480GB Read Intensive (R) SSD | BriefCam |
| 9 | 1.00 | BC-ASP-008 | Implementation Pack - On-Site, Single Server | BriefCam |

## 3. Experience
### a. Disclosures:

*ii. Consultant must include in his proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the Consultant or in which the Consultant has been judged guilty or liable.*

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**convergint**

Joanna Cornwell
One Commerce Drive, Schaumburg, IL 60173
joanna.cornwell@convergint.com
847-380-2118

Re:    Litigation involving Convergint Technologies LLC

Dear Sir or Madam:

As a worldwide organization with 175 locations and over 7,500 colleagues, we have a number of insurance claims and litigation matters pending at any given time. However, neither the number nor the nature of currently pending (or past) insurance claims or litigation matters are unusual for a company of our size and there are no pending or threatened claims reasonably likely to have a materially adverse effect on our financial stability.

We are proud of our high ethical standards and our strong customer service focus, which have contributed to Convergint being named SDM #1 Systems Integrator in North America 2022.

If you have questions or additional information, please do not hesitate to contact me.
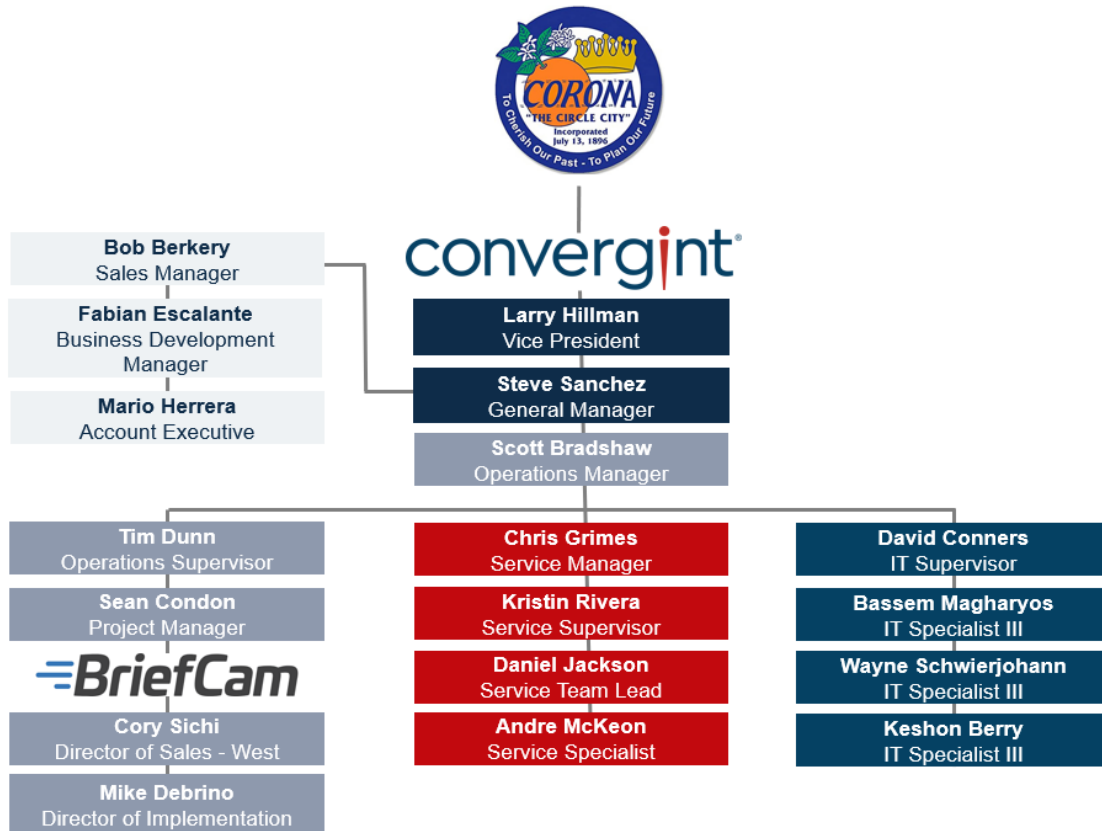
Sincerely,

Joanna Cornwell
Assistant General Counsel

**b. Team Structure:**

*iii. Describe your firm's organizational chart, identify who will have overall responsibility for the work, and include the lines of authority between team members up to this senior level.*



**c. Sample Work:**

*iv. Describe samples of work from other, similar projects that demonstrate*

*your firm's capability to accomplish the work describe in this RFP*

**City of Los Angeles / Port of Los Angeles (Port Police)**

The Port of Los Angeles has contracted with Convergint Technologies since 2010 for a number of different projects at the Port including the deployment of a large scale video surveillance system used by the Port Police, the implementation of the Vidsys PSIM for video systems integration, the implementation of a Mitsubishi video wall, the management of the Port's access control system, and the deployment of Department Operations Center (DOC) to enable the Port to manage and respond to local and national emergencies and to integrate its DOC with the City of Los Angeles, the Sheriff, DHS, and the US Coast Guard.  Recently, Convergint installed a Milestone system at the Port to support over 500 cameras and also implemented a BriefCam video analytics solution to work with Milestone. The contract also includes on-site technicians to service and repair the existing video and access control systems**.**

**City of Irvine Police Department**

The City of Irvine contracted with Convergint Technologies for the installation, maintenance, and support of a City-wide video surveillance, access control, and intercom. Project includes installation of jail cameras. This project includes approximately 200 cameras and 100 card readers. Convergint was later contracted to provide a second video surveillance system and BriefCam video analytics solution to work with Genetec for 250 traffic intersection cameras.

### 4. <u>Safety</u>

*a. Completed & Upload on Planet Bids:  Industrial Safety Record Form (attached) b. Describe the safety measures you plan to put in place to assure the City that all applicable OSHA regulations will be adhered to with the inclusion of an Injury and Illness Prevention Program.*

## <u>CONVERGINT'S HEALTH AND SAFETY PLAN</u>

Safety is a core value at Convergint. No matter the priority or changing business focus, Convergint's commitment to safety shall not be compromised. We deliberately emphasize safety; every meeting and project starts with a safety review to reinforce this core value. Convergint's V's & B's have been in place since the company was founded in 2001. V & B # nine (9), "We embrace a safe, inclusive, and positive work environment," is something we practice daily.

Safety is ingrained in our culture. Convergint provides the tools, training, and programs focused on health and safety to ensure all projects and service calls are completed with zero incidents or injuries. Convergint has a dedicated Safety Coordinator at each CTC under the direction of the National Safety Manager to support this culture and increase safety awareness among all colleagues.

To achieve Convergint's zero incidents or injury goal, the health and safety of all personnel, whether they are a contractor, customer, colleague, or member of the general public, must receive primary consideration in all phases of the project.

The following features support Convergint's strong Belief in workplace health and safety:

- Various written specific programs focused on health and safety in the workplace
- Management's commitment to and expectations of adherence to these programs
- Mandatory colleague completion of our health and safety training
- Resources such as Safety Coordinators and Safety Champions who are available to assist in meeting health and safety program requirements
- Project-specific safety activity plans shared with all colleagues involved in the project
- Weekly safety meetings for field supervisors and colleagues
- Hazard recognition and control, both internally and externally
- Meeting contractor requirements of the Occupational Safety and Health Administration (OSHA)
- Continued health and safety education encompassing new technologies, federal and local safety regulations, and updated processes and procedures to be adhered to
- Substance abuse programs, including pre-employment and random testing
- Graded and non-graded background checks
- Job Hazard Analysis, where all field colleagues are required to stop and assess their worksite for any potential hazards before working on the job
- Fit-for-Duty Health Assessment survey determining whether colleagues are fit for duty each day concerning COVID-19
- Collaboration and alignment with monthly Local Safety Coordinator and Regional Safety Champion meetings to review current safety statistics, assess recent incidents/injuries, and engage in proactive discussions for preventing and managing safety

Convergint's LA CTC recently celebrated **100 days injury free**. With a team of 85+ field colleagues, they have weekly safety meetings and ensure all colleagues are caught up on required safety trainings. The LA CTC has colleagues with **OSHA10 certifications, Boom and Scissor lift certifications, and CPR-First Aid certifications.**

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## Benefits & Value

Convergint is committed to safely making a daily difference, and we accomplish this through our health and safety programs. The benefits and values of these programs include, but are not limited to:

- Multiple resource levels to assist with safety questions/concerns
  - Local Safety Coordinators
  - Regional Safety Champions
  - National Safety Team
- Direction and assistance with incident/injury investigation to include root cause analysis, corrective actions, and prevention techniques
- A dedicated team reviewing and updating plans regularly for continuous improvement and adherence to new and evolving federal and local safety regulations
- Highlighted safety successes communicated company-wide, thus increasing awareness
- Teams dedicated to researching new safety technologies and industry best practices and implementing them at the CTC level
- Golden Hard Hat Award is given to CTCs that complete one full calendar year with a zero Total Recordable Incident Rate (TRIR)
- Qualification with safety and compliance management services, such as ISNetworld, Avetta, National Compliance Management Service, PEC/Premier Safety Management, and DISA Drug Testing Consortium
- Compliance will all federal, state, and OSHA regulations by ensuring they are followed internally and on client sites
- Reducing time and money loss due to workplace accidents causing downtime and missed deadlines
- Helping employees feel valued boosts both morale and productivity
- Keeping Convergint and our partners as safe as possible

## Summary

Compliance with the City's safety program requirements and OSHA regulations is mandatory. Convergint colleagues must comply with these requirements and regulations at a minimum. Exceptions to any Convergint or City safety programs for economic considerations or previous practice will not be considered. The more stringent requirement will apply where policy differences occur between the City's requirements and Convergint's. Any subcontractors working under Convergint will follow the exact requirements and regulations. Convergint's TRIR is one of many metrics we use to assess our occupational safety performance. The purpose of recording and measuring this is to understand how Convergint is performing. Because incidents capture and cover such a large part of the safety spectrum, it is one of the most common and valuable Key Performance Indicators (KPIs) Convergint has.

| | 2022 | 2021 | 2020 |
|---|---|---|---|
| OSHA Recordable Case Rate[2] (RCR) | .79 | .77 | .72 |
| DART (Calendar Days Away / Restricted Time) Rate[3] | .49 | .63 | .55 |
| Number of Fatalities* | 0 | 0 | 0 |
| Number of OSHA Violations* | 0 | 0 | 0 |
| Worker's Comp Experience Modification Rate (EMR) | .58 | .62 | .69 |

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**Leaders in safety dedicated to an injury-free work environment**

## A culture of **safety**

Convergint is committed to providing the **tools, training, and programs** to ensure all projects and service calls are completed without incidents or injuries. Convergint strives to increase safety awareness between all colleagues.

To support this culture of safety, Convergint has a dedicated **Safety Coordinator** in each office as well as a **Safety Champion** in each region, working under the direction of the Director of Safety, National Safety Manager, and National Safety Coordinator. Convergint's ongoing dedication to workplace health and safety is supported by programs to help educate colleagues and maintain an **injury-free environment**.

## **Safely** making a daily difference

- ✔ **Project-specific safety plans**
- ✔ **Health and safety programs**
- ✔ **Health program resources**
- ✔ **Regular safety meetings**
- ✔ **Safety education**
- ✔ **Hazard control**

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**Industrial Safety Record**

## INDUSTRIAL SAFETY RECORD

### (To be Completed and Submitted with Contractor's Proposal)

Number of OSHA Violations within the last 5 years (must state zero if none):

__0__ Serious   __0__ Willful   __0__ Repeat   __0__ Other   __0__ Unclass   __0__ Total

Convergint Technologies, LP
_____
Firm Name (Print)

Greg Hardee
_____
Signature

Greg Hardee, Safety Manager
_____
Name and Title (Print)

04/24/23
_____
Date

RFP 23-058RH Industrial Safety Record
Post-Incident Video Analytics Software

Convergint's National Safety Team provides CTCs the support required to maintain health and safety programs conforming to our 'industry's best practices. A program like this, to be successful, must embody the proper attitudes and commitments toward injury and illness prevention from management, supervisors, and colleagues. It also requires cooperation between supervisors, colleagues, and customers in all health and safety matters. A safety program can only be established and preserved in everyone's best interest through such a cooperative effort.

## 5. Qualifications, Related Experience and References

*a. Provide a brief profile of the firm, including the types of services offered, year founded, form of organization (corporation, partnership, sole proprietorship) number, size and location of offices and number of employees.*

**Company Name & Address**

| | |
|---|---|
| Company Name: | Convergint Technologies, LLC |
| Local Office: | 540 S. Jefferson St, Placentia, CA 92870, CA |
| Company Ownership: | Privately Held with no owner interest greater than 10% |
| Corporate Structure: | A Delaware Limited Liability Company |
| Federal Employer ID #: | 36-4444620 |
| Year of Establishment: | 2001 |
| Years of Experience: | 20 years, both public and private sector |
| North American Offices: | 150 |
| North American Colleagues: | 7,500+ |
| Contractor's License No.(s): | C-10 # 986407, Expires 08-31-23 |
| DIR No. | 1000002787, Expires 06-30-24 |

**Primary Contacts**

| | |
|---|---|
| Local Points of Contact: | Mario Herrera<br>Account Executive<br>mario.herrera@convergint.com<br>(213) 425-4855 |
| Authorized Signers: | Steven Sanchez<br>General Manager<br>steven.sanchez@convergint.com<br>(714) 546-2780 |

## Vendor Background and Qualifications/Availability

Convergint Technologies is uniquely qualified to serve the City of Corona as your Service Provider based on our Experience, Local Resources, Best of Breed Technology Solution Partnerships, Innovative Service Delivery, Financial Strength, Staff Qualifications, Product Expertise and National Strength & Presence. As an independent systems integrator with annual sales of over $1.6 billion, Convergint Technologies can provide the support the city requires for the implementation and on-going maintenance of your Camera Systems. Convergint is well positioned to service the city with our own team of dedicated technical resources, including a large vehicle fleet, based locally out of Southern California.

Convergint Technologies has been in business since 2001 and doing business in California since 2002 providing complex security installations for both the private and public sector. Our service department team has extensive experience managing such projects with all senior project managers having appropriate education and certifications and over 20+ years of experience in the installation of security solutions. Convergint is authorized to resell and maintain all products covered in this RFP. Further, Convergint is a licensed C-10 firm allowing us to perform all high voltage and low voltage work required on this project and we are also registered with the Department of Industrial Relations (DIR).

### Values and Beliefs

Convergint Technologies was founded on a core set of values and beliefs. These values and beliefs focus on our commitment to our customers, our colleagues and their families, and our communities. The Convergint culture is our Values and Beliefs in action and what truly makes us different. Our most recent colleague survey shows that 97.3% of our colleagues believe Convergint is an excellent company to work for and we believe it is reflected each day in the services we provide our clients.

### Technology Solution Partnerships

Convergint Technologies has strong, national relationships with key product partners. Convergint's customers are never held captive by proprietary technology that is only available from one source. This non-proprietary approach allows our customers to avoid sole source dependency and maintain long-term cost competitiveness. Our technical team certifications include Ocularis, Milestone, Genetec, Axis, Cisco Network Administrators, Microsoft, and certifications in other leading video management platforms, access control solutions, intercom, and intrusion detection. In addition, we have significant experience with other complementary solutions such as visitor management solutions, analytics, video wall solutions, license plate recognition, mass notification and EOC/DOC solutions allowing us to provide the right level of skill sets needed to understand and manage the City's current and future security requirements.

### Training

Convergint understands that technology is only as good as who is installing it. As an industry leader in technology integration, Convergint places a premium on training our colleagues in order to provide world class service. From our field technicians to our industry leading Professional Services Group, Convergint ensures that our colleagues maintain their credentials and certifications, while pursuing new programs of study. Convergint spends millions of dollars on training each year including certification of project managers, product managers, safety training and certifications, and other facets of colleague training. Our technology partner relationships coupled with our detailed focus on Security, IT services, and training for our technical colleagues uniquely qualifies Convergint Technologies to provide the highest level of design, project management, implementation, commissioning, service, and support to the City of Corona.

**Industry Recognition**

Convergint has the distinction of being named the #1 Security Integrator for the last 3 years in a row by SDM Magazine. In addition, Convergint has been named to the "Companies That Care Honor Roll" each year since 2004. Our honor roll status with "Companies That Care" affirms our commitment to employee wellbeing and to our community service efforts. Convergint has also been named recipient of the prestigious "Frost & Sullivan Customer Service Leadership Award" and is recognized on the IHS list of "Healthiest Companies in America".

**Safety**

Convergint Technologies' safety culture is committed to providing the tools, training, and programs so all projects and service calls are completed with zero incidents or injuries. To support this culture and increase safety awareness between all colleagues, we have a dedicated Safety Coordinator in each office under the direction of our National Safety Officer. We continuously measure our safety performance nationally, governing each of our offices on their safety ratings and metrics. Our safety-centric culture allows Convergint to achieve strong results with the majority of our offices going injury free in 2018, resulting in an impressive Total Recovery Injury Rate (TRIR) on a national level.

**i-Care**

In an effort to enhance the City's support and service experience, we are pleased to present the City of Corona with access to a Web based service portal to ease service initiation, provide total service monitoring and transparency and ensure consistent service delivery. This information often proves invaluable to our customers in evaluating the performance of their systems and the performance of our service.

**Who We Are:** Convergint Technologies is a North American Systems Integrator with a dedicated focus and expertise in Electronic Security, Mass Notification, Fire Alarm & Life Safety, and Communications. Convergint delivers extensive product solutions and is committed to being the industry's best service provider. This is accomplished through creating a culture of service through integrity, accountability, and personal excellence. Convergint professionals are empowered to solve their customers' problems.

**What We Do:** Convergint designs, installs, and services electronic security solutions for single sites as well as complex multi-building/multi-site customers. These solutions include card access, intelligent networked video, biometrics, perimeter protection, visitor management, and seamless integration to enterprise systems. Additionally, Convergint provides engineered fire alarm & life safety systems including smoke detection, emergency mass communications, and complex smoke management sequences. Convergint specializes in providing our customers with the best technologies available today. As an independent solutions provider with a North American reach, Convergint has relationships with leading product and industry partners to serve the varying needs of our customers. Convergint's customers are never held captive by proprietary technology that is only available from one source. This non-proprietary approach allows our customers to avoid sole source dependency and maintain long-term cost competitiveness. Building systems, especially in the area of electronic security, are becoming more strategic and rapidly converging with the enterprise infrastructure. Recognizing this, Convergint deploys certified network professionals to deliver seamless integration across their customer's IT infrastructure.

**How We Do It:** Convergint truly understands that people make the difference between successful and unsuccessful projects. Built upon ten core Values & Beliefs, these elements drive the culture and service focus for the organization. Convergint employs over 6,500 professionals in 150 field office locations and was recently ranked as the largest and fastest growing systems integrator in North America.

*b. Provide a general description of the firm's financial condition;*

Convergint's focus is to consistently exceed expectations relating to implementing complex electronic security provisions. As a full-service integrator that designs, builds, finances, and maintains building technology infrastructure systems, our corporate strength and financial stability leverage our diverse capabilities across the globe.

Convergint is the world's largest security systems integrator with over 21 years of experience supporting customers, including cities. We have consistently grown an average of 15% every year since incorporation in 2001. In 2021, we achieved over $1.8 billion in total revenue and now have 175 locations around the globe and over 7,500 colleagues.

*c. Describe the firm's experience in performing work of a similar nature to that solicited in this RFP, and highlight the participation in such work by the key personnel proposed for assignment to this project.*

**Customer Experience**
**Ventura County Sheriff's Department**
The Ventura County Sheriff's Department contracted with Convergint Technologies to provide an upgrade to the Department's various video surveillance systems *including installation of jail cameras.*

**City of Porterville**
The City of Porterville contracted with Convergint Technologies for installation and maintenance of a video surveillance, access control and intrusion detection system at numerous transportation centers throughout the City.

**City of Dana Point**
The City of Dana Point contracted with Convergint Technologies for upgrade, maintenance and support of the City's city-wide video surveillance system comprised of 80 intersection cameras connected via a high-speed wireless network.

**City of Gardena Police Department**
The City of Gardena contracted with Convergint Technologies for the maintenance and support of a city-wide wireless-based video surveillance system including intersections, city parks and *installation of jail cameras and  bus maintenance yard cameras.*

**City of Huntington Beach Police Department**
The City of Huntington Beach contracted with Convergint Technologies for the maintenance and support of a city-wide video surveillance system *including installation of jail cameras.*

**City of Irvine**
The City of Irvine contracted with Convergint Technologies for the installation, maintenance and support of a City-wide video surveillance, access control, and intercom *including installation of jail cameras*. This project includes approximately 200 cameras and 100 card readers plus a second system of approximately 250 intersection cameras where Convergint also installed an advanced video analytics system.

**City of Lake Forest**
The City of Lake Forest contracted with Convergint Technologies for the maintenance and support of their city-wide video surveillance system.

**City of Lakewood w/L.A. Sheriff's Department**
The City of Lakewood contracted with Convergint Technologies for maintenance and support of a city-wide wireless-based video surveillance systems and license plate recognition system.

**City of Long Beach / Long Beach Airport**
The City of Long Beach has contracted with Convergint Technologies since 2014 to upgrade, manage and maintain the Long Beach Airport physical security systems including a 220 video surveillance camera system and the integration of an airport-wide access control system. In addition, Convergint Technologies was contracted by the airport for the implementation of an identity management system. The systems implemented and maintained by Convergint include Genetec video surveillance, Genetec access control, Alert Enterprise, and Siklu wireless.

**City of Long Beach / Port of Long Beach**
The Port of Long Beach contracted with Convergint Technologies for a number of different projects including the deployment of a large scale video surveillance system used by the Port Police, the deployment of an In Car Video solution, the deployment of access control systems, and the implementation of a Virtual Port for the integration of numerous disparate video platforms into one common web interface.

**City of Los Angeles / Los Angeles World Airports**
The Los Angeles World Airports has contracted with Convergint Technologies to upgrade, manage and maintain the airports access control system comprised of 3,600 card readers on Lenel and to provide an identity management system for 55,000 users based on Alert Enterprise. Both system implementations include numerous software integrations performed by Convergint into other airport 3rd party systems.

**City of Los Angeles / Port of Los Angeles**
The City of Los Angeles has contracted with Convergint Technologies since 2010 for a number of different projects at the Port of Los Angeles including the deployment of a large scale Milestone video surveillance system used by the Port Police, the installation of BriefCam video analytics, the implementation of the Vidsys PSIM for video systems integration, the implementation of a Mitsubishi video wall, the management of the Port's AMAG access control system, and the deployment of Department Operations Center (DOC) to enable the Port to manage and respond to local and national emergencies and to integrate its DOC with the City of Los Angeles, the Sheriff, DHS, and the US Coast Guard.

**City of Lynwood**
The City of Lynwood contracted with Convergint Technologies for the maintenance of a city-wide wireless-based video surveillance system including city parks.

**City of Pomona Police Department**
The City of Pomona contracted with Convergint Technologies for the installation, maintenance and support of a city-wide video surveillance *including installation of jail cameras* and intrusion detection system including at 13 city parks.

**City of Orange Police Department**
The City of Orange contracted with Convergint Technologies for the installation, maintenance and support of a City-wide video surveillance and license plate recognition system at the city's transportation center.  In addition, the City has contracted with Convergint for the installation of a new video surveillance system at the police department *including installation of jail cameras*, libraries, parks and at various other city facilities including numerous wireless links.

**City of Riverside**
The City of Riverside contracted with Convergint Technologies for maintenance and upgrade of a city-wide video surveillance system supporting over 600 cameras.

**City of Santa Monica Police Department**
The City of Santa Monica contracted with Convergint Technologies for the deployment and maintenance of a city-wide wired & wireless-based video surveillance *including installation of jail cameras and bus maintenance yard cameras.*

**City of Seal Beach**
The City of Seal Beach contracted with Convergint Technologies for installation, maintenance and support of the City's video surveillance system *including installation of jail cameras*, access control and intercom systems.

**City of Temecula**
The City of Temecula contracted with Convergint Technologies for the deployment and maintenance of a city-wide wired & wireless-based video surveillance comprised of 456 cameras, a large EOC video wall, and the integration of an access control system.

**City of Tustin Police Department**
The City of Tustin contracted with Convergint Technologies for the deployment and maintenance of a city-wide wired & wireless-based video surveillance system *including installation of jail cameras*.

**County of Orange**
The County of Orange contracted with Convergint Technologies for installation, maintenance and support of the video surveillance system, access control and intercom systems County-wide.

**County of Riverside**
The County of Riverside contracted with Convergint Technologies for the deployment and maintenance of a video surveillance and access control at numerous county facilities.

**Orange County Sheriff's Department**
The OCSD has contracted Convergint on a Master Agreement to provide video surveillance upgrade, cameras, software, and professional services on their security systems.

**Orange County Transportation Authority**
OCTA contracted with Convergint Technologies for the upgrade, installation and maintenance implementation of video surveillance, access control, and intercom systems at their facilities throughout the County. These systems included Milestone video management and Lenel access control.

**Los Angeles County Sheriff's Department**
The Los Angeles Sheriff's Department contracted with Convergint Technologies to provide and install the Department's jail video surveillance storage system as well as city-wide surveillance systems.

**San Bernardino County Sheriff's Department**
The San Bernardino Sheriff's Department contracted with Convergint Technologies for the installation of video surveillance at various Sheriff facilities. Our installation has included jails, headquarters, interview room system, and perimeter security cameras *including installation of jail cameras.*

**San Diego County Sheriff's Department**
The San Diego Sheriff's Department contracted with Convergint Technologies to provide the Department's new standard video surveillance platform.

**SCRRA/Metrolink**
Metrolink contracted with Convergint Technologies for the installation of a video surveillance system at Metrolink stations throughout Southern California which entailed the installation of over 1,000 PTZ and fixed cameras on a Milestone video management platform.

*d. Identify sub-consultants by company name, address, contact person, telephone number, project function; and describe consultant's experience working with each sub-consultant;*

**Company Name:**     BriefCam

**Address:**     275 Grove Street, Suite 2-400, Newton, MA 02466

**Director of Sales for the West:** Cory Sichi

**Director of Implementation and Technical Support:** Mike Debrino

*e. Provide a minimum of 3 references from the projects cited as related experience. References having direct experience with proposed Construction Manager are preferred. Reference shall include the name, title, address, telephone number, and email address of the person(s) at the client organization most knowledgeable about the work performed. Consultant may also supply references from other work not cited in this section as related experience.*

**City of Los Angeles / Port of Los Angeles (Port Police)**
The Port of Los Angeles has contracted with Convergint Technologies since 2010 for a number of different projects at the Port including the deployment of a large scale video surveillance system used by the Port Police, the implementation of the Vidsys PSIM for video systems integration, the implementation of a Mitsubishi video wall, the management of the Port's access control system, and the deployment of Department Operations Center (DOC) to enable the Port to manage and respond to local and national emergencies and to integrate its DOC with the City of Los Angeles, the Sheriff, DHS, and the US Coast Guard. Recently, Convergint installed a Milestone system at

the Port to support over 500 cameras and also implemented a BriefCam video analytics solution to work with Milestone. The contract also includes on-site technicians to service and repair the existing video and access control systems.

Contact:          Jill Taylor, Homeland Security Manager
Phone:            (310) 732-7628
Address:          330 S Centre St, San Pedro, CA 90731
Email:            jtaylor@portla.org
Total Contract:   $15M+ (various contracts)

## City of Irvine Police Department

The City of Irvine contracted with Convergint Technologies for the installation, maintenance, and support of a City-wide video surveillance, access control, and intercom. Project includes installation of jail cameras. This project includes approximately 200 cameras and 100 card readers. Convergint was later contracted to provide a second video surveillance system and BriefCam video analytics solution to work with Genetec for 250 traffic intersection cameras.

Contact:          Nick Rycroft, Technology Analyst
Address:          One Civic Center Drive, Irvine, CA 92606
Phone:            (949) 724-7425
Email:            nrycroft@ci.irvine.ca.us
Total Contract:   $800K (various)

## Long Beach Airport (Airport Police)

The City of Long Beach has contracted with Convergint Technologies since 2014 to upgrade, manage and maintain the Long Beach Airport physical security systems including a Genetec 220 video surveillance camera system and the integration of an airport-wide access control system. In addition, Convergint Technologies was contracted by the airport for the implementation of an identity management system. In 2020, Long Beach Airport contracted Convergint a second time to continue to service and maintain its security system comprised to 250+ cameras and 80 access control doors. Our service contract includes 2 on-site technicians to perform daily service and repairs.

Contact:          Scott Korobkin, Superintendent of Airport Security
Address:          4100 Donald Douglas Dr, Long Beach, CA 90808
Phone:            (562) 570-2667
Email:            scott.korobkin@longbeach.gov
Total Contract:   $7M+ (various contracts)

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*This section of the proposal should establish the qualifications and involvement of the proposed project staff. Consultant shall:*

    a. *Provide education, experience and applicable professional credentials of proposed project staff.*

## Project Team

### Steven Sanchez – General Manager

Steve Sanchez is a highly skilled security systems expert with expertise in security project management. Steve came to Convergint from the Department of Homeland Security (DHS) where he maintained Top Secret active clearance. At DHS, Steve was responsible for security initiatives, projects, and programs for field locations throughout the Nation. His responsibilities included managing the design, construction, deployment, testing and inspection of physical security systems including access control systems, intrusion detection systems, and IP-based video surveillance systems. In this capacity, he also authored national technical and maintenance requirements for electronic security systems and conducted security inspections of all existing DHS facilities to ensure electronic security systems were in compliance with DHS standards. Steve earned a Bachelor's degree in Economics from the University of Notre Dame. Steve was born and raised in Los Angeles County and son to a retired lieutenant with the Los Angeles Sheriff's Department.

### Mario Herrera – Account Executive

Mario Herrera is highly technical and experienced in the electronic security industry. Prior to becoming an Account Executive Mario worked in the field as an installation technician and service specialist for over 10 years before transitioning into a Sales Engineering role serving as the key technical advisor. Mario understands the process of design, implementation, deployment, and maintenance of electronic security systems from a pre and post sales standpoint. Over the years Mario has earned certifications from most major enterprise security systems in the industry.

### Fabian Escalante – Business Development Manager

Prior to joining Convergint Technologies, Fabian Escalante spent 24 years with the Los Angeles County Sheriff Department as Chief Network Architect and Senior Technology Manager within the Department's Technical Services Division. During this time, Fabian was asked by the State of California's Attorney General's office to serve on the CLETS Technical Committee charged with designing the largest public safety network in the country. He also received numerous awards for his contribution to public safety including an award from the FBI for his work in building out the communications infrastructure for the Southern California Joint Regional Information Center. Because of his technical expertise in communications and public safety, Fabian was invited to serve on Cisco Systems' Public Sector Technology Advisory Board, and also served in an advisory role to several other technical organizations. Before he left the LASD, he was instrumental in overseeing the implementation of the Department's IT Governance structure including the implementation of the Department's Project Management Office and was responsible for starting and overseeing several programs including the Department's Advanced Surveillance and Protection (ASAP) program (CCTV, automated license plate recognition, and Gunshot Detection), and the Department's Mobile Data Computer deployment. Fabian holds an MBA and a Computer Science degree from CSULA.

**Chris Grimes – Service Manager**

Chris has over 23+ years of operational excellence and quality process improvement. As Service Manager of the Desert Pacific Region, Chris leads the Service Operations across five Convergint Technology Centers including L.A./Orange, Bakersfield, San Diego, Arizona, and Nevada. Today, Chris' focus is targeted to just the L.A./Orange areas.

Training: Access Control: Lenel, Software House, S2

**David Conners – IT Supervisor**

Proposed Staff Experience: IT professional with 19+ years of Integrated diverse systems, Electronics, IP Systems, Server management, VMware systems, & data fire life safety systems. Key Accounts: Port of Los Angeles, County of Orange, County of San Bernardino, & Stratolaunch. Training: Genetec Advanced Certified, DMP Security Systems, Lenel Master Certification, EST-3, Nicet Level 1, ExacqVision, Avigilon Certified.

Education: Associates Degree of Applied Science in Computer Electronics Engineering from ITT Technical Institute

**Greg Hardee – Safety Manager**

Greg has been working in the Security industry since 1990 as a Lead Technician, System Engineer, and Project Manager. Greg has been with Convergint since 2004 and with close to 30 years of experience has helped our regional offices in Orange County and in Bakersfield to grow to what it is today. Greg's most notable Project Management accomplishments include multi-million-dollar projects with Chevron in the San Joaquin Valley and in Southern California, and with USC. Greg has also managed multiple area wide projects with SDG&E, Edison, State Compensation Insurance Fund, Phillips 66, Tesoro, City of Chino, City of Los Angeles, County of Los Angeles, Broadcom, Konami, Boeing, Staples Center in Los Angeles, OCTA Santa Ana and Garden Grove Bus Bases video surveillance, OCTA Laguna Niguel Metrolink video surveillance project amongst others. With his vast knowledge of the products and software Greg has served as a valuable resource for both his customers and our entire team. In addition, Greg currently serves as our local Safety Manager based on his long record of project installation work and industry safety knowledge and oversees Convergint's local safety training program. Greg served as Safety Manager on the prior Southern California Regional Rail Authority (Metrolink), Video Surveillance project and is experienced in understanding and implementing a safety plan for Metrolink, video surveillance project.

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Larry Hillman – Vice President, California

Steve Sanchez – General Manager

- Bob Berkery – Sales Manager
  - o Mario Herrera – Account Executive
  - o Fabian Escalante – Business Development Manager
- Chris Grimes – Service Manager
  - o Kristin Rivera - Service Supervisor
- Scott Bradshaw - Operations Manager
  - o Doug Hicks – Operations Supervisor
  - o Greg Hardee – Safety Manager
- Jeff Duchac – Project Manager
  - o David Connors – IT Supervisor
  - o Bassem Magharyos – Project Specialist
  - o Wayne Schwierjohann – Project Specialist
  - o Daniel Jackson – Service Specialist III
  - o Andre Mckeon – Service Specialist III
  - o Virginia Knudtson – Contract Administrator

## Service Contact Info

Sales, On-Site Assistance, and Technical Expertise Support is available directly through Convergint via the following contact information:

1667 N. Batavia Street
Orange, CA 92867
Office - 714-546-2780
Fax - 714-546-2457

After Hours Support:  1-877-735-1110

https://icare.convergint.com/login.php

*b. Furnish brief resumes, not more than two pages, and at least three references, for key personnel.*

# Jeff Duchac
Project Manager

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## Profile
Jeff Duchac is a Project Manager located in the Los Angeles Convergint Technology Center (CTC). Jeff has over 20 years' experience in design/layout, as a solutions provider in access control systems, video surveillance systems, fire, and communication integration on network systems. John has experience with a wide customer base including the United States Federal Government, United States Military, municipalities, water districts, airports, the banking industry, and various commercial and industrial Fortune 500 companies.

## Key Projects at Convergint
City of Temecula, CA
- Coordination of projects that included Genetec citywide video surveillance, card access, intercom, and emergency call station systems integrated throughout the City

San Bernardino County Probation Department, CA
- Coordination of projects that included Genetec probation video surveillance, card access, intercom, and emergency call station systems integrated throughout the County

Port of Long Beach, CA
- Coordination of projects that included physical security information management integration into card access/Model -B, video surveillance, and intercom systems integrated throughout the site networks

Los Angeles Department of Water and Power, CA
- Coordination of upgrading from Basis to Lenel OnGuard along with access control and Genetec Security Center video surveillance adds

## Education and Certifications
- Technical Degree in Network Administration, 2011-2012
- CompTIA: A+, Network +, Security+, DHS CVI
- Microsoft: Windows 7, Vista, XP, Microsoft Server 2008 Infrastructure and Microsoft Server 2008
- Certified in Genetec Enterprise Security Center
- Active Directory Access Control and DVMS certifications: Lenel and Quantum Secure
- Certified with XProtect Corporate, Enterprise, Professional, and Basic Plus
- ASSA ABLOY Certified Integrator
- TAC I/NET Seven Security Systems Programming C3004
- Notifier Integrated Systems, Large Intelligent Systems (NFS-3030)
- Lenel Systems International CR1000R Access Control Hardware, CR2000R Access Control Essential, and CR3000R Advanced Access Control
- Vicon Elite VicoNet System Integration Training
- Lenel Systems International Training

# Wayne Schwierjohann
Project Specialist

## Profile

Wayne Schwierjohann is a seasoned professional with over 30 years of diverse and progressive Information Technology (IT) and electronics experience. Wayne can quickly learn and implement new tools, technologies, and processes. His strengths include network administration, project management/engineering, and video and access control deployment, planning, and upgrading. Wayne previously worked for 10 (ten) years at AMAG Technologies as a Technical Support and Professional Services Manager maintaining the Los Angeles Police Department's AMAG system.

## Key Projects at Convergint

City of Temecula, CA

- Designing and implementing upgrades and deployments
- Migrating Lenel access control to Genetec access control City-wide
- Deployed 400+ cameras onto the Genetec system

City of Irvine, CA

- Designing and implementing upgrades and deployments
- Migrating Lenel access control and Avigilon video to Genetec

City of Riverside, CA

- Designing and implementing upgrades and deployments
- Upgrading 500+ Genetec Omnicast 4.8 video management systems to Security Center 5.7

## Education and Certifications

- BS Electronic Engineering, United States Marine Corps
- Certified Instructor in Electronics and Programming Technologies, USMC
- Genetec
- Milestone
- Lenel
- exacqVision
- AMAG
- Avigilon
- MCSE
- MCSA
- MCDBA
- CCNA

# David Conners
Engineering Supervisor

## Profile
David Conners is an Information Technology (IT) professional with over 20 years of diverse integrated systems, electronics, Internet Protocol (IP) systems, server management, VMware systems, and data fire life safety systems. David manages time effectively and is consistently meeting internal and external customer expectations. His strong leadership ability and ability to learn quickly make him an asset to any project.

## Key Projects at Convergint
County of Orange, CA
- Lenel programming
- Genetec programming and configuration
- Switch management for city-wide

County of San Bernardino, CA
- Genetec video management
- Database observation
- DDN storage configuration and management

Port of Los Angeles, Los Angeles, CA
- Programmed Siklu radios
- Management Cisco network infrastructure
- Axis camera management

## Education and Certifications
- Computer Electronics Engineering Technology, Associates Degree, ITT Technical Institute
- Genetec Advance Certified
- DMP
- Lenel Master Certification
- EST3
- NICET Level I
- exacqVision
- Avigilon
- ascom
- Cisco CCNA/CCENT/CCDA

# Doug Hicks

Operations Supervisor

## Profile

Doug Hicks has 10+ years' experience in the security industry performing a variety of roles such as Business Development Manager, On-site Engineer, Project Manager, and Operations Supervisor.

## Key Projects at Convergint

County of Ventura Regional Airports
- Overseeing two large projects across two regional airports
- Genetec Video Surveillance and Access Control platforms are Genetec.

County of Orange
- Operational responsibility for the implementation of over 50 projects
- Various projects ranging from $5K-$500K, including Genetec video upgrades

City of La Quinta
- Oversaw the implementation of a large Genetec video upgrade across multiple city buildings and intersections ($1.2M)

County of Yuma Detention Center
- Oversaw the implementation of $1.5M PLC upgrade

Metrolink
- Oversaw the implementation of a large video upgrade across 70+ locations

Apex Power Plan
- Responsible for $500k video and access control upgrade

## Education and Certifications
- Bachelor's Degree in Liberal Arts

# Keshon Berry
IT Network Specialist III

## Profile
Keshon Berry is a highly-skilled Information Technology (IT) specialist with over 15 years of experience and is currently studying cyber security and SQL database management. Keshon is certified in numerous access control and video management platforms to build, install, and train on various systems utilized by Convergint for our clients. Since his certification he has worked on 300+ systems and designed multiple enterprise systems with destination dispatch and visitor management as well as deploying 200+ cloud-based solutions. Additionally, Keshon is experienced with Windows Pro, Windows Server, Linux, MacOS, Android, and IOS.

Description of the services to be on the SMS project: Troubleshoot, repair, and perform preventative maintenance on video surveillance, intercom, and access control

Estimated Availability for LAPD: As Needed

## Key Projects at Convergint
Port of Los Angeles, Los Angeles, CA | 2020-2021
Embedded IT Network Specialist III
- Embedded technician supporting Cisco switches, Siklu Radios, Server SANs, and Cybersecurity policies at the Port

## Education and Certifications
- Los Angeles Southwest College
- C Cure 9000, Access Control and SQL
- AMAG Advanced Certificate, Access Control, Intrusion, and Video
- Lenel Advanced Certificate, Access Control, and Video
- OnSSI Advanced Certificate, Video Management, and Analytics
- Genetec STC OTC

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# Daniel James Jackson
Service Team Lead

## Profile

Daniel James Jackson is experienced in the electronic security industry and works for Convergint as an Service Team Lead. He has been performing various system installations, system programming, troubleshooting, maintenance, and training for more than 12 years. He specializes in service and maintenance of access control, closed circuit television (CCTV), network, and wireless systems. His proven record of technical expertise allows him to support key customer accounts across multiple industries including government, entertainment, transportation, and petrochem.

Description of the services to be performed on the SMS project: Troubleshoot, repair, and perform preventative maintenance on video surveillance, intercom, and access control systems

Estimated Availability for LAPD: As Needed

## Key Projects at Convergint

Long Beach Airport, Long Beach, CA | 2013 – Present
Service Specialist
- Genetec access control and CCTV
- Fluidmesh radios
- Service, programming, and maintenance of access control, AlertEnterprise IDMS system, network, and wireless systems

Alaska Airlines, Los Angeles International Airport, Los Angeles, CA | 2017 – Present
Service Specialist
- March Networks video surveillance systems
- Milestone
- Experience with ACAMS, interfaces, and components

City of Irvine, CA | 2019 – Present
Service Specialist
- Genetec
- Service, troubleshooting, and maintenance of access control and CCTV systems
- KBC Networks radios

City of Dana, CA | 2019 – Present
Service Specialist
- Genetec

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# Andre McKeon
## Project Service Specialist/Team Lead

## Profile

Andre McKeon is an experienced service and installation technician working in electronic security for almost 30 years. Andre installs, programs, services, and troubleshoots security equipment for cameras, card access systems, alarms, digital video systems, and networks. Additionally, Andre provides key customers, such as Chevron and Boeing with preventive maintenance schedules and on-site engineering for equipment installations. Andre's attention to detail and ability to adapt helps him to respond to daily service calls while also keeping priority jobs first.

Description of the services to be performed on the SMS project: Troubleshoot, repair, and perform preventative maintenance on video surveillance, intercom, and access control

## Key Projects at Convergint

Boeing, El Segundo/Huntington Beach/Seal Beach, CA | 2016 – 2020
Service Specialist
- Serviced and maintained access control and surveillance cameras

Chevron, El Segundo, CA | 2009 – 2014
Service Specialist
- Serviced and maintained access control and surveillance cameras

Wells Fargo, First Interstate, Citi Bank, Great Western, Various Locations |1994 –1998
Service Specialist
- Installed, serviced, and maintained surveillance equipment

## Education and Certifications
- Associates Degree of Applied Science in Electronics, DeVry Institute of Technology
- Lenel Master Certification
- C Cure 9000
- AMAG
- Bosch
- Honeywell Pro-Watch
- OSCA Certification – Oil Refineries

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**Genetec**

Global Headquarters

Genetec Inc.
2280 Alfred Nobel Blvd.
Montreal, Quebec, H4S 2A4
Canada

T: +1 514.332.4000
F: +1 514.332.1692

Tuesday, July 12, 2022

## Genetec Certified Channel Partner Major Account Program

**Convergint Technologies LLC**
One Commerce Drive
Schaumburg, IL 60173
United States

Dear Sirs or Madam,

This affirms that Convergint Technologies LLC, Convergint Federal and all their national and global CTCs and subsidiaries are members in good standing of the Genetec Channel Partner Program. Genetec maintains a strategic, global relationship with Convergint Technologies LLC. Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions. Convergint Technologies LLC was awarded the following:

- 2021 - Partner of the Year – USA
- 2021 - Regional Partner of the Year – Canada, West
- 2021 - Regional Partner of the Year – Germany and Switzerland
- 2021 - Unified Project of the Year – ASEAN
- 2020 – Most New End Users Acquired – Canada
- 2020 – Most New End Users Acquired – USA
- 2020 – Regional Channel Partner of the Year – USA, West
- 2020 – Regional Channel Partner of the Year – UK
- 2020 – Unified System Sales Achievement – USA
- 2020 – Development Excellence – USA
- 2020 – Strategic Partner of the Year – North America
- 2019 – Strategic Partner of the Year – North America
- 2018 – Channel Partner of the Year – North America
- 2018 – Regional Channel Partner of the Year – APAC
- 2017 – National Account of the Year – North America

For more information on the Genetec Channel Partner Program or to learn what this partner's status level entails, please visit https://www.genetec.com/partners/channel-partner-program.

Should you have any questions, please contact the Convergint Strategic Account Manager listed below or Genetec Sales Administration.

Barbara Wood, Strategic Account Manager- Convergint Technologies
M: +1-585-727-0064 | bwood@genetec.com

Regards,

**Chantale Cadieux**
Sales Administration & GSA Manager

**BriefCam Certification:** Bassem Magharyos



*c. Identify key personnel proposed to perform the work in the specified tasks and include major areas of sub-consultant work.*

**CONVERGINT KEY PERSONNEL – GENETEC Omnicast CERTIFIED**

**Jeff Duchac\*** | Project Manager; **Bassem Magharyos** | Project Specialist; **Wayne Schwierjohann** | Project Specialist; | **Keshon Berry** | Project Specialist; | **Daniel Jackson** Service Specialist III; | **Andre Mckeon** | Service Specialist III; **David Conners\*** | Engineering Supervisor

**CONVERGINT KEY PERSONNEL – NON-GENETEC CERTIFIED**

**Doug Hicks\*** | Operations Supervisor; **Chris Grimes** | Service Manager; **Kristin Rivera** | Service Supervisor

**BRIEFCAM KEY PERSONNEL – NON-GENETEC CERTIFIED**

**Cory Sichi** | Director of Sales for the West; **Mike Debrino** | Director of Implementation and Technical Support;

*d. Include a project organization chart which clearly delineates communication/reporting relationships among the project staff.*

Project schedule provided under the Technical Proposal section c. Project Schedule

*e. Provide education, experience, and applicable professional credentials of proposed subcontractors.*

Convergint will provide this information as required upon award.

# convergint

*f. Include a statement that key personnel will be available to the extent proposed for the duration of the project acknowledging that no person designated as "key" to the project shall be removed or replaced without the prior written concurrence of the City.*

The assigned Key Personnel will be responsible for the successful execution of the Post-Incident Law Enforcement Video Analytics Software with Artificial Intelligence project. Convergint will provide written notice to the City if any changes in the assigned Key Personal occur.

## 7. Work Plan

*Consultant shall provide a narrative which addresses the Scope of Work and shows consultant's understanding of the City's needs and requirements.*

*Consultant shall:*

*a. Describe the approach to completing the tasks specified in the Scope of Work.*

Project schedule provided under the Technical Proposal section b. Work Plan

*b. Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them.*

Project schedule provided under the Technical Proposal section c. Project Schedule

*c. Furnish a schedule for completing the tasks in terms of elapsed weeks from the commencement date.*

Project schedule provided under the Technical Proposal section c. Project Schedule

*d. Provide a resource estimate of labor resources, utilizing a table projecting the labor-hour allocation to the project by individual task.*

**Labor Resources**

The following labor hours have been included for this proposal and will be utilized to perform the scope of work as required:

| Convergint Role | Hours Allotted |
|---|---|
| Project Management | 16.00 |
| Engineering | 8.00 |
| Specialist | 16.00 |

*e. Identify methods that consultant will use to ensure quality control as well as budget and schedule control for the project.*

## CONVERGINT'S QA/QC PROGRAM

Convergint maintains an internal QA/QC Program document to set the standard for projects nationally and globally. QA/QC at Convergint involves managing the project's technical aspects and schedules, coordinating all project activities with the City, evaluating and managing project risk areas within the project team, and much more.

QA/QC goes hand-in-hand with being the City's best service provider. Our partnership allows us to work together to ensure the proper processes and protocols are met at every project step. Convergint can work with the City to establish an approach and define the procedures and protocols that both the City and Convergint will follow, including approved equipment, contact information for defined situations, and back- office requirements.

Convergint delivers advanced technology solutions aligned to the needs of individual businesses while maintaining QA/QC. When the City partners with Convergint, the QA/QC process is prioritized. Convergint's strategic partnerships utilize formal processes to ensure precise project execution and exceptional customer service, focusing on consistent customer communication and integrity throughout the project. Along with clear documentation, Convergint has adopted the Deming Cycle of Processes (Plan-Do-Check-Act).

### Plan-Do-Check-Act

Convergint's quality methodology focuses on providing the City with service and exceptional performance through teamwork and adherence to integrity in monitoring and reporting.

| Plan-Do-Check-Act | |
|---|---|
| **Plan** | The primary activities of the **Plan** phase include the development, review, and approval of the Quality Program that guides the project QA/QC approach. Other planning activities ensure consistency between the Quality Program and other project documents and prepare for measurement collection, analysis, and reporting. |
| **Do** | During the **Do** phase, the QA/QC team executes the Quality Program via the following:<br>• Performing audits of processes<br>• Reviewing work products and services<br>• Maintaining activity logs<br>• Documenting, recommending, and reporting the status of assigned preventive tasks<br>• Taking corrective actions to be completed within a risk-driven, specified timeframe<br>• We collect, store, analyze, and report measurements by designated project team |
| **Check** | In the **Check** phase, the results of audits, reviews, measurements, and analyses are compared with the Quality Program specifications to ensure the work is completed as expected. Non-conformances are reported to the Program Manager and other stakeholders, along with the findings from work performed. |
| **Act** | In the **Act** phase, the Program Manager ensures that performance indicators (metrics) and non-conformances are assessed in products, services, and processes. Any identified non-conformances are documented and communicated to stakeholders. Issues are prioritized for resolution, escalated based on their priorities, and tracked until closure. Documented quality successes and problems are analyzed to formulate lessons learned and process improvement actions. |

**Quality Program Activities**

Convergint employs various techniques to ensure quality following our program and depending on the task or the deliverable. General categories of activities include:

| Quality Program Activities | |
|---|---|
| **QA records** | Records of QA actions, planned reviews, actual reviews, audit results/recommendations, and action items are collected, especially regarding any deviations in planned project processes/activities and work products/ deliverables. |
| **Product inspections** | Verification determines whether the products accurately reflect the requirements specified for them, i.e., whether it was built right. Validation determines whether the product, as provided, can fulfill its intended use, i.e., whether we installed the right thing. |
| **Process reviews** | We determine if the processes/procedures (design/development, testing, deployment, operations, and maintenance) are followed in the project plans. |
| **Staging / pre-deployment testing** | The approach, combined with the project phasing in the City's project schedule, minimizes deployment risk. This method of starting with documentation and a testbed aligns with our existing staging process of completing design and testing before actual deployment. |
| **Document reviews** | We complete and review all document deliverables before submission to the City. |
| **QC checklists** | Commissioning documents are used to inspect product functionality within the approved design metrics. |
| **Escalation procedures** | We specify the order and timing for the escalation of quality non-conformance issues. The objective is to resolve problems as quickly as practical and at the lowest level of the organization possible. |
| **Metrics** | We quantify the effectiveness of our approach and practices. Convergint uses various tools (including our iCare web-based platform) to automate the collection, analysis, and reporting of our performance. |
| **Customer feedback** | This includes regular, open, and honest management interaction at all levels to ensure we clearly understand the City's needs and concerns and maintain a positive partnership. We establish regular reviews at each level of the organization to discuss future requirements, risks and mitigation plans, operational successes, staffing gaps, performance issues, and other points of interest. |

*Consultant may also propose enhancement or procedural or technical innovations to the Scope of Work which do not materially deviate from the objectives or required content of the project.*

## 8. Exceptions/Deviations

*State any exceptions to or deviations from the requirements of this RFP on the Price Form where indicated. Where Consultant wishes to propose alternative approaches to meeting the City's technical requirements, these should be thoroughly explained. Consultants are cautioned that exceptions or deviations from RFP requirements may cause their proposal to be rejected as non-responsive.*

Not Applicable

![convergint]

### 9. Time Extensions

*There will be no time extensions for routine delays in Project development design, plan check, or permit processing. These must be anticipated in your fee. Time extensions will only be authorized in writing as a change order to the contract when due to major changes in Scope of Services, unavailability of essential information or delays by others.*

Not Applicable


### 10. Alternative Work Schedule

*The Consultant should discuss the Project schedule and the ability to meet or exceed the milestones given. In the event it is determined that there are major deficiencies in the work schedule or that the work can be accomplished in less time, an alternative work schedule may be submitted along with an appropriate explanation in the Schedule Section of the proposal. City is under no obligation to consider such an alternative schedule.*

Not Applicable


### 11. Labor Hour Estimate and Fee Proposal

Included separately on Planet Bids

## 12. Appendices

*Information considered by Consultant to be pertinent to this Project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section. Consultants are cautioned, however, that this does not constitute an invitation to submit large amounts of extraneous materials; appendices should be relevant and brief.*

**State Certification**

Convergint holds current a C-10 license registered within the State of California. With this certification, Convergint is licensed to perform all low voltage and electrical installations directly for our customers.

| Contractor's License No.(s) | Classification | Expires: |
|---|---|---|
| 986407 | C-10 | 08-31-23 |

DEPARTMENT OF CONSUMER AFFAIRS
**CONTRACTORS**
STATE LICENSE BOARD

Home | Online Services | License Details

## Contractor's License Detail for License # 986407

DISCLAIMER: A license status check provides information taken from the CSLB license database. Before relying on this information, you should be aware of the following limitations.

▸ CSLB complaint disclosure is restricted by law (B&P 7124.6) If this entity is subject to public complaint disclosure click on link that will appear below for more information. Click here for a definition of disclosable actions.

▸ Only construction related civil judgments reported to CSLB are disclosed (B&P 7071.17).

▸ Arbitrations are not listed unless the contractor fails to comply with the terms.

▸ Due to workload, there may be relevant information that has not yet been entered into the board's license database.

### Business Information

CONVERGINT TECHNOLOGIES LLC
1667 NORTH BATAVIA STREET
ORANGE, CA 92867
Business Phone Number:(714) 546-2780

**Entity** Ltd Liability
**Issue Date** 08/28/2013
**Expire Date** 08/31/2023

### License Status

This license is current and active.

All information below should be reviewed.

### Classifications

C10 - ELECTRICAL

**DIR Registration**
Convergint Technologies is registered with the Department of Industrial Relations.

| DIR Registration No.(s) | County | Expires: |
|---|---|---|
| 1000002787 | Orange | 06-30-22 |

## Contractor Information

**Legal Entity Name**
CONVERGINT TECHNOLOGIES LLC

**Legal Entity Type**
LLC

**Status**
Active

**Registration Number**
1000002787

**Registration effective date**
07/01/22

**Registration expiration date**
06/30/24

**Mailing Address**
1667 N. BATAVIA STREET  ORANGE 92867 CA United St...

**Physical Address**
1667 N. BATAVIA STREET  ORANGE 92867 CA United St...

**Email Address**
virginia.knudtson@convergint.com

**Trade Name/DBA**
CONVERGINT TECHNOLOGIES LLC

**License Number (s)**
CSLB:986407
CSLB:986407

## Registration History

| Effective Date | Expiration Date |
|---|---|
| 05/17/18 | 06/30/19 |
| 05/25/17 | 06/30/18 |
| 06/08/16 | 06/30/17 |
| 06/23/15 | 06/30/16 |
| 11/14/14 | 06/30/15 |
| 07/01/19 | 06/30/20 |
| 07/01/20 | 06/30/21 |
| 07/01/21 | 06/30/22 |
| 07/01/22 | 06/30/24 |

**13. Insurance**
Not Applicable