

IPVS Camera System Installation Procedures

- I. **Purpose:** This policy and procedure ensures that the IPVS security cameras are designed according to the Office of Integrated Security Systems and ABS Technology Architects requirements and meet the standard specifications for installation.
- II. **Scope:** The scope covers the Statement of Work from ABS Technologies, specifications indicated by the Office of Integrated Security Systems, and a sample listing of equipment.
- III. **Responsible Area:** Integrated Security Systems Office, ABS Technology Architects, and IITS/CTS
- IV. **Reference:**

Policy: The Office of Integrated Security Systems is responsible for the installation and operation of the Cisco IPVS video security system. Recorded video may be searched, archived, and distributed by designated users within the Police Department with approval of the Sr. Manager or the Chief of Police. Cameras will be installed on University property according to pre-planned phases, funding available, or at the specific request of a department who has secured funding. Camera installation must follow the scope outlined in the Video Surveillance Standards set forth by ABS Technology Architects and the Office of Integrated Security Systems.

Vendor: The SWAM vendor for camera installations in eVA is *Innovative Systems and Solutions, Inc.* otherwise known as ABS Technology Architects, 119 Norfolk Ave. SW, Roanoke, VA 24011. A maintenance agreement with ABS Technology Architects is in place with a 2012-2013 cost of \$7000 per year.

Procedure: The Office of Integrated Security Systems and ABS Technology Architects are responsible for the staging of video cameras on University property. CTS/IITS personnel will be involved with network capabilities.

ABS Technology Architects will perform installation; configuration; and testing of the equipment listed in the Bill of Materials on the University's existing network and will return a report following project completion.

Video Surveillance Standards

Key Work Assumptions:

This Scope of Work is predicated on the following assumptions and dependencies:

1. ABS will attempt to perform any portion of the tasks in this Statement of Work that could disrupt normal business after normal business hours. The remainder of the work will be performed Monday through Friday during normal ABS business hours, 8:00 a.m. to 5:00 p.m. Eastern Standard/Daylight Time, exclusive of ABS holidays unless Customer and ABS mutually agree otherwise.
2. Customer will provide appropriate security clearances to necessary facilities for ABS personnel during the project duration. See Section G-1
3. In case of scheduled changes, the customer will contact ABS within 3 business days of the scheduled start of project; if the Customer does not comply, a fee could be incurred.
4. Customer will provide physical access to areas required by ABS to complete the installation, configuration and testing.
5. Customer must organize access with the local site contact so that ABS can complete work efficiently.
6. Cabling is in place to support the installation of the equipment purchased through the Bill of Materials.

7. During installation, the site must be prepared for "expected downtime" during the process. This includes, but is not limited to, all appropriate backups. ABS will do everything possible to minimize downtime.
8. Customer will have responsibility to provide all power and cabling services to exact site of camera install.
9. Cameras to be configured at 4CIF H.264 @ 15fps stored for 30 days @ 100% of day.
10. The network infrastructure will support the specified video at the specified resolution(s) and frame rate(s).
11. Workstations provided by customer for monitoring and administration stations must meet or exceed minimum specifications provided.
12. ABS will only configure servers, cameras, and encoders designated in the statement of work and/or the IPVS Design Workbook.

ABS Responsibilities:

ABS will perform the following tasks to complete the implementation of this solution:

1. Perform necessary coordination to maintain a successful framework for this project's scheduling, reporting, and procedural activities.
2. Ensure equipment has been delivered to customer. See Section G-4.
3. Stage equipment for this project as ordered through ABS.
4. Be responsible for the removal of packaging or shipping materials related to the equipment in the Bill of Materials of this project.
5. Verify network connectivity and functionality of customer applications relevant to the equipment in the Bill of Materials. See Section J:
6. Install three (3) Cisco 2611 cameras.
7. Install twenty-five (25) Cisco 2621V cameras.
8. Install four (4) Cisco 2630V cameras.
9. Add these cameras to the current VSOM and configure the archiving of the recordings.
10. Troubleshoot problems that may occur post cut-over associated with this project (items on the Bill of Materials

Deliverables:

1. Design documentation to be completed and accepted by Customer prior to Implementation.
2. As-built documentation (IPVS Design Workbook)
3. Customer Acceptance Agreement (CAA to be signed by POC upon completion see Section H-3).

E. Pre Installation Requirements:

ABS requires that the Customer addresses the following items prior to any onsite activities:

1. Customer will provide any and all miscellaneous network/Telco cabling equipment that is not specifically outlined in the Bill of Materials.
2. Customer cable infrastructure is certified to meet Cat5e IEEE requirements to all locations requiring network/Telco connectivity and is properly labeled and identified.
3. Customer will provide power requirements for all equipment as is required.
4. Customer will provide an IP address for each camera.
5. Customer will ensure all equipment is available on-site.
6. Customer will provide adequate rack space to install equipment.

F. Out of Scope Activities:

ABS will not be responsible for performing the following out of scope activities based on this Statement of Work; however, they may be handled on a separate time and materials basis:

1. ABS will not configure or troubleshoot equipment not associated with this project.
2. ABS will not be responsible for the disposal of any removed customer owned equipment affected by this project.
3. ABS has provided a Bill of Materials that includes the hardware and/or software that will be used during this implementation. Any deviation from these hardware requirements will require a change to the Bill of Materials and a Project Change Order Request.
4. ABS will not be held responsible for changes in timeline when deploying equipment that cannot be connected when called for in the timeline due to environmental site conditions including, but not limited to, missing outlets, missing Cat5 drops, construction, and/or no access to the facilities. Any such events will require a Project Change Order Request and be subject to additional fees.
5. Provide detailed process for Change Control requirements and details of any other processes in place (including maintenance windows and holidays) that may have an impact on the implementation/schedule.
6. Any third party applications that are installed on the customer's network that cause delays to the upgrade process may result in additional fees and will require a change order.
7. Coordinating all tasks associated with any 3rd party vendors; any 3rd party vendor tasks that delay ABS work will require a Project Change Order Request and be subject to additional fees.

8. Troubleshooting any issue(s) that may arise and are/is not deemed to be caused directly by this solution is not covered in this Statement of Work and will be billed on a time and materials basis, this includes issues related to Customer responsibilities; furthermore, troubleshooting any applications that are required for this project, but are inhibited by issues that are not a part of the applications themselves, will be covered outside of this Statement of Work
9. ABS will not be responsible for backing up the customer's current data and ABS will not be responsible for any data loss that may occur. In addition, all future disaster recovery for all existing and implemented solutions is the responsibility of the customer. If timeline is extended due to troubleshooting related to an unstable infrastructure or loss of data, additional fees may be incurred.
10. ABS will only configure custom views referred to in the statement of work and/or IPVS Design Workbook. Additional custom views are the responsibility of the customer.

G. Customer Responsibilities:

Customer will be responsible for performing the following activities in regards to the completion of this project:

1. Customer will provide appropriate security clearances to necessary facilities for ABS personnel during the project's duration.
2. Customer will provide one on-site point of contact to address any issues that may arise while ABS is onsite.
3. Customer Point of Contact will be able to provide all access needed to successfully complete the assessment.
4. Customer will assume responsibility for the physical security of all equipment drop shipped for this project.
5. Customer will have responsibility of coordinating all tasks associated with any 3rd party vendors; any 3rd party vendor tasks that delay ABS work will require a Project Change Order Request and be subject to additional fees.
6. Customer will be responsible for scheduling and communicating any outages that may occur during this upgrade, where applicable.
7. Customer is responsible for providing and ratifying the requirements prior to implementation; changes to the requirements outside of the discovery phase of this project may incur additional fees.
8. Changes to the Design after accepted by customer may incur additional charges.
9. Customer will be responsible for having a verified backup of their data before ABS' arrival on site. ABS will not be responsible for any data loss that may occur.
10. Customer will provide ABS with floor plans of the site **prior to our arrival**.
11. Customer is responsible for informing ABS of any security/safety policies that ABS must abide by; they can be checked below and/or on a separate sheet if necessary. (Please indicate below if a separate sheet is attached)

- Escort required Badge required ID required Hard hat
- Safety shoes Safety glasses Cell phone allowed Pictures allowed
- Other _____

H. Completion Criteria:

Project shall be deemed complete upon completion of any one of the following:

1. ABS accomplishes the tasks in Section C: ABS Responsibilities, and delivers all of the materials listed in Section D: Deliverables.
2. Customer or ABS cancellation of project. See Section I.
3. Customer executes a Customer Acceptance Agreement (CAA). Upon successful testing of production system for five (5) business days, ABS will provide a CAA that indicates the project is successfully completed. Customer has (5) five business days to either sign and accepts or deny acceptance of project completion. Customer's failure to respond within the designated (5) five business day period, signifies Customers approval of the CAA. This authorizes ABS to invoice according to the Payment Terms in the Sales Agreement.

Cancellation:

Should the project be terminated prior to completion, Customer will be responsible for all services performed between start date and termination date. All cancellation requests must be made in writing and submitted to ABS Project Manager at PM@absnt.com

Servers: Currently there are three camera servers currently serving our needs. One is located at the Landings Complex in the MDF room on the second floor SW building and the other two are located in the IITS Comm Center in Coyner building. Current server configuration will hold 42 cameras with current retention policy

Equipment: Cisco equipment is utilized for video surveillance cameras.

Cameras	
CIVS-IPC-2630V	Cisco Ruggedized VR SD Dome, 3.3-12mm, D/N, Clear
CIVS-IPC-2621V	Cisco Indoor SD IP Dome, 3.3-12mm, D/N, Smoked, VR
CIVS-IPC-2611	Cisco SP IP Video Dome 3.3-12mm, D/N, Smk, CM
CON-SNT-IPC2611 or 2630V or 2621V	SMARTNET 8X5XNBD Cisco VR SD IP Video
Cisco IPVS Server	\$22,149.07
CIVS-MSP-4RU	4RU w/Motherboard; 1 CPU; RAID; Pwr Supply; NO Drives; NO Options
CIVS-HDD-1000	24 1TB SATA Drive for CIVS-MSP
CIVS-PS-900	Redundant 900W Power Supply for CIVS-MSP 2RU, 4RU
CIVS-MS-SW6.2	CIVS-MS Media Server v6.2 Software License with Hardware Bundle
CIVS-CAB-16-AC	CIVS C16 Power Cable North America
CIVS-MS-SW6.2	CIVS-VSM Video Surveillance Manager v4.2/6/2 SW Mfg Image
CIVS-CAB-16-AC	CIVS-C16 Power Cable North America

Below is a sample list of equipment that may vary from installation site to installation site. ABS Technology Architects will define the List of Materials when a project is quoted.

- Cisco SD IP Video Surveillance Dome, 3.3-12mm
- SMARTNET 8X5XNBD Cisco SD IP Video Surveillance Dome, 3.3
- Cisco VR SD IP Video Surveillance Dome, 3.3-12mm, D/N, Smkd
- SMARTNET 8X5XNBD Cisco VR SD IP Video
- Conduit base and extra gasket, 2500 and 26xxV Dome series
- Ceiling Tile Mount Support, 252x, 253x, and 26xxV Dome
- Ceiling Tile Mount Support, 2611 Flush mount Dome
- Pendant Cap, 2500 and 26xxV Series
- Wall mount, use with CIVS-IPCA-1010, 2500, 26xxV Dome series
- Ceiling mount, use with CIVS-IPCA-1010, 2500, 26xxV Domes
- Pendant Cap adapter (3/4 in. to 1.5 in. Male NPT thread)
- Cisco Ruggedized VR SD Dome, 3.3-12mm, D/N, Clear
- SMARTNET 8X5XNBD Cisco Ruggedized VR SD Dome, 3.3-12mm, D

Minimum PC Requirements for Viewing:

- Operating system—Microsoft Windows XP SP3 32-bit with DirectX 9.0 or later; Microsoft Windows 7 64-bit
- Memory—6 GB DDR3
- Graphics card—NVIDIA GeForce GTX260 896 MB PCI Express
- Network connection—Gigabit Ethernet (GigE)
- Browser:
 - For Microsoft Windows XP SP3 32-bit with DirectX 9.0 or late : Microsoft Internet Explorer 7.0 or 8.0
 - For Microsoft Windows 7 64-bit: Internet Explorer 8.0 32-bit

Procedure: New camera installation requestors must complete the *New Camera Installation* form consisting of the following:

Office of Integrated Security Systems

I am requesting that cameras be installed in _____ for security purposes.

No. of Cameras: ____ Where: _____

Additional Costs for CTS Wiring: _____ (This is in addition to the quote from ABS Tech & an approximation of costs)

Steps Involved for New Camera Placement (Complete 3 & 4 and return):

1. Schedule a walk-thru with **CTS** (Communications Technology Services/IITS), **ABS Technology Architects** (vendor) and **OISS manager** (Office of Integrated Security Systems) regarding camera placement.
2. Receive quote (viable for 90 days) through ABS Technology.
3. Get approval for the installation (email signature): _____
4. Decide what budget code the funds are coming out of: _____
 Contact Person email: _____@longwood.edu
 Contact Phone number: _____.
5. The OISS will create a work order requesting CTS to proceed with wiring to the cameras and include the budget code to be charged. The charge for wiring is *approximately* \$300 per camera with the understanding that the cameras may not be placed in the exact position requested but will meet the specifications of the Office of Integrated Security Systems (OISS).
6. Your office must create a requisition utilizing the eVa system for approval by the University. Include the budget code on the requisition with an object code of 2232. **Note:** *ABS Technology Architects is listed as "Innovative Systems and Solutions, Inc" in the eVA procurement system.* Purchase using VASCUPP contract UCP3491557JC. Equipment will be shipped to: Longwood University, Debra A. Wooding, Integrated Security Systems, Dorrill Bldg, 201 High Street, Farmville, VA 23909.
7. Once the requisition is approved and in eVa, it will automatically go to ABS Technology Architects for their planning phase of the project.
8. A copy of the requisition should be emailed to the Office of Integrated Security Systems manager (woodingda@longwood.edu) and the *budget owners* so we will have records of the approved purchase.
9. The Office of Integrated Security Systems will then proceed to oversee the camera installation and will communicate progress up to completion of the project.
10. Cancellation requests must be in writing.

Subject to approval by Chief of Police and OISS Manager.

Responsibility: Office of Integrated Security Systems; IITS Department/Communications & Technology Services; Department/Area requesting install