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Ref: GCLOUD14-IPCCTV

HM Government
G-Cloud
Supplier

IP-CCTV Video Management Software as a Service – G Cloud 14 Service Description Document

Tuesday, 07 May 2024

Presented by AJAR-tec

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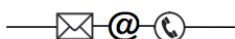
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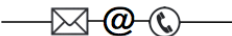
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1.   Document Control

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Document History

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Approvals and Authority to Proceed

_____   **07/05/2024**
Oliver Morphew Head of Public Sector   **Date**

_____   **07/05/2024**
Tara McLaughlin Bid Manager   **Date**

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2. The AJAR-tec Approach

AJAR-tec is an IP Security & Audio Visual Solutions System Integrator

Our mission is to exploit digital technologies and provide innovative IP Security & AV solutions and services enabling Public Sector organisations to meet ever-evolving compliance and legislative demands, to outperform regulatory service delivery targets against reducing budget allocations and to more effectively and efficiently engage with the public they serve.

AJAR-tec have worked extensively with clients and our technology partners to deliver transformational services in a number of fields and is proud to have worked with several high profile clients across the full spectrum of what is recognised as social infrastructure; ranging from the London 2012 Olympics through to the British Airport Authority, British Transport Police, the Home Office, Ministry of Justice, the wider Police Service and significant housing and education projects at a national and local level, in addition to air, rail and road transport management solutions.

Our ability to work effectively alongside clients and partners and understand their agenda for change has resulted in long standing and successful relationships. The results are demonstrably innovative; technology supports the realisation of transformational business change.

- Technology solutions providing operational excellence, driving down the end to end cost of operations and service provision whilst maintaining and enhancing service quality
- Disaggregating, re-using, optimising, sharing and modernising technologies improves productivity and efficiency by leveraging open standards and system interoperability to deliver a common technology infrastructure
- Collaborative and communicative technology solutions to equip the workforce with the tools to operate flexibly , work remotely and to rationalise legacy and diverse technology estates
- Technology solutions providing real time situational awareness and centralised system management reporting to ensure regulatory compliance is proven and evidential

Our approach aims to incorporate and address the key challenges and enablers in social infrastructure and technology. In putting together this proposal, we have been informed not only by the need to incorporate the challenges and values above, but also through our fundamental principle of adding value through innovation. Our objective is to ensure the technologies map effectively to the principles that underpin transformational service delivery and support the push for the desired outcomes and efficiencies.

There is no one solution to all needs and no single emphasis on a single technology. We continue to deliver an integration approach and one that is infinitely adaptable to the challenges that operational excellence presents. Our approach is to provide a
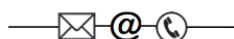
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means to exploit these 'multiple channels' of service delivery and 'multimedia' to effectively and strategically deliver the reality of genuinely transformed services and working processes. – and the outcomes that result as a consequence of these.

Our solutions exploit IP infrastructure and embrace Video, TV, Voice, and Audio Visual technology in an effective blend to enhance accessibility and effectiveness. Our solutions have:

- Provided the TV systems for the London 2012 Olympic games
- Provided truly transformational management of security on the rail network
- Supported the effective delivery and development of education
- Enabled and enhanced social care
- Improved the effectiveness of information delivery at BAA Heathrow
- Delivered improved integrated IP security across a wide spectrum of bluelight, commercial and social environments
- Managed building automation and optimised energy consumption
- Delivered information and service accessibility through multiple media channels

As an SME, we are an important and recognised success story of the Government's policy on creating opportunities for SMEs to compete for public sector contracts, consistent with its value for money policy and in line with UK regulations and EU Procurement Directives. AJAR-tec are proud of its achievements in delivery and of our track record of working with major organisations in innovation partnerships and we will continue to work with the Cabinet Office and others to continue to realise our goal of bringing improvement through innovation.

| Consultancy & Market Evaluation | Pre & Post Sales support | Project Management | Supply, Installation & Training | Maintenance & Support |

Professional services

- ✓ Design & Consultancy
- ✓ Project Management
- ✓ Installation Services
- ✓ Solution Configuration
- ✓ Maintenance and support
- ✓ Training
- ✓ Security engineers
- ✓ AV engineers
- ✓ IT technicians
- ✓ Technical Architects

Solutions

- ✓ Unified Communications & Collaboration
- ✓ Digital signage & IPTV
- ✓ Smart Workspace Audio Visual
- ✓ IP CCTV & access control
- ✓ Control Rooms & Videowalls
- ✓ Audio & Videoconferencing
- ✓ IP Network infrastructure
- ✓ Datacentre Management
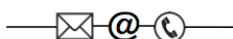
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3.   Service Description & Overview

Service Introduction

AJAR-tec's IP-CCTV VMS G-Cloud 14 offering provides comprehensive video surveillance for demanding, single/multi-site security applications. Underpinned by the network with optional AWS or other cloud tenant, our true IP, open-platform software offers unlimited scalability for centrally managed, command & control, security solutions via a single GUI. Market-leading integration services ensure legacy compatibility enabling a cost-effective, phased analogue CCTV to IP migration path.

The service is can be broadly summarised as comprising the following categories:

Bronze   Suitable for small to mid-sized applications of up to 64 cameras

Silver   Suitable for larger, multi-site applications with enhanced security needs

Gold   Suitable for large, multi-site deployments with demanding security and integration requirements such as Local Council Command & Control Rooms, Police Force Contact Centres and Transport Hubs.

The core solution is an IP software-based service architecture incorporating a base license and "per connected device" license model delivered electronically directly to the client; this ensures complete flexibility and scalability whilst providing a cost effective approach to CCTV deployment and management as the client only pays for the number of licenses they require.

The provision of the service is entirely flexible to suit the client's needs and expertise; clients can simply purchase the software license keys and install themselves using in house resource or AJAR-tec can provide these installation and configuration services to the client. Depending on the size and scale of the proposed solution, AJAR-tec is also able to provide design and consultancy services in addition to any associated camera, encoder, server, storage & network hardware. Aftersales support and maintenance services are also available; please refer to the pricing schedule and published SFIA rate card for the associated charges.

The remainder of this document is intended to provide a broad definition of the service proposed. Any technical specification documents for all of the services are available and AJAR-tec would be happy to provide a demonstration of the solution at the client's request.
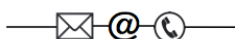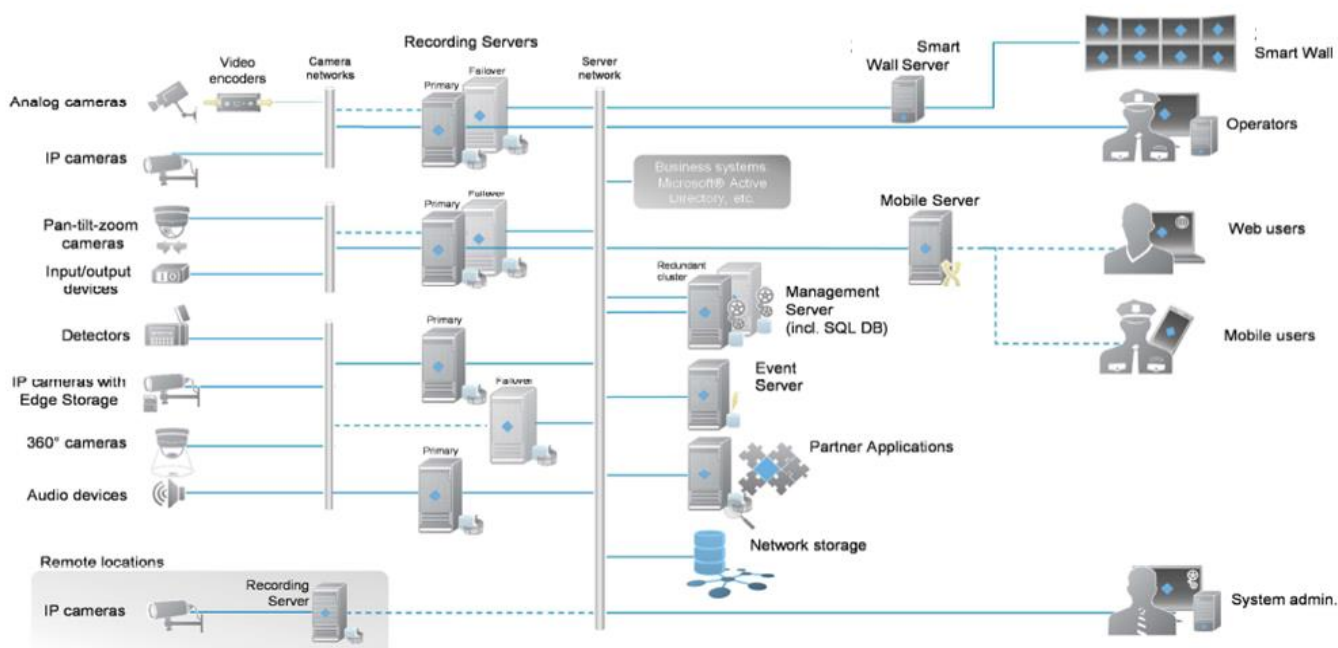
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Generic Network Topology

The core software solution provided is part of Milestone's market leading XProtect product suite and the diagram below is intended to provide an overview of the service provided and an indication of the devices that can be integrated into the system proposed.


Smart Client

The Smart client is a powerful, easy-to –use client application for the daily operations of security installations. A new, streamlined interface helps improve usability, making it easy to monitor installations of all sizes, manage security incidents and access and export live and recorded video. The Smart client provides an extremely efficient working environment that can be optimised for different tasks and operator requirements. Advanced investigation tools combined with the easy-to-navigate video timeline enable fast and accurate examination of incidents whilst many export options, including digital signature, enable the efficient and secure export of video evidence. The Smart Client software is a free of charge download included in the base cost of the bronze, silver or gold offering for installation on unlimited client workstations.

Web Client

The Web Client is an intuitive web-based interface to view, playback and share video. It provides instant access to all essential functions and it is quick to learn and simple to operate for users of all skill levels. Available in 27 languages, the Web Client provides remote access to the surveillance system from all common browsers and computer operating systems and runs on an internet enables computer of device
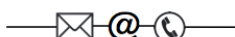
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without installation, including optional browser plug ins. The Web Client is available free of charge for use with the bronze, silver or gold offering.

Mobile Client

The mobile client is a free application for Apple, Android and Windows Phone 8 devices (phones & tablets) that allows users to view video instantly using these devices. It operates with all 3 offerings seamlessly using Wi-Fi, 3G or 4G connections. Mobile client users can view, playback and export video, control output and push live video from the device's camera, allowing users to see what's important regardless of their location. The Mobile Client is available free of charge for use with the bronze, silver or gold offering. To use push video however, a camera license is required for each mobile user in this instance and that price is determined by the bronze, silver or gold product used.

Customer Dashboard – Cloud based, Real Time Monitoring Solution

The Customer Dashboard is an innovative new online system monitoring service that enables systems integrators and their customers to obtain real-time updates on the status of their customers' installations. This provides for the proactive resolution of technical incidents in the system before they become a problem for the user.

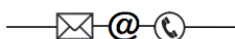## Bronze, Silver & Gold Licensing Model

For each of the 3 offerings the following licensing model applies:

- Bronze, Silver or Gold base server license x1
- Bronze, Silver or Gold camera license x 1 per camera/device
- 1 year Bronze support is mandatory on the Gold base license and all associated device licenses; it is optional for the bronze and silver offering.

IP CCTV Software Support Provision

AJAR-tec offers a comprehensive suite of support and operational maintenance products for your CCTV needs as a range summarised in the table below:

Support Package	Basic	Plus	Premium	Elite
Annual fee	Free	●	●	●
e-Learning	●	●	●	●
Chat support	●	●	●	●

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Feature				
Knowledge base	●	●	●	●
User forum	●	●	●	●
Access to Service Releases	●	●	●	●
Access to new device driver packs	●	●	●	●
Access to new versions		●	○	○
Customer Dashboard		●	○	○
24/7 Technical support **			●	●
Case Management Tool			●	●
Localized support			●	●
Prioritized handling			●	●
Committed response times			●	●
Committed resolution times				●
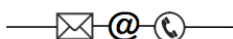
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Technical account manager					●
Known issues list					●

Bronze, Silver & Gold Software Licensing Model

For each of the 3 offerings the following licensing model applies:

- Bronze, Silver or Gold base server license x1
- Bronze, Silver or Gold camera license x 1 per camera/device
- 1 year SSP is mandatory on the Gold base license and all associated device licenses; it is optional for the bronze and silver offering. (Please refer to the Software Support Provision section below)
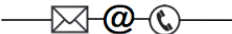
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4.   Bronze Offering –Professional

Our bronze IPCCTV Video Management Software offering is ideally suited to providing comprehensive IP video surveillance for small to mid-sized businesses and institutions seeking a complete overview of surveillance of 128 cameras/devices or less. With support for interactive graphical maps showing camera locations, our bronze offering is ideally suited for users who need to proactively address incidents. Alarms displayed directly in the maps make it easy to quickly identify and address incidents throughout the system. If an incident occurs, efficient video search tools enable users to easily find relevant video clips and export evidence.

Complete visual overview
Users can easily gain complete overview of campus-style installations with multiple buildings from a single interface with all camera locations

Instant alerts
The Alarm Manager prioritises all active alarms making it easier to visually verify whether or not unwanted behaviours occur, even in busy installations with heavy foot traffic

Easily expand
With support for unlimited cameras and servers, this offering can easily expand as business needs change and grow

Update notifications
Users are automatically notified about new software versions, ensuring immediate awareness of the latest product updates, capabilities and bug fixes

Simple Upgrade/Easy to deploy
New licensing flow significantly reduces steps and time involved when upgrading to the more advanced Silver of Gold offerings and updating to the latest VMS available.

Automatic motion detection adjustment
Automatically adjusts the sensitivity level to optimize motion detection for background noise levels in the video stream

Product Facts

|	
Number of cameras per server:	64 Cameras
Number of supported servers:	Unlimited
Maximum number of concurrent users:	Unlimited
Interconnect:	Supported
Customer Dashboard:	Supported
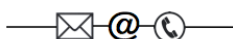
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Product Highlights:

- Supports Smart Client, Web Client & Mobile Client
- Multi-layered interactive maps
- Alarm Manager wizards
- Privacy masking
- Third party application integration
- Supports Microsoft Active Directory
- Two-way audio
- Fully scalable multi-site, multi-server solution
- Smart search video search tool
- Multiple video export formats
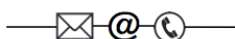
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5. Silver Offering: Expert

Our Silver IPCCTV offering is the next level up from our bronze offering and provides more advanced video surveillance with a focus on central management of multiple sites across dispersed geographical locations. The central management interface comprises features that allow large systems with multiple recording servers to be efficiently managed as a single, uniform system from a single, uniform interface. Using scheduled and event-driven rules, it is simple to automate security actions and control external systems, substantially reducing the amount of manual tasks required to run a comprehensive CCTV estate.

Central system management
The management interface comprises a wide range of tools that ease the daily administration of large systems that may be deployed across different geographical locations across the IP network. The device group management concept enables fast and structured management of cameras and other connected devices in large installations.

Scalable solution
A highly efficient recording server makes it possible to run more cameras on less hardware and provides unlimited system scalability. This provides flexibility in the design and scaling of systems allowing customers to grow with their system.

Situational awareness
Interactive maps combined with alarm management enable security operatives to quickly visually verify the location and cause of alarms to assist in decreasing the number of false alarms. The bookmark function allows users to mark sections of video that are of particular interest and add descriptive notes for later analysis or sharing with other users.

Bounding boxes
Metadata generated by edge-based video analytics in cameras can be used to identify and highlight objects with bounding boxes in both live and playback modes
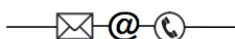
Enhanced system security
Dual authorization offers an additional layer of security for high security installations; users are only granted access to the system once a second user of supervisor has confirmed the log-in with the successful authorization of the second user.

Support for Smart Wall*
Operators can coordinate response activities using the Smart Wall add on; a video wall product that displays all video in the installation. It is an ideal solution to gain an overview and share information in any large surveillance installation. (*additional add on purchase)

Automatic motion detection adjustment
Automatically adjusts the sensitivity level to optimize motion detection for background noise levels in the video stream

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Product Facts

Number of cameras per server:	Unlimited Cameras
Number of supported servers:	Unlimited
Number of recording servers:	Unlimited
Maximum number of concurrent users:	Unlimited
Interconnect:	Supported
Customer Dashboard:	Supported

Product Highlights:

- Scalable multi-server solution
- Centralised management
- Rule engine
- Multi-layer interactive maps
- Bookmarking
- Edge Storage
- Metadata support
- User rights management
- Alarm management
- Smart Wall support
- System configuration API
- Customisable management interface
- Supports Smart Client, Web Client & Mobile Client
- Alarm Manager wizards
- Privacy masking
- Third party application integration (SDK)
- Supports Microsoft Active Directory
- Two-way audio
- Smart search video search tool
- Multiple video export formats
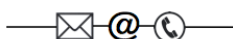
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6. Gold Offering: Corporate

Our Gold offering is our flagship IP-CCTV Video Management software solution for high security, demanding installations. It is designed for large scale, high security deployments that demand high performance surveillance. Using the software's single management interface, system administrators can efficiently control all cameras and security devices regardless of the system's size or if it is distributed across multiple sites. For systems demanding supreme situational awareness and precise response to incidents, our interactive maps linked to alarms and no cost inclusion of the Smart Wall video wall product provide the ideal solution for high priority Command and Control centres.

Central Management
Advanced group management concepts, inheritance of system settings and automated system management processes make it easy to set up and administrate the Gold solution regardless of its size or distribution. Central management with customisable user interface allows users with different skill levels and responsibilities to administrate any aspect of the system from a single management interface.

System Redundancy
Failover recording servers maintain video viewing and recording capabilities with minimal interruption and video loss in the event of network issues, server failure, loss of power or any other system problem. Edge storage is an additional redundancy option to ensure the continuous recording of video. Recordings are retrieved from the camera storage based on time schedules and events reducing the risk of missing evidence.

High Performance
High performance recording servers with unique multi-stage video storage, including video grooming, provide efficient long term storage whilst all video remains online and accessible. Native 64-bit operating system support enables flexible sizing and dimensioning of installations.

Quickly Identify Incidents
Interactive and multi-layered maps provide a comprehensive overview of cameras and layouts of the entire surveillance installation for quick detection of trouble areas. Alarms are consolidated from all security devices and systems into one video enabled, single point alarm manager for immediate visual verification. Large, critical surveillance installations gain rapid response time with the included Smart Wall product.

Mark and Store Video
Users can quickly sort through large amounts of video evidence by using advanced search tools such as sequence explorer and smart search facilities. The bookmark function allows users to mark video sections of particular interest and add descriptive notes to be analysed or shared with other users.
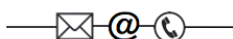
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Ensure Video Credibility

Encryption of stored and exported video protects the integrity of video data while digital signing technology ensures the validity of the entirety of the evidence content when played back by law enforcement or public authorities. High security installations can protect the integrity of live and recorded vide with strict user rights, such as restricting permission to specific camera functions, individual user access or specific time periods.

Video Metadata

An ONVIF-compliant metadata framework enables transparent handling and storage of metadata from camera and other sources. Support in SDK makes external system access to metadata and native presentation in the client software possible.

Bounding boxes

Metadata generated by edge-based video analytics in cameras can be used to identify and highlight objects with bounding boxes in both live and playback modes

Smart Wall

Our gold offering includes the Smart Wall advanced video wall solution without additional licensing cost.

Enhanced system security

Dual authorization offers an additional layer of security for high security installations; users are only granted access to the system once a second user of supervisor has confirmed the log-in with the successful authorization of the second user.

Secure Video Recordings

Evidence lock is a function that secures the availability of video recordings for investigations and allows users to extend the retention time for video evidence by overriding video retention policies.

External System Control

Allow external systems to make changes to the system's configuration to control system settings from external business systems and applications.

Tiered Management Rights

It is possible to assign partial management permissions to administrators, each with their own dedicated areas of responsibility.

Automatic motion detection adjustment

Automatically adjusts the sensitivity level to optimize motion detection for background noise levels in the video stream

Product Facts

Number of cameras per server:	Unlimited Cameras
Number of supported servers:	Unlimited
Number of recording servers:	Unlimited
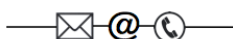
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Maximum number of concurrent users: Unlimited
Interconnect: Management & Supported
Customer Dashboard: Supported

Product Highlights:

- Scalable multi-server solution
- Centralised management
- High system availability
- Multi-stage video storage
- Encrypted video storage
- Evidence Lock
- Situational awareness tools
- Rule engine
- Multi-layer interactive maps
- Bookmarking
- Edge Storage
- Metadata support
- Tiered management rights
- Alarm management
- Smart Wall included
- System configuration API
- Customisable management interface
- Supports Smart Client, Web Client & Mobile Client
- Alarm Manager wizards
- Privacy masking
- Third party application integration (SDK)
- Supports Microsoft Active Directory
- Two-way audio
- Smart search video search tool
- Multiple video export formats

Interconnected Sites

The Interconnect license comprises a unique system concept that allows all Bronze and Silver offerings to be interconnected with the premium Gold offering to provide a cost-efficient and flexible way to obtain central surveillance operations across geographically dispersed locations. It allows for the optimal offering to be rolled out for individual remote locations while the central operation is made from a self-determined central headquarters, offering the full functionality of the Gold offering to any interconnected camera. It thus allows customers to grow with their existing solutions where a central operational overlay can be added across already existing location installations.

Faster incident handling is possible because operators in the central system can
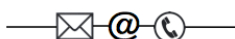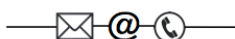
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access video and receive alarms from connected remote sites. Users can also centralise daily operations, including monitoring video and handling evidence, for effective management of multiple, stand-alone video surveillance installations.

The interconnect solution is inherently resilient against intermittent connections as, using a combination of local and central video storage; video can be retrieved from interconnected sites on time schedules or manual requests.

One Interconnect device license is required per camera/device in an interconnected site that is enabled in the Gold system. It is possible to interconnect a subset of the cameras in an interconnected site. Please note that an interconnected site without any enabled cameras will require one Interconnect device license.

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7. Add-On Products & Services

Software Support Provision (SSP)

The Software Support Provision provides users with the opportunity to seamlessly access the latest surveillance technology. With constantly changing needs, a SSP provides a cost-effective way to ensure installation requirements are continuously met, whilst protecting the investment already made. With a valid SSP, installations can immediately upgrade to new product versions as soon as they are released.

The SSP can be purchased for a coverage period of one to five years - please simply multiply the one year cost provided by the number of years you require coverage and the number of devices associated with the base license. It can be purchased at any time and there is a grace period of 30 days from initial purchase of a gold, silver or bronze offering and 60 days from the expiration of an existing SSP in which the client can purchase or renew their SSP under the normal terms.

SUPs are always linked to a specific offering's base license as the main SSP and SSPs for system expansions must always be aligned with the main SSP. When enhancing an existing offering with additional cameras or devices, the end user can purchase one or more years of SSP coverage for the system expansion. The new SSP coverage is calculated based on the value of the remaining main SSP coverage period and the size and nature of the system expansion. If the client does not wish to purchase SSP coverage for the system expansion, the main SSP will be terminated from the purchase date of the expansion. Any remaining value of the main SSP coverage period will not be refunded.

Smart Wall

The Smart Wall add-on is an advanced video wall product that provides a complete overview of large surveillance centres. Intuitive configuration tools allow users to easily populate preset layouts by dragging and dropping camera icons or using the powerful rules engine. There is inherent support for any amount or combination of monitors regardless of manufacturer and it operates on standard servers and displays with the required monitor outputs.

The Smart Wall add on is available as a cost option for the Silver offering and is a free of charge activation for the Gold offering. 1 Year SUP is required when purchased for the Silver offering.

Further details are available upon request.
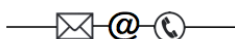
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Access Control Module

The Access Control module add on unites access control and video into one solution by enabling easy integration of third-party access control solutions into the Smart Client. Users have a single, consolidated interface to effectively monitor access events, manually control passage and conduct investigations on specific access points or cardholders.

The solution eliminates the need for users to work with multiple, independent systems whilst the dedicated Access Control tab in the Smart Client provides an overview of access control events for live monitoring, investigations and reporting. Instant access request notifications with corresponding video and card holder information enable immediate visual validation of people requesting access.

The Access Control Module add-on is available for the bronze, silver and gold offering and follows similar licensing principles: 1x base license is required in addition to 1x door license per 2x doors. It shall also be covered by the same SUP coverage as the relevant gold, silver or bronze offering provided.

Further details of this add-on are available upon request.

Number Plate Recognition (ANPR)

The Number Plate Recognition add on provides for the detection of number plate information from any vehicle around the world and links the number plate number with video. It is a simple way to control vehicle access at entrance/exit barriers, parking spaces and toll gates. The add-on can be configured to send a notification when a certain number plate is detected enabling users to quickly take action. Users can also define positive/negative lists that will initiate certain actions, such as opening a gate.
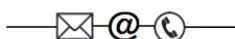
The Number Plate Recognition add-on is available for the bronze, silver and gold offerings and follows similar licensing principles: 1x base license per offering is required in addition to 1x Number Plate License per ANPR camera.

Further details of this add-on are available upon request.

Screen Recorder

This is a function that enables the IPCCTV management software to inconspicuously capture screen recordings of any Windows-based PC. Captured screen recordings are managed in the same way as video/camera data. This feature helps manage loss or fraud by monitoring the use of business systems and documenting customer transactions. It also improves efficiency by allowing the audit of staff activities and conduct training and education based on this audit.

This function is available across the bronze, silver and gold offerings. It simply requires 1x camera/device license within the offering it is to be used with.