

REQUEST FOR PROPOSALS  
MAINE TURNPIKE AUTHORITY

Sealed Proposals will be received by the Maine Turnpike Authority for:  
RFP# 2026.103

**CCTV Video Surveillance System — Service Plazas**

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<b>Issuing Agency:</b>	Maine Turnpike Authority
<b>RFP Number:</b>	2026.103
<b>Issued:</b>	April 14, 2026
<b>Questions Due:</b>	April 28, 2026 by 4:00 PM EST
<b>Proposals Due:</b>	May 12, 2026 by 2:00 PM EST
<b>Purchasing Manager:</b>	Nathaniel F. Carll
<b>Contact Email:</b>	<a href="mailto:ncarll@maineturnpike.com">ncarll@maineturnpike.com</a>
<b>Mailing Address:</b>	Maine Turnpike Authority, 2360 Congress Street, Portland, ME 04102

## **PART I – INTRODUCTION**

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### **A. Purpose and Background**

The Maine Turnpike Authority (MTA) is seeking to procure a CCTV Video Surveillance System for the parking lots of five (5) MTA Service Plazas: Kennebunk North, Kennebunk South, Cumberland, Gray, and West Gardiner. The system shall provide continuous exterior video coverage of each service plaza parking area and shall include all required cameras, network infrastructure, recording and storage equipment, and associated installation and training services.

This Request for Proposals (RFP) outlines the functional and technical requirements for the new system, including installation, training, and technical support. This document contains instructions for proposal and clarifying question submission, as well as the procedure and criteria by which the awarded Bidder will be selected, including the contractual terms that will govern the relationship between the Maine Turnpike Authority (MTA) and the awarded Bidder.

### **B. General Provisions**

- 1) From the time the RFP is issued until award notification is made, ALL contact with MTA regarding the RFP must be made through MTA's Purchasing Manager, Nate Carll. No other person or MTA employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the MTA's discretion.
- 2) Issuance of the RFP does not commit MTA to issue an award and will not be liable for any damages or expenses incurred by a Bidder in the preparation of a response to the RFP or in anticipation of this RFP. This includes, but is not limited to, attendance at personal interviews or other meetings and system demonstrations, where applicable.
- 3) All proposals must adhere to the instructions and format requirements outlined in the RFP. Please respond to all questions and follow the instructions specified in the Proposal Submission Requirements section of the RFP.
- 4) Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the MTA will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal MTA information relating to previous contract history with the Bidder (if any). The MTA also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder's experience and capabilities.
- 5) The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
- 6) The RFP and the awarded Bidder's proposal, including all appendices or attachments, will be the basis for the final contract, as determined by MTA.
- 7) Following announcement of an award decision, all submissions in response to this RFP will be public records, potentially available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. § 401 et seq.). MTA's contracts and information related to contracts, including bid submissions, are generally public records per FOAA.
- 8) If a Bidder believes any information submitted in response to this RFP is confidential, it must mark that information accordingly and include citation to legal authority in support of the Bidder's claim of confidentiality. If MTA receives a FOAA request that includes submissions marked as

confidential, MTA shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA's definition of public record. If MTA determines to release information marked as confidential, it shall provide advance notice to the Bidder to allow them to seek legal relief.

- 9) MTA, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
- 10) All laws applicable to this RFP, whether or not herein contained, are incorporated by reference. It is the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.
- 11) MTA reserves the unqualified right to reject all proposals, or to negotiate with one or more proposers prior to acceptance, and will accept that proposal which in its sole judgment will under all circumstances serve its best interest.

**C. Contract Term (Anticipated)**

<b>Period</b>	<b>Start Date</b>	<b>End Date</b>
Initial Period (2 Years)	[Start Date]	[End Date]
Renewal #1 (1 Year)	[Start Date]	[End Date]
Renewal #2 (1 Year)	[Start Date]	[End Date]

**D. Number of Awards**

The MTA will make no more than one award.

## PART II – SCOPE & CAPACITY OF SERVICES TO BE PROVIDED

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Requirements are organized into:

- Part II – Scope and Capacity of Services
- Appendix D – Technical Assessment Form
- Appendix E – Proposed Services Form

### A. Project Overview

The MTA requires the supply, installation, configuration, and commissioning of a CCTV video surveillance system covering the exterior parking lots of five (5) MTA Service Plazas located along the Maine Turnpike:

#	Service Plaza	Location
1	Kennebunk North Service Plaza	Mile 25 northbound, Kennebunk, ME
2	Kennebunk South Service Plaza	Mile 25 southbound, Kennebunk, ME
3	Cumberland Service Plaza	Mile 58 southbound, Cumberland, ME
4	Gray Service Plaza	386 Portland Rd. Gray, ME Mile 59 northbound, Maine Turnpike
5	West Gardiner Service Plaza	29 Lewiston Rd. West Gardiner, ME

The scope is limited to exterior parking lot surveillance only. Interior cameras are not included in this procurement. Each plaza parking lot presents unique layout, coverage area, and infrastructure conditions; accordingly, Bidders are expected to conduct or propose site surveys for each location and to propose a camera count and placement strategy appropriate to achieving full parking lot coverage.

### B. Functional Requirements

#### 1. Site Survey and Planning

- 1.1 The Bidder shall conduct a pre-installation site survey of each of the five (5) service plazas to assess camera placement, mounting locations, cable routing, power availability, and network connection points.
- 1.2 The Bidder shall verify structural conditions and confirm that power supply and mounting hardware are available at proposed installation points.
- 1.3 The Bidder shall provide MTA with a written site survey report and proposed camera placement plan for each plaza prior to commencing installation. MTA approval of the site plan is required before installation may begin.
- 1.4 The Bidder shall identify and disclose any infrastructure deficiencies (e.g., insufficient PoE ports, absence of network drops) that are outside the scope of this RFP and would require MTA action prior to installation.

## **2. Camera Requirements**

- 2.1 All cameras shall be exterior-grade, rated for New England weather conditions, including sustained cold temperatures, ice, and precipitation.
- 2.2 Cameras shall provide a minimum resolution of 4 megapixels (4MP) or equivalent 4K image quality sufficient for identification of individuals and vehicles in parking lot conditions.
- 2.3 Cameras shall support wide-angle or multi-lens configurations where necessary to maximize coverage area per unit.
- 2.4 Cameras shall support Power over Ethernet (PoE) connectivity where wired infrastructure is available.
- 2.5 Wireless camera transmission systems shall be proposed where direct cabling is impractical, subject to MTA approval of the transmission architecture.
- 2.6 Cameras shall support low-light and night-vision capability (IR or equivalent) sufficient to capture usable footage under all ambient lighting conditions present at service plaza parking lots, including overnight hours.
- 2.7 All proposed cameras shall be ONVIF-compliant.
- 2.8 Bidders shall propose the number and placement of cameras sufficient to achieve full coverage of each plaza parking lot, with no significant blind spots in vehicle travel lanes, parking fields, or pedestrian areas.
- 2.9 Bidder shall clearly specify all proposed camera models, quantities per site, and coverage justification in the proposal.

## **3. Network and Infrastructure**

- 3.1 The Bidder shall supply and install all required cabling, conduit, and associated hardware necessary to connect cameras to the recording system at each site.
- 3.2 Where cabling is not practicable due to site conditions, the Bidder shall propose a wireless transmission architecture and document the expected performance and reliability of that solution.
- 3.3 The proposed solution shall require PoE switches or equivalent network infrastructure to provide power and data connectivity to cameras. Any required PoE switches or data switches not included in the proposal must be clearly identified.
- 3.4 The Bidder shall ensure that network connectivity between cameras and the NVR or recording system is established and tested at each site.
- 3.5 The Bidder shall coordinate with MTA's Information Services staff regarding integration with any existing MTA network infrastructure.

## **4. Recording and Storage**

- 4.1 The Bidder shall propose a recording and storage architecture appropriate to the five-site deployment. This may include on-site Network Video Recorders (NVRs) at each plaza, a centralized storage solution, or a hybrid architecture. The Bidder shall justify the proposed approach with respect to reliability, access, and maintainability.
- 4.2 The system shall retain recorded video footage for a minimum of thirty (30) calendar days on a continuous rolling basis.
- 4.3 The recording system shall support simultaneous recording from all cameras across all five sites.
- 4.4 The system shall support remote access to live and recorded footage by authorized MTA personnel.

- 4.5 The recording system shall support search and retrieval of archived footage by date, time, and camera location.
- 4.6 All recorded footage shall be stored securely; the Bidder shall describe encryption or access control measures applied to stored video.
- 4.7 Camera software licenses necessary for operation of the system shall be included in the proposal.

## **5. System Performance**

- 5.1 The system shall operate continuously, 24 hours per day, 7 days per week, 365 days per year.
- 5.2 System uptime shall be 99.5% or greater, measured on a monthly basis.
- 5.3 The recording system shall maintain recording continuity without operator intervention under normal operating conditions.
- 5.4 In the event of a network interruption, the system shall resume recording and storage automatically upon restoration of connectivity.

## **6. Installation**

- 6.1 The Bidder shall be responsible for the complete installation of all equipment at all five (5) service plazas.
- 6.2 Installation shall be performed by qualified, licensed technicians. Upon request, Bidders must provide evidence of relevant certifications.
- 6.3 The Bidder shall coordinate all installation activity with designated MTA facility contacts to minimize disruption to plaza operations.
- 6.4 If a lift or aerial equipment is required for camera mounting, it is the Bidder's responsibility to either include that equipment in the proposal or to clearly identify it as a separately quoted item.
- 6.5 Upon completion of installation at each site, the Bidder shall conduct acceptance testing to confirm all cameras are operational, recording, and transmitting correctly. Acceptance test results shall be documented and provided to MTA.

## **7. Training**

- 7.1 The Bidder shall provide on-site training for MTA-designated staff on system operation, including viewing live and recorded footage, managing camera settings, performing basic troubleshooting, and exporting footage.
- 7.2 A minimum of two (2) hours of on-site training shall be provided per site, or as consolidated training covering all five sites if conducted at MTA's discretion.
- 7.3 Training materials, including user guides or quick-reference documentation, shall be provided in written or digital form.

## **8. Warranty and Ongoing Support**

- 8.1 All equipment provided under this contract shall be covered by a manufacturer's warranty of no less than two (2) years from the date of MTA's acceptance of the system.
- 8.2 The Bidder shall provide ongoing technical support for the duration of the contract term, including troubleshooting, repair coordination, and software updates.
- 8.3 The Bidder shall respond to Priority 1 (system outage) support requests within two (2) hours of notification.
- 8.4 The Bidder shall provide a named point of contact for all post-installation support activity.

## **PART III – KEY RFP EVENTS**

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- A. Questions
- B. Amendments

### **A. Questions**

- 1) General Instructions: It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
  - i. Bidders and other interested parties should use Appendix F (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a Microsoft Word document.
  - ii. Questions must be submitted electronically by e-mail to Nate Carll, Purchasing Manager at [ncarll@maineturnpike.com](mailto:ncarll@maineturnpike.com) and received no later than the date and time specified on the RFP Cover Page. MTA assumes no liability for ensuring accurate, complete, or timely e-mail transmission and receipt.
  - iii. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions.
  - iv. All specific RFP questions must be in written form and will not be answered by telephone.
- 2) Question & Answer Summary: Responses to all questions will be compiled in writing and posted on the Maine Turnpike Authority website ( <https://www.maineturnpike.com/business-with-mta/consultants> ) no later than seven (7) calendar days prior to the proposal due date. It is the responsibility of all interested parties to obtain a copy of the Q&A Summary. Only those answers issued in writing on this website will be considered binding.

### **B. Amendments**

All amendments released regarding the RFP will be posted on the following website: <https://www.maineturnpike.com/business-with-mta/consultants> . It is the responsibility of all interested parties to obtain amendments from this website. Only those amendments posted on this website are considered binding.

## PART IV – PROPOSAL SUBMISSION REQUIREMENTS

Section	Points
Section I – Preliminary Information	No Points
Section II – Organization Qualifications	15 Points
Section III – Proposed Services & Technical Assessment	40 Points
Section IV – Cost Proposal	15 Points
Training & Implementation	15 Points
Ongoing Support	15 Points

MTA seeks detailed yet succinct responses that demonstrate the Bidder's qualifications, experience, and ability to perform the requirements specified throughout the RFP. Bidders' proposals must follow the outline shown. Failure to use the outline specified in this section, or failure to respond to all questions and instructions, may result in the proposal being marked as disqualified, non-responsive, or receiving a reduced score. Rephrasing the content provided in the RFP will, at best, be considered minimally responsive. All information must be presented in the same order and format as described in the RFP.

### Section I – Preliminary Information (No Points)

- 1) Proposal Cover Page: Bidders must complete Appendix A (Proposal Cover Page). The cover page must be dated and signed by a person authorized to sign contracts on behalf of the Bidder.
- 2) Responsible Bidder Certification: Bidders must complete Appendix B (Responsible Bidder Certification). The Certification must be dated and signed by a person authorized to sign contracts on behalf of the Bidder.

### Section II – Organization Qualifications and Experience (15 Points)

- 1) Overview of the Organization: Bidders must complete Appendix C (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services. Bidders must include three (3) examples of comparable projects completed within the past five (5) years demonstrating experience with exterior CCTV system installation, NVR configuration, and multi-site deployments.
- 2) Subcontractors: If subcontractors are to be used, Bidders must provide a list specifying the name, address, phone number, contact person, and a brief description of each subcontractor's organizational capacity and qualifications.
- 3) Organizational Chart: Bidders must provide an organizational chart for the project identifying personnel by title and role.
- 4) Litigation: Bidders must attach a list of all current litigation in which the Bidder is named, and a list of all cases closed within the past five (5) years in which the Bidder paid the claimant either as part of

a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

- 5) **Financial Viability:** Bidders must provide a current copy of their most recently audited financial statements or their stock trading symbol if publicly traded.
- 6) **Certificate of Insurance:** Bidders must provide a certificate of insurance on a standard ACORD form (or equivalent) evidencing general liability, professional liability, and any other relevant liability insurance policies associated with the proposed services.

### **Section III – Proposed Services (40 Points)**

- 1) **Technical Assessment:** Bidders must complete Appendix D (Technical Assessment Form) to describe their capability to meet the stated requirements and policies identified in this RFP.
- 2) **Services to be Provided:** Bidders must discuss the Scope of Services described in Part II of the RFP and what the Bidder will offer, including a description of the methods and resources the Bidder will use and how each task will be accomplished. Bidders must also describe how desired outcomes will be achieved. If subcontractors are involved, Bidders must clearly identify the work each will perform. This narrative should be no longer than fifteen (15) pages total.
- 3) **Site Coverage Plans:** Bidders must provide a proposed camera placement narrative or diagram for each of the five (5) service plazas, including the proposed number of cameras per site, camera types, mounting locations, and coverage rationale. These plans are subject to MTA review and approval prior to installation.
- 4) **Implementation Work Plan:** Bidders must provide a realistic work plan for the installation of the system at all five sites. The work plan must be displayed in a timeline chart and concisely describe each installation task, the anticipated timeframe, and the person or position responsible for each task.

### **Section IV – Cost Proposal (15 Points)**

- 1) **General Instructions:**
  - i. Bidders must submit a comprehensive cost proposal that includes, but is not limited to, all cameras, recording hardware, cabling and infrastructure, software licenses, installation labor, training, and ongoing support.
  - ii. The cost proposal must include all costs chargeable to the MTA that are necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
  - iii. No costs related to preparation of the proposal or negotiation of the contract may be included.
  - iv. Bidders must clearly identify any items excluded from the proposal (e.g., data switches, lifts, electrical work) that may be required for a complete installation.
- 2) **Cost Proposal Form:** Bidders must complete Appendix E (Cost Proposal Form). Failure to provide the requested information and follow the required format may result in disqualification or reduction in scoring, at the discretion of MTA.

## PART V – PROPOSAL EVALUATION AND SELECTION

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### A. Evaluation Process – General Information

- 1) An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
- 2) The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to MTA.
- 3) The MTA reserves the right to communicate and/or schedule interviews or presentations with Bidders, if needed, to obtain clarification of information contained in the proposals. The MTA may revise scores assigned in the initial evaluation to reflect those communications.
- 4) Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process.

### B. Scoring Weights and Process

- 1) Scoring Weights: Proposal scores will be based on a 100-point scale:

Section	Points
Organization Qualifications	10
Proposed Services & Technical Assessment	50
Training & Implementation	15
Ongoing Support	10
Cost	15
<b>TOTAL</b>	<b>100</b>

- 2) Scoring Process: For proposals that demonstrate meeting the requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II and III. Section IV, the Cost Proposal, will be scored mathematically as described below.
- 3) Scoring the Cost Proposal: The total cost proposed for conducting all functions specified in the RFP will be assigned a score according to the following formula:

$$\text{Pro-rated score} = 15 \times (\text{Lowest submitted cost proposal} \div \text{Cost of proposal being scored})$$

The lowest bid will be awarded 15 points. Proposals with higher bid values will be awarded proportionately fewer points. MTA will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.

- 4) Demonstrations: MTA reserves the right to request demonstrations or site walk-throughs to further clarify responses received as part of the RFP.
- 5) Negotiations: MTA reserves the right to negotiate with the Awarded Bidder to finalize a contract. MTA reserves the right to terminate contract negotiations and negotiate with the next-highest ranked Bidder if an acceptable contract cannot be finalized.

### **C. Selection and Award**

- 1) The final decision regarding the award of the contract will be made by representatives of the MTA subject to approval by MTA's Board.
- 2) Notification of conditional award selection or non-selection will be made in writing by the MTA's Purchasing Manager.
- 3) Issuance of the RFP in no way constitutes a commitment by MTA to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting services, supplies, physical space, personnel, or any other costs incurred by the Bidder.
- 4) MTA reserves the right to reject any and all proposals or to make multiple awards.

## **PART VI – CONTRACT ADMINISTRATION AND CONDITIONS**

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### **A. Contract Document**

- 1) The Awarded Bidder will be required to execute a service contract with MTA. All exceptions will be negotiated between the Awarded Bidder and MTA; proposed exceptions submitted as part of this RFP process will not be accepted. MTA is not obligated to accept, negotiate, or compromise on any proposed exceptions.
- 2) Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of MTA's Board. No agreed upon contract or contract term will be binding in any way on the MTA until approved by the MTA's Board.
- 3) MTA recognizes that the actual contract effective date depends upon many factors. Any contract effective date referenced in the RFP is an estimate and may be adjusted as needed.
- 4) In providing services and performing under the contract, the Awarded Bidder is an independent contractor and not an agent of MTA.

### **B. Standard Contract Provisions**

- 1) Contract Administration: Following the award, a Contract Administrator from MTA will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period.
- 2) Payments and Other Provisions: Payments to the Contractor will be on the basis of net 30 days after receiving an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to MTA's contract number, contains correct pricing information relative to the contract, and provides any required supporting documents. The MTA will not pay interest or fees on late payments, but in certain extenuating circumstances may reconsider.

## **PART VII – RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A – Proposal Cover Page**



**PROPOSAL COVER PAGE  
CCTV Video Surveillance System — Service Plazas**

<b>Bidder's Organization Name:</b>	
<b>Headquarters Address:</b>	
<b>Lead Point of Contact:</b>	
<b>Telephone:</b>	
<b>Email:</b>	
<b>Address (Street/City/State/Zip):</b>	

By signing below, the Bidder certifies that:

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by MTA, or any agency of the State of Maine, participated, directly or indirectly, in any activities relating to the preparation of this proposal.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The above-named organization is the legal entity that will enter into the resulting contract with MTA if awarded the contract.
- The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

Name: _____ Title: _____	Authorized Signature: _____ Date: _____
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**Appendix B – Responsible Bidder Certification**



**RESPONSIBLE BIDDER CERTIFICATION  
CCTV Video Surveillance System — Service Plazas**

Bidder's Organization Name: \_\_\_\_\_

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:

- 1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any governmental agency.
- 2) Have not within three (3) years of submitting this proposal been convicted of or had a civil judgment rendered against them for: (i) fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract; (ii) violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
- 3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated above.
- 4) Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default.
- 5) Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services, and this proposal is in all respects fair and without collusion or fraud.
- 6) Is not a foreign adversary business entity (<https://www.maine.gov/oit/prohibited-technologies>).
- 7) Is not on the list of prohibited companies and does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services (Title 5 §2030-B).

Name: _____ Title: _____	Authorized Signature: _____ Date: _____
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**Appendix C – Qualifications and Experience Form**



**QUALIFICATIONS AND EXPERIENCE FORM  
CCTV Video Surveillance System — Service Plazas**

Bidder's Organization Name: \_\_\_\_\_

Present a brief statement of qualifications, especially regarding skills pertinent to the installation and configuration of exterior CCTV systems, NVR/recording solutions, and multi-site deployments. You may expand this form and use additional pages.

<p><b>Statement of Qualifications:</b></p>
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Provide three (3) project descriptions reflecting experience within the past five (5) years performing exterior CCTV installation or comparable services. Use the format below for each project:

**Project No. 1**

<b>Client Name:</b>	
<b>Client Contact Person:</b>	
<b>Telephone:</b>	
<b>Email:</b>	
<b>Brief Description of Project:</b>	

**Project No. 2**

<b>Client Name:</b>	
<b>Client Contact Person:</b>	
<b>Telephone:</b>	

<b>Email:</b>	
<b>Brief Description of Project:</b>	

**Project No. 3**

<b>Client Name:</b>	
<b>Client Contact Person:</b>	
<b>Telephone:</b>	
<b>Email:</b>	
<b>Brief Description of Project:</b>	

**Appendix D – Technical Assessment Form**



**TECHNICAL ASSESSMENT FORM  
CCTV Video Surveillance System — Service Plazas**

Bidder's Organization Name: \_\_\_\_\_

Bidders must indicate compliance with each requirement listed below using the following codes:

- C = Compliant
- PC = Partially Compliant
- NC = Non-Compliant
- N/A = Not Applicable

Req. #	Requirement	Comply?	
—	<b>CAMERA REQUIREMENTS</b>	—	
2.1	All cameras exterior-grade, rated for New England weather conditions		
2.2	Minimum 4MP / 4K resolution per camera		
2.3	Wide-angle or multi-lens configurations available		
2.4	PoE connectivity supported		
2.5	Wireless transmission available where cabling is impractical		
2.6	Low-light / IR night vision capability		
2.7	ONVIF compliance		
—	<b>NETWORK AND INFRASTRUCTURE</b>	—	
3.1	All required cabling and hardware supplied and installed		
3.2	PoE switch requirements clearly identified in proposal		
3.3	Coordination with MTA IS staff for network integration		
—	<b>RECORDING AND STORAGE</b>	—	
4.1	Architecture proposed (on-site NVR, centralized, or hybrid)		
4.2	Minimum 30-day continuous rolling video retention		
4.3	Simultaneous recording from all cameras, all sites		
4.4	Remote access to live and recorded footage		

4.5	Footage search and retrieval by date, time, and camera location		
4.6	Encryption or access control applied to stored footage		
4.7	Camera software licenses included		
—	<b>SYSTEM PERFORMANCE</b>	—	
5.1	24/7/365 continuous operation		
5.2	System uptime 99.5% or greater		
5.3	Automatic recording resumption after network interruption		
—	<b>INSTALLATION</b>	—	
6.1	Complete installation at all five plazas included		
6.2	Installation by qualified/licensed technicians		
6.3	Lift/aerial equipment included or separately identified		
6.4	Acceptance testing with documented results at each site		
—	<b>TRAINING</b>	—	
7.1	Minimum 2 hours on-site training per site (or consolidated)		
7.2	Written or digital user documentation provided		
—	<b>WARRANTY AND SUPPORT</b>	—	
8.1	Minimum 2-year manufacturer warranty on all equipment		
8.2	Ongoing technical support for contract duration		
8.3	Priority 1 support response within 2 hours		
8.4	Named point of contact for post-installation support		

**Appendix E – Cost Proposal Form**



**COST PROPOSAL FORM**

**CCTV Video Surveillance System — Service Plazas**

Bidders must provide a detailed breakdown of all costs associated with performing the services described in this RFP. Itemize costs by site where applicable. The total proposed cost will be used in the scoring cost formula.

Description	Cost
<b>IMPLEMENTATION (Per-Site and Total)</b>	
Kennebunk North – Materials & Installation	
Kennebunk South – Materials & Installation	
Cumberland – Materials & Installation	
Gray – Materials & Installation	
West Gardiner – Materials & Installation	
Cabling and Network Infrastructure (All Sites)	
Site Surveys (All Sites)	
System Configuration and Programming	
Acceptance Testing	
Training (All Sites)	
Other (specify): _____	
<b>ANNUAL COSTS</b>	
Software Licenses / Subscriptions	
Ongoing Technical Support / Maintenance	
Other (specify): _____	
<b>ITEMS NOT INCLUDED (clearly identify excluded items and estimated costs)</b>	
_____	
_____	
<b>TOTAL PROPOSED COST</b>	



## Appendix G – Service Level Agreement



### SERVICE LEVEL AGREEMENT CCTV Video Surveillance System — Service Plazas

#### System Availability

The required availability metric for the system will be ninety-nine and a half percent (99.5%) uptime in a calendar month, measured as the number of actual hours available as a percentage of total hours. The SLA will contain liquidated damages for failure to meet this metric, as well as for failing to meet the response and resolution times included below.

#### Technical Support

The successful Bidder must provide a user-focused technical support contact where MTA staff can receive live technical assistance regarding system functionality and equipment issues.

Hours of Operation: The successful Bidder shall be available to provide technical support between the hours of 8:00 AM EST and 5:00 PM EST, Monday through Friday, excluding major holidays. Priority 1 (critical system outage) support shall be available on an on-call basis 24/7.

#### Priority Levels and Response Times

Priority	Impact	Definition	Response Time	Resolution Time
1	Critical	System-wide outage affecting recording at one or more sites	2 hours	Until fixed
2	Serious	Camera outage or recording failure affecting a significant portion of a site	4 hours	Next business day
3	Important	Degraded performance; system functional but impaired	8 hours	48 hours
4	Normal	Minor issue; full functionality maintained	Next business day	72 hours

#### Planned Maintenance

The number of planned outages during the business week shall be limited to one (1) time per month. Planned maintenance to be conducted during business hours must receive prior written approval from the MTA.

Service Level Agreement Review: The approved SLA will be reviewed every five (5) years or as otherwise agreed by the parties.

**Appendix H – Sample Scoring Rubric**



**SAMPLE SCORING RUBRIC  
CCTV Video Surveillance System — Service Plazas**

**Technical Assessment & Proposed Services (Within 50-Point Section)**

**A. Coverage Adequacy (20 Points)**

18–20	Proposed camera placement demonstrates complete, well-justified parking lot coverage at all five sites; no significant blind spots; camera types and quantities appropriate to site conditions; site survey methodology clearly described.
14–17	Coverage plan is generally adequate; minor gaps or insufficient justification for placement at one or two sites.
10–13	Coverage plan is acceptable but lacks detail or leaves notable gaps at multiple sites.
5–9	Coverage plan is vague or incomplete; bidder relies on generic placement without site-specific reasoning.
0–4	No coverage plan provided or plan is clearly inadequate.

**B. Equipment Quality and Specification (15 Points)**

13–15	Proposed cameras meet or exceed all technical requirements; 4MP/4K resolution confirmed; ONVIF compliant; rated for New England outdoor conditions; night vision/IR capability documented.
9–12	Most requirements met; minor deficiencies in one or two specification areas.
5–8	Equipment meets basic requirements but lacks documentation or falls short in multiple areas.
0–4	Equipment specifications not provided or fail to meet stated requirements.

**C. Recording and Storage Architecture (15 Points)**

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13–15	Proposed recording architecture clearly described and justified; 30-day retention demonstrated; remote access supported; footage search/retrieval functionality confirmed; security of stored footage addressed.
9–12	Architecture is sound but one or two functional requirements are not fully addressed.
5–8	Basic recording capability proposed but retention period, remote access, or security are insufficiently described.
0–4	Recording architecture not described or fails to meet stated requirements.