

# **Managed Video as a Service RFP Template**

**Envysion<sup>®</sup>**

# Managed Video as a Service Request for Proposal

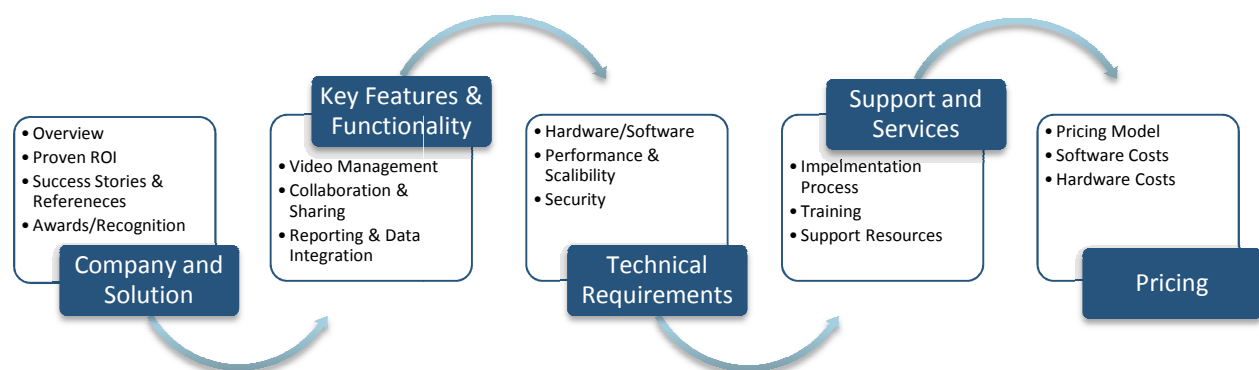
Choosing the right managed video surveillance solution isn't easy. When evaluating a managed video solution, there are a wide range of considerations to take into account to ensure success. Key considerations include the solution provider's track record of delivering results, the solution's features and functionality, technical requirements, the technical support provided, the required resources to deploy and maintain the solution and price.

We created this RFP Tool to provide a core set of questions across all these key areas. We also recognize that while some providers may talk a good game, their offerings often fall short. This RFP tool will arm you with areas to push on and will help you differentiate the field and highlight the solution providers that will deliver bottom line results with the least possible IT strain.

## This tool is designed for:

- Leaders in Loss Prevention, Operations, Marketing, who are actively evaluating Managed Video Solutions
- Sourcing or Procurement professionals who are kicking off an RFP process for their internal stakeholders

## Success through a managed video surveillance solution involves evaluation of these key areas:



## Company and Solution Orientation

### BUSINESS IMPORTANCE:

Video provides a firsthand look into daily store operations and actionable insights into store performance. Best-in-class managed video providers help their customers leverage video to make better decisions drive 10-15% profitability improvements. These providers focus on delivering value for their users, partnering with their customers to understand their cross functional needs for video throughout the company and continuously developing innovative solutions to their customers' actual business challenges. To maximize you return, select a vendor with a proven track record of working with companies similar to yours and a strong set of case studies and references that speak to specific ROI and payback results of their solution. Your provider of choice should work with you as a partner and demonstrate the ability to adapt to meet your needs as you grow and as your requirements expand beyond traditional security and investigations. Therefore, your MVaaS provider should demonstrate the ability to scale, continuously innovate and respond to future requirements.

### VENDOR PROFILE

Question	Response
Company legal name	
Name, title, email and phone of primary point of contact	
Company address	
Company locations and number of employees at each location	
Year company was established	
Is your company privately or publicly held? If private identify corporate ownership.	
Sales for most recent fiscal year	
Gross profit for most recent fiscal year	
Income before taxes for most recent fiscal year	
Assets for most recent fiscal year	
Liabilities for most recent fiscal year	
Equity for most recent fiscal year	

### QUALITATIVE QUESTIONS

1. Provide background and detail on any previous engagements you have had with our company.
2. Provide a brief overview of your proposed solution.
3. Provide typical ROI and payback period customers realize. How are these results achieved?

4. Please provide 3 customer success stories. Include customer specifics, results and references if available.
5. Describe your core competencies.
6. What are the top three areas that differentiate you from your competitors?
7. In what areas do you demonstrate technology leadership? How will you maintain that leadership?
8. Please list any partnerships or relationships with other companies and how they improve your ability provide a leading solution.
9. Describe your product and technology roadmap for the next year. How often are new features released?
10. Provide a list of any notable market recognition, including praise by any industry groups or market research firms and awards won.

## Features and Functionality

### VIDEO MANAGEMENT AND EASE OF USE

#### BUSINESS IMPORTANCE:

Increased video usage and collaboration across departments provides a network effect that increases profit impact and ROI of your video investment. To achieve this, the video solution must be easy-to-use, intuitive and remotely accessible to facilitate a rapid enterprise-wide adoption by various functional users. To accelerate ROI, users should be able to identify actionable insights in minutes and work collaboratively together. Lastly, since the solution will be utilized by 100s or 1,000s of users throughout the company, the video system must be highly scalable and easy to centrally manage and administer.

#### VIDEO MANAGEMENT QUESTIONS

Question	Standard Functionality	Future Release w/in 24 Months	Not Planned or Available	Comments
Can the solution accommodate minimum of 30 days retention for video?				
Does the solution work with both IP and analog cameras? Both in same location with a single DVR?				
Can users remotely access the video solution via a web interface?				
Does the solution provide access to both live and recorded video from the same interface (single sign in)?				
Does the solution allow users to view multiple locations concurrently through same application instance and web interface (single sign in)?				
Can a local instance of solution be accessed if internet is down?				
Is application available through mobile devices?				
Can users search the video by date/time and POS transaction data?				
Can users search video by motion? On an ad hoc basis?				

Question	Standard Functionality	Future Release w/in 24 Months	Not Planned or Available	Comments
Can users review multiple time synchronized camera views?				
Can users take snapshot picture of the video from within the application?				
Can video clips be saved and stored easily?				
Can point of sale (or other business data) be saved together with video clips?				
Can users securely share clips to others and/or to groups?				
Can video clips be stored centrally for predetermined amount of time?				
Can user create and tag video clips with meta-data? Edit meta data and tags?				
Can user search for clips using meta data tags?				
Can administrators control to which locations a user has access through permission lists?				
Can administrators govern what users can do in the application via user groups (i.e., search video, download video, etc.)?				

#### ADDITIONAL QUALITATIVE QUESTIONS

1. Comment on the systems ease-of-use.
2. Comment on ability to share video and collaborate across the organization.

## DATA INTEGRATION AND REPORTING

### BUSINESS IMPORTANCE:

By integrating business system data with video, MVaaS providers create a powerful video-driven business intelligence™ solution and deliver actionable insights into the business. Two key enablers of video-driven business intelligence™ are seamless integration of video with critical business data and effective front end reporting tools. Main areas of difference among providers are the capability to integrate to a breadth of data systems and reporting capabilities to draw insights from those data systems. The platform should come pre-loaded with best practice exception reports specific to your industry and business needs and also allow you to create custom reports for any performance metric. Exception reports should report across the entire enterprise and allow you to compare and contrast locations and employees, as well as drill down to individual events and the associated video.

### INTEGRATION QUESTIONS

Question	Standard Functionality	Future Release w/in 24 Months	Not Planned or Available	Comments
Can the solution be integrated to multiple data systems including POS, Access Control, Time & Attendance, EAS, Video Analytics, Customer Loyalty, etc.?				
Does the solution accommodate various integration approaches (enterprise, network, serial etc)?				
Can new business data systems be integrated in 4 weeks or less? Please provide supporting customer reference(s) to validate?				
Is the solution web-based and accessible through any PC or Mac?				
Can the solution provide reports and display data from any business data system including access control, EAS, customer loyalty, time & attendance, etc.?				
Does the solution provide the ability to view reports across multiple stores and at local, regional, full enterprise levels?				
Does the solution allow for new and customized reports?				

Question	Standard Functionality	Future Release w/in 24 Months	Not Planned or Available	Comments
Does the solution have the ability to set up predefined reports for users and groups of users?				
Can the solution auto-distribute reports and share reports to selected users?				
Is data and reporting available from the same application as video (single sign in)?				
Is all the transaction data searchable and available to users? Inclusive of cleared items and other key inputs that are not printed on receipt?				
Do users have the ability to query on all POS keystrokes/fields?				
Can users build ad-hoc queries?				
Can users export report data to excel or CSV file?				
Does the solution provide seamless video integration from each transaction to video of that transaction?				
Does the transaction data obscure video view (i.e., text overlay)?				
Does the solution have the ability to set and adjust pre and post load video time to control how long video will play before and after the transaction?				
Can administrators control user access to reports and data (i.e., restrict user access to data by location or report type)?				
Can the solution report on who is using the system (log ins, duration, content viewed)?				

#### ADDITIONAL QUALITATIVE QUESTIONS

1. Describe your capability and competence in business data system integration
2. How many different types of business data systems have you integrated to? Total number of integrations?



## Technical Requirements

### BUSINESS IMPORTANCE:

To eliminate strain on the IT network and resources, the MVaaS provider should be able to scale up, accommodate 1,000s of users, automatically update software without the need for manual patches and eliminate the burden of traditional video projects, which require dedicated IT staff to install and maintain the system.

### TECHNICAL QUESTIONS

Question	Standard Functionality	Future Release w/in 24 Months	Not Planned or Available	Comments
Do you offer a SaaS solution where software is hosted remotely?				
Do you offer a locally deployed solution?				
Is your application interface 100% web based?				
Does the solution encrypt sensitive customer data?				
Does the solution implement Tier level security (Web-App and Database)?				
Does the solution ensure full PCI compliance (from an application perspective)?				

### ADDITIONAL QUALITATIVE QUESTIONS

1. Describe the architecture of the solution, please provide a diagram.
2. Describe the security measures and PCI compliance of this solution.
3. Describe the scalability of this solution.
4. Describe the redundancy and recovery capabilities of your solution.
5. Where is the database maintained? Is it client specific or a shared platform?
6. What equipment is required for the solution?
7. What is the hardware footprint (#CPU, memory, rack space, datacenter floor requirements, etc.) for each deployment option?
8. List any software/equipment necessary to maintain for the solution.
9. Are there any limitations/restrictions on cameras which will work with the solution (i.e., only IP cameras or only a certain brand of camera)?

10. Does the solution require any network equipment modifications such as firewall, routers, or switch configurations?
11. What are the application bandwidth requirements?
12. List any requirements for users to access the solution (computer system configuration, software, etc.).
13. What is the limit of concurrent users without degraded response time?
14. Describe how the application handles WiFi and 3G/4G connectivity.
15. What installation services does the provider offer?
16. Describe your standard installation process from equipment installation through data integration and final turn-up of all capabilities. Please enclose a brief project timeline, indicating critical milestones for our company, as well as vendor milestones.

## Support, Training and Services

### BUSINESS IMPORTANCE:

To deliver profitability improvements, the MVaaS solution must be used, and the more pervasively MVaaS is leveraged throughout the organization for insights and decision making, the greater the return. Best-in-class MVaaS providers will offer effective, continued training and industry specific best practices to help companies bring users up to speed quickly. The provider should offer a full set of off-the-shelf and customizable training options to meet your company's training needs. By accelerating adoption of the solution throughout your company, your provider of choice will help you maximize your investment in the MVaaS solution. Over time your provider of choice should help you customize general industry best practices to your unique operating environment to drive even stronger results and address new challenges.

With 100s or 1,000s of users, the stability and availability of the MVaaS application become even more critical. Best-in-class MVaaS providers offer continued technical support throughout the entire life of the solution and proactively monitor system connections and camera connectivity to minimize the loss of critical video.

### TRAINING QUESTIONS

1. How do you onboard and train customers?
2. How are ongoing training requirements met? Is training available throughout the entire subscription period?
3. Provide a timeline for on-boarding, training and readying customer for a company-wide launch.
4. Do you offer computer based training modules? What other forms of training are available?
5. Do you have off-the-shelf best-practices customized by industry that you offer clients?
6. What consulting and training customization do you offer to help customers maximize use of your solution in their unique operating environment?

### SUPPORT QUESTIONS

1. Describe your support model.
2. How are ongoing support requirements met? Is support available throughout the entire subscription period?
3. Is technical support provided by the vendor or partners? If both, what regions are covered by vendor vs. partner?
4. Does your company provide a customer service support center 7 days a week?

5. Does the solution proactively monitor connections and camera connectivity?
6. Do you provide reports on system health (camera/DVR connectivity) to each customer?
7. Will you provide real-time email alerts if a camera or DVR is offline?
8. Are there any maintenance activities that will require an outage (i.e. the application will have to be down)? How often? What is the average outage time?
9. Do you offer a warranty on sold hardware? On any hardware that is part of the service?
10. Do you offer out of warranty on-site support?

## Pricing

### BUSINESS IMPORTANCE:

The full impact of MVaaS is realized when the solution is deployed across the enterprise's entire footprint to drive performance improvements in every location. While MVaaS delivers a compelling ROI and payback time period, deploying any technical solution to the entire organization can require large capital expenditures, which are cost prohibitive. The provider should offer pricing models that eliminate much of the effort and expense required for an organization to deploy video across 100s or 1,000s of locations.

### PRICING QUESTIONS

1. Provide detailed licensing models.
2. Provide the initial cost for software and implementation.
3. List recurring costs for software licensing.
4. List recurring costs for support and training.
5. Please outline in detail any other costs that you anticipate.