



Takoma Park City Council Meeting – May 15, 2024 Agenda Item 4

Voting Session

Authorizing the City Manager to execute a rider contract with Human Circuit for Technical Support Related to the Temporary Relocation of City TV's Control Room.

Recommended Council Action

Approve Ordinance

Context with Key Issues

Takoma Park City TV is a government cable access channel or PEG (Public, Educational, and Government) Access channel in Montgomery County, Maryland, operated by the City of Takoma Park. Takoma Park City TV channels offer cablecasts of many live performances and events from the Takoma Park Community Center auditorium, including the weekly City Council meeting, poetry readings, public forums, and music and dance performances.

The Fiscal Year 2024 Capital Improvement Plan includes \$150,000 for Technical Support related to the City TV Control Room's temporary relocation due to the Library and Community Center Renovation projects. As a key part of this project, the contractor will also inventory and evaluate the current state of all cable connections and equipment. The scope of work therefore includes a comprehensive assessment of the equipment, cables, workflows, and signal flow. The contractor will methodically inventory all cable connections to equipment and systems, producing user-friendly and organized CAD drawings for future use.

This contract also includes technical support, providing CityTV access to an engineering technical team that offers remote, on-site, on-call, and virtual troubleshooting assistance. The total price for the service is \$86,628. The amount below the budgeted \$150,000 allows for the replacement costs of equipment following its inventory and assessment during the project.

Council Priority

Engaged, Responsive and Service-Oriented Government

Environmental Considerations

The evaluation of out-of-date equipment within the control room may provide opportunities for resource and energy efficiencies.

Racial Equity Considerations

As this is a rider contract to a VCU and City of Rockville, Maryland contract with Human Circuit, racial equity considerations were evaluated as part of vendor selection criteria within those procurement processes, and consistent with the purposes of Takoma Park code.

Fiscal Considerations

The Fiscal Year 2024 Capital Improvement Plan includes \$150,000 for Control Room relocations due to the Library and Community Center Renovations. This purchase will be made through Cable Grants (special revenue funds). The budgeted amount is sufficient to cover this purchase and provides additional funding if, during inventory and assessment of the City's current equipment, replacement or upgrade needs are discovered.

Racial Equity Considerations

The purchase and use of this equipment will not adversely affect or disproportionately impact any particular group.

Attachments and Links

Draft Ordinance

Human Circuit Scope of Work – March 21, 2024

Introduced by:

Single Reading:

CITY OF TAKOMA PARK

ORDINANCE NO. 2024-

**AWARDING A CONTRACT FOR TECHNICAL SUPPORT RELATED TO THE
RELOCATION OF CITY TV'S CONTROL ROOM**

WHEREAS, the fiscal year 2024 budget includes \$150,000 in funding for evaluation, documentation, and technical support for City TV's relocation of the control room due to the renovations of the library and community center (the "Work"); and

WHEREAS, the City identified a qualified contractor for the Work, with terms and unit pricing that is the same as competitively bid contracts with VCU, MML, and Rockville, MD; and

WHEREAS, per Takoma Park City Code Section 7.08.070(G), the contract qualifies for a rider contract as the contracts with VCU and Rockville, MD were established in a manner "consistent with the purposes of [the City's procurement regulations]"; and

WHEREAS, City TV staff have determined that the submission provided by Human Circuit is most responsive to the City's needs, with respect to the experience and qualifications of the firm, responsiveness, understanding of the scope of services requested, and both prior and current experience working with similarly situated municipalities and organizations; and

WHEREAS, the contractor shall provide a comprehensive assessment of the equipment, cables, workflows, and signal flow - then methodically document all cable connections to equipment and systems, producing CAD drawings. The contractor will also provide technical support - providing CityTV access to an Engineering technical team offering remote, on-site, on-call, and virtual troubleshooting assistance.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF TAKOMA PARK, MARYLAND, THAT:

Section 1. The City Manager is authorized to enter into a contract in the amount of Eighty-Six Thousand Six Hundred Twenty-Eight Dollars (\$86,628.00) with Human Circuit for the evaluation, documentation, and technical support for City TV's relocation of the control room due to the renovations of the library and community center.

Section 2. This Ordinance shall become effective upon adoption.

Adopted this ____ day of _____, 2024 by roll-call vote as follows:

AYE:

NAY:

ABSTAIN:

ABSENT:



Exhibit A

Statement of Work

City of Takoma Park Maryland Audio and Video Operations System Engineering and Support March 21, 2024

Human Circuit will invoice based on the following payment terms:

- 100% at contract/purchase order
- A Service Charge of 1.5% will be added to unpaid balances monthly on any overdue account.



HUMAN CIRCUIT DOCUMENTATION AND SUPPORT SERVICES

The City of Takoma Park audio and video operations needs continuing technical support. Existing system drawings and cable run-lists are incomplete. For Human Circuit (HC) to provide effective and efficient technical support, systems and signal paths must be documented. Comprehensive as-built system drawings will provide HC engineers and Takoma Park staff with a complete and accurate understanding of signal paths and system dependencies. When troubleshooting, HC engineers always start with system drawings.

As part of an annual technical support agreement with The Takoma Park, HC will document Takoma Park's audio and video operations systems and infrastructure. Documentation will be delivered and maintained in CAD with paper copies as needed. This documentation will include:

1. As-built system drawings
2. Rack elevations
3. Equipment inventory (including OS, version and software build)
4. Software inventory (including version and build)
5. Cable run list
6. Cable labels with number, source and destination

HC's broadcast integration team will label all cables with number, source and destination information that correspond to the as-built drawings and cable run lists. All cabling will be dressed.

HC's annual technical support and documentation effort will begin upon receipt of a purchase order. At the end of Human Circuit's twelve-month period of performance, technical support will have been provided and documentation will be complete.

Support Portal

Human Circuit will provide access to the HC online support portal. This online portal provides an easy way to request support, view support history, track the resolution, view system updates, and share documents and pictures. Technical support and documentation will be concurrent and recorded to HC's Support Portal.

On-site Support

This support agreement includes on-site support during normal business operating days and hours (9:00 AM to 5:00 PM ET Monday through Friday).

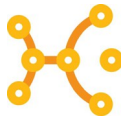
Remote Support

If allowed and enabled by Takoma Park, Human Circuit engineers can connect via VPN or hosted remote access to provide a faster response upon receiving a service request.

Exclusions

The cost of Human Circuit's Documentation and Support Services does not include manufacturer's support, service level agreements (SLA), software updates, software support, software licensing and equipment repair.

COST: \$86,628.00



System Support Agreement Quote

Contact Name: Alvaro Calabia
Phone: 301-891-7253
Email: alvaroc@takomaparkmd.gov

Agreement #:
Quote Date: December 20, 2023
Customer ID:
System(s): as noted in Appendix A

Contract Start Date: January 1, 2024
Expiration Date: December 31, 2024

Documentation Services Provided for first year:

- As-built system drawings
- Rack elevations
- Equipment inventory (including OS, version, and software build)
- Software inventory (including version and build)
- Cable run list
- Cable labels with number, source, and destination

Support Services Provided for first year, as well as recurring support:

- Support Portal
- Phone Support
- Remote Support
- On-Site Manufacturer Support Management

Covered Systems: This agreement covers only the systems and equipment listed in “Appendix A – Covered Equipment”, provided as an attachment. **Appendix A will become detailed during the initial engineering discovery conducted after start of contract.**

Support Agreement Price: Takoma Park agrees to pay Human Circuit, Inc. the total Support Agreement Price in one lump sum payment at the commencement of this agreement.

Total Support Agreement price \$86,628.00

Client Signature: _____ Date: _____

Printed Name/Title: _____

Human Circuit: _____ Date: _____

Printed Name/Title: _____



Human Circuit Documentation Services

The Takoma Park video operations needs continuing technical support. Existing system drawings and cable run-lists are incomplete. For Human Circuit (HC) to provide effective and efficient technical support, systems and signal paths must be documented. Comprehensive as-built system drawings will provide HC engineers and Takoma Park staff with a complete and accurate understanding of signal paths and system dependencies. When troubleshooting, HC engineers always start with system drawings.

As part of this first annual technical support agreement with Takoma Park, HC will document the video operations systems and infrastructure. Documentation will be delivered and maintained in CAD with paper copies as needed. This documentation will include:

1. As-built system drawings
2. Rack elevations
3. Equipment inventory (including OS, version, and software build)
4. Software inventory (including version and build)
5. Cable run list
6. Cable labels with number, source, and destination

HC's broadcast integration team will label all cables with number, source and destination information that correspond to the as-built drawings and cable run lists. All cabling will be dressed.

HC's annual technical support and documentation effort will begin upon receipt of a purchase order. At the end of Human Circuit's twelve-month period of performance, technical support will have been provided and documentation will be complete.

Pricing Detail

In further clarification of the cost of this support agreement proposal, and as noted below, there are three parts to the pricing of the agreement. There is the base support agreement, discovery and documentation of existing systems, and clean-up and labeling. VASCUPP has no specific discounting or rates for support agreements so there is no math/calculation correlation under that contract.

- Base Support Agreement (Part 1) - \$32,528. Human Circuit support agreements are based on a percentage of the value of the equipment and systems being supported. Normally this calculation based on the average age of Takoma Park's systems and equipment, would be 8% of value. We are using a conservative estimate of \$650k for that calculation. In consideration of this new agreement and to emphasize Parts 2 and 3, we have discounted the base agreement by using a 5% calculation. The cost would have been \$52,000 and has been discounted to the \$32,528.
- Discovery/Documentation (Part 2) - \$32,129.28.
 - 128 hours of Engineering (VASCUPP Rate of \$203.31/hr.) \$26,023.68
 - 64 hours of Integration (VASCUPP Rate of \$95.40/hr.) \$6,105.60
- Clean-Up/Labeling (Part 3) - \$21,970.08.
 - 48 hours of Engineering (VASCUPP Rate of \$203.31/hr.) \$9,758.88
 - 128 hours of Integration (VASCUPP Rate of \$95.40/hr.) \$12,211.20
- **Note: The 40 hours of Project Management services (VASCUPP Rate of \$180.72/hr.) for Part 2 and 3, are waived in consideration of the base support agreement.**



Human Circuit Support Services

Period of Performance

The period of performance for this Support Agreement is one year from the “Contract Start Date”. This agreement will not automatically renew. A renewal agreement will be provided prior to expiration of the support period.

Support Portal

Human Circuit will provide access to our online support portal. This online portal provides an easy way to report an issue, view a system’s support history, track the resolution of trouble tickets, view system updates, and share documents or pictures. Employees with credentials for access listed in “Appendix B – Portal Access.”

Phone Support

This support agreement includes on-site support during normal business operating days and hours (9:00 AM to 5:00 PM ET Monday through Friday). If an onsite visit is necessary, a site visit will be scheduled based on the following parameters:

- For **CRITICAL** system failures, where production stops or a production stop is considered imminent (i.e. the system is unusable.) Human Circuit will dispatch an engineer as soon as possible but no later than **one (1)** business day.
- For **Non-Critical** system failures, where production does not stop, however performance is diminished (the system is usable.) Human Circuit will coordinate with the client for a mutually convenient time and date to perform the onsite service.

Remote Support

If allowed, and enabled by your network administrator, Human Circuit engineers can connect via VPN or hosted remote access to provide a faster response upon receiving a service request. We can remotely reconfigure equipment, modify control systems, update software, and verify that fail-over mechanisms are working.

On-Site Manufacturer Support Management

Human Circuit will facilitate integration and manufacturer’s support of all system components, with or without a warranty. This support agreement covers the labor required to diagnose, remove, reinstall, and test the system equipment and software. Any charges beyond labor are not covered by this agreement including materials and manufacturer repair costs, or freight.

This agreement does not include extended warranties, support services and/or subscriptions from equipment or software manufacturers.



APPENDIX A – Equipment List

Human Circuit has not been provided with a detailed list of equipment owned by the client. Prior to full review and documentation, the following systems and the equipment within those systems are covered by this agreement.

- Auditorium/Hearing Room System
- Production/Control Room System
- Radio/Podcast System
- Transmission System
- Editorial/Storage System

Note – field production equipment is not covered by this agreement, but Human Circuit can facilitate manufacturer repair of field equipment as requested.