

[Company Name]

Security Strengthening Project (MNS:SSP)
Shops 31&32 Kingston Mall
Kingston, Jamaica



**Ministry of
National Security**

TOR for Surveillance Training in CCTV Control Room and CCTV System Design

Date

July 27, 2019

Services Performed For:

[Company Name]

Security Strengthening Project (MNS:SSP)
Shops 31&32 Kingston Mall
Kingston, Jamaica

Background

The Government of Jamaica has established a Security Strengthening Project (SSP), funded by a Loan from the Inter American Bank (IADB), the main objective of which is to contribute to an increase in the conviction rate for murders in Jamaica. The strategy to achieve the main objective will be the “specific objectives”:

- (i) To assist in the reduction of the rate of murders in the country;
- (ii) To increase the proportion of police investigations of murders that result in prosecution;

And

- (iii) The training of police officers in the use of technology in crime fighting.

The Ministry of National Security (MNS) is charged as the Executing Agency and is currently engaging the services of a Consultant.

The Security Strengthening Project has three (3) components: (i) **Component 1**. Violent crime prevention and management; (ii) **Component 2** - Improving investigative capabilities for homicides; (iii) **Component 3** - Change Management & Communications.

The Project components comprise activities to benefit and involve the participation of the Ministry of National Security and the following entities within its portfolio:

- The Jamaica Constabulary Force (JCF)
- The Department of Correctional Services (DCS)
- The Firearm Licensing Authority (FLA)
- Passport, Immigration, Citizenship Agency (PICA)
- The Institute of Forensic Science and Legal Medicine (IFSLM)
- The Private Security Regulatory Authority (PSRA)

Additional entities outside the portfolio of the Ministry of National Security includes;

- The National Works Agency (NWA)
- eGov Jamaica Limited (eGov)

Trainings will focus on field deployment from the edge to the console. It will also seek to address optimal placement, optimal equipment, equipment infrastructure, as well as best option for communicating infrastructure, IE fiber, and microwave. There will also be emphasis placed on what works best for which group of practitioners. There is also focus on the back-end requirements for CCTV operators. The issue of what is more optimal per environment, monitoring requirements, interface with operator and system will address the ergonomics of the monitoring facility. The courses; CCTV and Control Room and CCTV System Design is intended to cater to Supervisors and Managers across National Security, who have, or will have reason to implement CCTV Systems for their respective agencies, or for wider National Security efforts.

Ultimately, the cohort should be exposed to industry best practices towards deploying CCTV systems in the most economical and operationally efficient manner.

Target Groups:

The core groups and number of participants from each agency are recommended as follows:

- MNS- 8
- JCF- 10
- JDF- 10
- MOCA- 5
- PICA- 5
- DCS- 5
- FLA- 2
- Other – 5
- NPCJ-3

Total: 53

Expected Skills and Anticipated Outcomes

From this training, it is anticipated that the participants will garner and advanced appreciation of effective CCTV deployment, to best secure National Security assets, and the Jamaican citizenry at large. The desired training outcomes are that participants should be able to:

- Design practical and professional CCTV systems
- Select best communication equipment
- Design CCTV monitoring rooms
- Organize resources to best leverage CCTV technology
- Assess risks and operational requirements for CCTV systems
- Select most advantageous cameras for expressed operational imperatives
- Make informed determinations about video recording and storage requirements
- Align associated specialist applications to augment CCTV systems, i.e., License plate recognitions, facial recognition, advanced video analytics, etc.
- Design appropriate maintenance frameworks for CCTV systems

CCTV System Design

The course should poise CCTV operators in a manner where they are able to gain real world experiences in the knowledge and requisite skills needed to keep them abreast of information in this area. Practitioners in the field of surveillance will knowledge and experience in areas (but not limited to) such as:

- Risk assessment and the operational requirement
- Screen monitoring
- Recording and video storage
- Monitors and screen displays
- Lenses
- Fundamentals of CCTV

CCTV and Control Room Course

This course is geared towards preparing supervisors in the field to be kept updated with the evolving changes and needs attached to public space surveillance. There is the need to have practitioners in the field be well-informed of new and emerging technologies associated with the latest surveillance code of practice as well as issues faced by members of the surveillance team daily.

The online learning modules must address the following (but not limited to) areas:

- Legislation
- Police and court of laws
- Archiving digital data for auditing
- Standard requirements
- Producing images for court cases
- Addressing various emergencies and occurrences
- Automatic Number Plate Recognition (ANPR)
- Data Protection

Objectives

The objectives of the surveillance technical Specialist Firm is to:

- a) Provide a one time, off-the-shelf, self-paced training in CCTV System Design and CCTV Control Room
- b) Provide training to a select group from JCF, Technology branch, DCS as well as Instructors from NPCJ to strengthen their capacity in delivery services in surveillance
- c) Provide training that will allow key persons in the MNS to be offer support in the execution of surveillance to ensure greater efficiency and efficacy.
- d) Provide training that will armour team members with the requisite skills and knowledge in making design decisions relating to surveillance at the supervisory level
- e) Provide training geared at equipping team members to be more informed regarding configuration around surveillance.

Domains

These services are to be delivered in these specific domains

At the end of trainings, operators should be able to:

- understand problem solving, categorizing, and thinking skills in the execution of duties relating to surveillance
- know and demonstrate appropriate emotional responses towards client situation regarding information retrieved from control room
- apply knowledge and experience gained in CCTV System Design and CCTV Control Room course in solving court cases

Scope of Work

The specific responsibilities of the Surveillance vendor will include training related to the upskilling of surveillance, working in tandem with all the relevant operators in the Ministry of National Security and the National Police College of Jamaica.

The Jamaica Constabulary Force (JCF) requires a program for training in CCTV Control Room and CCTV System Design which include (but not limited to) the following functionalities/ domains:

The courses will

- Provide all content, outline, handouts, manuals, and assessments materials for program in CCTV Control Room and CCTV System Design

Training Service and Implementation will

- Produce a training delivery schedule with full itinerary of the events
- Organize training venue, training materials and other necessary arrangements for the participants to attend in the training online delivery
- Deliver training using online approach
- Deliver training program for CCTV Control Room and CCTV System Design
- Train a minimum of 8 operators for both courses

Feedback, Monitoring and Evaluation services will seek to

- Compile and submit feedback on training for each training program along with attendance registers of the participants
- Report based on session objectives and assessment and evaluation of participants.
- Provide results on assessments done
- Provide certification upon completion of courses

Support needed will

- Provide orientation to team in preparation for courses
- Prepare proposal/workplan, including cost per participant and agenda.

Methodology

- Vendor must deliver online, self-paced training in CCTV Control Room and CCTV System Design to at least 8 participants in the JCF
- Must conform to the latest international methodologies and standards
- Must be ISO certified

Deliverable and Milestones

Vendor shall provide the services and deliver a one-off training in CCTV Control Room and CCTV System Design over specified days using appropriate Learning Management System.

Provide course outline, content, and worksheets for delivery of course

Deliver sessions to train the approved list of operators in CCTV Control Room and CCTV System Design

Provide assessment and certification of trainers in relevant areas of study upon completion of courses

Duration

As stipulated in course outline

Qualifications

Academic Degree / Level & Years of Professional Work Experience:

- ISO Ratified
- Internationally recognized certification in surveillance management
- At least eight (8) years of experience in training **in** CCTV Control Room and CCTV System Design or related field
- Capacity and ability to provide training in field
- Record of successful delivery of similar engagements
- Record of above average customer satisfaction and feedback
- Clientele list includes local and international personnel

SPECIFIC KNOWLEDGE AND SKILLS

- Proven and demonstrated broad knowledge in learning technology platforms
- Proven experience in working with organization in leading teams and people through navigating online platforms
- Proven knowledge and experience in creating digital and remote training methodologies
- Expertise in using new and emerging instructional technology in surveillance
- Experience in course development is considered an asset
- Proven list of reputable clienteles from local and/or international entities
- Demonstrated experience in the design and implementation of curriculum standards, training materials and training execution.

Languages:

JCF and associates operate using English language

Reporting

The firm will report to the Project Director – Project Execution Unit (PEU) for the Security Strengthening Project (SSP) and work directly with the Connectivity Technical Working Group (TWG).

Location

Not Required

Type of Consultancy

Firm

Payment Schedule

- One off payment for courses taken

Document Control

Distribution

For use by the SSP PEU, the relevant TWG and the consultant involved in the scope of work.

Version Control

Version #	Updated By	Revision Date	Approved By	Approval Date	Reason