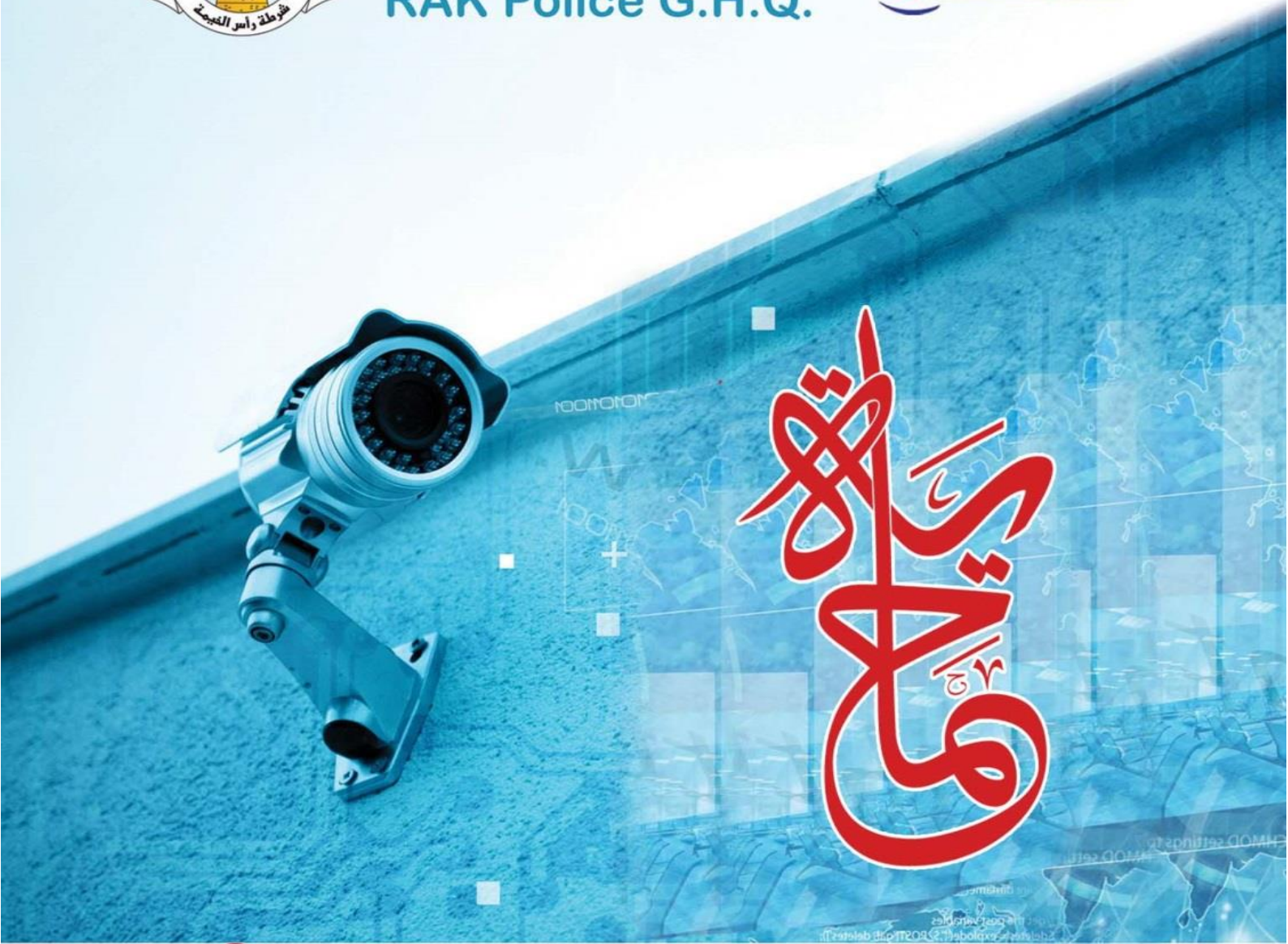




UNITED ARAB EMIRATES
Ministry of Interior
RAK Police G.H.Q.



Hemaya Technical and Security Specification



@gra_rak



Gra rak



@gra_rak



Technical Regulations of the Supported Security at the Facilities and Public

Events

Keywords

Abbreviation	Full Form
LAN	Local Area Network
HD	High Definition
DVD	Digital Video Disc
TVL	Television Lines
IP66	IP Rated
WDR	Wide Dynamic Range
CCTV	Closed-circuit Television
DVR	Digital Video Recorder
NVR	Network Video Recorder
VMS	Video Management System
UPS	Uninterruptible Power Supply
RMS	Remote Monitoring Software
CMC	Central Monitoring Software
ONVIF	Open Network Video Interface forum
SMPS	Switch Mode Power Supply
GV	General Viewing
HDD	Hard Disk Device





Table of Contents

Technical Requirements and Specifications	3
General Terms and Conditions	3
Recorder Features and Specifications.....	3
Camera	3
Lighting	3
Cabling, Connections, Network and Communications	4
Command and Control	4
Others	4
Basic Category	5
Recorder Features and Specifications	5
Camera Features and Specifications	5
Command and Control	5
Advance Category.....	6
Recorder Features and Specifications.....	6
Recorder Storage	6
Camera Features and Specifications	6
A. <u>Vehicle Entrance/Exit</u>	6
B. <u>Outdoor General Viewing</u>	6
C. <u>Indoor General Viewing</u>	6
D. <u>Public Entrance & Exits</u>	7
E. <u>Customer Service Counters</u>	7
Cabling, Connection, Network and Communication	7
Command and Controlling	7
Professional Installation Examples	8
Security Requirements and Specifications	14
Security Instructions for Creating User Accounts	17





Technical Requirements and Specifications

General Terms and Conditions

Recorder Features & Specifications:

1. Provide RMS/CMS software for the product installed and it should be compatible with windows operating system.
2. All the recording devices must be placed in a safe and secure position.
3. All the recording devices must be password protected.
4. Recording should be available for not less than **90 days**.
5. The System must be able to record continuously as well as alarm and motion.
6. System should be able to record the event of motion 10 sec before (pre recording).
7. Date & Time stamp must be displayed in recorded video.
8. System should be capable of searching by date, time, event and camera.
9. System must be able to resume recording in case of a restart.
10. Recorder must sync with real time.
11. Recorder should be able to notify in case of failure or malfunctions.
12. The system must have digital recorders with USB port and backup types which provide time, date, name and signature of the operator.

Camera:

1. Colored cameras must be used.
2. PTZ cameras are prohibited in areas of privacy without permission from competent authority.
3. Each facility must have a minimum of two outdoor cameras.
4. Outdoor cameras should be configured to record in motion mode with not less than 1080p at 10 FPS.
5. Outdoor cameras which is used for road or parking must be able to clearly recognize car number plate during day and night.
6. Outdoor cameras which is focused on the door or passage should be able to clearly identify the person even while moving and distinguish between one person from another during day and night.
7. Hidden cameras are prohibited without permission from competent authority.
8. Outdoor cameras at the walls and roof of the building should not be used for the purpose of viewing outside the given boundary without permission from competent authority; also it should not be installed in bedrooms, changing rooms, physiotherapy rooms and similar places, as well as in private areas for women.
9. Cleanliness of the cameras should be ensured on a routine basis in order to get clear photographs and video.





Lighting:

1. Brighter light must be used at camera sites which are used for identification.
2. Internal or external IR illuminators must be used in very dark situations.
3. All the camera sites should have enough lighting to produce clear images.

Cabling, Connection, Network and Communication:

1. The system must have network compatibility.
2. The system must be isolated from all the other networks.
3. Wireless cameras is strictly prohibited.
4. Cabling must be done professionally, should be secured and labeled at the same time.
5. High quality cable, connectors must be used.
6. All recorders and cameras should be connected through UPS.
7. The system must be protected against water and other harmful factors.
8. Wireless video transmission is prohibited without permission from competent authority.
9. Digital recorders and management systems must be powered from a stabilized independent electrical supply. There must be spare 25% of total power load.
10. The main and backup power sources of the CCTV system must be independent and secured.
11. Crimp type connectors must be used for camera connections.
12. USB extension must be provided by integrators in case the recorder is difficult to access.

Command and Control:

1. Each recorder must have a dedicated monitor with label.
2. All the recording devices must be placed in a safe and secure position.
3. Monitor must be kept at proper viewing distance.
4. In case of using wireless mouse, ensure smooth control of devices.

Others:

1. Safety certificates will only be given to the one holding company representative ID from General Resources Authority of Ras Al Khaimah.
2. CCTV System must have a maintenance contract to ensure the security of the operating system.
3. The assigned officer must be properly trained for the operation of CCTV systems in terms of retrieving, saving, uploading photos and videos or other type of digital media.
4. Ensure the system is working properly and report any malfunction to the maintenance contract company.





5. List and map of all the camera locations should be provided and maintained at all camera sites and facilities. The details included should be as follows:

- Provide all the required information in the right margin (as shown on the website) and additional information can be provided if required
- Facility dimensions in meter scale
- GPS coordinates should be accurate and in numbers only
- The drawing should be of A4 size
- Uploaded drawing should be clear
- File format should be in xxx.jpg
- Facility surrounding information such as: housing, shop, open area, street and lane
- Stamps should be placed at the bottom of the page
- It should be clearly mentioned in the drawing if the facility is inside a building or a mall
- Drawings should be uploaded in landscape layout and for multiple floors or licenses it should be uploaded in one after the other





Basic Category

Recorder Features & Specifications:

1. Analog, HD-SDI, AHD, TVI, CVI, Hybrid and Tribrid DVR must be used.
2. The Recorder must be able to provide media copies via USB in various formats.
3. The system must be able to record 6 frames/s at D1 on each channel with over 50% of image quality (excluding outdoor full HD cameras).
4. Cameras must be labeled according to the location.

Camera Features & Specifications:

1. The resolution must not be less than 480 TVL.
2. WDR cameras must be used in extreme light conditions.
3. Day / Night or night vision cameras must be used in low light conditions.
4. Fixed or vary focal cameras can be used depending on the field of view as per required.

Command and Control:

1. The system must be capable of live viewing at 25 frames/s.
2. Monitor should not exceed 16 numbers of cameras.





Advance Category

Recorder Features & Specifications:

1. The system must be digital (NVR, VMS).
2. The recorder must be able to provide media copies via USB in various formats.
3. The system must be able to record 10 frames/s at 1080p on each channel with over 50% of image quality.

Recorder Storage:

1. NAS, SAS, SAN or DAS can be used.

Camera Features & Specifications:

A. VEHICLE ENTRANCE/EXIT:

1. 2 Megapixel or higher CMOS or CCD fixed camera
2. Recorder resolution must not be less than 1080p Full HD.
3. H.264 or H.265 compression compatible.
4. Outdoor cameras should be IP66 compatible.
5. LPR (license plate recognition) compatibility.
6. True Day/night and IR reflective.
7. Camera vision should focus to capture the vehicle and plate clearly.
8. Memory module enabled (SD) for backup during disconnection of network.
9. ONVIF compatible.

B. Outdoor General Viewing:

1. 2 Megapixel CMOS or CCD fixed camera
2. H.264 or H.265 compression compatible
3. Vandal proof housing with IP66 rated
4. IR enabled
5. True Day/ night
6. ONVIF compatible

C. Indoor General Viewing:

1. 2 Megapixel CMOS or CCD fixed camera
2. H.264 or H.265 compression compatible
3. Vandal proof housing
4. IR enabled
5. True Day/ night
6. ONVIF compatible





D. Public Entrance & Exits:

1. 2 Megapixel CMOS or CCD fixed camera
2. H.264 or H.265 compression compatible
3. Vandal proof housing
4. True Day/ night
5. Should focus on the door to get clear identification of personalities
6. Camera should not reach more than 2.5m from ground level when mounting
7. Wide dynamic range (WDR) enabled
8. ONVIF compatible

E. Customer Service Counters:

1. 2 Megapixel CMOS or CCD
2. H.264 or H.265 compression compatible
3. Focusing on customer as well as the attending staff
4. Audio enabled
5. ONVIF compatible

Cabling, Connection, Network and Communication:

1. Cabling must be done professionally and should be secured and labeled at the same time.
2. Dedicated and secured CCTV network access to be facilitated along with a 13A electric point at the facility roof top for police use.
3. The camera must be password protected (default password must be changed) and it has to be kept with the integrator securely.
4. The camera streams which are not under use must be blocked or disabled.

Command and controlling:

1. The system must be capable of live viewing at high resolution.
2. Control room must be equipped with camera and access control.
3. Operator's attendance logs should be maintained.
4. Hardware maintenance logs should be maintained.
5. A simple alarm (beep) to be installed in order to notify any malfunction of equipments.





Professional Installation Examples

The following are some examples of professional installation expected from integrators:

1. Use a crimp type BNC jacks and you can dress it with heat shrink sleeves



Crimp + Heat shrink dress



Crimp BNC

2. Label them accordingly



3. Use a separate connections when using centralized power supply





4. Professional PDU must be used inside the recorder cabinet



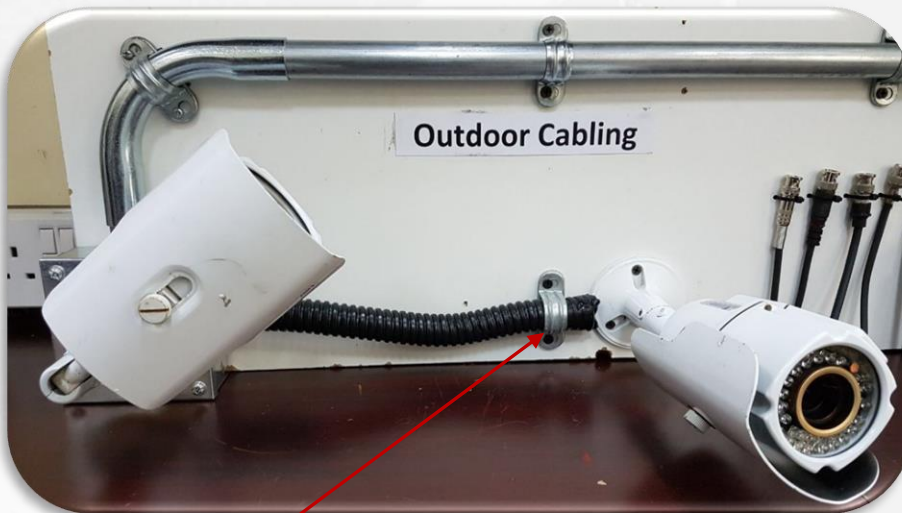
5. Connections to the camera must be always hidden

Indoor





Outdoor



GI or Steel flexible
hose can be used for
outdoor cameras





Outdoor and Indoor



Not allowed at any place

Only indoor

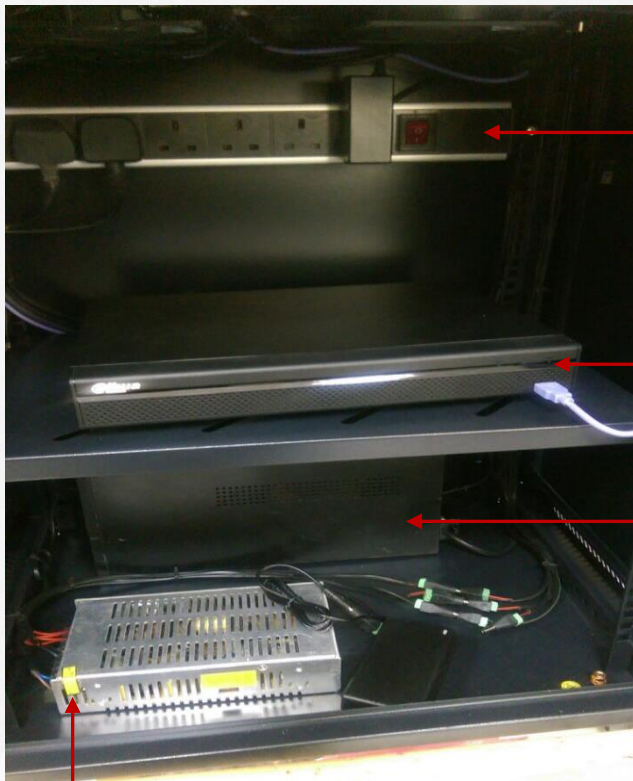
PVC flexible hose can
be used only for
indoor cameras





Indoor Equipment Rack Installations

All the equipments and cables must be organized (neat and clean)



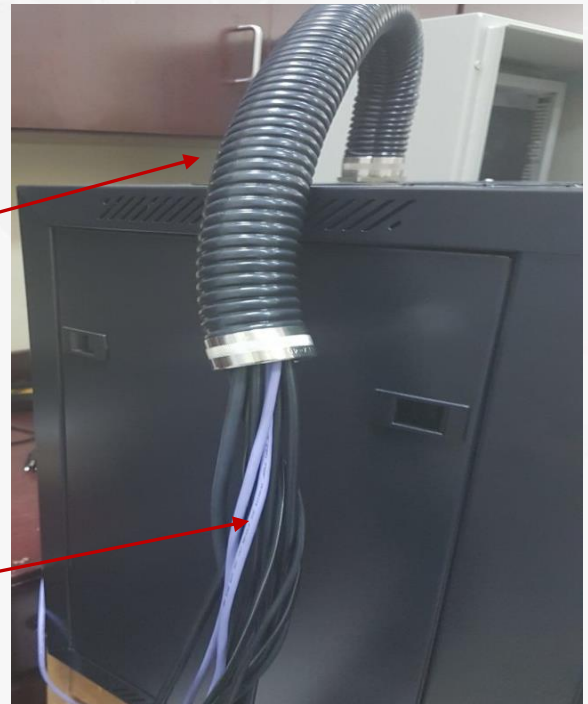
PDU

Recorder

UPS

Industrial power

PVC flexible hose



USB Extension





Outdoor Weather Proof Equipment Cabinet Installations



Recorder



PDU



Cooling fan



Recorder

Power supply



Cooling fan

Industrial Power





Security Requirements and Specifications

General Terms and Conditions

1. Areas to be covered by CCTV:

- All public entrance and exit (indoor and outdoor)
- Vehicle entry and exit (indoor and outdoor)
- Waiting areas and lobbies (indoor and outdoor)
- Parking space and boundary
- Elevator and staircase
- Emergency exit (indoor and outdoor)
- Safe, store, archiving and control rooms
- Reception and counters
- Water Tanks
- Electrical rooms
- Gas Cylinder areas
- Kitchens

Advanced Facilities

Sr. No	ADVANCED
1	Malls
2	Hotels, Resorts and Hotel Apartments
3	Banks
4	Exchanges Shops
5	Petrol Stations
6	Gold Shops
7	Ports (Airports, ect)
8	Clubs
9	Money and Finance Institutions
10	Manufacture and Selling of precious stones
11	Shooting Clubs
12	Military Equipments shops
13	Valuable Items Store
14	Dangerous Items Store
15	Trading shops for precious goods
16	Aviation Clubs
17	Federal and Local Ministries and Authorities
18	All Corporative Society
19	Factories
20	Hospitals
21	Religious Buildings
22	Schools
23	Universities

Note : Supermarkets with (6) shops or doors and above are considered as advance

*Facilities which are not included in the above table are considered as Basic facilities.





2. In case of recorder failure the following procedure should be under taken:

- Request on the website using CR Request
- If the new recorder is not the same as the previous recorder, in such case the previous HDD must be kept with the facility owner for 90 days (submit a pledge in HDD Change Request)
- If the new recorder is the same as previous recorder, in such case the previous HD can be reused without formatting (As long as the previous recordings can be play backed)

3. It's prohibited to deal with Hard drives (except checking the storage). In case of HDD failure the following procedure should be under taken:

- Request on the website using CR Request
- In case of replacing the HDD for increasing the storage: previous HDD must be kept with the facility owner for 90 days (submit a pledge in HDD Change Request)
- Integrator should mention this in the log book

4. Multiple Commercial licenses for one owner and one place:

- Inspect the place and make sure that all the companies are in one place
- Submit the agreement form (available in the website) and upload it in CR Request
- Chose the main license and Install one recorder
- All licenses stamp should be added in the uploaded layout
- only one payment for all the licenses

5. In case of multiple commercial licenses in one place (malls, fish market, expo, ect):

- Building authority should cover all the entrances, exits, corridors and parking
- Shops inside the building should install CCTV system individually
- In case of any kiosk: It should be covered with cameras

6. In case of any recorder failure (changing, troubleshooting, ect) integrator should make a request by using CR Request .

7. Mosques

Recorder must be safely and securely placed inside Imam's room and coordinates with General Authority of Islamic Affairs and Endowment for the same.

8. Stores

Medicine stores, dangerous items stores and valuable items stores (worth one million or more) are considered under advance category

9. Medical clinics

- Polyclinics are considered as advance
- Specialized clinics are considered as basic





10. Ladies Beauty Saloons, spa and shops with only female staff (where no male is allowed to enter) should be covered from outside only and outside coverage for Ladies Beauty Saloons inside malls are not required.

11 . Inside Malls and buildings: Ladies Beauty Saloons, ladies GYM, Spa and shops with only female staff (where no male is allowed to enter) should be covered (outdoor) by the mall or building authority. Also a formal letter should made and revised with the CID section.

12. Labors accommodations

- Accommodations which does not have any corridor needs to be covered in the room itself (camera placed in the room)
- Accommodations having corridors should be covered with a cameras placed in the corridor

13. Factories and Buildings

- In factories/buildings where the departments are located far from each other and wired connection is not possible in such case each building should have separate recorder
- The inside and outside premises should be covered with cameras

14. For companies registered under free zone and have their stores not connected to the main building (wired connection is not possible), each building should have separate recorder.

15. Institutions and Offices

- For private or personal offices corridor should be covered
- Offices and institutions shared by more than one staff should be covered

16. Monitors for Hemaya System

As long as the system is functioning the monitor can be kept on sleep mode or off as preferred.





Security Instructions for Creating User Accounts

Backup privilege is strictly prohibited for all accounts except Admin account.

2. Admin Account:

- User Name: Admin
- Password: 6 to 8 digits (numeric and letter)

Privilege:

- Full access

Note: Not to be giving to anyone.

3. Manager Account (Exclusive for VMS and CMS users):

- User Name: Manager
- Password: 4 to 6 digits (numeric)

Privilege:

All the features (live viewing, recorder playback, Controlling PTZ, adding users, adjusting time, date and resolution, ect) **except** recorder backup and access to system configuration.

4. Guest Account:

- Can be giving to the facility owner
- User Name: Guest
- Password: 4 to 6 digits (numeric)

Privilege:

- Live view
- Recording playback
- System information page

