

## PROFESSIONAL SERVICES AGREEMENT

**THIS AGREEMENT** is made this \_\_\_\_\_ day of \_\_\_\_\_, 2018, by the **CITY OF GARDEN GROVE**, a municipal corporation, ("CITY") and, **WatchGuard, Inc.**, herein after referred to as "CONTRACTOR".

### RECITALS

The following recitals are a substantive part of this Agreement:

1. This Agreement is entered into pursuant to Garden Grove COUNCIL AUTHORIZATION, DATED \_\_\_\_\_.
2. CITY desires to utilize the services of CONTRACTOR Provide and Install an In-Car Video System and Software Maintenance for the City of Garden Grove.
3. CONTRACTOR is qualified by virtue of experience, training, education and expertise to accomplish services.

### AGREEMENT

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

1. **Term and Termination**. The initial term of the Agreement shall be for a period of five (5) years form the full execution of the agreement. This agreement may be terminated by the CITY without cause. In such event, the CITY will compensate CONTRACTOR for work performed to date in accordance with PROPOSAL PRICING form (Attachment B). Contractor is required to present evidence to support performed work completion.
2. **Services to be Provided**. The services to be performed by CONTRACTOR shall consist of tasks as set forth in the Scope of Services. The Scope of Services is attached as Attachment A, and is incorporated herein by reference. The Scope of Services and this Agreement do not guarantee any specific amount of work.
3. **Compensation**. CONTRACTOR shall be compensated as follows:
  - 3.1 **AMOUNT**. Total Compensation under this agreement shall be a firm fixed price of \$676,360.65, of which \$427,185.65 is for the IVS hardware, body cameras and other required equipment, and \$249,175.00 is for the Five (5) Years of Maintenance and Support, warranty, software, delivery, installation, training and removal and proper disposal of the existing system. Payable in arrears and in accordance with PROPOSAL PRICING (Attachment B). All work shall be in accordance with RFP No. S-1223.

- 3.2 Payment. For work under this Agreement, payment shall be made per invoice for work completed. For extra work not a part of this Agreement, a written authorization by CITY will be required, and payment shall be based on schedule included in the PROPOSAL PRICING (Attachment B).
- 3.3 Records of Expenses. CONTRACTOR shall keep complete and accurate records of all costs and expenses incidental to services covered by this Agreement. These records will be made available at reasonable times to CITY.
- 3.4 Termination. CITY shall have the right to terminate this agreement, without cause, by giving thirty (30) days written notice of termination. If the Agreement is terminated by CITY, then the provisions of paragraph 3 would apply to that portion of the work completed.

#### **4. Insurance Requirements.**

- 4.1 COMMENCEMENT OF WORK. CONTRACTOR shall not commence work under this Agreement until all certificates and endorsements have been received and approved by the CITY. All insurance required by this Agreement shall contain a Statement of Obligation on the part of the carrier to notify the CITY of any material change, cancellation, or termination at least thirty (30) days in advance.
- 4.2 WORKERS COMPENSATION INSURANCE. During the duration of this Agreement, CONTRACTOR shall maintain Workers Compensation Insurance in the amount and type required by law, if applicable.
- 4.3 INSURANCE AMOUNTS. CONTRACTOR shall maintain the following insurance for the duration of this Agreement:
- (a) Commercial general liability in an amount not less than of \$3,000,000.00 per occurrence (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.
- (b) Automobile liability in an amount not less than \$1,000,000.00 combined single limit (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.

- (c) Garage Keeper/Garage Keeper Legal Liability in an amount of \$1,000,000.00 combined single limit: Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A- Class VII or better, as approved by the CITY.
- (d) Garage Liability in an amount of \$1,000,000.00 combined single limit: Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A- Class VII or better, as approved by the CITY
- (e) Professional liability in an amount not less than \$1,000,000. Insurance companies must be admitted and licensed In California and have a Best's Guide Rating of A-, Class VII or better, as approved by the City. If the policy is written on a "claims made" basis, the policy shall be continued in full force and effect at all times during the term of the agreement, and for a period of three (3) years from the date of the completion of services provided. In the event of termination, cancellation, or material change in the policy, professional/consultant shall obtain continuing insurance coverage for the prior acts or omissions of professional/consultant during the course of performing services under the term of the agreement. The coverage shall be evidenced either by a new policy evidencing no gap in coverage, or by obtaining separate extended "tail" coverage with the present or new carrier.
- (f) Excess liability coverage, following form to the underlying policies, shall be provided for any underlying policy that does not meet the insurance requirements set forth herein (claims made and modified occurrence policies are not acceptable.) Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-Class VII or better, as approved by the CITY.

An Additional Insured Endorsement, **ongoing and completed operations**, for the policy under section 4.3 (a) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for liability arising out of work or operations performed by or on behalf of the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to city's requirements, as approved by the CITY.

An Additional Insured Endorsement for the policy under section 4.3 (b) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for automobiles owned, leased, hired, or borrowed by the CONTRACTOR. CONTRACTOR shall provide to CITY

proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

An Additional Insured Endorsement for the policy under section 4.3 (d) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for automobiles owned, leased, hired, or borrowed by the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

For any claims related to this Agreement, CONTRACTOR's insurance coverage shall be primary insurance as respects CITY, its officers, officials, employees, agents, and volunteers. Any insurance or self-insurance maintained by the CITY, its officers, officials, employees, agents, or volunteers shall by excess of the CONTRACTOR's insurance and shall not contribute with it.

*If CONTRACTOR maintains higher insurance limits than the minimums shown above, CONTRACTOR shall provide coverage for the higher insurance limits otherwise maintained by the CONTRACTOR.*

5. **Non-Liability of Officials and Employees of the CITY.** No official or employee of CITY shall be personally liable to CONTRACTOR in the event of any default or breach by CITY, or for any amount which may become due to CONTRACTOR.
6. **Non-Discrimination.** CONTRACTOR covenants there shall be no discrimination against any person or group due to race, color, creed, religion, sex, marital status, age, handicap, national origin, or ancestry, in any activity pursuant to this Agreement.
7. **Independent Contractor.** It is agreed to that CONTRACTOR shall act and be an independent contractor and not an agent or employee of the CITY, and shall obtain no rights to any benefits which accrue to CITY'S employees.
8. **Compliance with Law.** CONTRACTOR shall comply with all applicable laws, ordinances, codes, and regulations of the federal, state, and local government. CONTRACTOR shall comply with, and shall be responsible for causing all contractors and subcontractors performing any of the work pursuant to this Agreement to comply with, all applicable federal and state labor standards, including, to the extent applicable, the prevailing wage requirements promulgated by the Director of Industrial Relations of the State of California Department of Labor. The City makes no warranty or representation concerning whether any of the work performed pursuant to this Agreement constitutes public works subject to the prevailing wage requirements.

9. **Notices.** All notices shall be personally delivered or mailed to the below listed address, or to such other addresses as may be designated by written notice. These addresses shall be used for delivery of service of process.
- a. (Contractor)  
**WatchGuard, Inc.**  
Attention: David "Russel" Walker, Chief Financial Officer  
415 Century Parkway  
Allen, TX 75013-8043
  - b. (Address of CITY) (with a copy to):  
City of Garden Grove Garden Grove City Attorney  
11222 Acacia Parkway 11222 Acacia Parkway  
Garden Grove, CA 92840 Garden Grove, CA 92840
10. **CONTRACTOR'S PROPOSAL.** This Agreement shall include CONTRACTOR'S proposal or bid which shall be incorporated herein by reference. In the event of any inconsistency between the terms of the proposal and this Agreement, this Agreement shall govern.
11. **Licenses, Permits, and Fees.** At its sole expense, CONTRACTOR shall obtain a Garden Grove Business License, all permits, and licenses as may be required by this Agreement.
12. **Familiarity with Work.** By executing this Agreement, CONTRACTOR warrants that: (1) it has investigated the work to be performed; (2) it has investigated the site of the work and is aware of all conditions there; and (3) it understands the facilities, difficulties, and restrictions of the work under this Agreement. Should Contractor discover any latent or unknown conditions materially differing from those inherent in the work or as represented by CITY, it shall immediately inform CITY of this and shall not proceed, except at CONTRACTOR'S risk, until written instructions are received from CITY.
13. **Time of Essence.** Time is of the essence in the performance of this Agreement.
14. **Limitations Upon Subcontracting and Assignment.** The experience, knowledge, capability, and reputation of CONTRACTOR, its principals and employees were a substantial inducement for CITY to enter into this Agreement. CONTRACTOR shall not contract with any other entity to perform the services required without written approval of the CITY. This Agreement may not be assigned voluntarily or by operation of law, without the prior written approval of CITY. If CONTRACTOR is permitted to subcontract any part of this Agreement, CONTRACTOR shall be responsible to CITY for the acts and omissions of its subcontractor as it is for persons directly employed. Nothing contained in this Agreement shall create any contractual relationship between any subcontractor and CITY. All persons engaged in the work will be considered employees of CONTRACTOR. CITY will deal directly with and will make all payments to CONTRACTOR.

15. **Authority to Execute.** The persons executing this Agreement on behalf of the parties warrant that they are duly authorized to execute this Agreement and that by executing this Agreement, the parties are formally bound.
  
16. **Indemnification.** CONTRACTOR agrees to protect, defend, and hold harmless CITY and its elective or appointive boards, officers, agents, and employees from any and all claims, liabilities, expenses, or damages of any nature, including attorneys' fees, for injury or death of any person, or damage to property, or interference with use of property, arising out of, or in any way connected with performance of the Agreement by CONTRACTOR, CONTRACTOR'S agents, officers, employees, subcontractors, or independent contractors hired by CONTRACTOR. The only exception to CONTRACTOR'S responsibility to protect, defend, and hold harmless CITY, is due to the sole negligence of CITY, or any of its elective or appointive boards, officers, agents, or employees.

This hold harmless agreement shall apply to all liability regardless of whether any insurance policies are applicable. The policy limits do not act as a limitation upon the amount of indemnification to be provided by CONTRACTOR.

(Agreement Signature Block on Next Page)

**IN WITNESS THEREOF**, these parties have executed this Agreement on the day and year shown below.

Date: \_\_\_\_\_

**"CITY"**  
**CITY OF GARDEN GROVE**

By: \_\_\_\_\_  
**City Manager**

**ATTESTED:**

\_\_\_\_\_  
**City Clerk**

Date: \_\_\_\_\_

**"CONTRACTOR"**  
**WatchGuard, Inc.**

By: \_\_\_\_\_  


Name: Rod J. McDonald

Title: General Counsel, Corporate Secretary

Date: March 21, 2018

Tax ID No. 11-3717781

Contractor's License: \_\_\_\_\_

Expiration Date: \_\_\_\_\_



If CONTRACTOR is a corporation, a Corporate Resolution and/or Corporate Seal is required. If a partnership, Statement of Partnership must be submitted to CITY.

**APPROVED AS TO FORM:**  
  
\_\_\_\_\_  
Garden Grove City Attorney

\_\_\_\_\_

**ATTACHMENT "A"**  
**Scope of Services**  
**RFP No. S-1223**

**Provide and Install an In-Car Video System and Software  
Maintenance for the City of Garden Grove**

**INTRODUCTION**

The City of Garden Grove is seeking proposals from qualified and experienced vendors to provide and install an In-Car Video (IVS), and software management. The IVS devices will be permanently mounted in City vehicles such as Police cars and individual officers will utilize the equipment in the field. All of which will be exposed to harsher conditions than a typical office environment.

As a result of this RFP, the City expects to receive proposals that will address how the products meet or exceed City requirements as defined in this RFP. The City intends to work with selected Proposers, as desired, to conduct onsite vendor demonstrations of the hardware and software and to perform extensive hands-on field and/or bench evaluation and testing of the Proposer's products. Once the evaluation committee has scored the RFP responses, evaluated the products based on the demonstrations and performed field and/or bench evaluations, the City desires to select a complete In-Car Video (IVS) and to enter into contract(s) for the purchase and installation of the IVS, as well as training, maintenance and support of hardware and software. This RFP provides a list of required services, general information, instructions for submitting responses, and vendor selection procedures.

While the initial RFP will be for the In-Car Video (IVS). The City is requesting that Proposers have in place, at the time the contract is awarded, a compatible Body Worn Camera that will interact with the selected IVS.

**SCOPE OF SERVICES**

**Instructions: Initial the bottom of each page of the Scope of Services and remit as part of your Proposal as Attachment A, acknowledging a demonstrated understanding of the Scope of Services.**

**3.1 General Provisions**

The Garden Grove Police Department maintains a fleet of 59 patrol vehicles, all vehicles will be equipped with an In Car Video (IVS), 45 marked patrol vehicles, Nine (9) Traffic Units BMW motorcycles, five (5) unmarked Gang Vehicles.

This (IVS) shall consist of Cameras, Microphones, DVR, Wi-Fi access points, if required, for wireless video off-load, Fixed End equipment, cabling and software.



The successful Proposer will be required to furnish all labor, equipment and materials to furnish and install the (IVS). The successful Proposer will also be required to provide a training plan for the administrator role and user training for identified City Staff and to include the cost of the training plan in their proposal.

The successful proposer will be required to remove the existing equipment that is currently in the vehicles and properly dispose of it.

Under the contract awarded from this RFP, the successful Proposer will be the single point of contact for all installation, maintenance, and support of all hardware and software acquired in the solicitation, and will be required to have the capability to support all components of this (IVS) in an integrated manner.

### **3.2 Equipment Warranty**

Proposers shall include a copy of each manufacturer's written warranty statement for each piece of equipment furnished and installed into the (IVS) with their proposal. Proposers shall also provide the details of all warranties that are applicable to the services and equipment being provided to the City.

### **3.3 Replacement Equipment**

Proposers shall define the RMA process for replacement parts that the City would like to have available for change out of broken units. Proposers shall specify if the City of Contractor covers the shipping cost of these replace equipment. Proposers shall also provide the cost for the following items: 1. Camera, 2. Microphone and 3. Hard Drive.

### **3.4 Project Manager/Key Personnel**

Proposer shall provide a full time Project Manager and key personnel who will be responsible for project oversight and delivery of the In Car Video (IVS). The Project Manager shall be the single point of contact for the City and will be responsible for the management, implementation and on-going trouble shooting of the (IVS) during its installation. Project Manager shall coordinate efforts with the City designee. The Project Manager shall be available to the City at all times by telephone during the course of the project and on-site within seventy-two hours of notification if necessary and requested, to respond to City needs, questions and/or issues. Project Manager will develop in consultation with the City a detailed implementation and project plan for the (IVS).

Resumes for all of the key personnel assigned to this project shall be provided with the proposal.

### **3.5 Subcontractors**

The Proposer shall provide a list of names, addresses, telephone numbers, and date of births of each subcontractor the Proposer intends to employ in the installation, training and ongoing maintenance and support of the (IVS) with the proposal. The City reserves the right to reject any subcontractor and/or subcontractor employee. Should a subcontractor be rejected, the Proposer will be required to provide an acceptable alternate subcontractor.

Should a subcontractor fail to provide the established level of service and response, the Proposer will be required to subcontract with another agency. Such action shall be provided in a timely manner so as not to cause delays to the project schedule. Any additional costs associated with securing a competent subcontractor shall be the responsibility of the Proposer.

### **3.6 Condition of Facilities**

The Proposer shall be responsible for insuring that all City work areas are left in a clean and orderly fashion at the end of each day.

### **3.7 Vendor Coordination Responsibilities**

The Proposer shall be responsible for coordinating the design and installation of the (IVS) with the City and the vendor's subcontractors and suppliers involved in this project.

### **3.8 Delivery Schedule**

Proposer shall provide an integrated project timeline and implementation plan for the (IVS). The project timeline and implementation plan shall include details for all phases of activity for the project including all deliverables and major milestones. It shall allow the project goals and deadlines of the City to be met. This proposed project timeline and implementation plan shall be finalized during the negotiation phase. The City will not be responsible for any equipment that is in transit.

### **3.9 Project Implementation Status Reports**

The Proposer shall provide weekly project timeline and implementation plan updates to the City.

### **3.10 Training**

The Proposer must provide a plan for in-depth technical training for both end user and IT staff on (IVS) components for six to eight people. All required instruction manuals, qualified instructors cost, and travel and lodging costs for instructors and class materials shall be furnished by the Proposer and included in the Fee Proposal.

### **3.11 Cost**

Proposers shall identify all costs for (IVS) hardware, software, installation, project management, training, maintenance, etc. Maintenance cost shall be provided for a term of five (5) years from date of (IVS) acceptance. Price breaks should be included for 59 in-car (IVS) s. Proposers shall include a breakdown of costs for 120 Body Worn Cameras that are compatible with the proposed In-Car Video System, for consideration at a later time. The City understands that the estimated cost for the 120 (BWC) will just be an estimate, as prices may be subject to change if implemented in future years. The cost of the Body Worn Cameras will not be included in the pricing section of the proposal. The City reserves the right to add the Body Worn Cameras to the contract at its sole option. *These numbers may change based on final contract negotiations and selection of options.*

### **3.12 Vehicle/Motorcycle Change Over Plan**

There will be old vehicles that will be placed out of service by the City and the equipment in the old vehicles will need to be removed and installed into the new vehicles. Proposers shall clearly identify their plan on these types of change overs. This process is to identify all parties involved and an estimated cost for this process.

## **TECHNICAL SPECIFICATIONS**

### **4.1 General Requirements**

The (IVS) must incorporate the following standards:

1. Critical reliability
2. Compatibility with existing Media (IVS) s.
3. Interface with Intranet managed private networks, and if adequate security can be provided and proven, the Internet
4. Provide (IVS) / operator performance statistics
5. Acceptable voice quality
6. Acceptable voice and data transfer capability
7. Protocols that are open and non-proprietary
8. Interface with networked (IVS) clocks
9. Integration with CAD/RMS- Please describe how the proposed IVS system can integrate with the Spillman Technologies Software CAD/RMS system which is currently in use by the Garden Grove Police Department.
10. Technical Support: Please specify the type of technical support being offered and term of the support.

### **Minimum (IVS) Requirements:**

The following are the minimum requirements for the (IVS). Where the words "will" and "must" are indicated, it means it is a mandatory requirement. Failure to meet any one mandatory requirement will result in the Proposal being found non-compliant. Where the words "should", "can", "may", "desirable" and "preferred" are indicated, it means it is a preferable but not mandatory requirement.

All equipment and hardware must be new. The City is not interested in purchasing used or refurbished hardware and/or equipment.

### **4.2 (IVS) Architecture**

Proposers shall provide a detailed description of the (IVS) to be provided, including a discussion of the (IVS)'s architecture and its ability to provide the services required by the City.

### **4.3 In-Car Video System (IVS)**

The (IVS) must facilitate the reliable and efficient collection, storage and protection of digital evidence in the intensely challenging mobile law enforcement environment. The (IVS) must comply with IACP in-car video standards, and function with minimal officer involvement. The proposed (IVS) must align with the City's specification for a robust two camera/wireless microphone/stand-alone DVR (IVS) that automates the collection and wireless upload of video with minimum impact on the officer.

1. The In-Car Video System (IVS) should be capable of the following:
  - a. Complete turnkey solution
  - b. Very compact hardware components; Video recorded in any of the common compression schemes (h.264, MPEG 1, 2, 4, Motion JPEG, Etc.)
  - c. Pre-recording capable
  - d. Support for at least 4 cameras, including "High Definition" cameras
  - e. Support for up to 12 configurable triggers
  - f. Support for continuous recording from ignition on/off
  - g. Automated wireless file upload capability. (IVS) should also support wired or removable media file offload to storage solution
  - h. Evidence upload can be prioritized based on evidence tags (more important offenses uploaded first)
  - i. Upload can be delayed if the Officer is in range but still reviewing video or completing annotations
  - j. Full integration with a Digital Evidence Management (IVS)

- k. Maintain complete chain-of-custody (including events in the vehicle prior to video upload)
- l. Video Files must be verified for authenticity with a verification hash that meets or exceeds IACP Standards for in-car video

The In-Car Video System (IVS) will be required to be configured to collect metadata that can be searched in the management (IVS) once it has been uploaded. Below is an outline of the kind of metadata that needs to be captured:

1. **GPS, Longitude & Latitude:** Location metadata helps locate where the driver was at a specific point in time when an incident occurs. This is critically important in forensic situation when the location of the vehicle is in question.
2. **Triggers:** When the trigger is incurred, the (IVS) starts recording in response. Typical triggers include but are not limited to; Speed over 80mph, rifle removed from dock, Light bar activated, Impact (accident), Siren activated, rear door opened. The solution should provide support for up to 12 customizable triggers.
3. **Forced Evidence Tags:** The (IVS) will be configured to require specific "Evidence Tags" at the end of a recording to catalog the incident. The department needs to be able to determine the best categories for their specific needs and then configure the (IVS) to require the user to choose from the drop down list of Evidence Tags available.

#### **4.4 In-Car Digital Evidence Management (IVS)**

The (IVS) should have a comprehensive enterprise Digital Evidence Management (IVS) that is fully integrated with the In-Car Video System module. In-Car video and metadata will automatically flow into the evidence management application where video assets are verified as exact duplicates, and managed as evidence.

The primary features of required in the Digital Evidence Management (IVS) are detailed below:

1. **Searching:** Users must be able to narrow their search by one or more criteria simultaneously from the client search page:
  - a. Date and time frame
  - b. User/Officer
  - c. Video objects (cabinets/folders/video file descriptions)
  - d. Video tags (user definable tags)
  - e. Source (vehicle) and area
  - f. Bookmarks and Storage type

2. **Video and metadata Playback:** Clicking the thumbnail image should start the video media player. The player will play the video and associated metadata. The player supports typical functions such as play, rewind, fast forward, and stop. In addition, the player will display file functions available to the user based on permissions (verify, export, convert, burn DVD, etc.).
3. **Mapping:** GPS position data should constantly be collected during an in-car video. This position data should be used to provide an interactive map that updates as the video is played back. As the video plays, the map updates to show precisely where the car is in each frame of the video.
4. **File Tagging:** All assets managed in the (IVS) must be able to be assigned user definable video tags. These tags can be used to categorize assets. For example, it's common to tag video with an incident type and case number. Since tags are user definable, virtually any meta-tag should be able to be introduced to the (IVS).
5. **Video Asset Verification:** The evidence management (IVS) should use a SHA-2 hash to verify that the file ingested into the management (IVS) is an exact duplicate of the file recorded in the vehicle. The file verification can be performed at any point forward on demand. The application will automatically verify an exact duplicate anytime an asset is moved from one storage location to another.
6. **Chain of Custody:** A full evidentiary audit trail must be recorded in the (IVS). A chronological report can quickly be generated to document who has accessed a file, what file operations have been performed on the file, and when they were performed. Reports will also be run by user or other selection criteria.
7. **User or Group Permissions:** Rights and permissions will be configured within the (IVS) to allow or restrict file access or file functions. For example, a user group such as a "Patrol Commander" may have access to view, export, and write a DVD of any patrol video, whereas a group of users such as "Patrol Officers" may have rights to view their own files only. Permissions are highly configurable.
8. **Digital Evidence Retention Policy and Workflow Management:** The (IVS) should provide a configurable and easy-to-use structure for automatically managing digital evidence based on the type of event and retention period. Once digital evidence is tagged, the (IVS) can be configured to automatically trigger a workflow process based on the Garden Grove Police Department's retention and storage policy. The video

management must be automated with rules and associations based on Garden Grove Police Department's Digital Evidence Retention Policy. For example, the (IVS) will be configured to manage a given type of offense, (e.g. DUI) for three years in primary storage and transfer to secondary storage for an additional five years; then to the recycle bin automatically.

9. **Comprehensive Video File Management:** The (IVS) must maintain all metadata associated with a video asset. Triggers and other metadata are to be integrated with the player, and viewable upon playback. This (IVS) needs to support all standard media types, as well as proprietary file types by associating the related codecs and compatible player.
10. **Exporting:** The (IVS) will provide a mechanism to export video assets in their native format or convert the proprietary video asset to a Windows Compatible file format (.WMV, .MP4, etc.) or authored format. The (IVS) will produce a DVD using the native proprietary file and player, or converts the asset to a windows compatible file and produces a DVD which is playable in Windows Media Player, or converts to authored DVD which is viewable from any standard DVD player.

#### **4.5 In-Car Video Mounting Solution**

The In-Car video mounting solution needs to be a highly reliable and durable platform for capturing, managing and storing video. The In-Car video mounting solution will consist of the following hardware and software installation per vehicle:

1. Forward-facing mini-zoom camera specifically designed to maximize officer visibility
2. Rear Seat Camera with Microphone
3. Wireless Digital Microphone & Transmitter
4. DVR equipped with 60 GB solid state hard drive
5. GPS
6. 4 in 1 antenna
7. Wiring harness
8. Mobile Management (IVS) Control (In-Car Video) Software

#### **4.6 IT Related Questions/Requirements: Please make sure the responses to these questions are addressed in your proposal:**

1. Since video storage is performance intensive, please provide the City with your storage throughput requirements for the entire Garden Grove project, such as: what is the peak and average IOPS requirement, what is the transfer size, what is the mix of random/sequential IO, what is the read/write mix.

2. Currently Garden Grove has 100TB of usable storage available for this project. This storage will be connected to VMware hosts over iSCSI. Will this storage capacity suffice, taking into account Garden Grove's retention period and size/scope of in-car video deployment?

3. Is there any vendor hardware required to be installed on Garden Grove's backend infrastructure either connected to the VMware host, switches, or storage units?

4. Please indicate if the total CPUs allocated to this project will suffice? There are two VMware hosts, so all vendor's VMs will be deployed only on these two hosts. Each host has 256GB RAM and two socket processors (each processor has 12 cores/ 24 threads). Will this CPU capacity suffice for the Garden Grove in-car video project?

5. How many vendor VMs will be deployed on this infrastructure. What are the hardware requirements for these VMs i.e. how many CPU cores, how much RAM, how much storage capacity, and IOPS requirements (assuming same IOPS characteristics as in line 5 above) need to be assigned to these vendor VMs?

6. If CPU, or storage performance is inadequate for some reason, the City can scale out both CPU and storage performance by adding physical servers to the VMware cluster and/or SSDs to the hosts. How would the vendor's solution scale, does it involve assigning additional resources to the vendors existing VMs or is it by spinning up more VMs? What is the process to scale up vendor's deployment as it relates to 'backend' infrastructure?

7. All server software must be able to run in a VMware esx environment utilizing the City's on premise storage system

8. The City will NOT consider a cloud storage solution.

9. Network Connectivity:

- How will the video data migrate from the cars to the server?
- Will it work over the internet or only through Wi-Fi?
- Can it transfer outside of netmotion?
- Does the computer in the car need to be turned on for the data transfer to take place?



## **PROPOSAL REQUIREMENTS**

This section is intended to provide guidelines to the Proposer regarding features that the City will look for and expect to be included in the proposal. Please refer to Page 9, GENERAL FORMAT OF PROPOSAL, for the details and additional requirements of the proposal.

### **5.1 Approach**

A description of the vendor's approach and work program to meet the city's objectives shall be included. It should explain the technical approach, methodology, and specific tasks and activities that will be performed to address the specific issues and work items.

### **5.2 Team Organization**

The purpose of this section is to describe the organization of the project team including subcontractors and key staff. A project manager and an alternate project manager shall be named who shall be the prime contact and be responsible for coordinating all activities with the City. An organization diagram shall be submitted showing all key team members and illustrating the relationship between the City, the project manager, key staff, and subcontractors. There also should be a brief description of the role and responsibilities of all key staff and subcontractors identified in the team organization.

### **5.3 Statement of Qualifications**

The information provided in this section should describe the qualifications of the vendor and key staff in performing projects within the past five (5) years that are similar in scope and size to demonstrate competence to perform these services. The projects listed should be those that the key staff named for this project were responsible for performing. Information shall include:

1. Names of key staff that participated on named projects and their specific responsibilities.
2. The client's name, contact person, addresses, and telephone numbers.
3. A brief description of type and extent of services provided.
4. Completion dates (estimated, if not yet completed).
5. Total costs of the projects.

There should be included in the section brief resumes of key personnel who will provide these services demonstrating their qualifications and experience. Resumes should highlight education, relevant experience, licenses, and specific responsibilities for services described.

## **5.4 Proposal Pricing**

Compensation for services provided shall be based upon the proposers detailed Fee Proposal to furnish the services and equipment detailed in their proposal.

The Proposal Pricing (Attachment B) shall identify all costs associated with the comprehensive (IVS), including hardware, software, installation, training, and maintenance. Maintenance cost shall be provided for a term of five (5) years from date of (IVS) acceptance. Pricing should be included for up to 120 body worn cameras and up to 59 in-car IVS's, so the City can determine how many body worn and how many in-car IVS's they may want based on cost and budget. This information will be used by the City staff to evaluate the reasonableness of the fee proposal. *These numbers are subject to change based on final contract negotiations and options selected.*

Reimbursable expenses shall not be allowed unless negotiated prior to a contract and approved by the City in advance.

Price escalations during the contract term are disfavored and will not be allowed unless negotiated prior to execution of contract.

## **TERMS AND CONDITIONS**

### **6.1 Standard City Contract**

The vendor will enter into an agreement with the City based upon the contents of the RFP and the vendor's proposal. The City's standard form of agreement is included in the RFP document on Pages 14-20. The Proposer shall carefully review the agreement, and include with the proposal a description of any exceptions requested to the standard contract. If there are no exceptions, a statement to that effect shall be included in the proposal. Scores may be affected by the proposers inability to agree with the City's contract terms and any other requirements noted in the RFP document.

### **6.2 Disclaimer**

This RFP does not commit the City to award a contract, or to pay any costs incurred in the preparation of the proposal. The City reserves the right to extend the due date for the proposal, to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified vendor, or to cancel this RFP in part or in its entirety. The City may require the selected vendor to participate in negotiations and to submit such technical, fee, or other revisions of their proposals as may result from negotiations.

### **6.3 Assigned Representatives**

The City will assign a project manager to administer the contract, and to assist the vendor in obtaining information. The vendor also shall assign a responsible representative (project manager) and an alternate, who shall be identified in the proposal. The vendor's representative will remain in responsible charge of the vendor's duties from the notice-to-proceed through project completion. If the vendor's primary representative should be unable to continue with the

project, then the alternate representative identified in the proposal shall become the project manager. The City's representative shall first approve any substitution of representatives or subcontractors identified in the proposal in writing. The City reserves the right to review and approve/disapprove all key staff and subcontractor substitution or removal, and may consider such changes not approved to be a breach of contract.

## **ADMINISTRATION SPECIFICATIONS**

### **7.1 Interviews/On-Site Demonstrations/Equipment Testing**

City reserves the right to conduct interviews, and/or to require on-site demonstrations and/or product testing with some or none of the Proposers at any point during the evaluation process. However, City may determine that interviews/on-site demonstrations/equipment testing are not necessary. In the event interviews/on-site demonstrations/equipment testing are conducted, information provided during the interview/on-site demonstrations/equipment testing shall be taken into consideration when evaluating the stated criteria. City shall not reimburse the Proposer for the costs associated with the interview/on-site demonstrations/equipment testing process. Equipment testing will be held at a time and place specified by the City. The Proposer's key project team members will be invited to attend the interview and/or on-site demonstrations and/or equipment testing. The Proposers should be prepared to discuss at the interview, their specific experience providing services and equipment similar to those described in this RFP, project approach, estimated work effort, available resources, and other pertinent things distinguishing the Proposer from others.

### **7.2 False or Misleading Statements**

Any submittals containing, in the opinion of the City, false or misleading statements will be rejected.

### **7.3 Prospective Vendor Costs**

Costs for developing submittals are entirely the responsibility of the vendor and shall not be chargeable in any manner to the City

### **7.4 City Use of RFP Ideas**

The City reserves the right to use any and all service and product ideas presented from prospective vendors. Selection or rejection of a vendor does not affect this right.

### **7.5 Copyrights and Patents**

The vendor shall hold the City of Garden Grove and its officers, agents, servants, and employees harmless from liability of any nature or kind because of any copyrighted information, secret or proprietary process, patented or unpatented invention, disclosed or used in response to this RFP, and agrees to defend, at its own expense, any and all actions brought against the City of Garden Grove or its officers, agents, servants, or employees or the Vendor alleging or arising from unauthorized use of such information, process or invention.

## **7.6 Replacement of Incompatible Staff**

The City reserves the right to request and receive a replacement for any vendor staff member whom the City, in its sole and absolute discretion, determines is not working effectively with the City's staff assigned to this project, or who is inadequately qualified to perform the services to be provided, or who is unsuitable to be performing services in secure areas.

**RFP S-1223**  
**Provide and Install an In-Car Video System and Software Maintenance for  
the City of Garden Grove**

**ATTACHMENT "B"**  
**PROPOSAL PRICING**

THE HONORABLE MAYOR AND CITY COUNCIL  
CITY OF GARDEN GROVE  
11222 ACACIA PARKWAY  
GARDEN GROVE, CALIFORNIA 92840

To: THE HONORABLE MAYOR AND CITY COUNCIL: The undersigned having carefully examined the Plans and Specifications to Provide all Labor, Materials, Equipment, Support, Maintenance, Training and Installation of an In-Car Video (IVS) System for the City of Garden Grove. HEREBY PROPOSE to furnish all labor, materials and transportation, and do all the work required to complete work in accordance with the Scope of Work.

Proposal must include ALL costs and fees associated with providing the equipment and maintenance and other expenses. **No fees, costs or charges will be considered or paid by the CITY that are not identified in this proposal.**

The undersigned hereby certifies that this Proposal is genuine and is not sham or collusive, or made in the interest or in behalf of any person not herein named, and that the undersigned has not directly or indirectly induced or solicited any other bidder to put in a sham bid, or any other person, firm or corporation to refrain from bidding, and that the undersigned has not in any manner sought, by collusion, to secure for himself an advantage over any other bidder. Please check your calculations before submitting your Proposal; the City of Garden Grove will not be responsible for Proposer miscalculations and may deem your proposal as non-responsive.

**The City reserves the right to add and delete equipment and services related to this RFP at its discretion.**

BY:  (800) 605-6734 ext. 2608  
(Signature) (Phone Number)

David "Russell" Walker

(Type or Print Name)

Chief Financial Officer

(Title)

bids@watchguardvideo.com

(Email Address)

## BUDGET NARRATIVE FOR GARDEN GROVE, CA.

### HARDWARE

#### 1) 4RE High Definition In-Car Video Camera System with Integrated VISTA WiFi Body Worn Camera.

This system includes: a Zero Sightline Camera; separate back seat camera, integrated GPS; crash detection; a DVR with integrated 200GB automotive grade hard drive; a 4.3" touch screen remote display control panel; a cabin microphone; a VISTA WiFi Enabled wearable camera; a 4RE / VISTA Smart PoE switch; a VISTA WiFi In-Car Charging / Transfer Base; plus all mounting hardware, cabling and accessories needed for installation and a 1 Year Warranty.

Price for each system \$5,220.00

Cost for quantity 50 systems: \$261,000.00

#### 2) 4RE In-Car 802.11n Wireless Kit, 5 GHz

This Kit includes the radio, an antenna, a PoE and two (2) each 10' Ethernet Cables

One kit per each 4RE In-Car System - \$190.00 Each

Cost for quantity 50 Wireless kits: \$9,500.00

#### 3) High Definition Panoramic Camera Upgrade

Replaces the Zero Sightline Front Camera with an HD Panoramic Front Camera

One Panoramic camera per each 4RE In-Car System - \$95.00 Each

Cost for quantity 50 Camera Upgrades: \$4,750.00

#### 4) VISTA Vehicle Trigger Kit

Allows the VISTA WiFi and XLT to work without a 4RE In-Car System

One trigger kit per each motorcycle - \$795.00 Each

Cost for quantity 9 Trigger Kits: \$7,155.00



### **5) VISTA HD, USB Charge and Upload Docking Base**

Allows for the charge and upload of VISTA Body Worn Cameras, including the ability to use the Record-After-The-Fact Feature.

Cost for a VISTA HD, USB Charge and Upload Docking Base - \$90.00 Each

Cost for quantity 14 USB Bases: \$1,260.00

### **6) VISTA XLT Wi-Fi Enabled Body-Mounted Wearable Camera Kit**

The VISTA XLT Wi-Fi Enabled Body-Mounted Wearable Camera Kit includes a DVR, a body-mounted camera, a cable, a cable strain relief, choice of a camera mount, choice of a DVR holder and a 1-year warranty.

Cost for VISTA XLT, Wi-Fi enabled BWC Kit - \$1,040.00 Each

Cost for quantity of 70 VISTA XLT BWC Kits: \$72,800.00

### **7) VISTA High-Definition 8-Bay Ethernet Transfer Station**

The VISTA Transfer Station allows up to eight (8) VISTA Body Worn Cameras to upload video and recharge batteries at one time.

Cost for VISTA HD 8-Bay Transfer Station - \$1,420.00 Each

Cost for quantity of 15 VISTA Transfer Stations: \$21,300.00

### **8) WiFi Access Point, Configured, 802.11n, 5GHz, Sector (included PoE)**

Cost for WiFi Access Point - \$190.00 Each

Cost for quantity three (3) Access Points: \$570.00

### **9) REDACTIVE Tower Server**

The REDACTIVE Tower server, Xenon 16 Core, 480GB SSD, Blu Ray DVDRW, 16GB. Includes Microsoft Windows 10 Professional, Microsoft Wired Desktop 600 Keyboard and Mouse, Logitech S-150 USB Digital Speakers, and ASUS Pro 21.5" LED HD Monitor and 3 year full service (On-Site or reimbursed) warranty.

Cost of REDATIVE Tower at quantity one (1) each: \$4,000.00

**10) Rimage, Catalyst 6000N Disc Publishing**

The Rimage Catalyst 6000N system includes 2 recorders, with a total capacity of 3 bins / 150 discs. Intel Core i3-6100, 2 x 500 GB, two RAID volumes, 8 GB, with two 1 GB Ethernet adapters.

Cost of Rimage, Catalyst 6000N System at quantity one (1) each: \$9,500.00

**11) DVD, Rimage, Professional Media Kit, Black-Inc. Ribbon and 10,000 Media.**

Cost of Rimage, Professional Media kit at quantity one (1) each: \$5,435.00

**SOFTWARE**

**12) Evidence Library 4 Site License – One Time Purchase per Location**

Cost of Evidence Library Site License at quantity one (1) each: \$950.00

**13) Evidence Library 4 – 4RE Device License – One Time Fee**

The 4RE Device License Includes 1<sup>st</sup> year of Software Maintenance and Basic CLOUD SHARE which is 24 Shares per Device

Cost of the Evidence Library 4 Device License for the 4RE In-Car System - \$143.00 Each

Cost of EL4 Device License for quantity 50 4RE Systems: \$7,150.00

**14) Evidence Library 4 – VISTA / 4RE Combo- Discount Device License – One Time Fee**

The VISTA / 4RE Combo-Discount Device License applies to 50 VISTA XLT Body Worn Camera Device Licenses. The discount is based upon the body cameras being purchased as a bundle with the 4RE Device Licenses. The VISTA / 4RE Combo-Discount Device License includes 1<sup>st</sup> year of Software Maintenance and Basic CLOUD-SHARE which is 24 Shares per Devices.





Cost of EL4 Combo-Discount Device License for VISTA - \$71.00 Each  
Cost of EL4 Combo-Discount Device Licenses for quantity 50 VISTA XLT: 3,550.00

**15) Evidence Library 4 – VISTA Device License – One Time Fee**

The VISTA Device License includes 1<sup>st</sup> year of Software Maintenance and Basic CLOUD-Share which is 24 Shares per Device. These EL4 Device Licenses are for the remaining 70 VISTA XLT Body Worn Cameras.

Cost of EL4 VISTA Device License for VISTA Body Camera - \$143.00 Each  
Cost of EL4 VISTA Device License for VISTA Body Cameras, quantity 70: \$10,010.00

**16) REDACTIVE Redaction Software, Single Seat License – One Time Purchase**

Cost of REDACTIVE Redaction Software Single Seat license quantity one (1): \$3,795.00

**WARRANTIES**

**17) Warranty, 4RE, In-Car, 1<sup>st</sup> Year (Months 1-12)**

1<sup>st</sup> Year Warranty for 4RE In-Car Camera Systems comes with each System  
Year one Hardware Warranty for the 4RE In-Car System quantity 50: \$0.00

**18) Warranty, 4RE, In-Car, 2<sup>nd</sup> Year (Months 13-24)**

2<sup>nd</sup> Year Hardware Warranty for 4RE In-Car Camera System is \$100.00 Each per Year.

**19) Warranty, 4RE, In-Car, 3<sup>rd</sup> Year (Months 25-36)**

3<sup>rd</sup> Year Hardware Warranty for 4RE In-Car Camera System is \$200.00 Each per Year.

**20) Warranty, 4RE, In-Car, 4<sup>th</sup> Year (Months 37-48)**

4<sup>th</sup> Year Hardware Warranty for 4RE In-Car Camera System is \$325.00 Each per Year.

**21) Warranty, 4RE, In-Car, 5<sup>th</sup> Year (Months 49-60)**

5<sup>th</sup> Year Hardware Warranty for 4RE In-Car Camera System is \$450.00 Each per Year.

**22) Warranty, 4RE, 5 Year Hardware and Software Bundles**

Includes Hardware Warranty and Software Maintenance for 5 Years (Months 1-60)

Cost per 4RE System for Hardware Warranty and Software Maintenance for five (5) Years - \$1,375.00 Each.

Cost for 4RE systems covered by 5 years of Hardware Warranty and 5 years of Software Maintenance quantity 50: \$68,750.00

**23) VISTA Warranty, 1<sup>st</sup> Year (Months 1-12)**

VISTA XLT Body Worn Camera systems come with a one year hardware warranty at \$0.00 Each.  
Cost for VISTA Hardware Warranty quantity 120: \$0.00

**24) Warranty, VISTA WiFi, 3 Year No-Fault**

The VISTA WiFi, 3 Year No-Fault Warranty covers all VISTA Body Camera Hardware for three (3) years regardless of what happens. This warranty replaces the standard Hardware Warranty and must be purchased up front.

Cost of the VISTA WiFi, 3 Year No-Fault Warranty is \$450.00 per VISTA camera.

**25) Warranty, VISTA WiFi, Hardware and Software Bundle**

The VISTA WiFi, Hardware and Software Bundle covers 3 years of Hardware Warranty and 3 years of Software Maintenance for the VISTA WiFi camera systems.



Cost of the VISTA WiFi, Hardware and Software Bundle per camera - \$650.00 Each  
Cost of the VISTA WiFi, Hardware and Software Bundle quantity 120: \$78,000.00

**26) Evidence Library 4 Software Maintenance, 1st Year**

Software Maintenance is for 4RE In-Car and VISTA Body Cameras  
(Included in Evidence Library Device License.) Basic CLOUD-SHARE: 24 Shares per Device

The first year of Evidence Library 4 Software Maintenance is included with the purchase of the Evidence Library 4 Single Seat license for the 50 4RE In-Car Camera systems and the 120 VISTA XLT Body Worn Camera systems: \$0.00

**27) Evidence Library 4 Software Maintenance, 2nd Year**

Includes Basic CLOUD-SHARE: 24 Shares per Device

The second year of Software Maintenance is included for the:  
50 4RE In-Car Camera Systems with the Hardware/Software Bundle (line item 22): \$0.00  
And 120 VISTA Body-Worn Cameras with the 3 Year Hardware / Software Bundle (line item 25):  
\$0.00

**28) Evidence Library 4 Software Maintenance, 3<sup>rd</sup> year**

Includes Basic CLOUD-SHARE: 24 Shares per Device

The third year of Software Maintenance is included for the:  
50 4RE In-Car Camera systems with the Hardware / Software Bundle (line item 22): \$0.00  
And 120 VISTA Body-Worn Cameras with the 3 Year Hardware / Software Bundle (line item 25):  
\$0.00

**29) Evidence Library 4 Software Maintenance, 4<sup>th</sup> year**

Includes Basic CLOUD-SHARE: 24 Shares per Device

The fourth year of Software Maintenance is included for the:  
50 4RE In-Car Camera systems with the Hardware / Software Bundle (line item 22): \$0.00



However, the 120 VISTA Body-Worn Cameras warranty (line item 25) has expired.  
The Evidence Library 4 Software Maintenance for each VISTA - \$150.00 Each  
Cost for EL4 Software Maintenance, year 4, quantity 120: \$18,000.00

**30) Evidence Library 4 Software Maintenance, 5<sup>th</sup> year**

Includes Basic CLOUD-SHARE: 24 Shares per Device

The fifth year of Software Maintenance is included for the:

50 4RE In-Car Camera systems with the Hardware / Software Bundle (line item 22): \$0.00

The Evidence Library 4 Software Maintenance for each VISTA - \$150.00 Each

Cost for EL4 Software Maintenance, year 5, quantity 120: \$18,000.00

**31) Software Maintenance, REDACTIVE, 3-Year Bundles (Months 1-36)**

This Software Maintenance plan will cover the REDACTIVE system for the first 3 Years.

Cost of Software Maintenance for Years 1-3 for REDACTIVE, quantity one (1): \$2,250.00

**32) Software Maintenance, REDACTIVE, +1 Extended Addition Year**

This Software Maintenance plan is purchased on an annual basis at \$785.00

Cost per year for REDACTIVE Software Maintenance - \$785.00

Cost to cover REDACTIVE Software Maintenance for years 4 and 5 (quantity 2): \$1,570.00

**33) Warranty, REDACTIVE Tower Workstation, 5 –Year (Months 37-60)**

REDACTIVE Tower Workstation comes with a three (3) year warranty, this onetime fee is to purchase additional hardware warranty for the server.

Cost to cover the REDACTIVE Tower hardware for years 4 and 5: \$1,175.00

**34) Warranty, Rimage, Catalyst 6000N Rapid Exchange, 1<sup>st</sup> Year Upgrade**

**This warranty is for each year for the Rimage. It includes phone support, email support, online help center, arrival of replacement unit or parts or repair time frame of next business day and software updates.**

Annual Cost for the Rapid Exchange Warranty - \$1,145.00

Cost for Rimage Rapid Exchange service for quantity five (5) years: \$5,725.00

**SERVICES**

**35) System Configuration**

The System Configuration includes configuration services per location with WatchGuard Technical Services on-site installing and configuring Evidence Library, Remote client, and SQL database. Programming all access points and available DVR units. Doing end-to-end system testing and providing training for hardware end users, back office software users and system administrators.

Cost of System Configuration, quantity one (1): \$2,500.00

**36) 4RE System Installation, In-Car**

Cost per vehicle for installation of the 4RE In-Car Camera system - \$400.00

Cost of 4RE In-Car Camera installation, quantity 50: \$20,000.00

**37) Video System Removal**

Cost per vehicle for removal of current in-car system - \$75.00

Cost of video system removal, quantity 50: \$3,750.00



**38) Access Point Installation**

Cost per Access Point for Installation - \$1,000.00

Cost for Access Point installation, quantity three (3): \$3,000.00

**Shipping and Handling is Included**

**PAYMENT TERMS:**

**WatchGuard, Inc. agrees that the following payment terms are agreeable.**

Half paid in the FY '17-'18 and the remainder after July 1, 2018 without penalty or interest as long as paid by July 31, 2018 or upon satisfactory completion, whichever comes last.



## EVIDENCE LIBRARY SOFTWARE MAINTENANCE PLAN

### TERMS AND CONDITIONS

Your WatchGuard Software Maintenance Plan for Evidence Library (herein referred to as the "Software Maintenance Plan") is governed by these Terms and Conditions and constitutes your contract with WatchGuard, Inc. as described below. Subject to these Terms and Conditions,

- (i) The Software Maintenance Plan applies to all customers who signed up for an active plan with WatchGuard after July 1, 2015.
- (ii) The Evidence Library Software ("Covered Software") first sold to an end user is guaranteed to be free defects in material and workmanship for the duration of the coverage period.
- (iii) The Software Maintenance Plan provides you with access to telephone technical support and web-based support resources for the Covered Software.
- (iv) The Software Maintenance Plan provides you with access to software service packs, minor software updates, major software upgrades, and 4RE/VISTA Firmware updates.
- (v) The Software Maintenance Plan includes the "Basic" level of CLOUD-SHARE.

The Software Maintenance Plan can be extended beyond the first year, provided payment for the annual Software Maintenance Plan for each year is made to WatchGuard prior to the end of the Coverage Period. The Software Maintenance Plan must be carried consecutively without any lapses in yearly coverage across all purchased 4RE In-Car, and VISTA units. WatchGuard will track the serial numbers of each unit and associate coverage with the Software Maintenance Plan respectively. All 4RE In-Car, VISTA and IT related hardware is excluded under the Software Maintenance Plan.

The duration of the Software Maintenance Plan ("Coverage Period") is for the period specified by any and all paid invoices related to the purchases of Software Maintenance Plans. WatchGuard may restrict service provided under this Software Maintenance Plan to the Covered Software's original country of purchase.

All Software Maintenance plans will have a "Common" expiration date that will be determined by the expiration of the original Software Maintenance from the initial purchase invoice. The common expiration date will be the same for all units. Any additional units purchased after the initial invoice, will not have Software Maintenance extended past the common expiration date unless additional years of Software Maintenance are purchased. All units must be extended at the same time and then the new expiration date will become the common expiration date for all current and future units purchased.



#### SERVICE OPTIONS:

Remote Service which includes call center, on-line chat, email, will call, and remote desktop service, is provided free of charge for the Coverage Period. In instances where remote desktop capability is accessible, WatchGuard will make every reasonable effort to provide a solution remotely.

On-Site Technical Service must be scheduled in advance and is available at a minimum daily rate. Contact WatchGuard for further information regarding rates and availability.

#### TECHNICAL SUPPORT

##### TELEPHONE AND WEB SUPPORT

During the Coverage Period WatchGuard will provide you with access to telephone technical support and web-based technical support resources. Technical support may include the launch, configuration, troubleshooting, and recovery, interpreting system error messages, and determining when hardware repairs are required. WatchGuard will provide technical support for the Covered Software including software applications that are installed by WatchGuard or an Authorized Service Center. WatchGuard will provide support for the then-current version of the software.

##### SUPPORT LIMITATIONS

The Software Maintenance Plan does not cover:

- (i) Issues that could be resolved by upgrading the software to the then-current version.
- (ii) Your use of or modification to the Covered Software in a manner for which the Covered Software is not intended to be used or modified.
- (iii) Third-party products or their effects on or interactions with the Covered Software.
- (iv) Does not cover the services or time related to the installation of the software, training, or software upgrades.
- (v) Your use of a computer or operating system that is unrelated to Covered Software.
- (vi) Connectivity issues with the Covered Software over networks not built or supported by WatchGuard.
- (vii) Covered Software that has been deleted or uninstalled.
- (viii) Preventative maintenance on the Covered Software.
- (ix) Damage to, or loss of, any software or data residing or recorded on the same computer as the Covered Software. The contents of the hard drive may be deleted in the course of service. WatchGuard may install system software updates as part of your service that will prevent the software from reverting to an earlier version. Reinstallation of software programs and user data are not covered under this Plan.





- (x) Hardware Warranty coverage includes, but is not limited to, servers, computers, DVD burners, JBOD online storage devices, uninterruptable power supplies, building mounted antennas, and all related brackets and mounting hardware (“IT Equipment”).
- (xi) On-Site technical service.
- (xii) Problems caused by the function of a network or viruses or other software problems introduced into the Covered Software or computer the Covered Software is running on.
- (xiii) Except as specifically provided herein, any other damages that do not arise from defects in materials and workmanship or ordinary and customary usage of the Covered Software.

Any incident deemed out of scope as defined in this Software Maintenance Plan or any incident that occurs while no Software Maintenance Plan Agreement is in place, shall be subject to additional fees and/or charges. The Customer will be quoted applicable charges and rates prior to any service(s) being performed. Approved service(s) will commence upon receipt of a purchase order.

#### OBTAINING TECHNICAL SUPPORT

You may obtain technical support by calling (800) 605-6734. The Customer Service Representative will provide you technical support.

#### YOUR RESPONSIBILITY

To receive service or support under the Plan, you agree to comply with the following:

- (i) Provide your agency name and serial number (if required) of the Covered Software.
- (ii) Provide information about the symptoms and causes of the problems with the Covered Software.
- (iii) Respond to requests for information, including but not limited to the associated serial number of Covered Software, version, model, IT hardware, and software including operating system and database software, third-party software installed, any peripherals devices connected or installed with the Covered Software, any error messages displayed, actions taken before the Covered Software experienced the issue and steps taken to resolve the issue.
- (iv) You shall maintain all IT Equipment related to or required by the Covered Software. Any incident arising from inadequate maintenance of these systems shall be subject to additional per incident charges
- (v) Any changes to the hardware or software environment for both the Covered Software and IT Equipment made by Customer that results in any degradation in performance will be the responsibility of you including any related costs to correct the issue. Changes include, but are not limited to, in-car installation resulting in a non-approved



installation, damaged or misalignment of wireless antennas caused by the customer or weather, untrimmed trees or added obstacles that degrade wireless signal strength, added vehicles without regard for adding additional wireless access points that results in degraded performance, adding or changing video storage locations in an improper manner, adding or updating server software without the approval of WatchGuard, changes to the 4RE related network topology or architecture without consultation of WatchGuard.

#### GENERAL TERMS

- (i) WatchGuard may subcontract or assign performance of its obligations to third-parties but will not be relieved of its obligations to you in doing so.
- (ii) WatchGuard is not responsible for any failures or delays in performing under the Plan that are due to events outside WatchGuard's reasonable control.
- (iii) This Plan is offered and valid only in the United States of America. This Plan may not be available in all states, and is not available where prohibited by law.
- (iv) In carrying out its obligations WatchGuard may, at its discretion and solely for the purposes of monitoring the quality of WatchGuard's response, record part or all of the calls between you and WatchGuard.
- (v) WatchGuard is not obligated to renew the Software Maintenance Plan after termination. If a new Software Maintenance Plan is offered, WatchGuard will determine the price and terms.

#### LIMITATION OF LIABILITY

EXCEPT FOR THE LIMITED WARRANTIES AND REMEDIES CONTAINED HEREIN, THIS PRODUCT IS PROVIDED ON AN "AS IS" BASIS, WITHOUT ANY OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR THOSE ARISING BY LAW, STATUTE, USAGE OF TRADE, OR COURSE OF DEALING.

NEITHER WATCHGUARD NOR ITS DEALERS OR SUPPLIERS WILL HAVE ANY LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO, LOSS OF REVENUE OR PROFIT, WHETHER RESULTING FROM THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT, EVEN IF WATCHGUARD HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR THEY ARE FORESEEABLE. WATCHGUARD IS ALSO NOT RESPONSIBLE FOR CLAIMS BY A THIRD PARTY. WATCHGUARD'S MAXIMUM AGGREGATE LIABILITY TO YOU, AND THAT OF ITS DEALERS AND SUPPLIERS, SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR THIS PRODUCT AS EVIDENCED BY YOUR PURCHASE RECEIPT.



This limited warranty gives you specific legal rights. You may also have other rights that may vary from state to state or from country to country. You are advised to consult applicable state or country laws for a full determination of your rights.

#### SUPPORT CONTACT INFORMATION

##### **WatchGuard, Inc.**

Attn: Customer Service Department  
415 Century Parkway  
Allen, Texas 75013  
(800) 605-6734 Toll Free Main Phone  
(972) 423-9777 Main  
(972) 423-9778 Fax  
[www.watchguardvideo.com](http://www.watchguardvideo.com)  
[support@watchguardvideo.com](mailto:support@watchguardvideo.com)



## LIMITED IN-CAR HARDWARE WARRANTY

WatchGuard, Inc., in recognition of its responsibility to provide quality systems, components, and workmanship, warrants each system, part, and component it manufactures first sold to an end user to be free from defects in material and workmanship for a period of **ONE-YEAR** from the date of purchase. A defective component that is repaired or replaced under this limited warranty will be covered for the remainder of the original warranty period. Where defects in material or workmanship may occur, the following warranty terms and conditions apply:

**WARRANTOR** – This warranty is granted by WatchGuard, Inc., 415 Century Parkway, Allen, TX 75013, Telephone: 972-423-9777, Facsimile: 972-423-9778.

**PARTIES TO WHOM WARRANTY IS INTENDED** – This warranty extends to the original end user of the equipment only and is not transferable. Any exceptions must be approved in writing from WatchGuard.

**PARTS AND COMPONENTS COVERED** – All parts and components and repair labor of the warranted unit manufactured and/or installed by WatchGuard are covered by this warranty, except those parts and components excluded below.

**PARTS AND COMPONENTS NOT COVERED** – The Limited Warranty excludes normal wear-and-tear items such as frayed or broken cords, broken connectors, and scratched or broken displays. WatchGuard reserves the right to charge for damages resulting from abuse, improper installation, or extraordinary environmental damage (including damages caused by spilled liquids) to the unit during the warranty period at rates normally charged for repairing such units not covered under the Limited Warranty. In cases where potential charges would be incurred due to said damages, the agency submitting the system for repairs will be notified. Altered, damaged, or removed serial numbers results in voiding this Limited Warranty. If while under the warranty period, it is determined that the WatchGuard system was internally changed, modified, or repair attempted, the system warranty will become null and void.

**LIMITED LIABILITY** – WatchGuard's liability is limited to the repair or replacement of components found to be defective by WatchGuard. WatchGuard will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use of or inability to use the system even if the unit proved to be defective. WatchGuard will not be responsible for any removal or re-installation cost of the unit or for damages caused by improper installation.

**REMEDY** – If, within the duration of this warranty, a unit or component covered by this warranty is determined by WatchGuard to be defective in material or workmanship, WatchGuard shall replace any defective components. Replacement of a defective component(s) pursuant to this warranty shall be warranted for the remainder of the warranty period applicable to the system warranty period. WatchGuard will advance ship a replacement unit, or at the request of the customer, ask for the unit to



be sent in for repair. In the case of an advanced shipment replacement, WatchGuard will supply a return label with the advance unit, and the customer must return the defect within thirty days.

**SHIPPING** – When an advanced replacement is sent out, the unit will ship via ground shipping, and WatchGuard will provide a prepaid shipping label to return any defective unit for end users in the continental United States. A serial number is required to be submitted with the request in order to receive an advanced replacement unit. The customer will need to contact WatchGuard’s Customer Service Department to request a return material authorization (RMA) number. Failure to return the unit within the thirty-day window will result in the customer being billed the full purchase price of the advance shipped unit.

If the customer requests the unit be sent in for repair, the end user will be responsible for any shipping charges to WatchGuard. WatchGuard will return ship the product to a customer within the continental United States by prepaid ground shipping only. Any expedited shipping costs are the responsibility of the end user.

Customers that are outside the continental United States will be responsible for all transportation costs both to and from WatchGuard’s factory for warranty service, including without limitation to any export or import fees, duties, tariffs, or any other related fees that may be incurred during transportation. You may also obtain warranty service by contacting your local WatchGuard Authorized Service Center (ASC) for shipping instructions. A list of local ASCs may be obtained by contacting WatchGuard’s Customer Service Department. Customers will be responsible for all transportation costs to and from the local ASC for warranty service.

**EXTENDED WARRANTY** – Extended Warranties may be purchased directly from WatchGuard. Any and all extended warranties must be purchased prior to the expiration of any previous warranty. Failure to purchase an extended warranty prior to the expiration of the warranty period will require the covered unit to be physically inspected at the facility of the manufacturer and any repairs necessary to bring the unit back to full working order must be performed prior to the issuance of any new warranty. The customer will be responsible for the cost of the inspection (equal to 1 hour of labor) plus the standard costs associated with any required repairs. Should you have any further questions regarding the WatchGuard limited warranty, please direct them to:

**WatchGuard, Inc.**  
Attn: Customer Service Department  
415 Century Parkway  
Allen, Texas 75013  
(800) 605-6734 Toll Free Main Phone  
(972) 423-9777 Main  
(972) 423-9778 Fax  
[www.watchguardvideo.com](http://www.watchguardvideo.com)  
[support@watchguardvideo.com](mailto:support@watchguardvideo.com)



# HARDWARE SPECS

## Redactive Tower Workstation

<b>Typical Usage:</b>	Single seat machine to run Redactive software.
<b>Chassis:</b>	Mid-Size Tower, 300W Power Supply
<b>Motherboard:</b>	SM X10SRI-F SOC 2011 ATX, 512G DDR4 10 X SASTA 3
<b>Processor:</b>	Intel Xeon. E5-2620V4, LGA2011-3, 2.1Ghz, 8 Core, 16 Thread
<b>Memory:</b>	16GB (2x8GB), DDR4 2400
<b>Hard Drives (Boot):</b>	Micron 510DC, 480GB SSD
<b>Video Storage:</b>	1x2TB Hard Drive (Short Term Storage)
<b>Drives and Peripherals:</b>	ASUS Bluray, 12xBDR, 16xBDW, 16xDVDRW
<b>Network Interface:</b>	Integrated Dual-Gigabit LAN
<b>Graphics:</b>	PNY Quadro K420, 1GB GDDR3
<b>Operating System:</b>	Microsoft Windows 10 Professional
<b>Keyboard/Mouse:</b>	Microsoft Wired Desktop 600 Keyboard and Mouse
<b>Speakers:</b>	Logitech S-150 USB Digital Speakers 2.0 Channel
<b>Monitor:</b>	ASUS Pro 21.5" LED HD Monitor
<b>Standard Warranty</b>	3-Year Full Service (On-Site or reimbursed) Warranty
<b>Extended Warranty</b>	5-Year Full Service (On-Site) Warranty Available \$650

WGA00421-910 Redactive Workstation Specs

415 Century Parkway • Allen, TX • 75013  
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778  
[www.WatchGuardVideo.com](http://www.WatchGuardVideo.com)



## HARDWARE SPECS

### Rimage Catalyst 6000N System Specifications

<b>Number of Recorders:</b>	2
<b>Carousel / Total Capacity:</b>	3 bins / 150 discs
<b>External Output Bin Capacity:</b>	50 disc external outage bin
<b>CPU:</b>	Intel Core i3-6100
<b>Trusted Platform Module (TPM):</b>	Included
<b>HDD Storage:</b>	2 x 500 GB Two RAID ) volumes
<b>RAM:</b>	8 GB
<b>Operating System:</b>	Win 10 Enterprise 64-bit
<b>Network Adapters:</b>	Two 1 GB Ethernet
<b>Expansion Slots:</b>	0
<b>Height:</b>	25.5 in / 64.7 cm
<b>Width:</b>	16 in / 40.6 cm
<b>Depth:</b>	23.25 in / 59 cm
<b>Weight (without printer):</b>	65.3 lb / 29.7 kg
<b>Weight w/ Everest Encore:</b>	109.3 lb / 49.7 kg
<b>Weight w/ Prism III:</b>	85.3 lb / 38.8 kg
<b>Power Specifications:</b>	100-240 VAC, 60/50 Hz, 3.9-2.6 AMP, 500 watt Maximum
* Allow space (3.5" or 9 cm) in rear of machine for cabling.	



## **SERVER FULL SERVICE WARRANTY**

**ACTIVATION** - This Service Plan is activated, and the below terms and conditions apply, on the date of shipment of the Equipment by the Manufacturer ("WatchGuard Video"). User registration is not required to activate this Service Plan.

**SERVICE PLAN** - This Service Plan applies to on-site computer repair services that are available to you from Exelus, LLC ("Exelus") for the Equipment you purchased. Exelus shall provide to the User the services described in this Service Plan for a period of three (3) years.

**COVERAGE** - (1) To obtain performance under this Service Plan, an End User should call Exelus at their toll-free number 866-668-2773 and report the nature of the problem with the Equipment. Only representatives of Exelus or authorized Exelus service providers may perform repairs on the Equipment under this Service Plan. (2) During the Service Plan Period, Exelus will repair or replace, at the option of Exelus, any Equipment having a defect in material or workmanship. All replacement parts shall be provided by WatchGuard Video at no cost to End User. Exelus will return the Equipment to a like factory shipped condition. Exelus will not reload User's software. Circumstances may; however, require the reloading of the operating system as originally installed by the Manufacturer. Replacement parts are new or like-new (tested equivalent to new). Exelus may provide replacement parts made by various manufacturers when supplying parts to User. All replacement parts shall also be covered under this Service Plan for the remainder of the Service Plan Period or thirty (30) days (whichever is longer) and WatchGuard Video warrants that replacement parts will be interchangeable with the parts they are to replace, and will conform to the specifications current when they are shipped. (3) Some problems or defects may require Exelus to reformat or replace a Hard Disk Drive. Under such circumstances all data on the disk drive may be lost. The User is solely responsible for the security of User's data. Neither Exelus nor the authorized Exelus service providers shall be liable for the loss or destruction of data or media resulting from a defect in materials or workmanship covered by this Service Plan or resulting from the services performed hereunder. Exelus strongly advises End User to implement and maintain a daily routine to backup data to minimize the loss of data in the event of Equipment failure. Exelus service providers are required to return all





replaced and/or unused components including Hard Disk Drives. Users that intend to keep a failed Hard Disk Drive to attempt data recovery or protect the data must make arrangements to purchase a replacement Hard Disk Drive prior to the service incident. Neither Exelus nor WatchGuard Video will accept the failed Hard Disk Drive after the service incident has been closed. (4) Exelus representatives will initially attempt to diagnose problems over the telephone. Telephone technical services are available on the Exelus toll-free service line, 866-668-2773, during normal business hours (7 AM to 7 PM CST) Monday through Friday.

**EXCLUSIONS** - This Service Plan does not include: (1) Service or replacement of peripherals including, but not limited to, keyboards, mice, monitors, scanners, speaker sets, external drives, backup media, power protection devices, or Equipment specified by WatchGuard Video as special, non-stock, or custom ordered goods. These items may be warranted by WatchGuard Video or Manufacturer; (2) Installation or set-up of the Equipment; (3) Service needed as a result of moving the Equipment; (4) Physical and/or cosmetic damage to the exterior surface or housing of the Equipment; (5) Problems resulting from negligence, misuse, abuse, or other physical casualty to the Equipment; improper maintenance; electrical disturbances; acts of nature; or work, attachments, additions, alterations, or modifications by persons other than qualified service providers; (6) Service needed as a result of improper operating environment; (7) Any problem not involving a defect in the Equipment hardware, including, but not limited to software problems and errors, programming problems and errors, software incompatibility problems, software installation problems and errors, and operating system problems and errors; (8) Any problem deemed by Exelus, in its sole discretion, that cannot be solved by on-site replacement of defective Equipment hardware; or (9) Use of any item with the Equipment if the item is not designated by WatchGuard Video for use with the Equipment.

**RESPONSIBILITIES OF USER** - User shall: (1) operate the Equipment in an environment meeting WatchGuard Video's specifications; (2) protect the supply of electricity to the Equipment through the use of appropriate surge protection devices; (3) comply with WatchGuard Video's operating manual; (4) if you are experiencing hardware difficulties and are receiving diagnostic messages, print out or make note of the error message and communicate it to an Exelus help desk technician; (5) permit no work on the Equipment except by qualified service



providers who are properly trained; (6) have an adult representative present whenever Exelus provides support services; (7) perform such diagnostic procedures or programs as requested by an authorized Exelus representative; (8) safeguard and deliver to an authorized Exelus service provider all replacement parts and/or accessories shipped by the Manufacturer to End User. Either the part(s) to be replaced or the replacement part(s) or item(s) shipped to End User must be returned to the Service Provider at the time of service. End User assumes financial responsibility for all parts and accessories, including, but not limited to, cables, diskettes, manuals and other accessories bundled with component(s), shipped to User until the items or parts replaced are returned to the Service Provider. User may be required to supply a valid credit card number and expiration date (i.e. VISA or Master Card) to secure reimbursement to WatchGuard Video in the event of physical or cosmetic damage and/or all defective or unused parts, components and accessories are not returned to the Service Provider at the time of service.

**TRANSFER OF SERVICE PLAN** - This Service Plan may be transferred at any time during the original term hereof. The transferee succeeds to the remaining term of the Service Plan.

**LIMITATION OF LIABILITY** - NEITHER EXELUS NOR ITS AUTHORIZED SERVICE PROVIDERS HAVE ANY LIABILITY TO USER(S) FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOSS OF BUSINESS OR DOWN TIME, YOUR TIME, THE CLAIMS OF THIRD PARTIES OR INJURY TO PROPERTY, REGARDLESS OF THE NATURE OF THE CLAIM, EVEN IF EXELUS OR ITS SERVICE PROVIDERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. USER UNDERSTANDS AND AGREES THAT EXELUS AND/OR ITS AUTHORIZED SERVICE PROVIDERS ARE NOT RESPONSIBLE FOR LOSS, DESTRUCTION OR DAMAGE TO SOFTWARE AND DATA. YOUR SOLE REMEDY AGAINST EXELUS OR ITS AUTHORIZED SERVICE PROVIDERS IS LIMITED TO THE COST OF REPLACING THE DEFECTIVE EQUIPMENT AND/OR TO SEEK RECOVERY OF THE AMOUNTS YOU HAVE PAID FOR THIS SERVICE PLAN. LAWS VARY FROM STATE TO STATE SO THE ABOVE LIMITATIONS MAY NOT APPLY.



**PARTS AVAILABILITY** - Because of the rapid development of technology in the computer industry, or for other reasons, a particular part may not be available from WatchGuard Video. In such an event, Exelus will make reasonable efforts to locate a compatible replacement part(s) from other sources. If Exelus cannot locate a compatible replacement part(s), then, if possible, Exelus will offer to upgrade User's system to the least expensive configuration that can be serviced. If User elects to accept the offer to upgrade, then User shall repay Exelus for the cost of the upgrade. In the event User chooses not to accept the upgrade Exelus shall not be responsible to make repairs under this Service Plan.

**MISCELLANEOUS** - This Service Plan shall be governed by and construed in accordance with the laws of the State of Minnesota. If any provision of this Service Plan is void or unenforceable, the parties agree to delete it and agree that the remainder of this Service Plan will continue to be in effect. Exelus may assign this Agreement to any entity owned or controlled by Exelus LLC. This Service Plan contains the entire understanding of the parties and supersedes all previous verbal and written agreements with regard to the subject hereof. No term or condition of any purchase order or other writing issued by User inconsistent with this Service Plan will be binding upon Exelus.



## VISTA NO-FAULT 3 YEAR EXTENDED HARDWARE WARRANTY

WatchGuard, Inc., in recognition of the high demands placed on all equipment worn, and used by Police Officers is offering the following No-Fault Warranty option. WatchGuard warrants each system, part, and component it manufactures first sold to an end user to be free from defects in material and workmanship for a period of **ONE-YEAR** from the date of purchase in its standard Limited Warranty.

The No-Fault 3 Year Extended Warranty may be purchased directly from WatchGuard. Any and all No-Fault warranties must be purchased with the initial purchase of the VISTA unit, and the VISTA No-Fault warranty must also be purchased for all VISTA units. Failure to purchase the No-Fault warranty at the time of purchase will require the covered unit to be physically inspected at the facility of the manufacturer and any repairs necessary to bring the unit back to full working order must be performed prior to the issuance of any new warranty. The customer will be responsible for the cost of the inspection (equal to 1 hour of labor) plus the standard costs associated with any required repairs. The following warranty terms and conditions apply with the purchase of the No-Fault VISTA Camera Warranty:

**WARRANTOR** – This warranty is granted by WatchGuard, Inc., 415 Century Parkway, Allen, TX 75013, Telephone: 972-423-9777, Facsimile: 972-423-9778.

**PARTIES TO WHOM WARRANTY IS INTENDED** – This warranty extends to the original end user of the equipment only and is not transferable. Any exceptions must be approved in writing from WatchGuard.

**PARTS AND COMPONENTS COVERED** – The VISTA No-Fault warranty covers all parts and components of the VISTA Standard, and the VISTA Extended Capacity Body Worn Cameras. This also includes the base, cables, and battery replacements during the life of the extended warranty. Repair labor of the warranted unit manufactured and/or installed by WatchGuard are covered by this warranty, except those parts and components excluded below.

**PARTS AND COMPONENTS NOT COVERED** – The No-Fault Warranty will not include systems with intentionally altered or removed serial numbers, or it is determined that the WatchGuard system was internally changed, modified, or repaired.

**LIMITED LIABILITY** – WatchGuard's liability is limited to the repair or replacement of components. WatchGuard will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use of or inability to use the system even if the unit proved to be defective.



**REMEDY** – If, within the duration of this warranty, a unit or component covered by this warranty is damaged in any way, WatchGuard shall replace the unit with an Advance Replacement unit. The Advance Replacement unit will ship via UPS ground and include a prepaid shipping label to return the defective or damaged unit. WatchGuard requires that any and all parts and pieces of the damage unit be returned. By contacting WatchGuard to send in a unit in for repair or replacement under the No-Fault Warranty, the customer agrees to return the damaged unit within 30 days. Failure to return the unit will result in the customer being billed the full purchase price for the new advance shipped unit. The Advance Replacement unit pursuant to this warranty shall be warranted for the remainder of the warranty period.

**SHIPPING** –Throughout the duration of the warranty period, WatchGuard will provide an Advance Replacement unit with a prepaid shipping label to return any defective unit for end users in the continental United States provided serial numbers are submitted during the Customer Service diagnostic process. In such event, contact WatchGuard’s Customer Service Department for troubleshooting and to start the diagnostic process. Any expedited shipping costs are the responsibility of the end user. Customers that are outside the continental United States will be responsible for all transportation costs both to and from WatchGuard Video’s factory for warranty service, including without limitation to any export or import fees, duties, tariffs, or any other related fees that may be incurred during transportation.

You may also obtain warranty service by contacting your local WatchGuard Authorized Service Center (ASC) for shipping instructions. A list of local ASCs may be obtained by contacting WatchGuard’s Customer Service Department. Customers will be responsible for all transportation costs to and from the local ASC for warranty service.

Should you have any further questions regarding the WatchGuard Video No-Fault warranty, please direct them to:

**WatchGuard, Inc.**

Attn: Customer Service Department  
415 Century Parkway  
Allen, Texas 75013  
(800) 605-6734 Toll Free Main Phone  
(866) 384-8567 Toll Free Queued Customer Service  
(972) 423-9777 Main  
(972) 423-9778 Fax  
[www.watchguardvideo.com](http://www.watchguardvideo.com)  
[support@watchguardvideo.com](mailto:support@watchguardvideo.com)

## SOLUTION COST BREAKDOWN

Item #	Description	Qty.	Unit Price	Extended Price
<b>IN-CAR CAMERA HARDWARE</b>				
1	4RE High Definition In-Car Video System with Integrated VISTA WIFI <i>Includes:</i> Zero Sightline Camera Separate Back Seat Camera Integrated GPS Crash detection DVR with integrated 200GB automotive grade hard drive 16GB USB drive 4.3" touch screen remote display control panel Cabin microphone VISTA WiFi Wearable Camera 4RE, VISTA, Smart PoE Switch VISTA WiFi In-Car Charging / Transfer Base All mounting hardware and cabling and accessories needed for installation	50	\$5,220.00	\$261,000.00
2	4RE In-Car 802.11n Wireless Kit, 5GHz <i>Includes: Radio, Antenna, PoE, 2-10' Ethernet Cables</i>	50	\$190.00	\$9,500.00
3	HD Panoramic Camera Upgrade <i>Replaces the Zero Sightline Front Camera with a HD Panoramic Front Camera</i>	50	\$95.00	\$4,750.00
4	VISTA Vehicle Trigger Kit	9	\$795.00	\$7,155.00
<b>BODY CAMERA HARDWARE</b>				
5	VISTA HD, USB Charge and Upload Docking Base	14	\$90.00	\$1,260.00
6	VISTA XLT Wi-Fi Enabled Body-Mounted Camera Kit <i>Includes DVR, camera, cable, cable strain relief, choice of camera mount, choice of DVR holder, 1-year warranty</i>	70	\$1,040.00	\$72,800.00
7	VISTA HD 8 Bay Ethernet Transfer Station	15	\$1,420.00	\$21,300.00
<b>ON PREMISE VIDEO STORAGE / BACK OFFICE HARDWARE</b>				
8	WiFi Access Point, Configured, 802.11n, 5GHz, Sector (Included PoE)	3	\$190.00	\$570.00
9	Redactive Tower, Xeon 16 Core, 480GB SSD, Blu Ray DVDRW, 16GB RAM	1	\$4,000.00	\$4,000.00
10	Rimage, Catalyst 6000N Disc Publishing	1	\$9,500.00	\$9,500.00
11	DVD, Rimage, Professional Media Kit, Black-Inc. Ribbon & 10,000 Media	1	\$5,435.00	\$5,435.00
<b>Total Taxable Items</b>				<b>\$397,270.00</b>
<b>Estimated Sales Tax at 7.75%</b>				<b>\$30,788.43</b>
<b>Shipping</b>				<b>Included</b>
<b>Sub-Total</b>				<b>\$428,058.43</b>

<b>EVIDENCE MANAGEMENT SOFTWARE</b>				
12	Evidence Library 4 Site License - One Time Purchase	1	\$950.00	\$950.00
13	Evidence Library 4 - 4RE Device License -One Time Fee <i>Includes 1st year of Software Maintenance</i>	50	\$143.00	\$7,150.00
14	Evidence Library 4 - VISTA/4RE Combo-Discount Device License - One Time Fee <i>(Discount based upon purchase as bundle with the 4RE Device License)</i>	50	\$71.00	\$3,550.00
15	Evidence Library 4 - VISTA Device License - One Time Fee <i>Includes 1st year of Software Maintenance</i>	70	\$143.00	\$10,010.00
16	Redactive Redaction Software, Single Seat License - One Time Purchase	1	\$3,795.00	\$3,795.00

<b>WARRANTIES AND MAINTENANCE</b>				
17	Warranty, 4RE, In-Car, 1st Year (Months 1-12)	50	–	Included
18	Warranty, 4RE, In-Car, 2nd Year (Months 13-24)		\$100.00	\$0.00
19	Warranty, 4RE, In-Car, 3rd Year (Months 25-36)		\$200.00	\$0.00
20	Warranty, 4RE, In-Car, 4th Year (Months 37-48)		\$325.00	\$0.00
21	Warranty, 4RE, In-Car, 5th Year (Months 49-60)		\$450.00	\$0.00
22	Warranty, 4RE, 5 Year Hardware and Software Bundle <i>(Includes 5 years of Hardware Warranty and Software Maintenance for the 4RE)</i>	50	\$1,375.00	\$68,750.00
23	VISTA Warranty, 1st Year (Months 1-12)	120	–	Included
24	Warranty, VISTA WIFI, 3 Year No-Fault <i>Replaces standard warranty and must be purchased up front</i>		\$450.00	\$0.00
25	Warranty, VISTA WIFI, Hardware and Software Bundle <i>Replaces standard warranty and must be purchased up front</i>	120	\$650.00	\$78,000.00
26	Evidence Library 4 Software Maintenance, 1st Year <i>Software Maintenance is for 4RE In-Car and VISTA Body Cameras Included in Evidence Library Device License. Basic CLOUD-SHARE: 24 Shares per Device</i>	170	–	Included
27	Evidence Library 4 Software Maintenance, 2nd Year <i>Basic CLOUD-SHARE: 24 Shares per Device</i>		\$150.00	\$0.00
28	Evidence Library 4 Software Maintenance, 3rd Year <i>Basic CLOUD-SHARE: 24 Shares per Device</i>		\$150.00	\$0.00
29	Evidence Library 4 Software Maintenance, 4th Year <i>Covers Software Maintenance for the VISTA Body Worn Cameras Basic CLOUD-SHARE: 24 Shares per Device</i>	120	\$150.00	\$18,000.00
30	Evidence Library 4 Software Maintenance, 5th Year <i>Covers Software Maintenance for the VISTA Body Worn Cameras Basic CLOUD-SHARE: 24 Shares per Device</i>	120	\$150.00	\$18,000.00
31	Software Maintenance, REDACTIVE, 3-Year Bundle (Months 1-36)	1	\$2,250.00	\$2,250.00
32	Software Maintenance, REDACTIVE, +1 Extended Additional Year	2	\$785.00	\$1,570.00
33	Warranty, Redactive Tower Workstation, 5-Year (Months 37-60) <i>REDACTIVE Tower comes with three (3) year warranty, this one time fee is to purchase warranty for years four (4) and five (5).</i>	1	\$1,175.00	\$1,175.00
34	Warranty, Rimage, Catalyst 6000N Rapid Exchange, 1st Yr Upgrade	5	\$1,145.00	\$5,725.00
<b>IMPLEMENTATION SERVICES</b>				
35	System Configuration - 1st Location <i>Includes: Configuration services per location WG Technical Services on-site Installing and configuring Evidence Library, Remote Client, and SQL database Programming all access points and available DVR units End-to-end system testing Training for: hardware end users, back office software users, and system administrators</i>	1	\$2,500.00	\$2,500.00
36	4RE System Installation, In-Car (per Unit Charge)	50	\$400.00	\$20,000.00
37	Video System Removal (per Unit Charge)	50	\$75.00	\$3,750.00
38	Access Point Installation	3	\$1,000.00	\$3,000.00
<b>Total Non-Taxable Items</b>				<b>\$248,175.00</b>
<b>SubTotal Taxable Items</b>				<b>\$428,058.43</b>
<b>Shipping</b>				<b>Included</b>
<b>SOLUTION TOTAL</b>				<b>\$676,233.43</b>

OPTIONAL ITEMS				
Item #	Description	Qty.	Unit Price	Extended Price
1	VISTA HD 7 Port USB Hub		\$30.00	
2	VISTA USB Charge and Upload Docking Base		\$95.00	
3	VISTA HD Chest Mount with Straps		\$80.00	
4	VISTA HD, Locking Magnetic Chest Mount (without Straps) - KIT1		\$50.00	
5	VISTA HD Duty Belt Clip		\$20.00	
6	VISTA HD Shirt Clip with Slider		\$30.00	
7	VISTA HD, Molle Vest Adapter Clip		\$20.00	
8	VISTA HD, Tripod Mount Base Adapter		\$35.00	
9	VISTA HD, Velcro Backing Plate (with Hook/Loop Velcro Set uninstalled)		\$20.00	
10	VISTA HD, "Klick Fast" Mount Adapter		\$35.00	
11	VISTA HD, Ram Mount Kit		\$35.00	
12	VISTA HD, Suction Cup RAM Mount Kit, 6" Arm		\$125.00	
13	VISTA HD Standard Battery, LI-ION, 3.6V 2700mAH		\$40.00	
14	VISTA HD Extended Battery, LI-ION, 3.6V 4050mAH		\$55.00	
15	Evidence Library 4 - Full Cloud Share (per device, per year)		\$45.00	
16	Evidence Library 4 - Extended Cloud Share (per device, per year)		\$100.00	
17	VISTA HD Wearable Camera, Standard Capacity		\$795.00	
18	VISTA HD Wearable Camera, Extended Capacity		\$895.00	
19	VISTA HD WIFI Wearable Camera		\$995.00	
20	Oakley Flak Jacket Glasses		\$149.95	
21	4RE, VISTA, Smart PoE Switch		\$250.00	
22	VISTA Vehicle Trigger Kit		\$795.00	
23	VISTA, VISTA HD, WIFI Charging Radio Base Station		\$190.00	