

Contract for Purchase and Training  
Computer Data Terminal System  
Request for Proposals No. 2523

This Contract, entered into this \_\_\_\_\_ day of \_\_\_\_\_ 2010 by and between the City of Lompoc, a municipal corporation (hereinafter referred to as "CITY", and RoboVu, LLC, an Arizona corporation (herein referred to as "CONTRACTOR")

WITNESSETH:

WHEREAS, CITY has need for services to furnish and install eleven (11) mobile data terminals and in-car videos to be used in Police cars.

WHEREAS, CONTRACTOR is qualified by virtue of experience, training, education and expertise to perform such services for CITY;

NOW, THEREFORE, the parties hereto do hereby mutually covenant and agree as follows:

1. Engagement. CITY hereby engages CONTRACTOR and CONTRACTOR hereby agrees to perform for CITY the services hereinafter set forth for the compensation hereinafter set forth, all pursuant to the terms and conditions herein.
2. Scope of Services and Term. CONTRACTOR shall provide services and goods in accordance with Exhibit "A" ("SCOPE OF WORK"). The term of this Contract shall be for two years after execution of this Contract by CITY and CONTRACTOR shall satisfactorily complete SCOPE OF WORK pursuant to this Contract within that term, unless the term is modified as permitted for modifications of this Contract.
3. Documents Incorporated by Reference. Request for Proposals (RFP) No. 2523, and CONTRACTOR'S response to RFP No. 2523, are attached hereto as Exhibit "C" and are hereby incorporated by reference and made a part of this Contract as if fully set forth at this point.
4. Compensation.
  - a. CITY shall pay CONTRACTOR compensation for goods and services in accordance with Exhibit "B," which is incorporated by this reference as though set forth in full; provided, that the parties understand and agree that fee schedule is not an estimate but the complete costs for CONTRACTOR to provide said goods and services. Total compensation shall not exceed One Hundred Seventy Two Thousand Six Hundred Eighty Seven Dollars and Twenty Four Cents (\$172,687.24).

b. All payments shall be made per invoice for work completed. Written authorization by CITY will be required for extra work not a part of this contract.

5. Termination of Contract for Cause. If CONTRACTOR fails to fulfill in a timely and professional manner any obligation under this Contract, as reasonably determined by CITY, then CITY shall have the right to terminate this Contract effective immediately upon CITY'S giving written notice thereof to CONTRACTOR.

6. Changes to this Contract. The terms of this Contract may be modified only by mutual written consent of the parties.

7. Nondiscrimination. There shall be no discrimination against any person employed pursuant to this Contract in any manner forbidden by law.

8. Conflicts of Interest. No officer, employee, director or agent of CITY shall participate in any decision relating to this Contract which affects his personal interest or the interest of any corporation, partnership, or association in which he is directly or indirectly interested; nor shall any such person have any interest, direct or indirect, in this Contract or the provisions thereof.

9. Assignment or Transfer of Contract. CONTRACTOR shall not assign, transfer or sublet this Contract or any interest therein without the prior written consent of CITY.

10. Independent Contractor. It is expressly understood between the parties of this contract that no employee/employer relationship is intended; the relationship of CONTRACTOR to CITY is that of an independent contractor.

11. Insurance.

a. CONTRACTOR shall at CONTRACTOR'S sole cost and expense throughout the term of this Contract and any extensions thereof, carry adequate insurance to protect it from claims under the Worker's Compensation Acts.

b. CONTRACTOR shall also, at CONTRACTOR'S sole cost and expense and throughout the term of this Contract and any extensions thereof, carry general personal injury and property damage liability insurance and automobile liability insurance with liability limits of not less than One Million Dollars (\$1,000,000) for the injury or death of a person or persons and property damage in any one accident. CITY, its' elected officials, officers and employees shall be named as additional insured on the general liability and automobile liability policies. Each type of insurance mentioned herein shall be written by a financially responsible company or companies authorized to do business in the State of California.

c. CONTRACTOR shall provide CITY with certificates of insurance on forms acceptable to CITY of all policies written and each shall contain an endorsement that they are not subject

to cancellation without thirty (30) days prior written notice being given to CITY by the insurance company or companies writing such insurance.

12. Hold Harmless. CONTRACTOR shall indemnify, defend and hold harmless CITY, its officers and employees from all costs, expenses, losses, liabilities and judgments arising out of or caused by the acts or omissions of CONTRACTOR, its officers, agents or employees, in the performance of this Contract.

13. Attorney Fees. In the event of any litigation arises between the parties related to this Agreement, then the prevailing party shall be entitled to recover reasonable attorney's fees and costs, including court costs. This Agreement shall be construed in accordance with the laws of the State of California.

14. Time is of the Essence. It is understood and agreed that time is of the essence of this Contract.

15. Section Headings. The section headings appearing herein shall not be deemed to govern, limit, modify or in any manner affect the scope, meaning or intent of the provisions of this Contract.

16. Inconsistency. In the event any provision of this Contract and the documents incorporated herein by reference in Paragraphs 3 and 4 are deemed to be in conflict, the provision in this Contract shall prevail.

17. Interpretation. The terms and conditions of this Contract shall be construed pursuant to their plain and ordinary meaning and shall not be interpreted against the maker by virtue of that party having drafted the Contract.

18. CONTRACTOR agrees to extend all prices, terms and conditions to other tax-supported agencies upon their request. These agencies will issue their own Contract and Purchase Order and be billed directly by RoboVu.

19. Professional Skill. It is further understood and agreed by and between the parties hereto CONTRACTOR is skilled in the professional calling necessary to perform the work agreed to be done by it under this Contract, and CITY, not being skilled in such matters, relies upon the skillful manner in accordance with generally-accepted professional practice and the

CONTRACTOR agrees to thus perform its work, and the acceptance of its work by CITY shall not operate as a release of CONTRACTOR from said Contract.

20. Notices. Any notices required pursuant to this Contract shall be served at the following addresses:

CITY:  
City of Lompoc  
100 Civic Center Plaza  
P.O. Box 8001  
Lompoc, CA 93438-8001

CONTRACTOR:  
RoboVu, LLC  
4809 East Thistle Landing Drive, Suite 100  
Phoenix, AZ 85044-6479

21. Understanding of the Parties. This Contract represents the complete understanding between the parties with respect to the matters set forth herein. No amendment or modification of the Contract shall be valid unless evidenced in writing and executed by the parties thereto.

IN WITNESS WHEREOF, CITY and CONTRACTOR have executed this Contract on the day and year first herein above set forth.

CITY:  
City of Lompoc  
A California municipal corporation  
By:

CONTRACTOR:  
RoboVu, LLC  
An Arizona corporation  
By:

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Michael A. Siminski, Mayor  
City of Lompoc  
Date:

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Marie Foster  
Chairwoman

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APPROVED AS TO FORM:

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Joseph W. Pannone  
City Attorney

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Edward Foster  
President

## **Exhibit A**

### **SCOPE OF WORK**

Quantity of mobile data terminals and in-car video is reduced from thirteen (13) to eleven (11). All other terms and conditions of Request for Proposals No. 2523, vendor response to Request for Proposals No. 2523 and Statement of Work Version 1.1 dated 4/28/2010 apply.

Included as part of vendor submittal is:

- 1) Statement of Work Version 1.1 dated 4/28/2010
- 2) Page 22 of Addendum 4 to Request for Proposals No. 2523, Proposal Deviations
- 3) RoboVu response to Request for Proposals No. 2523
- 4) Intransa VideoAppliance™ VA210 Server & Storage Appliance, Technical Specifications V1.1
- 5) Intransa 3-Year Support and Warranty
- 6) Robo III 5-Year Warranty
- 7) RoboEYE and CMS Installation Summary/Checklist

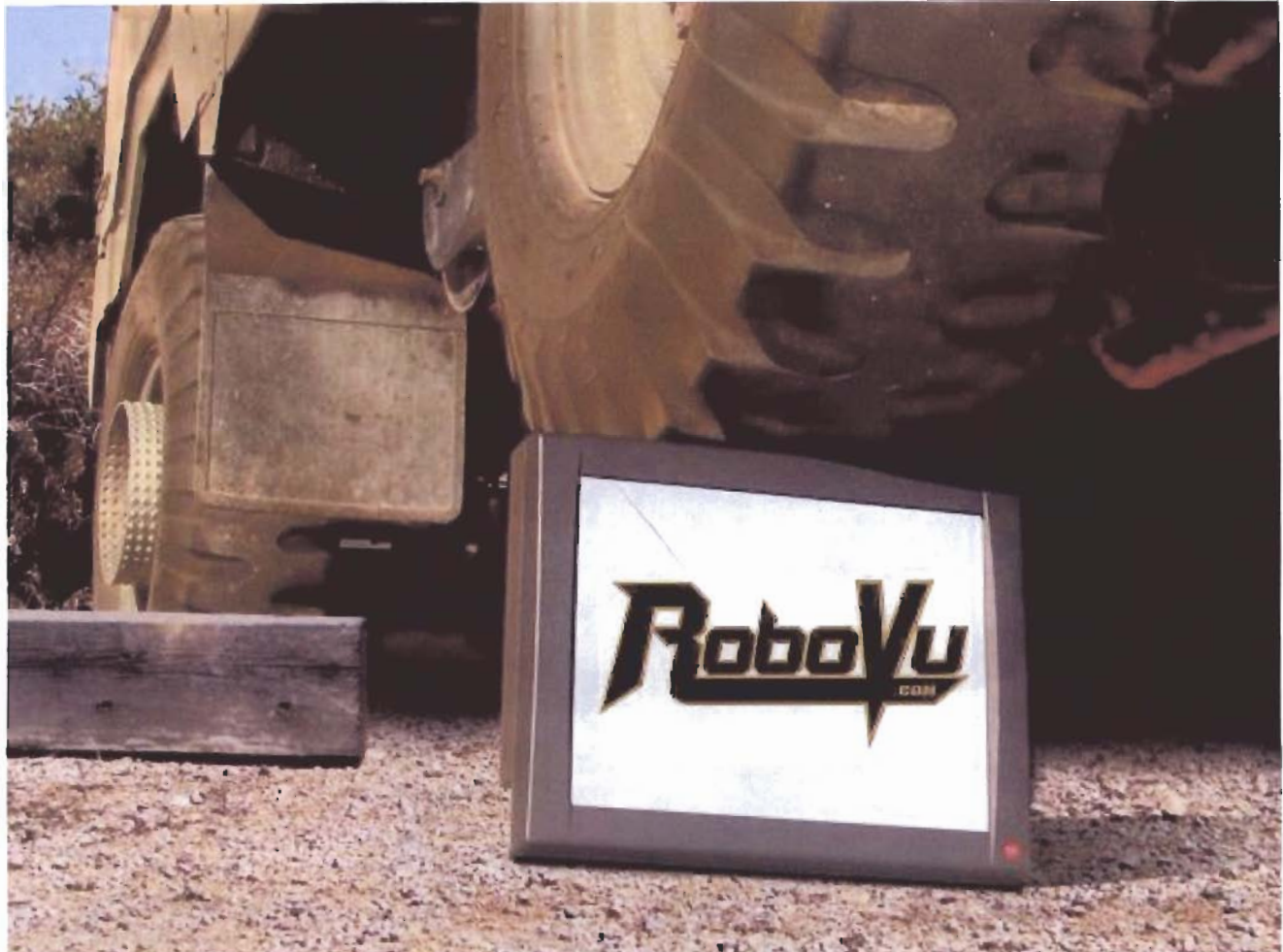
## Exhibit B Compensation

Compensation shall be in accordance with revised costs quote dated 4/28/2010. All payments shall be made per invoice for work completed. Written authorization by CITY will be required for extra work not a part of this contract.

Payment Schedule:

ROBO III and ROBOCAM Hardware	\$156,986.25
Less Software costs	(39,018.25)
SUBTOTAL. Net 15, paid when the last piece of equipment is received	<b>\$117,968.00</b>
Software, shipping, installation, project management	\$54,719.24
50% paid at installation completion	27,359.62
50% paid at end of 90 day testing and acceptance period	27,359.62
Total amount paid to RoboVu	<b>\$172,687.24</b>
8.75% CA Sales Tax. City will self-assess and pay directly to State of California	13,736.31
Project total	<b>\$186,423.55</b>

The 90-day testing and acceptance period shall be defined as 90 days after no malfunction incidents are detected in software or hardware installation and use, as determined exclusively by the Lompoc Police Department Project Manager. In the event any malfunction does arise, RoboVu will have 96 hours to resolve said issue that with successful resolution does not count negatively.



## **RoboVu, LLC Response to RFP 2523**

Don Kirk  
National Sales Manager  
[dkirk@robovu.com](mailto:dkirk@robovu.com)

[www.robovu.com](http://www.robovu.com)

4809 East Thistle Landing Drive  
Suite 100  
Phoenix, Arizona 85044-6479

480-346-7016 Office  
866-885-6475 Fax



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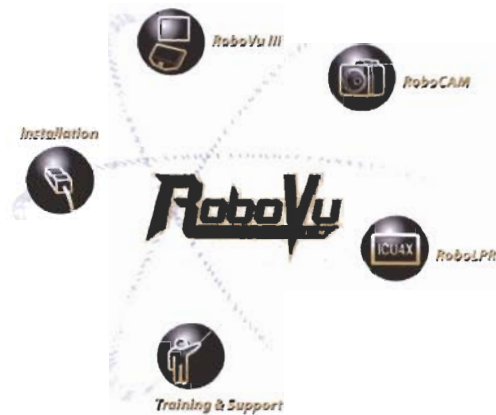
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## Letter from the President

RoboVu, LLC, is pleased to submit the following responses for the City of Lompoc. Within these pages you will see RoboVu has taken every step to provide responses that meet and exceeds all technical requirements needed for a full functional state of the art MDC and DVMS that not only provides the city's needs today, but gives a road map of a successful kickoff, overall superior solution and a project plan that allows our clients to continue to focus on their goals and vision for the future.



In-vehicle technology for Public Safety (Police, Fire, EMS and the Military) has been around for a number of years with the advent of the first PC with limited capabilities from the early 80's through the evolution of micro electronics and the first laptop's of the early 90's that were installed in vehicles. Video was handled with VHS tapes, CDs and DVDs that led the overall process of most departments having an extremely difficult time keep evidence available and a huge burden on resources. Most departments handle their MDCs and Video solutions as two separate solutions. The reality is that any digital video solution needs a rugged computer to work, so why not have an all-in-one computer that can handle both a MDC and DVMS? Well, that is exactly what RoboVu has done. The military background and philosophies have developed not only a single source system, but adopted the methodologies that provides a solution that has a better TCO (Total Cost of Ownership) and a life span coming standard of warranties up to 2 years longer than any competitor. In the appendices of this proposal we have provided information on not only the proposed Robo III, MDC's but RoboCAM which is RoboVu's DVMS, a solution that could greatly benefit the City of Mountain View in the future.

RoboVu has remained a leader in design and innovation for in-vehicle technology over the years and builds solutions coming from a deployable military background. The information outlined in the attached technical response, is a direct result of that leading technology and design. You have our commitment that we will provide our clients with the highest level of Customer Support from the initial order through the life of the RoboVu solution. Thank you for the opportunity to help provide solutions to those who serve and protect our great country.

Sincerely, *Edward Foster*

Edward Foster, Jr., CEO & Co-Founder



## History of RoboVu Installation

RoboVu Inc. (Phoenix, AZ) is a leading technology firm, specializing with an **“All in One”** MDC (Mobile Data Computer) and an ultra rugged digital video asset management in-car video system for public safety professionals suited to the harshest of environments. The solutions provide maximum up-time for their customers through reliable products and dependable services, delivered by a team that respects the customers and the security they bring to our world.

- Built to mil specifications to the highest standard for the Military Applications
- Products adapted to public safety from the military
- Defined Installation process
  - Schematic Drawing of Installation for any future maintenance issues
  - On-site or Off-site Installation
- Only MDC on the market with 5 year warranty – Standard
- Less than 2% failure rate
  - Independent 3<sup>rd</sup> Part Testing company to prove with HALT test.

RoboVu has been installing technology into the public safety market since 2005 and have worked with the below types of vehicles, aircraft and others:

- Marine Patrol Boats
- SUV Patrol & Fire Commanders stations
- Harsh Weather Observation Stations
- Fire Trucks & Working Utility Vehicles
- Power Plant Security Vehicles
- Uniform Police Patrol Vehicles
- Helicopters – Police – Fire – EMS – Home Land Security
- Emergency Management – FEMA – Federal, State & Local

Our installation experience sets us apart from our competition. When we use third party organizations that may be local or are more suited for a certain project we have a defined certification process that they have attend and pass the certification test. The interaction with our client’s means everything to us, so we are extremely careful who we bring in to help with any project.



# RoboVu COM

## Example 1 – Robo III Police Vehicle Installation



## Example 2 – Robo III Emergency Vehicle Installation





## Itemization and Pricing

Robo III	Part Number	Qty	Sales Price	Total Sales Price
"Robo III", 12.1", Intel 1.6 GHz Core Duo 1000+ NITs, 120 GIG HD, 2 GIG RAM, XP Pro, Speaker, Dome, Bare Leads Cable	SY-02-0301-00	14	\$ 4,999.00	\$ 69,986.00
RoboKEY - Keyboard with Touchpad - USB	KB-04-0065-00	14	\$ 229.00	\$ 3,206.00
Power Management System (Voltage Step Up, Voltage Timer and Automatic Shut Down)	KT-01-0300-00	14	\$ 199.00	\$ 2,786.00
<b>RoboCAM</b>			<b>Sub-Total</b>	<b>\$ 75,978.00</b>
RoboEYE - (Mobile Management Software)	SF-13-2000-00	14	\$ 785.00	\$ 10,990.00
RoboHUB 1 Year License - (Central Management Software) with RoboSYNC (Wireless Transfer Utility)	SF-13-2020-00	1	\$ 7,145.00	\$ 7,145.00
(1) Year Software Maintenance Package (29%)	MN-01-2100-00	1	\$ 3,187.10	\$ 3,187.10
RoboVPU - (Video Processing Unit)	VD-01-2000-00	14	\$ 1,699.00	\$ 23,786.00
Front CAM - High Resolution 1/4 in DSP color camera. Total zoom ratio x128 (Digital Zoom x8, Optical Zoom x16)	VC-15-2005-00	14	\$ 799.00	\$ 11,186.00
Rear CAM - IR, auto, white balance, & microphone	VC-15-2004-00	14	\$ 102.00	\$ 1,428.00
RoboMIC - Wireless microphone and receiver w/rechargeable battery, includes 9 meter extension antenna for receiver	MC-01-2100-00	14	\$ 299.00	\$ 4,186.00
Power Edge Server - 8TB Storage		1	\$19,999.00	\$ 19,999.00
<b>Service / Miscellaneous Charges</b>			<b>Sub-Total</b>	<b>\$ 81,907.10</b>
Shipping charges		28	\$ 45.00	\$ 1,260.00
State of California LCD Tax		14	\$ 8.00	\$ 112.00
Hardware Installation - Covers Robo III, Keyboard, Front Camera, Back Camera, Wireless Mic, Video Processing Box and Wire Harness		13	\$ 499.00	\$ 6,487.00
RoboCAM Installation - Covers all software, training and configuration		13	\$ 699.00	\$ 9,087.00
Project Management Fees		40	\$ 59.00	\$ 2,360.00
			Sub-Total	\$ 19,306.00
			Sub-Total	\$ 177,191.10
			Tax	\$ 15,504.22
			<b>Grand Total</b>	<b>\$ 192,695.32</b>



### Price Proposal Form

8.

Line		Included in Package (Yes or No)	Unit Price
	<b>Mobile Data Terminals - Base Price</b> Brand & Model: RoboVu - Robo III		4999.00
1	Fully Ruggedized	Yes	
2	CPU-1.6 GHz Proposed Unit Speed: 1.6 GHz	Yes	
3	2 GB RAM Proposed: 2 GB RAM	Yes	
4	12-inch touch screen monitor	Yes	
5	Internal 80 GB Hard Drive	No	
6	Removable hard drive Brand & Model: Samsung HM121HC 120GB		Included
7	Power Supply	Yes	
8	Keyboard with touchpad Brand & Model: RoboVu - KB-04-0065-00		229.00



		Included in Package (Yes or No)	Unit Price
9	Built in 802.11 a/b/g wireless Brand & Model: Cisco Aironet 350 Wireless WFI		99.00
10	Ethernet RJ-45 Interface 10/100 Mbps	Yes	
11	Microsoft Windows XP-Pro	Yes	
12	GPS	No	
13	Video Card	Yes	
14	Ghosting support kit	No	
15	Pre-configuration (back office)	Not needed	
16	Cost per car, in-car installation	No	499.00
17	Cost of in-car installation training	No	
18	On-site officer training	Yes	Included
19	Five (5) year warranty/maintenance plan	Yes	Included
20	Shipping per unit cost	No	45.00
		<b>Total – MDC Units</b>	82,577.00
		<b>Total – Options</b>	See Deviations
		<b>Total – MDC Units and Options</b>	<b>82,577.00</b>
<b>In-Car Video specifications according to the following guidelines:</b>			
21	Vehicles operate on a 12-hour shift schedule	Yes	
22	Estimate 2-4 hours of evidentiary video recorded per car/day	Yes	
23	Mpeg video format (DVD quality) H 264 compression	No - MPEG 4	
24	Daylight color and night vision capable camera	Yes	
25	Wireless microphone Brand & Model: RoboVu - MC-01-2100-00	Yes	
26	Minimum one (1) minute buffering/pre-record (prefer 2 minutes)	Yes	
27	Back seat camera Brand & Model: RoboVu - VC-15-2004-00	Yes	
28	Ghosting support	No	
29	External triggers - Activates with lights, siren, etc.	Yes	
30	External antenna (for wireless video uploads)	No	
31	Mounts, cables and hardware	Yes	
		<b>Total – In-Car Video</b>	68,210.10
<b>Server</b>			
32	Digital video management system software	Yes	
33	Server and software configuration fees	Yes	
34	Workstation hardware and software configuration fees	Yes	
35	8 TB Stand Alone Server- hardware and software	19,999.00	



		Included in Package (Yes or No)	Unit Price
	configuration		
36	90 day on-line storage	No	
37	Project management fee per hour	No	59.00
38	Installation training per unit	Yes	Included
39	Shipping	Yes	45.00
<b>Total - Server</b>			<b>27,144.00</b>

**Summary of Costs**

Totals – MDC	82577.00
Totals – In-Car Video	66210.00
Totals – Server	27144.00
Applicable Sales Tax – 8.75%	15504.22
Shipping	1260.00
<b>TOTAL</b>	<b>192695.32</b>

9. Bid Form: The bidder is a/an Limited Liability Corporation (Corporation, Partnership, or Individual) organized and existing under the laws of the State of Arizona and doing business as RoboVu, LLC.

Date Submitted 10/5/09

The undersigned has examined the site and all bidding documents and agrees. The offer and bid will be open for 60 calendar days after opening.

Completion Schedule	
How long after receipt of the Purchase Order will you be able to start installation?	45-60 Calendar days
How many days for each installation	1-2
How many days for all 13 installations?	8



# Bid Signature Form

## BID SIGNATURE FORM (Complete & return)

All vendors who work within city limits of the City of Lompoc are required to have a Business Tax License. If you do not have a Business Tax License please contact the Lompoc City Clerk's department at (805) 875-8242.

City of Lompoc Business Tax License Number: \_\_\_\_\_

Business Name, within the City of Lompoc: \_\_\_\_\_

Business Address within the City of Lompoc: \_\_\_\_\_

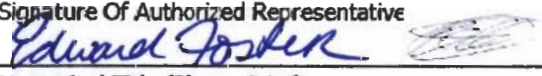
Non-California Proposers: Are you registered with the State of California as authorized to collect California State Sales Tax?  Yes  No  
California Sellers Permit Registration No. 101049734 (if applicable)

The following discounts will be considered in award of bid: Discount for payment of invoice within 20 days of receipt of invoice <sup>0</sup> \_\_\_\_\_%.

We hereby certify that:

- That this bid was not made in the interest of or on behalf of any undisclosed person, partnership, association or corporation.
- That this bid is genuine and not collusion or sham; and that we did not, directly or indirectly, induce or solicit anyone else to submit a false or sham proposal.
- That we have not, directly or indirectly, by agreement, communication or conference with anyone attempted to induce action prejudicial to the interest of the City of Lompoc, or any other bidder or anyone else interested in the proposed contract; and further,
- Did not, in any manner, directly or indirectly, seek by agreements, communications, or conference with anyone to raise or fix any overhead, profit, or cost element of this proposal price, or that of anyone else.
- We hereby offer to sell the City of Lompoc the above material and/or service at the prices shown and under the terms and conditions printed hereon or attached or referenced.

Please print or type

Company Name RoboVu, LLC	Signature Of Authorized Representative 
Address 4809 E Thistle Landing Dr Suite 100	Name And Title (Please Print) Edward Foster, President
City, State And Zip Code Phoenix AZ 85044	Email Address ed@robovu.com
Phone Number 480-346-7016	Web Page www.robovu.com
Fax Number 866-885-6475	Date 10/5/09



## References

### ATTACHMENT B City of Lompoc, Bidder References

List and describe fully the last three contracts performed by your firm that demonstrate your ability to provide the supplies, equipment, or services included with the scope of the Proposal specifications. Attach additional pages if required. The City reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

Reference No. 1	
Customer Name: Coushatta Tribe Police Department	
Address: 3602 Powell Rd Elton, LA 70532	
Contact Individual: Chief Doug Hebert	Phone No: 337-584-1457
Contract Amount \$137,967.00	Year: 2009
Description of Supplies, Equipment, or Services Provided:	
9 – Robo III, 12.1" Intel 1.6 GHz Core Duo, 1000+ NITs, 120 GIG HD, 2 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables.	
9 - RoboKEY USB Keyboards with Touchpad.	
9 - RoboCAM Hardware and Software	
Full Hardware, Software and Mount Installation	
Reference No. 2	
Customer Name: Mesquite Police Department	
Address: 500 Hillside Mesquite, NV 89027	
Contact Individual: Gary Erickson	Phone No: 702-346-5295
Contract Amount \$307,822.00	Year: 2009
Description of Supplies, Equipment, or Services Provided:	
20 – Robo III, 12.1" Intel 1.6 GHz Core Duo, 1000+ NITs, 120 GIG HD, 2 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables.	
20 - RoboKEY USB Keyboards with Touchpad.	
20 - RoboCAM Hardware and Software	
Full Hardware, Software and Mount Installation	
Reference No. 3	
Customer Name: City of Ontario	
Address: 2500 South Archibald Ave., Ontario, CA 91761	
Contact Individual: Mike Stanley	Phone No: 909-395-2053
Contract Amount \$339,528.00	Year: 2005 & 2008
Description of Supplies, Equipment, or Services Provided:	
60+ – RoboII, 12.1, Intel 1.4 GHz Pentium, 1000+ NITs, 80 GIG HD, 1 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables.	
60+ - RoboKEY Keyboards and Radio Cards.	
Agency orders 10-15 MDC's per year. Systems are distributed among the Police, Fire and Public Works Departments.	



## Additional References

**Municipality Name:** City of Modesto  
**Address:** 1010 Tenth St., 5<sup>th</sup> Flr #5500  
Modesto, Ca 95354  
**Dollar Value of Contract** \$29,264.00

**Contact Name:** Bonnie Wysocki  
**Phone Number:** 209-577-5405  
**Fax Number:** 209-544-8821  
**Contract Dates:** September, 2004 & 09

**Describe of Software and Hardware Configuration:** 21 – Robo III, 12.1" Intel 1.6 GHz Core Duo, 1000+ NITs, 120 GIG HD, 2 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables. 21 - RoboKEY USB Keyboards with Touchpad.

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**Municipality Name:** County of Madera  
**Address:** 14143 Road 28  
Madera, CA 93638  
**Dollar Value of Contract** \$13,651.00

**Contact Name:** Michael Salvador  
**Phone Number:** 559-675-7775  
**Fax Number:**  
**Contract Dates:** March, 2008/2009\*

**Describe of Software and Hardware Configuration:** 10 – RoboII, 12.1, Intel 1.4 GHz Pentium, 1000+ NITs, 80 GIG HD, 1 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables. 2 – RoboKEY NEMA 4 DB9 Keyboards. \* Agency just placed an additional order for 7 systems in March 2009. Value \$40,887.00.

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**Municipality Name:** City of Garden Grove  
**Address:** 13802 New Hope Street  
Garden Grove, CA 92843  
**Dollar Value of Contract** \$563,253.00

**Contact Name:** Travis Whitman  
**Phone Number:** 714-741-5704  
**Fax Number:**  
**Contract Dates:** January, 2006 & 09

**Describe of Software and Hardware Configuration:** 65 – RoboII, 12.1", Intel 1.4 GHz Pentium M, 1000+ NITs, 80 GIG HD, 1 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables, RoboKEY Keyboards. Installed Mounts and Hardware for 48 Crown Vics, 4 Tahoes, 1 Expedition, 2 Motorhomes, 2 Surveillance Vans, 1 Astro Van and 1 Rolling Cart. Garden Grove continues to order MDC's.

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**Municipality Name:** Santa Ana Police  
**Address:** 60 Civic Center Plaza  
Santa Ana, CA 92701  
**Dollar Value of Contract** \$948,226.00

**Contact Name:** Bob Faster  
**Phone Number:** 714-245-8042  
**Fax Number:** 714-245-8098  
**Contract Dates:** February, 2007

**Describe of Software and Hardware Configuration:** 106 – RoboI, 12.1", Intel 1.4 GHz Pentium, 1000+ NITs, 80 GIG HD, 1 GIG RAM, XP Pro, Speaker, Dome, Bare Lead Cables, RoboKEY Keyboards. 94 – Mounts and Hardware for Crown Vics, Magnums.



## Robo III – Mobile Data Computer

For first responders, police, fire and EMS personnel, having access to critical data in all environments affords a superior advantage. When choosing a mobile computing system, choose the one that's successfully passed the toughest tests on the toughest proving grounds: the battlefield. The RoboVu III has a military pedigree, having been developed for the U.S. armed forces. The Robo III incorporates a number of state-of-the-art features housed in a small, but extremely rugged footprint. Safety, security and dependability – the Robo III gives people in the field the edge they need to get the job done. The Robo III mobile computer – the ultimate in ruggedized mobile computing.

### Robo III Features

- Rugged precision-milled aluminum housing
- Space-saving all-in-one-design
- Instant screen blanking
- Fully adjustable display lighting
- 1000+ NIT sunlight viewable display
- Minimal wiring for fast installation
- Simplified troubleshooting and repair
- Radio independent
- Removable hard drive
- Integrated speakers
- 12.1" SVGA or XGA
- Pentium® M or Intel® Core™ Duo
- UP to 2 Gig of memory

- Wide-angle screen viewing at 120°
- Multiple mounting and keyboard options
- Multi-function screen controls
- Four USB 2.0 ports
- Two RS-232 ports
- Two type 2 PCMCIA/CARDBUS ports
- External SVGA / XGA port
- Firewire port
- Strain relief for non-rugged connectors
- Published HALT Test: -36°F to +248°F and up to 70 G's Shock / Vibration





## **Robo III Benefits**

Originally designed and built for the military markets, the Robo III was then introduced to the public safety market with the same dependability and durability used in tanks, humvees and other military vehicles. Now in its eleventh iteration, the Robo III remains the superior choice for rugged computer needs of police, fire and EMS personnel.

### **THE Robo III BRINGS TRUE MILITARY SPECS TO PUBLIC SAFETY**

RoboVu's competitors offer solutions which in no way meet the military specifications that the Robo III has met and surpassed. The Robo III was built for the battlefield. That means it stands up to extreme temperatures, high shock and vibrations conditions, humidity, spills, dust, etc..

### **ALL-IN-ONE SOLUTION**

In order to create a smaller, more serviceable unit, the Robo III incorporates a unique "all-in-one" solution. Rather than having several components scattered throughout the vehicle, the Robo III converges the display and CPU into a single, mountable unit. This compact design affords personnel more space to maneuver, without sacrificing quality. Multiple mounting options are available, i.e. in-dash, flat panel mount, pedestals. In most cases retrofitting with existing mounts and consoles is possible with the Robo III.

### **WIDE ANGLE 1000+ NITS DISPLAY**

With the Robo III, there's no need for personnel to twist, turn or fidget with the display. Because of its innovative design, driver and passenger may view the system at the same time. And 1000+ NITS means the screen is viewable under the brightest conditions.

### **INSTANT BLANKING**

Aboard the Robo III you'll find the industry's first "Instant Blanking" feature. Now the operator can quickly and covertly black out the display to maintain data security. Adjustable brightness allows the Robo III's backlight to transition from 100 percent bright to 100 percent black.



## **CHOOSE THE RIGHT OPERATING SYSTEM**

The Robo III comes loaded with user selected Windows® operating systems to best meet individual requirement. The memory, hard drive and wireless connectivity are also fully customizable. The Robo III is completely radio independent, tightly sealed and ready to tackle the toughest abuse public safety work can dish out, even a blast from a fire hose.

## **WE STAND BEHIND OUR PRODUCT**

The Robo III has the best warranty in public safety along with the industry's best warranty options with the only "No Upgrade / No Cost 5 Year Warranty". Customers can choose between a 5 year warranty or a 3 year warranty with credit for trade-in at the end of the third year.



## RoboCAM – Digital Video Management System

RoboCAM is made up of 3 components: RoboEYE, RoboHUB and RoboSYNC. All three provide for an integrated digital video management system designed for large municipalities, but cost effective for the small of agencies. It allows for counties, cities or towns to start with a smaller project that can grow into managing multiple vehicles, fixed locations and even ultra small mobile applications. The RoboCAM is also integrated to the Robo III Mobile Data Computer, so no need to have a trunk mounted PC. The all-in-one military grade system along with the RoboCAM is the market leader for Safety, Uptime and Ergonomics. After all, we did start in the military providing solutions.

### RoboEYE – Mobile Management System

- In-Car Video Software
- Multiple Cameras (Front, Back, Lapel)
- Audio (In-Car and Mobile)
- Live Streaming Video to Remote Locations
- Interoperability with Wireless Pocket PC Devices



### RoboHUB – Central Management Software

- Back end Software Video Management
- Centralized update center
- Comprehensive Video Search
- Complete User and Group Management
- Automatic video extraction – no DVDs or CDs
- Manages by event – not by camera or groups
- Expandable County wide



### RoboSYNC – High Security File Transfer Utility

- Higher Security than standard FTP
- Faster File Transfers
- Secure Upload Management
- Supports Roaming Upload
- Authenticates MD5-hash Security



## **RoboEYE - Mobile Management System**

The RoboEYE system is RoboVu's complete mobile management solution designed specifically for the Public Safety sector. The RoboEYE captures video and audio from the vehicle's Video Processing Unit on either a continuous or incident-triggered basis. The system provides live viewing of in-vehicle cameras and review of archived video/audio data. In addition, metadata can be captured using XML technology. The type of metadata recorded can include GPS LOCATION and Customized Metadata such as Radar Gun data, etc. To ensure the integrity of the files, all video files captured by the RoboEYE can contain up to a 248-bit Digital Signature for video authentication. The RoboEYE also features automated wireless upload of all captured data for hands-free operation by the Police Officer. Data upload is accomplished through an encrypted wireless network via a virtual private network tunnel. Once uploaded, the captured data is automatically managed by the RoboHUB (Central Management System). The RoboEYE is an easy-to-use, secure, and robust solution that maintains an open-architecture approach and integrates cutting-edge technology.

### **RoboEYE Features**

- Video/Audio data up to an MPEG4 digital format @ 30fps Full Motion DVD quality
- Capture of GPS and Customized Metadata using XML technology
- Configurable 5 minute "Pre-Incident" Video/Audio Data Capture
- Automated Wireless Upload of Captured Video/Audio and Metadata
- 248bit Digital Signature Video Authentication Ensures the Integrity
- Unique Compressor / Decompressor (CODEC)
- Triplex Operation: Police Officer Can View, Review and Capture Simultaneously
- Optional Live Streaming of Vehicle Cameras
- Optional Interoperability with Wireless Pocket PC Devices
- Optional Connection to Remote Enabled Systems through Wireless Technology
- Optional Video File Bookmark Capability for Tagging Important Incidents
- Optional Attachment of Video Files to Case Files through the RoboHUB
- Optional Command Vehicle Mode



## RoboEYE Benefits

**MPEG 4** file format maximizes the HD space with ~120 hrs stored on a 20GB HD.

**Captured Metadata** can be used during the playback of video files to determine vehicle location, speed, and other information. Also, captured metadata can be useful for attaching data to reports or locating where a vehicle was at a specific time.

**Pre-incident recording** will capture the first five minutes prior to triggering of the recording. This is useful when incidents occur quickly and the officer needs footage of the events that took place before the actually triggering of the recording.

**Automated Wireless Upload** of captured data allows for hands-free operation of the video system. The Police Officer only needs to drive his vehicle into wireless range and the RoboEYE automatically receives communication from the RoboHUB that automatically uploads the captured data. Interrupted data uploads will resume where they left off and all uploads are done through an encrypted secure wireless tunnel.



**248-bit Digital Signature:** To prevent the video from being altered, the archived video goes through a rigorous digital signature process using 248-bit, RSA-based encryption. The encryption process links each frame to the preceding one through a complex algorithm, which prevents anyone from deleting a video sequence. Any change to an individual frame, down to a single pixel, is detected. By default, the process uses a private key provided by RoboVu; however, customers can provide their own keys that will not be shared with any other organization.

**RoboVu CODEC** is required to playback captured video/audio data. This ensures that potentially stolen video files cannot be played back without RoboVu client software. This combined with the 248-bit Digital Signature ensures that the captured video data remains safe and viewable only by desired personnel. An optional decoder is available for those agencies who wish to create standard tapes or DVDs.



**Triplex Operation:** The Officer in the vehicle can simultaneously view live video, capture video and playback video files. This allows the officer full control over the viewing of the video without halting the recording in any way.

**Optional Live Streaming** from the vehicle allows officers in dispatch to view what the officer in the field is seeing.

**Interoperability with wireless Pocket PC devices** allows Officers to connect to the vehicle remotely and view live video.

**Connectivity to remote enabled system** through wireless technology. This allows the officer to “see around corners”; for example, if an officer pulls up to a building enabled with RoboVu’s system, the officer can connect to the system from his vehicle and view the entire camera system in the building before proceeding to enter the building. The officer can also assume full control of the enabled building system potentially setting off triggers such as sprinkler alarms or communicating through a paging system to a perpetrator inside the building.

**Video File Bookmark** capability allows officers to attach notes to the video files in the field. These notes are later indexed with the RoboHUB and are searchable. For example a hot key can be set up to bookmark current GPS location. If an officer is on a chase and sees the criminal throw a gun out the window the officer can hit the GPS hotkey so it will be easier to find the gun when the chase is over.

**Case File Number:** Once the video files are in the RoboHUB, any video file can be optionally marked with a case file number. From that point on an officer can input the case file number and all video files pertaining to that case file will come up.

**Optional Command Vehicle Mode:** As an option any RoboEYE vehicle can act as a command vehicle by expanding its camera directory and managing up to 64 cameras. By utilizing wireless technology a complete security surveillance perimeter can be set up and the command vehicle can be accessed remotely from a safe location via cellular or satellite. Note: Some specifications are VPU-dependent and may vary according to VPU capacity.



**Away Unit**



**Base Unit**





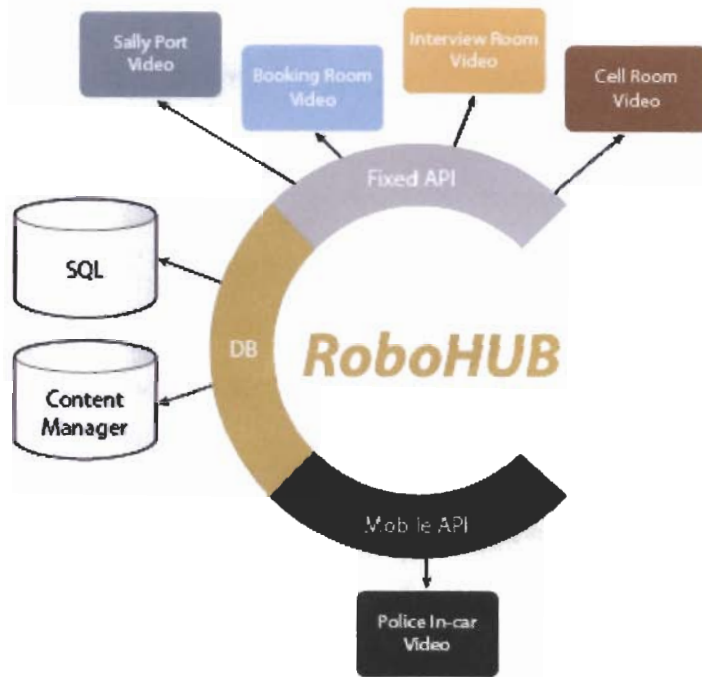
## RoboHUB - Central Management System

RoboHUB is not a stand-alone DVMS (digital video management system); it is the back end that manages all the video and evidence collected. RoboHUB is integrated with the DVMS RoboEYE, enabling you to upload, store, protect and retrieve important video footage from multiple sources - fixed and mobile. It enables you to manage all your important video with one user-friendly application.

Unlike conventional systems that store video by camera or group of cameras, RoboHUB manages video by what's most important: the event. Based on criteria you define, RoboHUB determines

where the event video is stored, how long it's saved, whether it's backed up and who can access it automatically. For example, the video camera and DVR in a police car may record many events during an officer's shift. Using the Association Matrix and Storage Matrix features, you can configure RoboHUB to treat each type of event differently: Video from a routine traffic stop could be saved on a network server for 90 days. A suspected DUI could be retained for a year, with that video automatically backed up to redundant storage. Video from a hit-and-run incident could be flagged so only selected personnel can access it.

RoboHUB adds value to RoboEYE for many applications: For a school district, RoboHUB could enable you to manage fights or incidents of graffiti by their own criteria. In a retail environment, you could separate shoplifting incidents from other events. And in a transit setting, you could configure your system to treat video from accidents and video from incidents among passengers differently.





## RoboHUB Features & Benefits

**Active Directory Sync** enables users to sign in with the same usernames and passwords used to sign in to their network.

**Association Matrix** enables RoboEYE to store video based on bookmarks created in the field or on video tags assigned by an administrator.

**Storage Matrix** enables you to define network paths and retention times for video storage associated with bookmark keywords or video tags with-in the system.

**Standard DVD Burn** copy video files to DVD for playback on any DVD player.

**Upload File Integrity Check** ensures that uploaded files are identical to originals.

**Bookmark Data Extractor** automatically extracts bookmarked events captured by fixed and mobile systems.

**Video Tags** enable administrators to assign user-defined metadata to video for easy categorization and data mining.

**Access Security** enables administrators to assign broad or limited access to video files based on user or user group to ensure security.

**Virtual Categorization** enables administrators to create virtual folders and cabinets to organize captured video without movement or duplication of the original video files.

**Update Service** enables you to update the firmware and camera settings for all your vehicles and clients from one central location.

### **Makes fixed and mobile digital video systems easier to manage**

RoboHUB is a back-end video and data file management program that extends the capability of RoboEYE. It enables you to manage video from multiple sources - all from one convenient location. And RoboHUB is compatible with many systems fixed and mobile, real-time and archived. This ability to mix and match content from many capture systems enables you to build a case rich with digital video data and obviously ROBOHUB is fully integrated with RoboEYE.



**Updates all your workstations and vehicles from a central workstation, so you don't have to update them one at a time**

What if you had 500 workstations at multiple locations, or a fleet of 500 vehicles equipped with surveillance systems? Imagine having to update them one at a time. Maybe you don't have to imagine it because you've actually had to do it. With RoboHUB, you don't have to update systems one by one. Instead, RoboHUB enables you to deploy configuration settings and software updates to all your network clients from one central location. That includes both fixed and mobile workstations. You can push out universal updates or limit them to specific machines.

**Treats video footage as evidence to ensure its admissibility**

RoboHUB handles video footage the same way a police department would handle any other evidence. It automatically creates detailed audit trails and reports. That makes it easy to determine who has accessed a video, when it was viewed and whether it was exported. Maintaining the integrity of this chain of custody ensures that your video evidence is admissible in court.

**Automatically extracts event video to network storage, so you don't have to export to, or keep track of, CDs or DVDs**

With a conventional DVMS, you have to save important footage manually, either by copying it from the DVR to a network server or by exporting it to CD or DVD. You then have to keep track of where the disc is and who has access to it. With RoboHUB, you don't have to do any of that. RoboHUB automatically extracts event footage from individual digital video recorders. Then, based on the event criteria you've defined, RoboHUB determines where that video is saved on the network, how long it's retained, whether it's backed up and who can view it.



## **Manages video by event, so retention and protection of important footage**

A conventional DVMS manages images by camera or groups of cameras. That means all video from a camera or group is saved to the same place and retained for the same period of time. And probably 90 percent of that stored video has little or no value. But the other 10 percent, events like fights, a DUI arrest or a shoplifter caught in the act, *that* video needs to be retained, backed up and treated like evidence, because that's what it is. And that's what you can do with RoboHUB.

RoboHUB manages video by the event instead of by camera or group. So how you define an event determines where the video is stored, how long it's saved and who has access to it. It also means you can discard unneeded video, which can save considerable storage space on a large system with hundreds of cameras.

## **RoboSYNC – High Security File Transfer Utility**

RoboSYNC is a custom-built transport system that improves the efficiency of file transfers as well as simplifying the configuration and maintenance of both the server and clients. This technology allows the software to have more control over the actual file transfers and reception. In addition, as part of the "File Integrity Check" system, the RoboSYNC grants even better file integrity controls than before. All the functionality and benefits are transparent to the user and are designed to simplify the life the integrator/installer. While many of these improvements are internal to the software and its design, the benefits for RoboHUB and RoboEYE users will be welcomed as upload times are decreased, installation and maintenance are simplified, and a greater degree of file security is experienced.



## **RoboSYNC Features & Benefits**

### **Provides higher security than standard FTP transfer utility**

Although FTP is a commonly used protocol for exchanging files over a TCP/IP based network, it lacks many modern features due to its adherence to an older protocol scheme and can be limited by the FTP server and client applications that host it. By creating the RoboSYNC you will be able to achieve a greater degree of control and speed enhancement. In addition, the RoboSYNC authenticates MD5-hash security so it is a more secure system for transferring files.

### **Enables faster large file transfers**

The RoboSYNC allows faster file movement of larger files than traditional FTP file transfers.



**Reduces the amount of configuration time needed by the user**

The RoboSYNC eliminates a number of steps from the set up process, thus reducing the time required by the user to set up the system and minimizing the possibility of incorrect configuration.

**Supports Roaming Upload**

RoboSYNC is flexible to be configured to transfer files to only one dedicated RoboHUB server or to transfer files to any precinct at any location using a RoboHUB server. For example, an emergency response vehicle would be able to transfer files to multiple precincts based on the location of their vehicle at any given point in time.



## HALT Test Report

(HALT – Highly Accelerated Life Test)

Test object: TNA120X (ETX Standard Platform)

Exception: Flash disk used instead of rotating hard disk

### Temperature test

- Normal function up to +80°C surrounding temperature.
- At +120°C the LCD module gets permanent damage.
- From -25°C the intensity of the backlight decreases evenly until it's unreadable at -37°C. (The display module doesn't get any damages though)
- At -70°C, which is the test equipment's lowest temperature, the UUT (Unit Under Test) still runs (with unreadable display) without any permanent damage.

### Temperature cycling

- Between -35°C and +80°C no permanent failures occur.

### Vibration

- UUT 1 worked up to 55 G-rms, which was reached after 4 hours of testing. The fault was a memory module, which had shaken loose. This was fixed at the location with a small piece of adhesive EPDM.
- After restarting the test of this unit a malfunctioning on the CPU board appeared. The board is now being examined to determine cause.
- UUT 2 replaced the broken computer and the test continued up to 75 G-rms, which was the test equipment's maximum level. At 75 G-rms the IDE cable and the display module broke down. The IDE cable had gotten fatigue failures.

### Vibration combined with temperature cycling

- The temperature was cycled between +80°C and -35°C while the vibration was increased.
- UUT 3 worked normally up to 40 G-rms (-35°C). The fault, which was discovered much later at JLT, was also this time a fatigue ribbon cable on the IDE cable.
- At 50 G-rms and the temperature +80°C faults occurred on an integrated circuit in the PCMCIA controller. The tests were discontinued at 50 G-rms.
- 

### In general

- The faults on the IDE cables and the PCMCIA controller were discovered as first at the sub examination back at JLT.
- No IDE cables were replaced during tests. If this error had been found on the test site some of the faults in the combined tests could have been avoided.

### Detected faults

- Loosen memory module, easily fixed with an adhesive EPDM rubber.
- LCD module breakdown at very high temperature, no preventive measures needed.
- Backlight intensity decreases when temperature goes below -20°C. No easy solution found. One way is to preheat the CCFL tubes.
- Fatigue ribbon cables because of high vibration and long duration, several possible solutions exist. One suggestion could be to replace the IDE cable with a new type of connector.
- CPU board, under investigation at JLT.
- LCD module breakdown because of high vibration during long time, probably caused by exhaustion. No preventive measures needed.
- PCMCIA controller, breakdown at high temperature combined with very high vibration, no preventive measures needed.



# ISO Certificate of Registration – ISO 9001



## Certificate of Registration

Translation from a Swedish Original



The following organization's Quality Management System has been assessed and registered by SEMKO Certification AB as conforming to the requirements of:

### SS-EN ISO 9001:2000

The conditions and extent of this certificate are stated in the certification conditions.

Certificate Number  
11044  
Initial Certification Date  
5 October 1995  
Certificate Issue Date  
27 September 2007  
Certificate Expiry Date  
8 October 2010



### Lövånger Elektronik AB

Lövånger (Sweden)



The Quality Management System is applicable to:

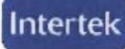
Manufacturing of electronic products



SEMKO Certification AB  
P.O. Box 1103, S-164 22 Kista, Sweden



# ISO Certificate of Registration – ISO 14001



## Certificate of Registration

Translation from a Swedish Original

The following organization's Environmental Management System has been assessed and registered by SEMKO Certification AB as conforming to the requirements of:

### SS-EN ISO 14001:2004

The conditions and extent of this certificate are stated in the certification decision.



Certificate Number  
1414971  
Initial Certification Date  
17 October 2007  
Certificate Issue Date  
27 September 2007  
Certificate Expiry Date  
17 October 2010



### Lövånger Elektronik AB

Lövånger (Sweden)



The Environmental Management System is applicable to the management of the environmental aspects related to:

Manufacturing of electronic products



  
SEMKO Certification AB –  
P.O. Box 1103, S-164 22 Kista, Sweden

Handwritten marks



## Deviations

### LIST ANY DEVIATIONS (Complete and return)

Proposer Name: RoboVu

No Deviations

Deviations itemized below

Page	Line	Description
16	5/6	MDT comes with a 120GB Removable Hard Drive
17	9	PCMCIA Cards can be provided. Slot built in to RoboIII.
17	12	GPS Sensors can be obtained for use with RoboEYE software and other programs. Approximate cost is \$60.00 per sensor.
17	16	Current Mounting configuration requires no additional cost for mounting hardware for MDT's.
17	10	For use with the Robo MDT/Video Solution and Tropos Radio RoboVu suggests installing a Gember Johnson rugged USB/Ethernet Hub. This will provide additional ports for all equipment plus leave some available ports for other uses. Approximate cost \$200.00 per hub.
17	35	<p>PowerEdge 2900 III Quad Core Intel® Xeon® E5410, 2x6MB Cache, 2.33GHz, 1333MHz FSB            Operating System Windows Server®2008SP2, Standard Edition, Includes 5 CALs            Additional Processor Single Processor only            Memory 4GB 667MHz (4x1GB), Single Ranked DIMMs            Keyboards, Mice, Displays and Related Devices Keyboard and Optical Mouse, USB, Black, English, with 17 LCD Monitor            Optional Feature Upgrades for Integrated NIC Ports LOM NICs are TOE Ready            Primary Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            Primary Controller PERC 6/i Integrated Controller Card            Floppy Drive No Floppy Drive            Network Adapter Intel PRO 1000PT 1GbE Dual Port NIC, PCIe-4            Optional Optical Drive DVD-RW Drive, SATA            Bezel Tower Bezel Included            Documentation Electronic System Documentation, OpenManage DVD Kit with DMC            2nd Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            2nd Controller and HBAs PERC6E SAS RAID Controller, 2x4 Connectors, External, PCIe 512MB Cache            Hard Drive Configuration Integrated SAS/SATA RAID 5, PERC 6/i Integrated            Chassis Configuration Tower Chassis Orientation            Hardware Support Services 3 Year ProSupport for IT and NBD On-site Service            Installation Services No Installation Assessment            Remote Advisory and Onsite services Remote Advisory Services for Virtualization 1 Pack, 1 Year            Power Supply Redundant Power Supply with Y-Cord            Power Cords NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord            MS SQL Server Microsoft®SQL Server™2008 Standard (1Socket), OEM,NFI, With Media            4th Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            5th Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            6th Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            3rd Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            7th Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            8th Hard Drive 1TB 7.2K RPM Universal SATA 3Gbps 3.5-in HotPlug Hard Drive            Remote Management Dell Remote Access Card, 5th Generation for PowerEdge Remote Management</p>



## Installation Process

RoboVu uses Automotive Computer Mounts as its primary installer on all projects where an agency does not have a preferred installer. RoboVu's Project Manager will coordinate the installation with ACM and the agency to coincide with all hardware delivery. ACM requests that at least two vehicles be available on the first day of installation.

Toward the end of the hardware installation a RoboVu representative will be on-site to configure and test the video hardware and software. This is done while ACM is still on-site so wiring issues may be addressed by the installer.

The server/client installations can begin the week that the hardware installation begins. After that has been configured and added to the network testing of the video uploads will happen as the vehicles are completed.



## *Statement of Work*

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Version 1.1  
4/28/10

Presented by:  
Kimberly Garrison

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## Time and materials

Client name	City of Lompoc
Client's administrator	Larry Ralston
Project name	City of Lompoc MDC / Video – Phase 1
Engagement duration	16 Weeks
Begin date	TBD
End date	16 weeks from start date
Project Manager	Kimberly Garrison

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## Project Description

RoboVu will provide the City of Lompoc with hardware and software as listed in the Equipment List below to provide mobile computing and mobile in-car video surveillance with a back-end digital asset management solution. Upon receipt of a contract with the City of Lompoc the Project Manager will schedule a pre-implementation meeting with all parties involved in the project. In this meeting a preliminary timeline will be proposed and all details of the project will be discussed. The City of Lompoc will be provided with a Pre-Installation Checklist that **MUST** be completed prior to the pre-implementation meeting.

The Project Manager is responsible for Identified Components, Items 1-10 as listed below. These items list the specific detail for each component. Upon receipt of a PO from the City of Lompoc the Project Manager will schedule a kick-off meeting providing a Project Plan outlining more accurate timelines for hardware delivery and estimated timelines for hardware and software installations, as well as training.

Per a prior agreement with the City of Lompoc there will be a 90 acceptance period. Provided all systems are working properly during the 90 day acceptance period the City of Lompoc will then sign off on an Acceptance and Delivery Document and a final invoice will be submitted for payment due immediately.

## Equipment List – Details Provided in Price Quote

- RoboVu Mobile Data Computers – Robo III
  - RoboVu Digital In-Car Video – RoboCAM with RoboEYE Software
  - RoboVu Central Management System - RoboHUB
  - Intransa Video Server
  - Wireless G-Cards and Access Points
  - GPS Sensors
  - USB/Ethernet Adapters
  - Back Door Trigger Devices
- 

## Identified Components

- **Item 01 – Purchase and Delivery of Mobile Data Computers, In-Car Video Equipment and Peripherals** – To be delivered to third party installer location. This will be coordinated by the Project Manager.
- **Item 02 – Purchase and Delivery of Server, Access Points and Peripherals** – To be delivered to location TBD. This will be coordinated by the Project Manager.
- **Item 03 – Training for Installation of Hardware** – A RoboVu certified partner, Automotive Computer Mounts, will provide a trainer to be available on the first day of installation to train the third party installer, by assisting in the installation of the first days vehicles. The trainer will be on-site and available on the 2<sup>nd</sup> day to address questions or concerns. This will be coordinated by the Project Manager.
- **Item 04 – Installation of RoboEYE Video Software** – RoboEYE Mobile Video Software will be installed and configured in each vehicle. This will be coordinated by the Project Manager.
- **Item 05 – Installation of Access Point** – The 3 access points will be installed around the gated police vehicle lot with the conduit provided and installed by the City of Lompoc. This will be coordinated by the Project Manager.
- **Item 06 - Installation and set up of Intransa Video Server** – Install, configure and integrate the Intransa Video Server into current Network as specified by the customer. This will be coordinated by the Project Manager.
- **Item 07 - Installation and set up of RoboHUB software** - RoboHUB Digital Asset Management Software will be installed and configured on the server and client stations as specified by the City of Lompoc. This will be coordinated by the Project Manager.
- **Item 08 – Quality Control Check** – During installations all systems will be QC checked using an Installation Checklist that will be signed off on by both RoboVu and the City of Lompoc. RoboVu will ensure that all systems are functioning and communicating as promised. This will be coordinated by the Project Manager.
- **Item 09 – Software and Hardware Training** - We provide on-site training that covers both end user operation and system administration. Training will be scheduled accordingly either during installation or after the QC has been completed. This will be coordinated by the Project Manager.

- **Item 10 – Overall Project Management** – Items 1 through 9 above will be coordinated and managed by the Project Manager. RoboVu uses Microsoft Project to manage all projects. All concerns, questions and changes shall be handled through the designated Project Manager.

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## Statement of Work - Other

### Assumptions

- Upon receipt of PO from client hardware can be ordered, normal lead times are 6 – 8 weeks for most hardware.
- Any concern or questions regarding the project will be addressed with the Project Manager in a timely manner.
- Work to be performed during the hours of 0800-2000hours Monday-Friday as a minimum.
- All work areas will be cleaned and excess equipment will be removed by the customer prior to RoboVu staff installing any equipment.
- All necessary AC Power will be provided at desired locations by the City of Lompoc.
- All necessary cabling for the Access Points will be provided by the City of Lompoc.
- RoboVu is not responsible for delays in the project that are caused by any third party service providers.

### Change management process

- ANY changes in the Statement of Work must be requested in writing via a Change Order Request. Additional fees, if any, will be calculated and the COR must be signed by both parties before proceeding with requested change.

### Engagement related expenses

- Downtime (standby/wait-time/re-scheduling) experienced during the course of the project shall be subject to RoboVu's standard time rate of \$90.00/hour per RoboVu technician or consultant affected. RoboVu will contact the customer as soon as possible if we feel there is a real potential for downtime. The RoboVu team is aware that when working with public safety agencies situations may arise due to natural disasters or large local emergencies that would prevent the department from having vehicles available. RoboVu will take that into consideration and the charge will be minimal and installation will be rescheduled
- RoboVu is not responsible for any loss of customer's data or network system security
- If equipment and trash are not removed prior to installation, RoboVu reserves the right to charge a \$25.00 cleaning fee since the removal, storage and reloading the equipment into the vehicles becomes time consuming.



# Intransa VideoAppliance™ VA210 Server & Storage Appliance

Technical Specifications

V1.1

Technical Specifications



## Intrinsa VideoAppliance™ VA210 Server/Storage Appliance Technical Specifications

### - System Video Throughput

- Uni-Mode, recording only:
  - MJPEG @ 4CIF @ 30fps 30Kbytes Frame Size 1-20 typical IP cameras;
  - MPEG4 @ 4CIF @ 2,000Kbits/s Bit Rate 1-32 typical IP cameras;
  - H.264 @ 4CIF @ 1,600Kbits/s Bit Rate 1-36 typical IP cameras;
- Duo-Mode, recording only in both VMS application modes:
  - MJPEG @ 4CIF @ 30fps 30Kbytes Frame Size 1-40 typical IP cameras;
  - MPEG4 @ 4CIF @ 2,000Kbits/s Bit Rate 1-64 typical IP cameras;
  - H.264 @ 4CIF @ 1,600Kbits/s Bit Rate 1-72 typical IP cameras.

*Actual video throughput may vary slightly based upon video surveillance platform OS and VMS choices and cameras selected. Assumes no watermarking, live local viewing, encryption or motion activation. Duo-Mode used with VA210 base only. Tri-Mode used with VA210 base plus one VA Expander for typical storage requirements.*

### - Processors

- VA210 Duo-Mode (1) Intel® Quad-Core Xeon® 2.33GHz CPU
- VA210 Tri-Mode (2) Intel® Quad-Core Xeon® 2.33GHz CPUs

### - Memory

- 8GB DDR2 ECC SDRAM (2GB/VMS)

### - Network Connections

- (1-3) 1GbE Networks

### - Graphics

- 1x VGA port
  - Standard ATI ES1000 (32MB) graphics (1440x900 resolution)
  - Optional graphics upgrade for enhanced local viewing, 2650x1600 resolution) with one DVI/VGA port

### - Availability & Reliability

- All disk drives are hot-swap
  - (2) 160GB SATA-II OS/VS drives
  - (4) SATA-II video recording drives per VA210 base
  - (12) SATA-II video recording drives per VA Expander
- RAID protection for non-stop recording with no video loss
  - Base – RAID 5 (requires 1 of 4 disks for RAID 5)
  - VA Expander RAID 5, 6 (requires 1 of 12 disks for RAID 5, 2 disks for RAID 6)
- Redundant Memory Option recommended for large and/or critical surveillance deployments
- UPS recommended for all installations



- **Server Component OS** (One Per Duo-Mode VA210, Two per Tri-Mode VA210, preloaded)
  - o Microsoft Windows Vista® OS standard, available upgrade option to Microsoft Windows Server 2003 Standard Edition OS or Microsoft Windows Server 2008 Standard Edition OS



- **VMS Choices** (One per Uni-Mode, One Per Duo-Mode, preloaded on USB media kit)
  - o Axis Communications Axis Camera Station
  - o Exacq Technologies exacqVision™
  - o Genetec Omnicast™
  - o JDS Digital Security Systems Softsite32™
  - o March Networks® VideoSphere™
  - o Milestone Systems XProtect®
  - o On-Net Surveillance Systems, Inc. (OnSSI) NetDVMS™
  - o Pelco Digital SENTRY™ and Pelco XPress™
  - o Salient Systems CompleteView™



- **Power Supplies**
  - o 650W AC dual redundant power supplies, 100-240V, 60-50Hz, 8-4 Amp
- **System Bus**
  - o 1333/1066 MHz system bus
- **Video Retention & Playback System**
  - o Patented Video Data Management & Retention™ (VDMR) technology includes Video System Administrator (VSA) Storage Manager, VSA Duo-Mode and VSA Tri-Mode functionality, VSA Agent & Video Storage Optimization (VSOP) support included
  - o Full support for unattended operation with email/pager/web alerts & SNMP interface

- **Video Retention & Playback Capacity**
  - o Base capacity options
    - 2TB (4x500GB) total raw capacity, 1.5TB recording capacity with RAID 5
    - 4TB (4x1TB) total raw capacity, 3TB recording capacity with RAID 5
    - 8TB (4x2TB) total raw capacity, 6TB recording capacity with RAID 5
  - o VA Expander capacity options
    - 6TB (12x500GB) total raw capacity, 5.5TB recording capacity with RAID 5, 5TB with RAID 6
    - 12TB (12x1TB) total raw capacity, 11TB recording capacity with RAID 5, 10TB with RAID 6
    - 24TB (12x2TB) total raw capacity, 22TB recording capacity with RAID 5, 20TB with RAID 6
  - o VA210 supports addition of one to three VA Expanders
  
- **Internal Hard Disk for OS & VMS**
  - o (2) 160GB SATA-II, hot-swap
  
- **Indicators**
  - o Power LED, hard drive activity LED, 2x Network Activity LEDs, System overhead/fan fail LED, Universal Information (UID) LED
  
- **CD/DVD**
  - o Optional external CD/DVD read/write drive
  
- **Protective Bezel**
  - o Yes
  
- **Dimensions**
  - o 1U rack mount base, 2U rack mount expander
  - o VA210 1.7" (43mm) height, 17.2 (437mm) width, 25.6" (650mm) depth
  - o VA Expander 3.5" (89mm) height, 17.2" (437mm) width, 25.5" (648MM) depth
  - o Rail kit for 19" rack mounting included
  
- **Gross Weight**
  - o VA210 46 lbs (20.9kg)
  - o VA Expander 52 lbs (23.6kg)
  
- **Operating Environment/Compliance**
  - o Operating Temperature - 10 to 35°C (50 to 95°F)
  - o Operating Humidity - 8% to 90% non-condensing
  - o RoHS compliant 5/6, server exemption, UL (USA), CUL (Canada), TUV (Germany), EN 6095/IEC, 60950 Compliant, CB Report, CCC Certification



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## Intransa VideoAppliance™ VA210 Server/Storage Appliance



- Simple, affordable & powerful rack mountable Server/Storage Appliances from award-winning family
- Pre-loaded media kits with choice of industry-leading open VMS applications for rapid setup
- Eliminates risk of lost video delivered by a simple, video-optimized appliance for non-stop operation
- Replace multiple commodity servers & storage systems to cut costs, complexity & support headaches caused by need to integrate commodity IT hardware
- Reduces heating, cooling, electrical consumption & rack space with a greener, simple appliance solution
- Select from Duo- or Tri-Mode Appliance solutions

### Simple Solutions For Advanced, Reliable Surveillance

The Intransa VideoAppliance™ VA210 Server/Storage Appliance delivers simple setup and operation, eliminating the complexity of commodity hardware setup for integration with video management system (VMS) software.

Security departments now have an affordable, reliable and simple rack mount appliance choice for video surveillance. The VA210 eliminates the complexity and risk of buying, installing, configuring and supporting commodity servers, storage and hardware while delivering the benefits of advanced IP surveillance. Uni-Mode VA210 replaces one application server plus storage, & Duo-Mode appliances eliminate two servers.

Intransa VideoAppliance™ systems are designed exclusively for non-stop, 7x24x365 video workloads, unlike the commodity servers and storage that are typically used for email, word processing and other IT applications.

### Select Your Choice of Video Management Solution

VA210 comes with your choice of leading video management system (VMS) application, pre-loaded and ready for activation on a simple-to-install media kit. A Duo-Mode VA210 provides one VMS application and one server/storage mode. Tri-Mode appliances add a second VMS application mode for maximum flexibility, such as one for recording and one for live viewing.

Purchase an activation key from your dealer or integrator for each VMS, & you are ready to install and begin recording video in just minutes.

Learn more at [www.intransa.com/technology/simplicity.php](http://www.intransa.com/technology/simplicity.php).

### Available Intransa Video Data Management & Retention™ (VDMR) Technology

The VA210 leverages Intransa's patented VDMR technology, including Multi-Mode support, advanced Video Surveillance Optimization (VSOP) and the powerful Video System Administrator (VSA). Each appliance provides weeks to many months of RAID-protected, high performance recording (depending upon VMS choice, cameras & related settings), suitable for common surveillance needs. 2, 4 or 8TB of raw recording capacity is provided in a single VA210 pedestal, expandable with 1 to 3 VA Expander enclosures for an additional 6 to 24TB of raw space each.

VA210 comes with advanced RAID 5 & 6 data protection to eliminate the risk of lost video, and includes hot-swap video capacity for nonstop recording and playback. Dual internal SATA-II drives for standard Windows OS, VDMR and video management system use, plus dual hot-swap power supplies, all further ensuring non-stop operation.

### Award Winning Solutions

Not only is the Intransa VideoAppliance™ family customer-proven around the world, but it's also been awarded some of the physical security industry's most prestigious accolades. These honors include being named 2009 New Product of the Year at ASIS International, & being among the Top 30 Technology Innovations of 2009.

Learn more at [www.intransa.com/company](http://www.intransa.com/company).



# Intrinsa VideoAppliance™ VA210 Server/Storage Appliance

Duo-Mode VA210 supports one application mode for a VMS, and one mode to provide server & storage services... simultaneously. The Tri-Mode VA210 adds a second application mode, for two VMS applications or to record in one mode & view in another.



## Capacity, Video Protection

- VA210 raw capacity is 2TB (1.5TB available with RAID 5), 4TB (3TB with RAID 5) or 8TB (6TB with RAID 5) of low energy/high capacity SATA-II video storage
- Add VA Expanders for up to 80TB total raw system capacity, each with 6TB (5.5TB available with RAID 5, 5TB with RAID 6), 12TB (11TB with RAID 5, 10TB with RAID 6) or 24TB (22TB with RAID 5, 20TB with RAID 6)
- Advanced RAID 5 & 6 protection eliminates the risk of lost video & hot-swap disks & dual, redundant power supplies ensure non-stop recording

## Video Data Management & Retention™ Technology

- Patented VDMR includes VSA Duo-Mode & Tri-Mode appliance choices
- VSA Storage Manager, VSA Agent, & VSA Video Storage Optimization (VSOP) functionality included

## Connectivity

- VA210 supports standard, megapixel & H.264 IP cameras for recording & playback, integration over IP for analog cameras with DVRs or via encoders, or a hybrid analog/digital mixed solution

## Recording Performance in Duo-Mode

MJPEG @ 4CIF @ 30fps 30KBytes Frame Size: 1-20 typical IP cameras/MPEG4 @ 4CIF @ 2,000Kbits/s Bit Rate: 1-32 typical IP cameras/H.264 @ 4CIF @ 1,600Kbits/s Bit Rate: 1-36 typical IP cameras

## Recording Performance in Tri-Mode

MJPEG @ 4CIF @ 30fps 30KBytes Frame Size: 1-40 typical IP cameras/MPEG4 @ 4CIF @ 2,000Kbits/s Bit Rate: 1-64 typical IP cameras/H.264 @ 4CIF @ 1,600Kbits/s Bit Rate: 1-72 typical IP cameras

*Performance may vary based upon VMS selected, camera settings, local viewing, & other choices. Assumes recording only, without watermarking, encryption, compression or motion activation. Base VA210 used in Duo-Mode calculations. Base VA210 & 1 VA Expander used in Tri-Mode calculations.*

## Dimensions

- VA210 is a compact 1U rack unit footprint, 1.7"/43mm height by 17.2"/437mm width by 25.5"/648mm depth
- VA Expander is a compact 2U rack unit footprint, 3.9"/89mm height by 17.2"/437mm width by 25.5"/648mm depth

## Detailed Technical Information

For detailed technical information, find more at [www.intrinsa.com/archequip-spec.php](http://www.intrinsa.com/archequip-spec.php).

## Green Your Surveillance While Cutting Costs, Equipment Needs and Administrative Challenges

Intrinsa VideoAppliance™ VA210 Server/Storage platforms eliminate the complexity and need for separate application servers and storage systems. Eliminate up to two application servers plus storage with Tri-Mode VA210 appliances. Security practitioners save desk space, electricity, heating and cooling, while further reducing equipment costs and support requirements.

## Intrinsa VideoAppliance™ Certified Applications

Preloaded with the industry's leading VMS choices, VA210 takes the time and complexity out of integrating servers, storage and physical security applications.

The Intrinsa VideoAppliance™ Technology Partner Labs test and certify cameras, VMS systems, NVRs and other applications for use with Intrinsa VideoAppliance™ for physical security's real-world, demanding requirements.

Hundreds of products and applications from physical security, imaging and technology vendors have already been certified for risk-free integration with Intrinsa VDMR technology-based solutions. Intrinsa VideoAppliance™ is the customer-proven solution for reliable, affordable and simple video surveillance.

VA210 is available with the following VMS applications pre-loaded on a simple to use media kit (One VMS per Application Mode) that are **Intrinsa VideoAppliance™ Certified**:

- AXIS Communications Axis Camera Station
- Exacq Technologies exacqVision™
- Genetec Omnicast™
- JDS Digital Security Systems Softsite32™
- March Networks VideoSphere™
- Milestone Systems XProtect\*
- On-Net Surveillance Systems (OnSSI) NetDVMS™
- Pelco Digital SENTRY\*
- Pelco DS XPress\*
- Salient Systems CompleteView™



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## Intransa Support & Warranty

*World-Class Warranty & Support for Intransa VideoAppliance™ Systems*



Intransa VideoAppliance™ customers around the world depend on their surveillance systems and other physical security applications to protect their people, premises and investments. That's why Intransa VideoAppliance™ is the smart choice, with a comprehensive and world-class warranty included in every system. And with options for adding even more features, during and after initial warranty period to ensure that Intransa VideoAppliance™ keeps on running for years to come.

### Warranty Program Highlights

Each Intransa VideoAppliance™ system ships with the warranty program built right in. Warranty is a unique customer protection system, ranked among the best in the entire industry. It delivers:

- A full three years of complete system coverage, from CPUs and memory through to disk drives, power supplies and fans
- All software updates and enhancements for a full one year after purchase, to keep up to date with the latest changes
- 24x7x365 telephone, web and email support
- Advanced spares replacement
- Full web reporting and incident tracking

### Get Started

To explore adding support to your Intransa VideoAppliance™ systems, contact an authorized Intransa dealer, integrator or distributor. You can also contact Intransa directly, at [sales@intransa.com](mailto:sales@intransa.com), for more details.

### Support Program Highlights

Each Intransa VideoAppliance™ system can be further upgraded with the support program. Choices it delivers include:

- One or multi-year customer protection contracts, for additional system coverage beyond the original three year warranty comprehensive system coverage period
- One or multi-year software update and enhancement contracts, for extending the software update program beyond the original one year warranty software period
- Accelerated spares replacements
- On-site, 4 hour support with incident escalation priority



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## **Robo III 5-Year Warranty**

**1. Product Warranty.** RoboVu warrants against defects in material and workmanship that occur during normal use for a period of SIXTY (60) MONTHS from the date of original purchase order as evidenced by Customers purchase order date. This warranty covers the computer only. The RoboVu III display brightness may degrade over time based on use and environmental conditions. Display light degradation, rate of degradation and display brightness are not covered by this limited warranty. RoboVu warrants to the original purchaser or, for products purchased from an Integrator, Reseller, or OEM's to the original end-user that RoboVu-branded products will be free from defects in materials and workmanship from the date of original purchase order. Warranty is extended solely to the original purchaser and is non transferable. A purchase receipt or other proof of date of original purchase will be required before warranty performance is rendered. This warranty only covers failures due to defects in materials or workmanship during the warranty period. RoboVu will, at its option: (1) provide new or rebuilt replacement parts necessary to repair the product, (2) replace the product with a comparable product. RoboVu or a RoboVu authorized third party service provider will provide labor to resolve warranty issues during the warranty period. RoboVu will determine how and where repair services are provided, and you may be required to deliver your product to a RoboVu authorized service location. Replacement parts or products will be new or serviceably used, comparable in function and performance to the original part or product, and warranted for the remainder of the original warranty period or, if longer, 30 days after they are shipped to you. Purchasing additional add-on products from RoboVu does not extend your warranty period.

**2. Services and Service Warranty.** – To obtain service under this limited warranty, you must follow RoboVu's warranty return procedures. If RoboVu requests the return of defective parts or product, you must do so within 7 days after you receive an (RMA) Return Material Authorization. **(To acquiring an RMA, see Section 4).**

If you are located outside the United States, the details of your warranty service may vary as described below.

**THIS LIMITED WARRANTY COVERS NORMAL USE ONLY. RoboVu DOES NOT WARRANT AND IS NOT RESPONSIBLE FOR DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, VIRUSES, UNAUTHORIZED SERVICE OR PARTS, OR THE COMBINATION OF RoboVu MANUFACTURED PRODUCTS WITH OTHER PRODUCTS. THIS LIMITED WARRANTY DOES NOT COVER SOFTWARE OR NON-RoboVu PRODUCTS. ANY WARRANTY APPLICABLE TO SOFTWARE OR NON-RoboVu BRANDED PRODUCTS IS PROVIDED BY THE ORIGINAL MANUFACTURER.**

RoboVu warrants that services provided by RoboVu will be performed in a professional and workmanlike manner. It is the customer's responsibility to back up all files before returning the product to RoboVu for service. **RoboVu IS NOT RESPONSIBLE FOR ANY LOSS OF**

### **RoboVu, LLC**

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office 480.346.7016 fax 866.885.6475 email [info@robovu.com](mailto:info@robovu.com) website [www.robovu.com](http://www.robovu.com)



**DATA OR FOR PROPRIETARY INFORMATION LEFT ON THE UNIT.** Services beyond the normal scope of warranty will be billed on a Time and Materials basis at the current rate in effect at the time of repair plus parts. All Neglect & Abuse (see section 7), service/repair actions are billable repairs and RoboVu must have a purchase order in hand before repairs will commence. Repairs that are classified as Neglect/Abused shall require a minimum of seven (7) working days to complete, with extra time required for special cases such as shortage of parts.

**Customer is responsible for all shipping, insurance and handling costs to and from RoboVu for warranty and non-warranty work performed by RoboVu.**

### **3. Warranty Exceptions:**

This warranty does not cover losses or damages arising from: shipping, repairs, modifications, adjustments, or installation of options or parts by any person or entity other than a RoboVu authorized service center; excessive or inadequate electrical power surges or other irregularities; damages to computer system components caused by either internal or external equipment not supplied by RoboVu; connection shortages, or components not installed or purchased from RoboVu; special, incidental, or consequential damage resulting from any breach of warranty or any other legal theory, including but not limited to lost profit, downtime, goodwill, damage to or replacement of equipment and property, and any cost recovering, reprogramming, or reproducing any program or data stored in or used with RoboVu products; damages to painted surfaces and touch screens due to physical abuse or excessive use; accidents, misuse, fire, flood, "Acts of God", or other contingencies beyond the control of RoboVu. In no event shall RoboVu be liable neither for any special incidental, consequential damages nor for any damages resulting from misuse or modification of any or all merchandise. Other than as expressly warranted herein by RoboVu, the customer waives all the implied warranties of merchantability, fitness for a particular purpose, or otherwise.

This warranty does not cover peripherals, adaptor cables, keyboards, or radio cards used either internally (PCMCIA) or externally. DC power cords, DC to DC power filters and mounting apparatus are not covered by this warranty. It does not cover damage which occurs in shipment or failures which are caused by products not supplied by RoboVu, or failures which result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation, maladjustment of consumer controls, improper maintenance, modification or service by anyone other than the RoboVu Factory Service Center or authorized RoboVu Service Dealer, or damage that is attributable to acts of God. **RoboVu does not guarantee that software will be free from errors, either in isolation or in combination with hardware.**

**4. Returns.** – RoboVu does not accept returns of product once title has transferred, unless defective in materials or workmanship. To return products you must follow RoboVu's RMA procedures; including obtaining a return merchandise authorization (RMA) number and returning products within 7 days of receipt of an RMA number. **Customer is responsible**

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**for all shipping, insurance and handling costs to and from RoboVu for warranty and non-warranty work performed by RoboVu.** To obtain a Return Material Authorization number, you may submit a request at <http://www.robovu.com/warranty.php>, call RoboVu at 480-346-7016 or contact us at [rma@robovu.com](mailto:rma@robovu.com) .

Technical support for O/S (operating system) related issues are available directly from the O/S manufacturer. RoboVu may change the means through which it provides technical support at any time.

**5. Disclaimer of Warranties; Limitation of Liability.** EXCEPT FOR THE WARRANTIES EXPRESSED IN THIS AGREEMENT, RoboVu DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER APPLICABLE LAW. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE LIMITED TO THE TERM OF THIS AGREEMENT. RoboVu AND CUSTOMERS' MAXIMUM LIABILITY TO THE OTHER IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR PRODUCTS OR SERVICES PLUS INTEREST AS ALLOWED BY LAW. NEITHER CUSTOMER NOR RoboVu IS LIABLE TO THE OTHER IF CUSTOMER OR RoboVu ARE UNABLE TO PERFORM DUE TO EVENTS CUSTOMER OR RoboVu ARE NOT ABLE TO CONTROL, SUCH AS ACTS OF GOD, OR FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, INTERRUPTION OF BUSINESS OR PUBLIC SERVICE, LOST PROFITS, LOSS OF LIFE, LOSS OF DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), AND STRICT LIABILITY OR OTHERWISE, OTHER THAN THOSE DAMAGES THAT ARE INCAPABLE OF LIMITATION, EXCLUSION OR RESTRICTION UNDER APPLICABLE LAW.

#### **6. International Customers**

The standard warranty stated above also applies to RoboVu products shipped to a country outside the United States. International customers are responsible for all customs duties, VAT and other associated taxes and insurance charges.

#### **7. Defining neglect/abuse**

The following are some examples of neglect/abuse actions and will be a judgment call by RoboVu's repair center. All Neglect & Abuse service/repair actions are billable repairs requiring a purchase order prior to commencement of repairs.

Examples of Neglect/Abuse:

- Excessive dirt/contamination effecting performance specifications
- Spillage of liquids and other foreign substances in the products
- Unapproved modification of product
- Unapproved disassembly of product
- Defacement of manufacturing labels
- Scratched, contaminated, and/or damaged components either inside or outside the unit
- Loose or missing parts that could not have operated without it

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- Broken/cracked/disfigured displays
- Broken/cracked/disfigured housings
- Broken/cracked/disfigured mounts
- Broken/Cracked plastic parts internal/external
- Torn gaskets, seals, o-rings or other flexible parts
- Damaged external cables
- Use of abrasive cleaners or other unapproved cleaning materials
- Improper use of product
- Connection of product to unapproved power source
- Product that has been opened by unauthorized personnel
- Product that has been serviced by unauthorized personnel
- Charred or melted product and or parts
- Product exposed to environments beyond specification
- Product exposed to natural disasters
- Product returned with no trouble found (excessive return rates)
- Product improperly packaged for shipping or ESD (Electro Static Discharge).

#### **8. Limits and Exclusions:**

There are no other express warranties except as listed above. RoboVu SHALL NOT BE LIABLE FOR LOSS OF DATA OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

If a problem with your product develops during or after the warranty period, you may contact RoboVu at 1-480-346-7016 or contact [rma@robovu.com](mailto:rma@robovu.com).

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## **Camera and Keyboard Warranty**

RoboVu, LLC will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of one year after the date of manufacture.

### **Exceptions to Limited Warranty:**

The warranty is void if the Product is not operated in conformance with installation, environmental, mechanical or electrical requirements, or within thermal stress limits, or to the extent that any malfunction is the result of misuse, abuse, vandalism, neglect, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling, or if the original identification markings on the product have been removed, defaced or altered, lighting, electricity, water, fire, environmental or other hazard, or act of God, or other impact outside of normal operating guidelines.

### **Non-warranty repairs:**

Non-warranty repairs are granted an extended warranty of 3 years for all products. For all non-warranty repairs, RoboVu, LLC will provide you with a repair estimate that includes charges for parts, labor, and all shipping. Repair charges may be based on a flat rate or parts and labor, and will vary based on actual equipment and condition. A PO will be required for non-warranty repair charges and you will be invoiced per the terms of your contract with RoboVu.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This Limited Warranty will be governed by the laws of the State of Arizona, without regard to its conflict-of-laws rules.

To obtain a Return Material Authorization number, you may submit a request at <http://www.robovu.com/warranty.php>, call RoboVu at 480-346-7016 or contact us at [rma@robovu.com](mailto:rma@robovu.com).

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## **Limited Software Warranty**

RoboVu, LLC (referred to as "RoboVu") warrants to you only that the disk(s) or other media on which any programs which may be furnished will be free from defects in material and workmanship under normal use for a period of sixty (60) days from the date of delivery thereof to you, as evidenced by your purchase receipt.

This is the only warranty RoboVu makes to you. RoboVu does not warrant that the functions contained in any programs will meet your requirements or that the operation of the programs will be uninterrupted or error free.

RoboVu's entire liability and your exclusive remedy under this warranty shall be limited to the replacement, in the United States, of any defective disk or other media which is returned to RoboVu's authorized Service Center, together with a copy of the purchase receipt, within the aforesaid warranty period.

Anything in the foregoing to the contrary notwithstanding, RoboVu shall have no obligation for any defects in the disk(s) or other media on which the programs are furnished resulting from your storage thereof, or for defects that have been caused by operation of the disk(s) or other media otherwise than on the product or in the environment conditions other than those specified by RoboVu by alteration, accident, misuse, abuse, neglect, mishandling, misapplication, installation, maladjustment of consumer controls, improper maintenance, modification or damage that is attributable to acts of God. In addition, RoboVu shall have no obligation for any defects in the disk(s) or other media if you have modified, or attempted to modify any program.

DURATION OF IMPLIED WARRANTIES, IF ANY, IS LIMITED TO SIXTY (60) DAYS. RoboVu ASSUMES NO RISK OF AND SHALL NOT IN ANY CASE BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM BREACH OF WARRANTY OR CONTRACT, NEGLIGENCE OR ANY OTHER LEGAL THEORY, INCLUDING, WITHOUT LIMITATION, LOSS OF GOODWILL, PROFITS OR REVENUE, LOSS OF USE OF THE PROGRAMS OR PRODUCTS OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES, OR SERVICES, DOWNTIME COSTS, OR CLAIMS OF ANY PARTY DEALING WITH YOU FOR SUCH DAMAGES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This Limited Warranty will be governed by the laws of the State of Arizona, without regard to its conflict-of-laws rules.

To obtain service or technical assistance within the continental U.S.A. and Alaska, call **1-480-346-7016**.

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office 480.346.7016 fax 866.885.6475 email [info@robovu.com](mailto:info@robovu.com) website [www.robovu.com](http://www.robovu.com)



### RoboEYE and CMS Installation Summary/Checklist

Date:	
Location:	
Installers Company:	
Installers Name:	
Installers Contact Number:	
End User:	
End User Contact:	
End User Contact Number:	
End User Contact Email:	
ESA:	
Update Service:	

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Front End Application Version:	
Recorder Firmware Version:	
FE Microcomputer Version:	
Recorder IP:	

#### BACK END

CMS Versions:	
SQL Server Version:	
CMS Server Info:	
External Storage Info:	
Server IP:	

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folders without associations					

**LOCATIONS**

Location Name	Path
Default storage location	
File ingestion location	
Offline storage location	
Secondary storage	

**CMS CLIENT STATIONS**

	Workstation Name	User/Location	OS	Installed	Test Login	Test Video
1						
2						
3						
4						
5						
6						
7						
8						

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9						
10						

**CMS INSTALLATION CHECKLIST**

Property	Complete (y/n)	Notes
Search		
Video Controls		
Bookmarks		
Video Tags		
Associations		
Snapshots		
Users		
Groups		
Folders		
Cabinets		
Locations		
Import		
Burn to DVD		
Export Video		

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**FRONT END – VEHICLE INSTALLATION CHECKLIST**

Properties/Vehicles	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Unit Number															
Zoom In/Out															
Backlight															
Camera LED															
Auto Zoom															
AE Up/Down															
CAM1/CAM2															
Audio1/2															
Audio2 Record															
Incar															
WMIC2															
Manual Record															
Snapshot															
Bookmarks															
GPS															
Triggers															
Night/Day Toggle															
Upload															
Playback(in car)															
Meta Data															

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**VEHICLE CONFIGURATION**

TRIGGERS	Detection	Name	Setup	Printable
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-

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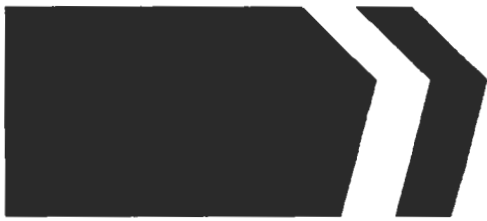
RECORD/PLAY	
Power Off Time (min):	120
ACC PowerON to REC:	NA
Record Rate:	1024
Upload Method:	Auto
Pre-Record Time:	30 No Audio
Post-Record Time:	10 No Audio
Audio CH2 Record (Y/N):	yes

ZOOM	
Target Magnification:	10
Maintenance Time:	3

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<b>AGC Level:</b>	High
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<b>INFARED</b>	
<b>IR Level:</b>	Low
<b>IR Time:</b>	30

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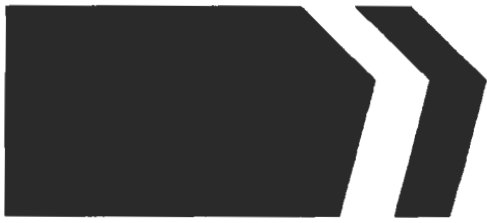
<b>SCREEN</b>	
<b>Back Light:</b>	Off
<b>Flip:</b>	Off

<b>RADAR – NONE</b>	
<b>Baud Rate:</b>	
<b>Bit Length:</b>	
<b>Stop Bit:</b>	
<b>Parity:</b>	
<b>Delimiting Character:</b>	
<b>Buffer Size:</b>	
<b>Data Timeout:</b>	
<b>Target Speed:</b>	
<b>Own Speed:</b>	

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**PROBLEMS/ISSUES**

- Problems / Issues should be listed here

**PENDING ITEMS**

- Include pending tasks here

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