



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 2

[List View](#)

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1403515

SO Doc Code: CRFQ

Procurement Type: Central Purchase Order

SO Dept: 0802

Vendor ID: VS0000010381

SO Doc ID: DMV2400000004

Legal Name: UTILITY ASSOCIATES INC

Published Date: 6/6/24

Alias/DBA:

Close Date: 6/11/24

Total Bid: \$73,800.00

Close Time: 13:30

Response Date: 06/11/2024

Status: Closed

Response Time: 11:07

Solicitation Description: 36 On-Body Worn Camera Systems for CDL Examiners

Responded By User ID: BodyWorn1

Total of Header Attachments: 2

First Name: Joyce

Total of All Attachments: 2

Last Name: Trotter

Email: proposals@utility.com

Phone: 404-816-0300



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder: 1403515
Solicitation Description: 36 On-Body Worn Camera Systems for CDL Examiners
Proc Type: Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2024-06-11 13:30	SR 0802 ESR06112400000007690	1

VENDOR
VS0000010381
UTILITY ASSOCIATES INC

Solicitation Number: CRFQ 0802 DMV2400000004
Total Bid: 73800
Response Date: 2024-06-11
Response Time: 11:07:35
Comments:

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor Signature X	FEIN#	DATE
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	36 On-Body Worn Camera Systems for CDL Examiners	36.00000	EA	550.000000	19800.00

Comm Code	Manufacturer	Specification	Model #
45121500			

Commodity Line Comments: Please see Exhibit A - Pricing Page and Utility's Technical proposal uploaded under the "Attachments" tab for details.

Extended Description:
36 On-Body Worn Camera Systems for CDL Examiners

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Warranty and Support - Year 1	1.00000	YR	18000.000000	18000.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Commodity Line Comments:

Extended Description:
36 On-Body Worn Camera Systems for CDL Examiners - Warranty and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Warranty and Support - Year 2 Optional	1.00000	YR	18000.000000	18000.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Commodity Line Comments:

Extended Description:
36 On-Body Worn Camera Systems for CDL Examiners - Warranty and Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Warranty and Support - Year 3 Optional	1.00000	YR	18000.000000	18000.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Commodity Line Comments:

Extended Description:
36 On-Body Worn Camera Systems for CDL Examiners - Warranty and Support



Request for Quotation
West Virginia Division of
Motor Vehicles
On Body Worn Camera Systems-CDL
examiners

Original

Submission Deadline:
June 11, 2024, by 1:30 PM

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Fax: 304-558-3970

PRESENTED BY UTILITY, INC.



State of West Virginia Division of Motor Vehicles
Request for Quotation for On Body Worn Camera Systems-CDL Examiners

Submittal: electronically via <https://prd311.wvoasis.gov/PRDVSS1X1ERP/Advantage4>

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- Polaris Digital Evidence Management Platform, and SMART REDACTION™
- Summary: Warranties, Data Security, CJIS Compliance in the Cloud

West Virginia Division of Motor Vehicles
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Fax: 304-558-3970

June 11, 2024

Subject: Request for Quotation for On Body Worn Camera Systems-CDL Examiners

On behalf of Utility Associates, Inc. (Utility), thank you for the opportunity to present our integrated, policy-based automated recording technology to the State of West Virginia Division of Motor Vehicles (State). Utility is uniquely qualified to meet the State's objectives, demonstrated by our **award-winning technology**.

Agencies which have successfully adopted our body worn technology in West Virginia, and across the US include: West Virginia State Police Department, West Virginia Parkways Authority, Raleigh County (WV) Sheriff's Office, Warren County (KY) Sheriff's Office, Union County (NC) Sheriff's Office, Mt Juliet (TN) Police Department, DeKalb County (GA) Police Department, Harris County (TX) Sheriff's Office, Hobbs (NM) Police Department, Indianapolis (IN) Metropolitan Police Department, Port Arthur (TX) Police Department, and Baldwin County (AL) Sheriff's Office, among others.

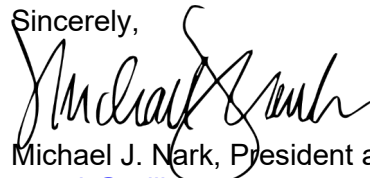
Utility's proposed external mount camera system features the KlickFast System, making it compatible with most available mounting options. In addition, Zipstream technology allows users to store as much footage as they require without compromising image quality. All captured video is stored within our advanced and secure Polaris Digital Evidence Management System.

Utility's external mount camera system is exclusively equipped to offer unique benefits to the State of West Virginia Division of Motor Vehicles:

- **Automatic, Policy-Based Smart Recording:** In addition to a manual Bluetooth remote, recording can be triggered automatically by custom policies your department creates: sensors in the vehicle, remote activation from headquarters or a supervisor, acceleration, entry into a mapped Zone.
- **Secure Upload to the Cloud:** Video evidence in an encrypted file format to a secure cloud, resulting in a reliable evidence capture and enhanced situational awareness between the operator and headquarters.
- **Cost-Saving Automatic Redaction:** Utility's SmartRedaction™ automates the redaction process with Artificial Intelligence to control labor and data storage costs.

We look forward to expanding our presence in the state of West Virginia and partnering with the Division of Motor Vehicles to ensure your project success.

Sincerely,



Michael J. Nark, President and Chief Executive Officer
mnark@utility.com
404-816-0300 office, or 800-597-4707 toll free



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1403515			Reason for Modification: ADDENDUM NO_1 Vendor Questions and Responses Revised Specifications
Doc Description: 36 On-Body Worn Camera Systems for CDL Examiners			
Proc Type: Central Purchase Order			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-06-06	2024-06-11 13:30	CRFQ 0802 DMV2400000004	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:

Vendor Name : Utility Associates, Inc.

Address :

Street : 250 E Ponce de Leon Ave #700

City : Decatur

State : GA **Country :** USA **Zip :** 30030

Principal Contact : Michael J. Nark

Vendor Contact Phone: 404-816-0300 **Extension:**

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor Signature X  **FEIN#** 58-2574318 **DATE** June 10, 2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION**ADDENDUM NO_1**

Addendum No_1 issued to publish and distribute the attached information to the Vendor Community

REQUEST FOR QUOTATION:

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Division of Motor Vehicles to establish a contract for the one-time purchase of Thirty-Six (36) on-body worn camera systems with ancillary equipment, warranty, and support. Per the bid requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO				SHIP TO			
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200 CHARLESTON WV US				DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE S.E. SUITE 50 CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	36 On-Body Worn Camera Systems for CDL Examiners	36.00000	EA	\$550.00	\$19,800.00

Comm Code	Manufacturer	Specification	Model #
45121500			

Extended Description:

36 On-Body Worn Camera Systems for CDL Examiners

INVOICE TO				SHIP TO			
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200 CHARLESTON WV US				DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE S.E. SUITE 50 CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Warranty and Support - Year 1	1.00000	YR	\$18,000.00	\$18,000.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Extended Description:

36 On-Body Worn Camera Systems for CDL Examiners - Warranty and Support

INVOICE TO				SHIP TO			
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200				DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE S.E.			
CHARLESTON		WV		SUITE 50		WV	
US				CHARLESTON		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Warranty and Support - Year 2 Optional	1.00000	YR	\$18,000.00	\$18,000.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Extended Description:
36 On-Body Worn Camera Systems for CDL Examiners - Warranty and Support

INVOICE TO				SHIP TO			
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200				DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE S.E.			
CHARLESTON		WV		SUITE 50		WV	
US				CHARLESTON		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Warranty and Support - Year 3 Optional	1.00000	YR	\$18,000.00	\$18,000.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Extended Description:
36 On-Body Worn Camera Systems for CDL Examiners - Warranty and Support

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2024-05-30

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV2400000004

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Utility Associates, Inc.	_____
	Company
	_____
	Authorized Signature
June 10, 2024	_____
	Date

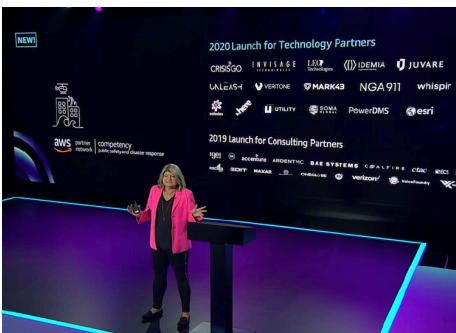
NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



partner
network

competency
public safety & disaster response

AWS Public Safety & Disaster Response Competency for Technology Partner



Utility, Inc. has been recognized by Amazon as an Amazon Web Services (AWS) Public Safety and Disaster Response (PSDR) Competency Partner for helping customers leverage AWS cloud technology to prepare for, respond to, and recover from various types of natural or man-made disasters and public safety emergencies globally.

By providing technological solutions for the 5 categories listed by AWS Public Safety and Disaster Response, the Utility ecosystem has assisted agencies in their efforts to enhance public safety and the prevention of natural or man-made disasters. These 5 categories include:

Emergency Management Operations

Solutions in this category facilitate emergency management efforts to support safer and more resilient communities through the coordination of critical resources.

PSDR Data and Analytics

Solutions in this category enable data collection, processing, analysis, and sharing of mission-critical information across the emergency management and public safety lifecycle (e.g., preparation, response, and recovery) to help visualize, analyze, or predict emergencies and improve response.

Justice and Public Safety Applications

Solutions in this category help agencies conduct their mission-critical operations across the public safety and justice lifecycle, including personnel management, dispatching, and management of critical records, courts, and correctional facilities.

PSDR Infrastructure Resilience and Recovery

Solutions in this category cover business continuity and resilience plans in preparation for or after a natural or man-made disaster.

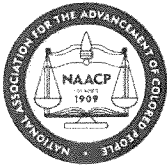
911 and Emergency Communications

Solutions in this category facilitate the communication of real-time information about people, infrastructure, and the incident environment. For example, solutions enable emergency and event category includes applications that facilitate 911 emergency calls and Next Generation 911 (NG911) applications.



About Utility, Inc.

Founded in Georgia in 2001, Utility, Inc. is a venture capital-funded company that provides mission-critical communications and real-time situational awareness through RocketIoT vehicle video routers, and BodyWorn video systems for police, fire, EMS, electric and gas utility, and public transit customers across the US. www.Utility.com | marketing@utility.com | 800-597-4707



NAACP

Derrick Johnson
*President and
Chief Executive Officer*

Leon W. Russell
*Chairman
National Board of Directors*

May 12, 2020

RE: ENDORSEMENT OF POLICY-BASED RECORDINGS FOR LAW ENFORCEMENT

The National Association for the Advancement of Colored People (NAACP), our nation's oldest, largest and most widely recognized grassroots-based civil rights organization, fully supports the use of policy-based automatic body-worn camera solutions by law enforcement in our communities.

We believe the use of this technology aligns with our efforts toward continued improvement in the overall protection of and accountability to our citizenry. To that end, we agree that capabilities and features of efficient technology would include the following:

- Software-driven body-worn cameras and in-car video recording systems that can be configured to automatically start or stop recording based on a police department's specific recording policies.
- Policy-based recordings that deliver and ensure consistent, bias-free and reliable automatic video recordings of all citizen and police interactions.
- Automatic-start, real-time video and audio recordings in the field when a call is answered or a weapon drawn.
- Compliance and collaboration with police department procedures and policies.

From conversations held, it is our best understanding that BodyWorn by Utility provides an automatic camera solution with the noted capabilities. Based on several conversations, it appears to be one of the most advanced in the world. The NAACP urges you to consider this technology.

If you have questions or I can be of further assistance, please do not hesitate to contact me.

Sincerely,

Derrick Johnson
President and CEO

SECTION I: QUALIFICATIONS & EXPERIENCE

Company Profile

Utility Associates, Inc. (Utility) is a Delaware Corporation **incorporated in 2001** with Headquarters in Decatur, Georgia, in Metropolitan Atlanta. Utility is a vertically integrated US manufacturer and supplier of software solutions, body worn cameras, digital in-vehicle cameras, mobile digital multi-media evidence management systems, and situational awareness software solutions for the law enforcement community, public service agencies, transportation agencies, and utilities. With over **100,000 devices deployed**, Utility has worked with many progressive first responders to incorporate industry best practices to help solve critical legal evidence capture and field situational awareness management challenges.

OUR MISSION:

To bring ease and clarity to organizations interested in applying swift and efficient technologies to resolve critical evidence management challenges.

Utility's digital video recording software is the **proven result of 22+ years of development and deployment of thousands of body-worn video recording systems around the US**. Utility hardware and software is designed, developed, manufactured, packaged, and shipped at our state-of-the-art location in Decatur, Georgia. Utility retains **more than 140 employees**, based in the US in all time zones dedicated to providing our Solution and Services to our clients.

Utility's platform solution is a complete system of proven video software representing more than a decade of development and real-world use. The external mount body-worn camera solution is designed for automated and independent operation, operating within the Cloud and hosted with Amazon Web Services. Asynchronous, over-the-air updates occur in the background, without effort by Department staff.



Company Location and Contact Information:

Utility is a Delaware Corporation incorporated in 2001 with Headquarters in Decatur, Georgia, in Metropolitan Atlanta.

Utility Associates, Inc. Global Headquarters:

250 East Ponce De Leon Avenue, Suite 700
Decatur, Georgia 30030
404-816-0300 general office 404-795-0525 fax
www.utility.com



Primary Representatives:

Contract Executive: Michael J. Nark, President and CEO, mnark@utility.com;

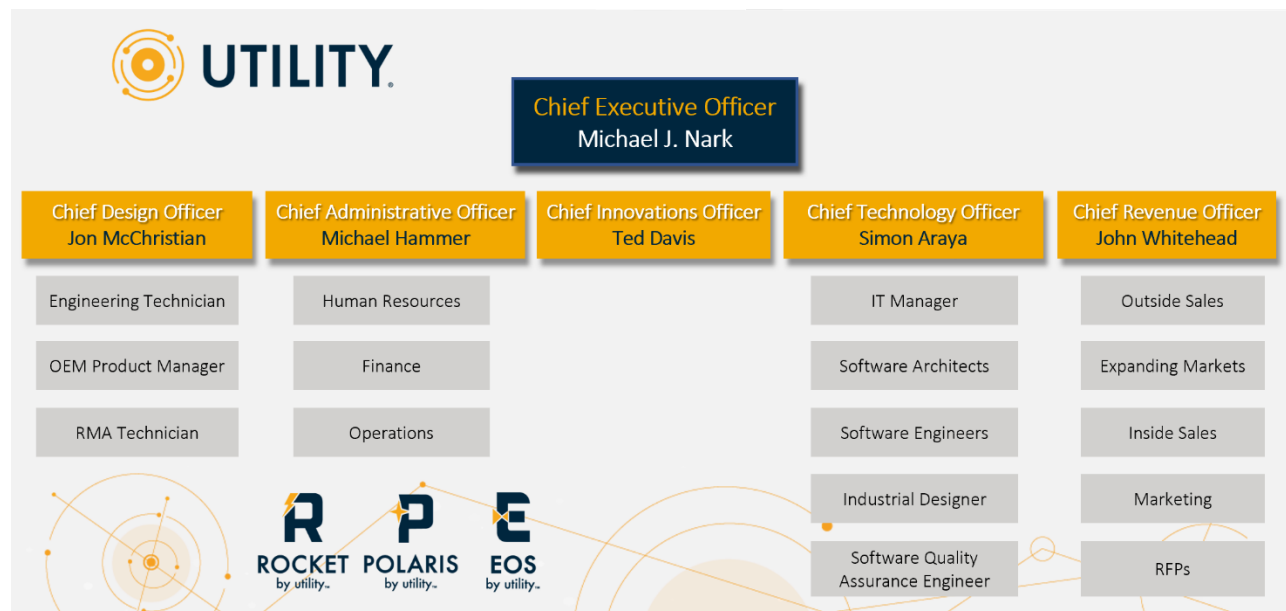
Account Representative: Julius Tauberg, Business Manager jtauberg@utility.com

Sales Support Manager: Dahlia Blake, Inside Sales Manager dblake@utility.com

Repair and Maintenance: Samson Aberra, Support Manager saberra@utility.com

Company Structure and Organization

Utility's corporate structure is illustrated below. There are no subsidiaries and Utility Associates, Inc. is the parent company. Mr. Michael J. Nark, President and CEO, takes full responsibility for the completeness and correctness of any and all information provided with this response.



Deployment Experience and Growing Presence in West Virginia

Utility supports a base of **over 350+ client agencies across the U.S.**, mainly law enforcement agencies, with digital evidence platforms, mobile cameras, automated license plate readers, and communication devices that collect evidence and then store and manage it securely. **Utility has a strong and growing presence in the State of West Virginia.** In looking to the future of the Utility brand, we envision an ever-expanding universe of products in the region and surrounding areas, built to both stand alone as well as combined for optimal performance and future growth. Utility's client base continues to grow as agencies adopt our innovative platform, as shown on the (abbreviated) table below:



Agencies in West Virginia and around the U.S. (including the References provided on the following pages) which have successfully integrated Utility's body camera and Polaris technology include:

West Virginia State Police Department Raleigh County WV Sheriff's Office

Mt Juliet TN Police Department
DeKalb County GA Police Department
Harris County TX Sheriff's Office
Plymouth MI Police Department
St Louis County MO Police Department
O'Fallon MO Police Department
Creve Coeur MO Police Department
Benton AR Police Department
Henderson NV Police Department

West Virginia Parkways Authority

Warren County KY Sheriff's Office
Union County NC Sheriff's Office
Battle Creek MI Police Department
Bridgeton MO Police Department
Pine Couy MN Sheriff's Office
New Hampshire Statewide Police
Indianapolis IN Metro Police Department
Louisville CO Police Department
State of North Carolina Statewide Contract
State of South Carolina Statewide Contract

Utility solutions are Country of Origin USA, manufactured in the USA. Utility is committed to supporting the USA through the Buy American Act and the American Recovery Reinvestment Act, to which all Utility solutions are Compliant.



References and Past Performance

Utility's external mount body-worn cameras and the Polaris digital evidence management platform will provide the West Virginia Division of Motor Vehicles with the most advanced solution for video recording, situational awareness and evidence capture. The combination of features and capabilities is unmatched by any other solution, and is the ideal structure designed for a cohesive law enforcement and public service Department.

Examples of our past performance include:

- Harris County (TX) Sheriff's Office (2500+ sworn officers)
- Indianapolis (IN) Metropolitan Police Department (1100+ sworn officers)
- St. Louis County (MO) Police Department (1015+ sworn officers)
- DeKalb County (GA) Police Department (860+ sworn officers)

Notable Utility customers who have successfully deployed Utility's body camera system solutions include:

Organization Name: West Virginia (WV) State Police Department

Project Address: 725 Jefferson Road, South Charleston, WV 25309

Name and Title Principal Contact: Jan L. Cahill, Superintendent

Principal Contact Phone: 304.746.2115

Principal Contact Email: jan.cahill@wvsp.gov

Since: 2019 and ongoing. (Note: new increase of units in February 2021)

Description of the Project: Deployment of 80 units body camera system, with integrated deployment of 80 ruggedized vehicle-mount mobile router Rocket in-vehicle router/DVR units, and media management on the Polaris digital evidence management platform. Deployment of 17 Rocket units.



Organization Name: West Virginia Parkways Authority

Project Address: 265 Neptune Dr, Beckley, WV 25801

Name and Title Principal Contact: Lt. James Amos

Principal Contact Phone: 304.549.1962

Principal Contact Email: james.a.amos@wvsp.gov

Since: 2020 and ongoing. **Description of the Project:** Deployment of 28 units body camera system, with Installation of 28 Rocket in-car video systems and ruggedized vehicle-mount mobile router Rockets with WiFi Hot Spot, GPS to CAD, High Speed Offload of Video Data, and media management on the Polaris digital evidence management platform.



Organization Name: Raleigh County (WV) Sheriff's Office

Project Address: 201 S. Eisenhower Drive, Beckley, WV 25801

Name and Title Principal Contact: Lt. Jason Redden

Principal Contact Phone: jredden@raleighcountysheriff.com

Principal Contact Email: 304.255.9300



Since: 2022 and ongoing. **Description of the Project:** Deployment of 33 units body camera system, with Installation of 33 Rocket in-car video systems and ruggedized vehicle-mount mobile router Rockets with WiFi Hot Spot, GPS to CAD, High Speed Offload of Video Data, and media management on the Polaris digital evidence management platform.

Organization Name: Mt. Juliet (TN) Police Department

Project Address: 1019 Charlie Daniels Parkway, Mt. Juliet, TN 37122

Name and Title Principal Contact: Travis Taylor, Director of IT

Principal Contact Phone: 615.754.2552

Principal Contact Email: ttaylor@mtjuliet-tn.gov



Since: 2018. **Description of the Project:** Deployment of 95 units body cameras system. Deployment of 62 Rocket in-vehicle router/DVR units, with WiFi Hot Spot, GPS to CAD, High Speed Offload of Video Data, and media management on the Polaris digital evidence management platform.

Organization Name: Warren County (KY) Sheriff's Office

Project Address: 429 E 10th Ave #102, Bowling Green, KY 42101

Name and Title Principal Contact: Chief Kevin Wiles

Principal Contact Phone: 270-842-1633

Principal Contact Email: inquiry@wcsoky.net



In Use Since: 2022. **Description of the Project:** Deployment of 45 units body camera system, with integrated deployment of 35 ruggedized vehicle-mount mobile router Rocket in-vehicle router/DVR units, with WiFi Hot Spot, GPS to CAD, High Speed Offload of Video Data, and media management on the Polaris digital evidence management platform.

Organization Name: DeKalb County (GA) Police Department

Project Address: 1960 W Exchange Pl., Tucker, GA 30084

Name and Title Principal Contact: Lt. M.C. Harden

Principal Contact Phone: 404.840.8236

Principal Contact Email: mcharden@dekalbcountyga.gov



Since: 2015 and ongoing. **Description of the Project:** Deployment of 800 units body camera system. Installation of 360 Rocket in-vehicle router/DVR units. with WiFi Hot Spot, GPS to CAD, High Speed Offload of Video Data, and media management on the Polaris digital evidence management platform.

Utility's Added Value Capabilities

Utility Associates, Inc. has built our video evidence ecosystem to be a future-proof solution that overcomes the significant pitfalls of other video evidence management solutions:

- Utility Has the Best Technology and Product
- Utility Has a Cost-Effective Solution

These differentiators, in combination with our scalable cloud infrastructure, AI-enabled live-streaming video features, and seamless cloud uploading capabilities in real-time through AWS GovCloud, have positioned Utility to be the smart platform of choice for law enforcement and public service agencies.

Competitive Advantages – What Sets Utility Apart

- **Best-in-Class Technology:** Utility's engineers continually push the boundaries of innovation to develop products that leverage its cutting-edge technological capabilities, including reliable and easy to use product design, broad compatibility, cloud-based platform, and AI features.
- **Our Roots are in Software:** The other major vendors in the market are historically hardware providers that have been attempting to gain the software capabilities needed to be a viable video evidence management solution and more broadly a network solution that can connect all critical data captured in the field. Utility has been able to add next-generation features while the competition is still building their software foundation.

Company Growth Strategy. Utility believes that due to its superior product, the Company can continue to gain market share. The Company's goal is to continue to develop innovative, world-class solutions to expand and further monetize Utility's current and future subscriber base.

SECTION II: TECHNICAL SOLUTION

Approach to Utility's Solution

As an innovative technology-enabled service provider recognized for creating groundbreaking digital systems for frontline professions, we provide intuitive products for effectively **capturing, managing, and releasing video evidence**. Technologies include a variety of cameras, sensors, and devices as well as situational awareness software solutions.

Utility's **external mount** body cameras and **Polaris DEMS** are provided as a **System as a Service (SaaS)** subscription. The SaaS subscription provides complete end-to-end security from the time video is recorded until it is purged at the end of the video retention classification. This narrative below describes a system overview of technical features, capabilities, and design considerations that are included in Utility's solution. We believe this combination of features and capabilities is unmatched by any other solution, and is the ideal structure designed for a cohesive public service Department and for law enforcement.

External Mount Body Camera

Utility's external mount camera functions as an easy-to-use, lightweight, and robust body-worn camera with an operating time of over 12 hours operating at 1080p. Utility's external mount camera features Zipstream technology which allows users to store as much footage as they require without compromising image quality. Additional features of the external mount cameras include:



Benefits

- Integrated Bluetooth allows a paired connection with Holster Sensor
- Integrated WiFi allows pairing with mobile device for live viewing and field video review
- Dual microphones for noise suppression
- 12 hours of constant record (up to 17 hours of operating time)

Benefits

- Programmable pre-record (0, 15, 30, 60, 90 seconds)
- 720p or 1080p resolution at 30 fps
- Docking station for charging and video upload
- Integrated Bluetooth allows a paired connection with Holster Sensor

Audit Trail Records

An audit trail record exists in the video management system. It logs when and where a camera starts or stops recording, whether the body camera ever makes it back to a station to be placed into a docking station or not. If a Recording Start or Stop audit trail message is received, but no matching video is uploaded, the Command Staff can know to start looking for the missing video file.

Current H.264 Video Recording Standard

External mount cameras use current MPEG-4 H.264 Video Recording Standard. In contrast, other vendors may use the older MPEG-4 Part 2 a.k.a H.263 Video Recording Standard in their cameras. This is very important to departments, because video recorded using the older, obsolete H.263 is about twice as large as video of the same resolution using the current H.264. Big video file sizes can cost the customer double in storage space and transmission bandwidth.

Slice File Recording Format

The mobile Chain of Custody video recording software uses a highly secure slice file structure. Instead of common video file formats such as .mp4 and .avi that generate one large file for the entire video segment, our video is recorded and encrypted in one-minute “slice” files. This format also supports a very fast upload of video. Each one-minute slice file can be immediately uploaded as it is recorded through a very secure AES-256 encrypted data tunnel to the video evidence repository. As a result, an operator recording video during an incident is uploading each one-minute video segment while recording the incident. Even if the camera is destroyed, most of the video is already uploaded and logged into the central video repository. As a result, there is no opportunity for anyone to lose or tamper with video recordings before they are uploaded.

Video File Playback Security

Because videos are recorded and stored as one-minute slice files, standard .mp4, .avi and other standard video player software cannot play them. A 30-minute video is a collection of 30 one-minute slice files. The Polaris viewer stitches the slice files together to play the video. Therefore, for someone to attempt to hack into Amazon to get a video, they would have to find and assemble all 30 slice files and know how to extract a standard video playback format such as .mp4, mpg, .avi, or another common video file format from the slice.

It would be almost impossible for someone to get a camera video file and play it outside of Polaris without exporting the video first. Once video is in the secure Polaris DEMS, users with appropriate levels of access can create these exports and share in industry standard formats. All chains are maintained.

Encryption

The external mount camera provides video security by encrypting the video using AES-256 encryption on the video while it is stored in the body camera itself, maintaining encryption while the video is being uploaded from the body camera to the central video repository, and in the central video repository. This is known as encryption at rest and encryption in transit. Any body camera service that does not encrypt video using AES-256 encryption at rest and in transit inherently is at risk of being compromised.



Digital Evidence Management System

All video is managed by Utility's Digital Evidence Management System, Polaris. Polaris is a commercially available off-the-shelf software (COTS) provided as a System as a Service (SaaS) subscription. An active SaaS subscription allows access by authorized personnel of the customer, including prosecutors and District Attorneys.

Polaris supports the external mount camera system, and automatically supports unlimited concurrent logins, accessed from a desktop computer (or laptop in the squad vehicle) using a standard web browser. Polaris does not require user licenses.

Our video management functionality utilizes multiple, user-friendly tabs on the dashboard displaying video playback, and GPS metadata simultaneously. Including this functionality within Polaris minimizes training and implementation cost and avoids a dispatcher or field user from having to switch between multiple applications to perform their work.

Polaris by Utility™ – Value Added Features and Benefits

Polaris by Utility is a seamless, all-in-one evidence management system setting a new standard for tracking and backing up the truth in a prove-it-to-me world growing more complex every day. Polaris is a powerful virtual command center that guides your team with total transparency.

The table below depicts **Polaris features and benefits** that are real value adds.

Features	Benefits
One Intuitive Platform	Polaris, a cloud-based platform, enables departments to connect collected evidence from any source and file type into one place. No longer spend time and energy going to multiple systems or servers to access needed evidence files. Easily collect, thoroughly analyze, and completely manage all digital evidence.
Secure File Integration, Storage & Access	Integrate and store evidence in one secure and CJIS compliant platform, accessing as much data storage as your department needs. Reduce your IT burden to free up internal technical resources. Securely retrieve and share evidence from one scalable platform, helping future-proof growth of your DEM needs.
Transcription	Quickly transcribe audio and video files within Polaris with one click. Search transcriptions by a key word or phrase and the audio or video can be heard/viewed at those points. Save significant time and resources with in-application transcription functionality.
Translation	Have constant access to a translator that speaks over 70 languages in Polaris. Save substantial money, time and effort getting needed translations with your very own in-application translation tool. No longer restrict your translation activity due to limited or expensive third-party resources.

Features	Benefits
Smart Redaction	Easily redact videos, audio, photos, and documentation, while maintaining the original file and keeping a diligent chain of custody trail.
Real Time Observation	Take full advantage of in-application capabilities providing live feeds for real time awareness, and much more.

Each of the features and benefits above and additional features of Utility's Polaris system has been explained in detail below.

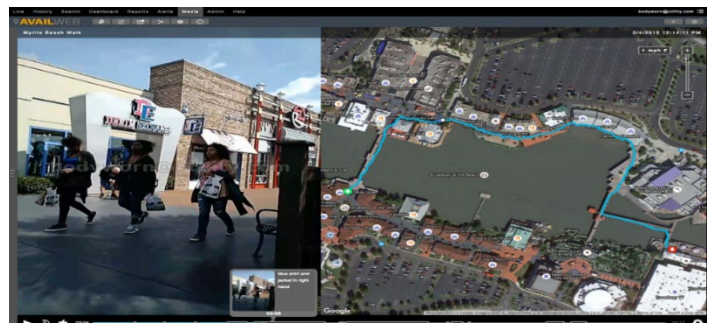
Software Updates

Utility's software updates are automated to ensure that the device provides updated functionality on every device. The camera supports "fire and forget" Over-The-Air (OTA) updates for device software and configuration changes allowing for quick and easy updates to the departmental recording policy. As a cloud-based platform, the most recent version of the Polaris platform is delivered to users each time they access a page within the system. Updates are made regularly to the Polaris platform. Upgrades are deployed about once a month and staff should anticipate very little work dedicated to each one. Body camera system upgrades are all done over-the-air, and after we push an upgrade.

The wireless software update and configuration rule software changes occur without staff effort, where the operation and capabilities can be changed for one body camera, a group of body cameras, or all body cameras for the department. The technical system functionality is fully managed by our software engineers to ensure that it will always be up to date for all of our customers on our Cloud-based platform.

Powerful Video Search

Polaris provides a powerful search capability to identify all digital evidence recorded in an area for a date range, time range, user, classification, user-defined codification, or with specific keywords in notes. There are two panel displays to



play video. The left panel shows the actual video playback. The right panel shows a map with a “breadcrumb” trail laid over Google Maps of the location of the body camera as the video was recorded. The bottom of the right panel also displays thumbnail images of the video.

Thumbnails allow the viewer to quickly scan a video and identify persons and locations of interest. Video playback immediately starts with a click on the timeline at the location of interest. The viewer doesn’t have to slide a scrubber bar back and forth to find the video segment of interest. These viewing panels allow the viewer to very quickly find and view the video of interest.

Sharing Video

Polaris makes it easy to share video securely. A user can simply share a video with another Polaris user. You can even set up share groups within Polaris. Share groups typically consist of a collection of users who would all generally need access to videos with certain classifications. Authorized users can then share a video with a share group, granting access to that video to all users within the share group.

Polaris will create a unique share URL and email the URL to the person’s professional email address. Once they visit the URL, Polaris will send them a one-time code via a separate email. The one-time code then grants the user access to view the video. For instance, if the external person is a private citizen or a member of the press, the authorized user can redact sensitive portions of the video and share only the redacted video externally. Polaris automatically adds all video sharing and access to each video’s Chain of Custody.

Classification-based Video Retention

Classifications are assigned retention periods that can be configured for each customer. Videos with multiple classifications will be retained for the longest retention period.

Polaris video management service users have no ability to delete videos. Videos are stored at AWS and are automatically replicated across multiple data centers, so there is no scenario where a video can be deleted on an unauthorized basis.

Polaris's classification-based retention lends itself well to retaining video as evidence during litigation or due to other court case requirements. You can create long-term or even infinite classifications with names like "Court" or "Litigation." Polaris will retain the video evidence until the video is no longer classified as court evidence, at which time Polaris will simply enforce the remaining classification retention rules.

Live Streaming

Depending upon security and cost policy, it is also possible to stream video in near-real time to Central Dispatch. Dispatch can send a "push" message to activate a group of body camera devices within a geo-fence zone and view live footage of what is happening at their location. Dispatch can also click into devices whose video is actively recording to see what that user is currently seeing.

Role-Based Security

Citizen privacy and agency accountability demand that only authorized persons are allowed access to video recordings. Polaris provides a robust level of access control, where the permissions and access rights can be controlled on a group or individual login basis. Access can also be restricted by IP address range or individual IP address. Temporary keys are used to provide one time access to each video, so that view URL addresses cannot be copied and shared. Challenge questions are supported when a user logs into Polaris from a different IP address. Other additional security measures are provided to ensure that only authorized staff are allowed to view or work with authorized videos. A full audit trail is maintained of all additions, changes, and deletions to user profiles and access rights.

Chain of Custody Logging

In addition to role-based security, the Polaris video management service provides a vigorous Chain of Custody audit trail of all events and access related to digital evidence. Every time a video is saved, redacted, viewed, or distributed, an audit trail record of the access is logged while the video is being retained. The audit trail records who touched any video in some way; when it was touched, the IP address of the device, and what action was taken with the video. The viewer has no ability to modify or delete videos, preserving the Chain of Custody.

Chain of Custody				
Incident recorded at 07/06/2015 18:59:59 by device ACA Show				
Event Time	User	Ip Address	Action	Notes
07/06/2015 18:59:59	Karen Sherrill		Recording Started	
07/06/2015 20:26:03	Karen Sherrill		Uploaded to Server	
07/06/2015 22:21:55	Karen Sherrill	70.193.244.91	Incident was viewed by user	Media Accessed From Search
07/06/2015 22:25:04	Karen Sherrill	70.193.244.91	Media Flag: Added	
07/08/2015 14:19:08	Karen Sherrill	70.211.9.68	Incident was viewed by user	Media Accessed From Flagged Media
07/08/2015 14:22:17	Karen Sherrill	70.211.9.68	Added: [Classification]= 'Fight'	
07/08/2015 14:22:17	Karen Sherrill	70.211.9.68	Added: [Classification]= 'Use of Force'	
07/08/2015 14:22:30	Karen Sherrill	70.211.9.68	Added Note: 'Fight inside a store'	
07/08/2015 14:23:23	Karen Sherrill	70.211.9.68	Chain of Custody: View	
07/08/2015 14:31:42	Karen Sherrill	70.211.9.68	MP4 Authoring Job (ID=378)	
07/15/2015 07:28:14	Karen Sherrill	198.54.100.68	Incident was viewed by user	Media Accessed From Flagged Media
07/15/2015 07:51:51	Karen Sherrill	198.54.100.68	Incident was viewed by user	Media Accessed From Flagged Media
07/15/2015 07:51:54	Karen Sherrill	198.54.100.68	Chain of Custody: View	
07/17/2015 10:47:59	Karen Sherrill	70.199.97.86	Incident was viewed by user	Media Accessed From Flagged Media

Security Watermarks

The Polaris video management service automatically displays visual watermarks of the login ID on the video playback, so that if someone uses a cell phone or camera to take a video of the video, the User ID is displayed in the video, and the source of the leak can be tracked. In addition to a visual watermark, other watermark and security indicators are included in each video to trace any source of video being leaked to the public.

Single Sign-On

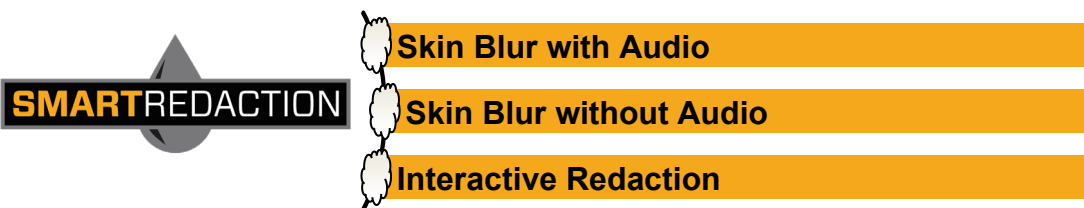
The standard Polaris authentication is username and password, but Polaris supports Single Sign On (SSO), working with your existing Active Directory Federation Services (AD FS) system. When you activate SSO for your users, they don't need to remember another password. They will be authenticated by your Windows Active Directory system, just like they're logging on to their computers in the office. AD FS will forward the authenticated user's information to POLARIS, and the user will be logged in to Polaris just as if they had supplied the correct username and password.

Video Redaction - Transparency vs. Cost and Lead-Time

Polaris has built-in Smart Redaction™. All redacting/editing is performed within a standard browser on the Department's computer. Thus, all of the intensive computing is performed in the cloud, allowing for superior performance and an unbroken chain of custody for the evidence throughout the redaction process. Our capability to redact audio and video recordings in the cloud is unmatched by any competitor. All modifications are only made to a copy of the original video.

There are many redaction modes available to the user such as Full Blur mode, Skin Blur mode, and Interactive mode. Interactive mode allows the user to easily identify objects they wish to redact or enhance with a tracking box or label. The user specifies how long they want this object to be tracked and redacted.

The user could redact an object for just a few seconds or throughout the entire video. Once the object is identified by the user, Smart Redaction™ will recursively redact that object from that point in the video.



Skin Blur redacts skin in videos -- so it automatically redacts not only faces, but also arms and legs with identifying marks such as tattoos. Interactive Redaction allows an operator to mark people and objects, and then the redaction software blurs the selected objects as they move around in the video. The result is video can be redacted in minutes rather than hours. The labor savings are dramatic, which avoids a major additional cost of labor to produce redacted body-worn video. It



also allows departments to respond to open records requests in a much timelier manner. Faster turnaround of redacted video in response to open records requests will increase public confidence in your department.

The SmartRedaction™ service is included in the Video Management section of Polaris. Videos can be searched, redacted as needed, and then exported as .mp4 or .iso files to be provided to third parties. It is important to note that only a copy of a video is redacted. The original video recording is retained and is never edited in any way.

Response to Specifications

	Feature / State Requirement	Utility Associates Response
3.	GENERAL REQUIREMENTS:	
3.1	Mandatory Contract Item Requirements: Contract Item must meet or exceed the mandatory requirements listed below.	
3.1.1	Vendor must provide a total of Thirty-Six (36) on body camera worn systems with the following requirements.	<p>Utility meets this requirement.</p> <p>Utility currently has available all necessary body worn devices, equipment, and supplies in our Atlanta location and stands ready for the State's installation. We control the design, development, manufacturing and customer support experience through our in-house team of professionals in Atlanta which allows us to provide a secure, reliable solution, and eliminate an 8,000 miles supply chain while rapidly innovating and responding to our customer's needs.</p> <p>Utility's external mount body worn camera system and the Polaris Digital Evidence Video Management System are provided as an integrated cloud-based System as a Service (SaaS) subscription. The SaaS subscription is all-inclusive.</p>
3.1.1.1	On-body camera systems must include single bay docking stations for each camera, and all required ancillary equipment for camera to operate as advertised.	<p>Utility meets this requirement.</p> <p>Our external mount body camera system includes docking stations for both charging and uploading video.</p>
3.1.1.2	On-body camera systems must have real-time GPS and livestreaming capabilities for examiners requiring remote support.	<p>Utility meets this requirement.</p> <p>The external mount camera has GPS capability. Additionally, the external camera supports secured live video streaming. Using an Assistance app, authorized Polaris users can select active, connected devices and initiate a live stream at any time.</p>
3.1.1.3	On-body camera systems must have licensing for (3) OMV Administrators and (33) Examiner Camera Licenses.	<p>Utility meets this requirement.</p>
3.1.1.4	On-body camera systems must have streamlined sharing and reviewing tools, as well as case summaries that are configurable with retention categories for training purposes and investigations.	<p>Utility meets this requirement.</p> <p>Users can review video footage and add metadata from any component of the integrated solution to video evidence in the form of notes, markers, classifications, or custom field entries (such as case numbers or CAD incident numbers). Polaris supports the ability to search for any such metadata.</p> <p>Polaris can be configured to allow or deny field video playback based on user roles and permissions and video classification.</p> <p>Polaris was designed to make it easy to share video with internal personnel and entities external to the State without the need or use of physical or removable storage. Plus, by sharing in this way, logs of all video access are retained within the chain of custody.</p> <p>Authorized Polaris users may share incidents within Polaris with other authorized Polaris users (internal personnel). The users with whom</p>

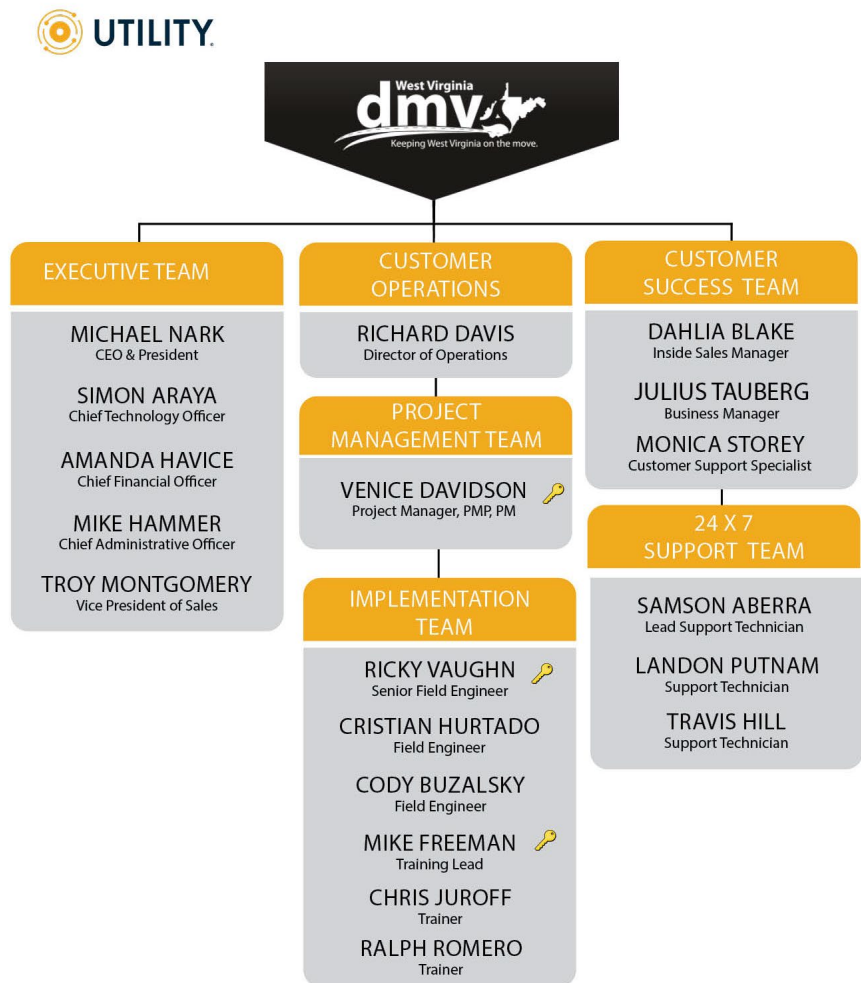
	Feature / State Requirement	Utility Associates Response
		<p>the incident was shared will receive an email notification and may then log into Polaris and view the incident. All video interaction, including the sharing of the video and the viewing of the video, are logged into the chain of custody.</p> <p>Retention within Polaris takes place automatically based on custom retention periods by classification type to be defined by the Department. There is also a retention period for unclassified incidents. These retention periods can easily be configured, or modified, to maintain consistency with Department-defined policy.</p> <p>Polaris is able to apply legal holds that suspend deletion, including those records that are beyond their retention requirement, in the event of ongoing audit, litigation, investigation, PIR, or other legal action. This can be done by creating a classification with an appropriate retention period to suffice investigation.</p>
3.1.2	Warranty and support requirements for a three (3) year period.	<p>Utility meets this requirement.</p> <p>Utility warranties are in full effect for the term during a current paid annual SaaS subscription. Hardware failure outside of malicious intent is fully covered free of charge by Utility. Please refer to the Appendix for a summary and links to Utility's warranty, terms and conditions, and Software as a Service (SaaS) agreement.</p>
3.1.2.1	Must have dedicated 24/7 access to vendors Technical Support.	<p>Utility meets this requirement.</p> <p>Utility provides 24/7/365 technical support. All users have access to the help desk service phone number for technical support during or after normal business hours. Should there be an outage notification, users will receive a call back within one hour.</p>
3.1.2.2	Must be configurable to one of the West Virginia DMV cloud management systems for camera video review and playback.	<p>Utility meets this requirement.</p> <p>Utility will work with the State on any necessary integrations.</p>
3.1.2.3	Must have Contract Warranty period for each device for breaks, malfunction, lost/stolen hardware replacements provided at useful life of equipment.	<p>Utility meets this requirement.</p>
3.1.2.4	Must have on-site vendor set-up, configuration, and training.	<p>Utility meets this requirement.</p> <p>Please see Section III for expanded information on our Implementation Methodology, including set-up, configuration, and training.</p>
3.1.2.5	Must include unlimited storage of Camera assets for full three (3) year period from implementation.	<p>Utility meets this requirement.</p> <p>Utility provides unlimited Cloud storage as part of our solution.</p>

SECTION III: PROJECT APPROACH

Staff Qualifications & Availability for the West Virginia Division of Motor Vehicles

A successful, seamless implementation is vital for Utility to build lasting customer partnerships. We will provide fully skilled, properly certified staff with efficient, effective management that is responsive to the State. Utility's approach to providing qualified personnel for the State's project is based on our years of experience, continuous incorporation of lessons learned, and dedicated execution by skilled and experienced management professionals.

The **Customer Success Team** will be led by Utility's Julius Tauberg, with direct contact and interaction on this project to ensure the system is meeting expectations. He will manage the State's relationship and focus key staff to ensure that your needs will be our top priority.

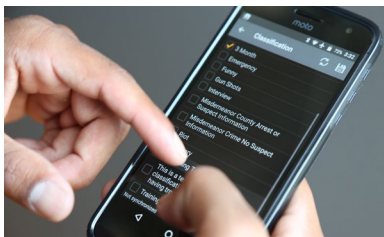


Customer Operations and Project Management Teams

System implementation will be led by **Customer Operations, by the Project Management Team, and Implementation Team**, which will be solely dedicated, from start to finish, to the success of the deployment of the Body Worn Camera solution for the State. We propose Venice Davidson, PMP, PM, as our designated **Project Manager** for this project. Venice has demonstrated her experience in effective project management, risk and issue management, and information security on recent projects similar to the State's project. She will continually develop, monitor, and update project plans to include material/software acquisition, time management, and detailed project action plans confirming Utility's adherence to scheduled deadlines, while also ensuring overall project implementation and performance success. Our PM will directly coordinate with the State and our Customer Support team to maintain open communications critical for successful project execution.

Utility's **Senior Field Engineer** Ricky Vaughn is a Certified Dell Systems Expert, a Certified Microsoft Expert (Network Administrator, Windows XP, Server, Messaging) with more than 25 years of experience. He is an expert in software development/configuration for systems similar to the State's project, and in software testing. He will lead the **Implementation Team** responsible for the initial configuration and project setup. This team will initially work with both your sworn and information technology staff to ensure proper configuration and then will direct the training sessions with users and support staff.

Training for this project will be led by Michael Freeman. Michael has formal classroom instructor training and relevant experience with the software and hardware, and thorough knowledge of the material covered in the courses. He has mastery of the training manuals, system documentation tools, and training aids, is highly competent, and is able to work independently of outside support to accomplish the State's goals and objectives.



Summary of Utility Key Staff Experience

Utility Associates Key Staff Experience	
Education, Background and Brief Summary of Experience	
<p>Venice Davidson, Project Manager vdavidson@utility.com / 404-816-0300</p> <p><i>Education/ Background:</i> Master's Degree in Business Administration, concentration in Project Management, Bachelor's Degree of Science</p> <p><i>Certifications:</i> Certified Associate in Program Management – CAPM (5/2019 – 5/2024), Program Management Professional (PMP), 8/2020 – 8/2023</p>	
<p>BRIEF SUMMARY OF EXPERIENCE: Relevant and progressive program management experience leading and managing, large scale, complex IT projects and programs in the law enforcement environment. Comprehensive experience in planning, scheduling, and tracking all stages of the project lifecycle to deploy body cameras, in-car video communications systems and SaaS solutions. Experience overseeing and coordinating cross functional teams and client points of contact to implement multi-million dollar projects on-time and within budget.</p>	
<p>Ricky Vaughn, Sr. Field Engineer rvaughn@utility.com</p> <p><i>Education/ Background:</i> Business Computer Programming</p> <p><i>Certifications:</i> DCSE (Dell Certified Systems Expert), CMNA (Certified Microsoft Network Administrator), MCP (Microsoft Certified Professional) (Windows XP), MCSA (Microsoft Certified Systems Administrator) (Sever 2003), MCSA Messaging (Exchange 2003)</p>	
<p>BRIEF SUMMARY OF EXPERIENCE: Experience managing operational staff of engineers/technicians responsible for the installation and integration of mobile digital video and Communications in the Public Safety Sector. Supports project network requirements with a broad base of IT and communications systems, processes, procedures, and associated technologies. Provides Tier 3 Support for Field Staff. Responsible for testing and debugging prototype hardware/software. Served as Systems Engineer installing new systems including data migration and system setup.</p>	
<p>Michael Freeman, Training Lead mfreeman@utility.com</p> <p><i>Education/ Background:</i> Master Police Officer (Ret.) with Dekalb County Police Department; United States Marine Corps, Camp Pendleton, CA; Marine Corps MOS Training; Degree in Fine Arts, Graphic Design</p> <p><i>Certifications:</i> P.O.S.T Certified, CJIS GCIC Network Terminal Operation Certification, Microsoft SharePoint™, Adobe Acrobat™ applications, ILG00G Georgia Criminal Law, CAJ02G Search Warrants and Affidavits, Lidar and Laser Certified, Field Training Officer, Supervisor Certified</p>	
<p>BRIEF SUMMARY OF EXPERIENCE: Training Specialist leading on-site and on-line training of customers in the use of body camera solutions, Rocket in-car DVR/router devices, and Polaris digital management platforms.</p> <p>Development and implementation of online training/support for customers across multiple platforms. Training representative responsible for developing, sustaining, and enhancing the training program to optimize customer success in the deployment of body worn technology ecosystem.</p>	

Implementation Methodology

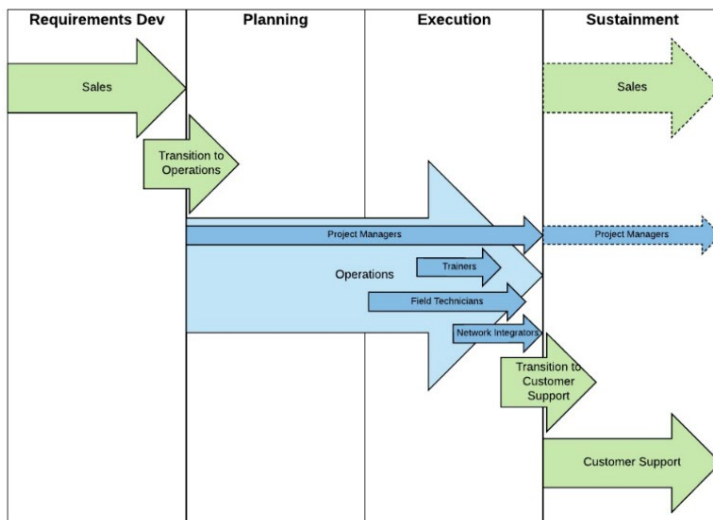
Utility's external mount body cameras and the Polaris evidence management system represent a total integrated solution, engineered and designed with an easy to use, intuitive and readily adoptable user interface to simplify a user's interface with video recording technology.

Once the purchase order is received, a project charter document will be prepared, which will define scope of work and responsibilities. The "Who, What, Where, When, How, and Why" of the contracted scope of work will be identified. The exact installation/ deployment schedule will be determined during Phase 1: Finalize Project Charter.

Typical body camera implementation will consist of five (5) phases:

1. Finalize project charter based upon project purchase order
2. Approved departmental procedural policy is implemented and in-place
3. Deployment and training location set up and trainer scheduling
4. Mobile device distribution in conjunction with training
5. Software training for admin staff and procedural acceptance of users

Utility's implementation is a step-by-step process from Project Kick-off to the Final Hand-Off, including Implementation, distinctive device and Polaris training of all relevant State



staff by user group, trouble shooting, and support escalation. The process is engineered and managed to track delivery, control costs and maintain performance over the term of the implementation.

Step 1: Sales Handoff to Operations

- Internal kickoff meeting conducted in a standardized checklist agenda format by Utility's Deployment/Installation PM who has been assigned deployment responsibility for the State's Body Worn Camera project.

Step 2: Kickoff Call with Customer

- External kickoff between Utility PM, and the Department's deployment project manager as per the functions as listed here:
 - Project Manager
 - IT lead for network architecture
 - Fleet manager
 - Building manager (access for access points)
 - Training manager
- The following activities are also scheduled during the Kickoff Call with the Department:
 - Site visit and site visit review

Step 3: Training Online and On-site

- The Utility trainer assigned to the Department will work with your operations and training staff to construct a training plan that meets your department's needs.
- On-line training is typically conducted in a webinar format.
- On-site training is typically conducted during the first week of installations at the customer's site and in a classroom setting.

Step 4: Site Visit

- A field engineer will come onsite to confirm network structure, test SIM cards, etc.

Step 5: Status Meeting(s)

- These are the final status meetings confirming the shipment of hardware to the customer's location, and training schedule for all operators.
- We will conduct this meeting as many times as necessary to ensure that all responsibilities (that of Utility and the Department) are in sync and reconciled before commencing with the deployment of hardware, engineers, and/or trainers.

Step 6: Configuration and Ship Date

- This is the date all hardware and software systems undergo final configuration and shipped to the customer's location.

Step 7: Installation

- On-site training for administrators and users typically occurs during the first week of installations, for Department and internal State users.
- Video download access points (if required), also known as Smart Waypoints, are typically installed the first week of installations.

Step 8: Customer Sustainment Operations

The above outline describes Utility's Project Management and Deployment Plans for all body camera units. The Communications Plan captures both meetings held between the Utility operations team and the State's deployment team, as well as all of the decentralized communications held between Utility and the customer throughout planning and execution.

The technical system functionality is fully managed by our software engineers to ensure that it will always be up-to-date for all of our customers on our cloud-based platform. System upgrades are all done over-the-air (OTA), and after we push an upgrade, the individual user can choose to install it when he/she is ready. Upgrades are deployed about once a month and staff should anticipate very little work dedicated to each one.

Quality Control Plan

Utility maintains and manages a Quality Control Plan to manage the flow of the Project Plan and Deliverables to ensure the efficiency and effectiveness of hardware and software video management and storage. Quality Control planning enables the Team to establish and successfully achieve Milestones, to manage Critical Success Factors, to manage and complete Deliverables, and to constantly communicate any assumptions that could affect a successful result.

Project Schedule

If awarded, we will complete the delivery of our external mount body-worn camera systems with the Polaris digital evidence management system **within thirty (30) days**, with implementation and deployment completed **within sixty (60) days** for the Department.

Full deployment includes technical support and assistance devices, networking equipment, video uploading, charging, connectivity, system software and upgrades, and video retrieval software and procedures. The actual rate of installation (completion of

configuration, integration, testing, and final system acceptance) is based upon training availability of operators and the State's desired *final* implementation schedules. The body-worn camera deployment schedule is dependent upon the State's recording policy being in-place, availability of users, and defined, designated locations for training and implementation.

Training Overview

Utility uses a train-the-trainer model. We provide a Training Leader, a technical Field Engineer, and trainers to train your internal staff. We both distribute hardware and give in-depth, face-to-face training classes on using the hardware and software. We propose a hands-on approach to training to ensure all respective individuals have complete understanding and are comfortable with using and training on the system. Technical support staff will receive their own training session and will cover troubleshooting, backend system navigation and redaction, training on reporting and reviewing activity logs, and producing scheduled reports. The Polaris video management system is role and permission based, and it is recommended that the trainee attend the correctly assigned training per role. Overlap may occur for higher-level roles. Each role described is simply a default, which can be adjusted for the State's specific needs.

Train the Trainer (6 hours)

The role of these individuals will be based on a three-part series of trainings designed to introduce the trainees to the devices, and the Polaris Evidence Management System. Our aim is to aid the department in becoming self-sufficient in their future training sessions by building out a team of internal Trainers. Inside of Polaris, they will have the permissions of an Admin or Supervisor. All software and hardware capabilities specified for implementation by the department will be focused on during this training.

Operator (3 hours)

Inside of Polaris, the Operator role will have access to Live and Media tabs. Other privileges being able to add notes, classifications, and view their own videos. For training their main focus will be recording evidence and managing their evidence.

Evidence (1.5 hours)

Inside of Polaris, the Evidence Custodian role will be able to search all media. They typically will be responsible for exporting, and redacting media, dependent on need.

Investigator (2.5 hours)

Inside of Polaris, Investigators will have limited access to live view; here they will solely be able to create Geofences and Action Zones. As it relates to media, they will be able to search their own, and selected types. They will however be unable to restrict media, seal media, or override upload policy.

IT Admin (2 hours)

Inside of Polaris, the IT Admin will have no access to Live or Media tabs. Their main tasks will be to manage configuration/system settings, and running requested reports based on Department need.

System Admin (2 hours)

Inside of Polaris, the System Admin will have access to all tabs. The individuals selected for this role typically are project leads, and they will need to assist with any future troubleshooting. This role is also reserved for the highest-ranking operator.

Dispatch (1 hour)

Inside of Polaris, Dispatchers will have access solely to the Live tab, here they will be able to view user real-time locations, send messages (BOLO, Silver, Amber Alerts) and monitor Geo-fences/Action Zones.

Supervisor (1.5 hours)

Inside of Polaris, Department Command Staff will have access to all tabs, however inside of the Admin tab, they will only have access to “Role Management”

Command Staff (1.5 hours)

Inside of Polaris, Department Command Staff will have access to all tabs, however inside of the Admin tab, they will only have access to “Role Management”

Customer Service and Ongoing Support

Utility understands the technical and logistics requirements of this installation project and will deliver an extraordinarily high degree of customer service and support to the State. Utility has more than 140 employees, all based in the U.S. and dedicated to our platform solution. Our technology, administrative, and management staff are located at Utility’s Headquarters in Decatur, Georgia in Metropolitan Atlanta. Additionally, Utility has business managers, field engineers and trainers based in and around the U.S. to ensure accelerated response to customer needs and requirements.

During Utility's training implementation, we will include all designated agency Supervisory personnel, Uniformed officials and Specialized units. An estimate of one day, including four (4) hours training is typical for each end user and supervisor to be involved with the body worn system. Utility trains the trainer(s) at the Department. Done during deployment, this establishes the key administrator group and SMEs within the Department for 95% of the support related requests that will arise through normal operation.

Utility Support is always available, 24/7/365 for whatever support related technical questions may not be serviceable by internal means. Utility provides on-site technical service, within 48 to 72 hours, at no additional cost, technical service required to address support issues that cannot be resolved via phone.

When a client raises a support issue with Utility as the supplier, Utility will respond in a timely fashion. Utility provides a 99% uptime/availability commitment. All systems have health monitoring that assures that issues are typically addressed 24/7/365 by Utility personnel before they become an impact to the performance of the service.

For support provided to the customer directly, Utility has a tiered support response that will escalate the level of support depending on the situation. Tier 1 would be on-site support by State staff after they have been trained by Utility, which will alleviate most day-to-day issues that may arise. Problems beyond Tier 1 scope will be escalated to Tier 2 and from there to Tier 3, which is onsite technical support from a Utility field engineer. While most support calls are handled immediately, Tier 2 issues have guaranteed response times as shown below:

Item Priority	Fatal	Severe	Medium	Minor
1	1 Hour	1 Hour	2 Hours	3 Hours
2	2 Hours	2 Hours	4 Hours	6 Hours
3	4 Hours	4 Hours	8 Hours	16 Hours

The severity levels shown in the tables above are defined as follows:

- **Fatal:** Complete degradation – **all users and critical functions affected.** Item or service completely unavailable.
- **Severe:** Significant degradation – **large number of users or critical functions affected.**

- **Medium:** Limited degradation – **limited number of users or functions affected.** Business processes can continue.
- **Minor:** Small degradation – **few users or one user affected.** Business processes can continue.

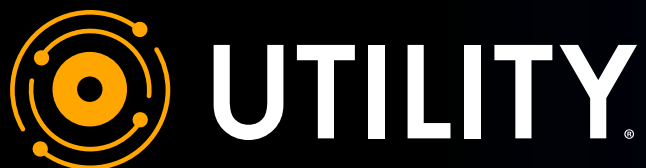
Utility will always endeavor to resolve problems as swiftly as possible and in all cases, Utility will provide frequent progress reports to the State. Utility recognizes that your body worn camera and video evidence system are key to daily functions and must be functional in the field and will always make the best effort to resolve problems as quickly as possible. Upon the completion of the implementation, Utility's US based technical support engineers are available 24/7/365 to support your staff. The technical system functionality is fully managed by our software engineers to ensure that it will always be up to date for all of our customers on our cloud-based platform.

Exhibit A - Pricing Page
On-Body Camera Systems RFQ

Item	Item Description	Quantity	Unit Cost	Extended Price
3.1.1	On-Body Camera Systems	36	\$550.00	\$19,800.00
3.1.2	Warranty and Support	Year 1	\$18,000.00	\$18,000.00
3.1.2	Warranty and Support	Optional Year 2	\$18,000.00	\$18,000.00
3.1.2	Warranty and Support	Optional Year 3	\$18,000.00	\$18,000.00
			Total Cost	\$73,800.00

Total Cost for 1 Year* **\$37,800.00

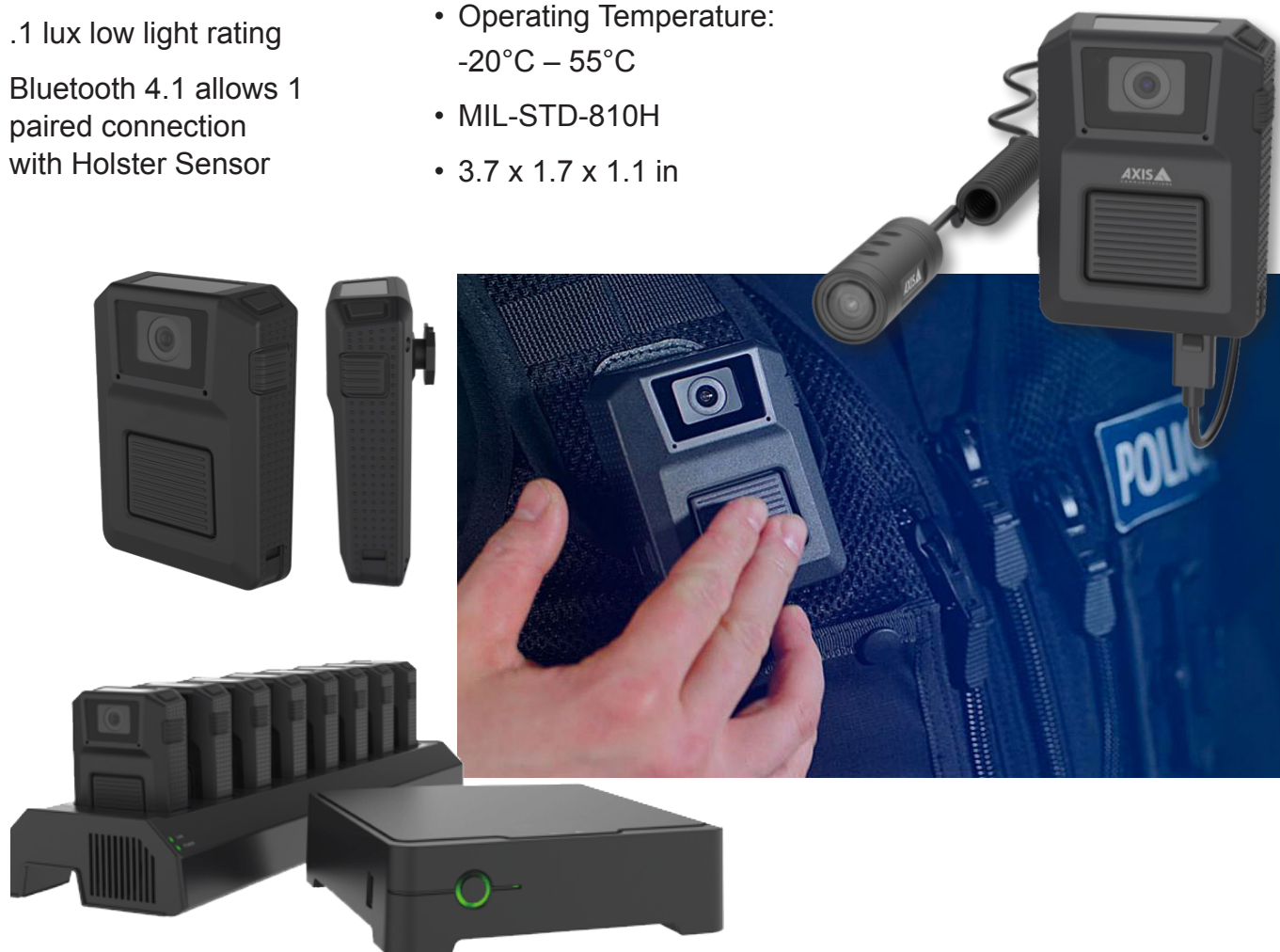
Vendor should complete pricing page in its entirety.



Axis Body Camera

TECHNICAL SPECIFICATIONS

- 720p or 1080p resolution
- 25 fps, 30 fps
- MP4(H.264)
- 140° field of view
- Programmable Pre-Record (0, 15, 30, 60, 90 sec)
- .1 lux low light rating
- Bluetooth 4.1 allows 1 paired connection with Holster Sensor
- 12 hours of constant record time
- 17 hours of standby time
- Docking Station for charging and video upload
- IP67
- Operating Temperature: -20°C – 55°C
- MIL-STD-810H
- 3.7 x 1.7 x 1.1 in
- 6.14 oz
- Klick Fast™ System for mounting
- Optional helmet mounted bullet camera



1-800-597-4707 | info@utility.com | Utility.com

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A-1



West Virginia Division of Motor Vehicles
June 11, 2024



Versatile digital evidence management system delivering integral analysis and case management from any source in one, intuitive platform.

UTILITY.COM/POLARIS-SOLUTION



ONE INTUITIVE PLATFORM

CONNECTING ANYWHERE, ANYTIME, TO ANY SOURCE

POLARIS, a cloud-based platform, enables departments to connect collected evidence from any source and file type into one place. **No longer spend time and energy going to multiple systems or servers to access needed evidence files.** Easily collect, thoroughly analyze, and completely manage all digital evidence.



SECURE FILE INTEGRATION, STORAGE & ACCESS

ENABLING THE DATA CONNECTIONS YOU NEED

Integrate and store evidence in one secure and CJIS compliant platform, accessing as much data storage as your department needs. Reduce your IT burden to free up internal technical resources. **Securely retrieve and share evidence from one scalable platform**, helping future-proof growth of your DEM needs.



TRANSCRIPTION

ACCOMPLISHING HOURS OF WORK IN MINUTES

Quickly transcribe audio and video files within POLARIS with one click. Search transcriptions by a key word or phrase and the audio or video can be heard/viewed at those points. **Save significant time and resources with in-application transcription functionality.**



TRANSLATION

YOUR VERY OWN TRANSLATOR AT YOUR FINGERTIPS

Have constant access to a translator that speaks over 70 languages in POLARIS. Save substantial money, time and effort getting needed translations with your very own in-application translation tool. **No longer restrict your translation activity due to limited or expensive third-party resources.**



SMART REDACTION

SIMPLE TO USE TOOLS WITH POWERFUL CAPABILITIES

Easily redact videos, audio, photos, and documentation, while maintaining the original file and keeping a diligent chain of custody trail.

Identify faces/objects, track, blur, alter voice and mute audio

Use modification tools to edit as well as add in text, draw, and outline

Redact document text, highlight key passages, or insert comments



REAL TIME OBSERVATION

REAL-TIME AWARENESS

Take full advantage of in-application capabilities providing live feeds for real time awareness.

Fixed camera feeds
(including available DOT)

Geofencing & Alerts

Auto classification

Real-time map views and Mutual Aid



DIGITAL EVIDENCE MANAGEMENT

Store, Manage & Redact

POLARIS™ by Utility, Inc. can ingest digital evidence, such as video and audio from outside resources, and safely store and manage it from the POLARIS platform.

All media is stored in Amazon's CJIS-compliant AWS GovCloud. Within the system, the media can be classified, viewed, tagged with notes, shared, redacted, exported, and sealed. Retention periods can be set, based on classification, as configured by the agency. Video and audio can be redacted utilizing the Smart Redaction™ tools that are built into POLARIS.

- Secure Cloud Storage - AWS GovCloud
- User-Friendly Video Interface
- Extensive Legal Chain of Custody
- Customizable User Roles and Permissions
- Detailed Reporting Capabilities
- Smart Redaction™ of Video Evidence
- Case Management

Smart Redaction™ is a uniquely powerful video redaction tool that uses advanced algorithms, video analytics, tracking, and machine learning to automate the redaction process. This eliminates the need for costly redaction methods in common use today. There are many sophisticated levels of redaction, including Full Redaction, Skin Blur, and Interactive Redaction.

POLARIS has **Case Management** capabilities to allow synchronization of data from a variety of sources, including video surveillance systems, body-worn cameras, smart-phones, in-car dash cameras, and more. It helps to save time on labor-intensive tasks related to evidence collection by converting and playing videos automatically, automating facial redaction, tracking chain of custody, automating reporting, and helping both law enforcement and technicians locate media quickly.

Utility provides a secure, complete **Chain of Custody** for all digital evidence. Upon uploading a recording to the system, the pertinent metadata (time, date, user, IP address, etc.) is captured and automatically associated with the media file. From that point forward, any interaction with the data is recorded and will be part of the chain of custody, which cannot be deleted.

In addition to **CJIS-compliance**, Amazon's GovCloud is FEDRAMP certified (The Federal Risk and Authorization Management Program) and FIPS (Federal Information Processing Standards) 140-2 compliant.

Utility allows agencies to customize **Roles and Permissions** within POLARIS. Agencies can give access to as many authorized persons as desired while ensuring those persons can only access the specific data to which they are authorized.

BENEFITS OF SMART REDACTION:

Protects the Privacy of Victims, Bystanders, Minors
& Undercover Officers

Automatically Identifies, Tracks & Redacts

Selective Redaction of Video and/or Audio

Protects the Legal Evidence Chain of Custody

Less Time Reviewing Redacted Video & Lower Costs

Works with A Copy of The Video - Leaving the Original
Video Untouched



marketing@utility.com | 800-597-4707 | Utility.com



SMARTER DIGITAL EVIDENCE MANAGEMENT

POLARIS™ by Utility is a powerful web-browser solution that makes it easy yet secure to search, play, manage, redact, and share video and data with a secure chain of custody.

The media interface allows multiple related video and audio feeds to be played simultaneously.

POLARIS also has live video streaming allowing dispatchers and supervisors to have complete situational awareness. It also provides an automatic real-time, map-based view of location and status of all mobile operations, including vehicles, personnel, and assets.

POLARIS provides Geofence alerts, live tracking, traffic and weather overlays, asset overlays and Street Views.

- All-In-One Web-Browser Platform
- Seamless Transfer of Video
- Secure & Unlimited Cloud Storage
- Geofence & Action Zone Activation
- Synchronized Video & Audio
- Video Redaction Tools
- Comprehensive Chain of Custody
- Customizable Configurations
- Multiple Videos from an Incident
- Live Map View
- Live Video Streaming
- Interactive Reporting
- Send Real-Time Alerts
- Historical GPS Tracking
- Custom Device Reports



Discussion of Warranties, Agreements, Terms and Conditions

Full details regarding warranties for Utility's platform solution can be accessed in the documents described below and through the links provided.



Utility EOS Hardware Warranty

<http://bit.ly/BW-Hardware-Warranty>

The Utility EOS body camera Hardware Warranty describes the warranty provided on Utility's EOS devices. Under this agreement, Utility guarantees that its devices are free from defects, and agrees to replace any parts or devices that have not been broken under malicious intent or subjected to extreme conditions.



Utility Rocket Hardware Warranty

<http://bit.ly/RIOT-Hardware-Warranty>

The Utility Rocket IoT Hardware Warranty describes the warranty provided on Utility's Rocket IoT manufactured devices. Under this agreement, Utility guarantees that its devices are free from defects, and agrees to replace any parts or devices that have not been broken under malicious intent or subjected to extreme conditions.



Service Level Agreement

<https://www.utility.com/service-agreement>

The Service Level Agreement describes the levels of service, software agreement, and terms and conditions that the client will receive from Utility (the supplier).

The client depends on Utility IT equipment, software and services, some of which are of critical importance to the client. As such, the SLA sets out what levels of availability and support the client is guaranteed to receive, forms an important part of the contract, and enables the two parties to work together effectively.

The Utility "System as a Service" Agreement (SaaS Agreement) describes Utility's service commitment of system provided to client. The document details the services that will be provided, the environment under which the software will operate, how the software may be upgraded, the uptime of the service, and the hours where support can be reached. Further, the document details permitted usage of the software, restrictions on software usage, the fees that will be assessed, and the terms under which they are due.

The Utility Terms and Conditions detail the conditions under which Utility conducts sales of its proprietary products. This includes liability limitations, logistics of product transfer, protection of intellectual property, payment information, and the jurisdiction under which legal action may be taken.



Utility Data Security Documentation

bit.ly/UA-Data-Security

This Utility Data Security Documentation is a summary overview of the security, performance, reliability, and scalability for Utility hardware, software as a service, and hosting environment. Utility uses a combined hardware and software defense-in-depth architecture to protect the confidentiality, integrity, and availability of customer information. The security and performance architecture adapts automatically to changes in technology, internal and external threats to networks and applications, and to client operations. Third party security risk evaluations are performed to assure the effectiveness of our procedures, methodology, equipment, facilities, and personnel.



Amazon Web Services (AWS)

Utility purchases services from Amazon Web Services to provide backend processing and storage for its software packages. The following documentation explains Amazon's security standards, obligations, and assurances provided for the safety, security, and accessibility of all client data.

AWS Service Organization Controls 3 Report - bit.ly/AWSControls

The AWS Service Organization Controls 3 Report provides an overview of how Amazon maintains operation of technology, people, data, and infrastructure supporting its AWS services.

AWS Overview of Security Processes - bit.ly/AWS-SecurityReport

The AWS Overview of Security Processes describes the systems put in place to assure that Amazon is able to meet the high service and security standards that its clients demand. This includes an in-depth review of how Amazon maintains both physical and electronic security over its cloud services.

CJIS Compliance on AWS - bit.ly/Utility-is-CJIS-Compliant

The CJIS Compliance on AWS document provides Amazon's perspective on and approach to being fully compliant with Criminal Justice Information Standards (CJIS). These standards are set nationally by the Federal Bureau of Investigation (FBI) for information storage, usage, and sharing within law enforcement.

Procurement Information on CJIS Compliance

Utility's digital evidence platform is a Cloud-based solution that meets and exceeds standards for CJIS Compliance and offers a scalable digital management and storage platform with high availability and dependability. Cloud-based solutions outperform the alternate — on-premise storage — and protect the confidentiality, integrity, and availability of criminal justice information and data. Cloud-based solutions are fundamental to credibility, by projecting transparency, and preserving your Community's trust.

Security *Cloud-based storage is unparalleled security and redundancy.*

Rest assured that your video data in the Cloud is much more secure than what lives on a tower or in your server room. Those with the most to protect — from leading defense agencies to global companies — have chosen Cloud-based storage. There is a long and successful track record of law enforcement customers using the Cloud for a wide range of sensitive federal and state government workloads, including CJIS data.



Reliability *Cloud-based storage is unparalleled reliability.*

A Cloud-based provider platform virtually eliminates the risk of downtime. Amazon S3, for example, is designed to provide 99.99999999% durability and 99.99% availability over a given year, redundantly stored on multiple devices across multiple facilities in geographically separate locations. It is an illusion to think criminal justice information is more reliable in a Department's on-premises local storage facility. One incident with rebuilding 'on-prem' crashed servers — and its unbudgeted cost — is all it takes to prove it. You don't want to be that case study.



Budget *Without the Cloud, agencies spend a lot of their IT budget to manage storage.*

That takes funding off the streets and requires hiring that is difficult to defend and pay for. With cloud storage, that's no longer an issue. Now, you can focus on how the police camera video solution will help you further your law enforcement mission. The video IT piece belongs to someone else.



Flexibility *Scale up and down to meet your current needs.*

In business, this flexibility is key. In government, new expenditures are tough to defend and pay for. With Cloud-based solutions, you no longer have to build for the future, or be constrained by decisions made or contracts signed in the past. You can adjust your video storage expenditures to meet your agency's immediate needs.

Resiliency *No law enforcement agency can ignore resiliency threats.*

Yet few have the resources alone to deliver security when your Community itself is in harm's way. Cloud providers' resiliency programs identify, respond to, and recover from a major incident, with contingency management, business continuity, and disaster recovery plans. Cloud-based providers identify critical system components required to maintain the availability of the system and recover services in the event of an outage from physically separate locations, maintain authoritative backups, employ continuous infrastructure capacity planning, and monitor to ensure successful replication. Cloud-based resiliency means you can keep your promises "To Serve" when most needed in your Community.



Procurement Information on CJIS Compliance

Continued

Cost -*Using Cloud technology reduces your storage and maintenance fees.*

No more servers, software, and update fees. Many of the hidden costs typically associated with video storage, (and with software implementation, customization, hardware, maintenance, and training) are rolled into a transparent subscription fee. No more need to explain any unanticipated cost – you are covered.

It's Mobile *Internet standards and web services allow you to interconnect services.*

Today's cloud-based solutions for law enforcement are managed under secure controls, and in continuous alignment with federal, state and local law enforcement Criminal Justice Information Security (CJIS) policy. This means that you can centralize your law enforcement video and access it from anywhere in the world, on any computer or mobile device, at any time. Your mission-critical video information is fully mobile.



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			Total Cost	\$73,800.00

Total Cost for 1 Year* **\$37,800.00

Vendor should complete pricing page in its entirety.