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## Header 1

List View

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

Procurement Folder: 1403515

Procurement Type: Central Purchase Order

Vendor ID: VS0000046122

Legal Name: PCN Strategies, Inc.

Alias/DBA:

Total Bid: \$106,675.17

Response Date: 06/11/2024

Response Time: 7:10

Responded By User ID: PCNStrategies

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Last Name: Gladish

Email: tracey.g@pcnstrategies.c

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Status: Closed

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

Total of Header Attachments: 1

Total of All Attachments: 1



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 ESR06112400000007681	1

**VENDOR**  
 VS0000046122  
 PCN Strategies, Inc.

**Solicitation Number:** CRFQ 0802 DMV2400000004  
**Total Bid:** 106675.1699999999982537701725 **Response Date:** 2024-06-11 **Response Time:** 07:10:44  
**Comments:**

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

**Vendor Signature X** **FEIN#** **DATE**

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	1333.470000	48004.92

Comm Code	Manufacturer	Specification	Model #
45121500			

**Commodity Line Comments:** This is the cost for 1 BWC to include: BWC, body worn camera magnetic mount, magnetic quick release charging USB Cable, single dock. This cost also includes 3 year warranty and maintenance for the Body Worn Camera

**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	11348.970000	11348.97

Comm Code	Manufacturer	Specification	Model #
72154200			

**Commodity Line Comments:** This is the first year 1 time costs that includes Getac Video Solution On-Site Consulting and Getac Video Solutions - Remote Setup, configuration, or Pre-Testing, Project Management, Deployment Services and Training

**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	23660.640000	23660.64

Comm Code	Manufacturer	Specification	Model #
72154200			

**Commodity Line Comments:** This is year 1 of Getac Cloud - Monthly Plan 4 (Unlimited). This covers the storage of all captured videos and licenses to access the Digital Evidence Management System (DEMS). Includes licenses for 36 cameras, admin staff that need access to system and redaction.

**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	23660.640000	23660.64

Comm Code	Manufacturer	Specification	Model #
72154200			

**Commodity Line Comments:** This is year 2 of Getac Cloud - Monthly Plan 4 (Unlimited). This covers the storage of all captured videos and licenses to access the Digital Evidence Management System (DEMS). Includes licenses for 36 cameras, admin staff that need access to system and redaction. The cost for year 3 will also be 23,660.64

**Extended Description:**

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

# West Virginia Division of Motor Vehicles

## Request for Proposals; 36 On-Body Worn Camera Systems for CDL Examiners

June 11, 2024



**Getac**

June 11, 2024

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

Subject: Request for Proposals; 36 On-Body Worn Camera Systems for CDL Examiners

Greetings West Virginia!

PCN Solutions Group (PCN) and our partner, Getac Inc. are proud to collaborate to submit the following response to the State's request for the proposals to provide Body Worn Cameras, Data Storage and Related Product Support Services. Getac and PCN are confident we can provide a cost-effective solution that will meet desired specifications and offer an innovative product, all while providing our customary superior level of technical support.

We have brought together a competitive solution including products manufactured by Getac, a trusted name that specializes in delivering cutting-edge video capture, evidence management, and storage solutions focused on keeping communities and those who serve communities safe and Ensemble, a trusted partner in technology, mobility, and innovation to manage the teams' efforts.

For over 20 years, PCN has been a reliable associate in today's rapidly evolving digital landscape. We understand businesses and organizations need more than just solutions; they need a dependable ally to navigate the complexities of technology. We design, orchestrate, and manage customized services and solutions for organizations big and small. Our broad array of products and services range from hardware and software to integrated IT solutions such as security, cloud, hybrid infrastructure and digital experience.

Our team of experts is dedicated to ensuring that your technology works for you, providing customized, dependable, and secure solutions that drive efficiency and progress. At Ensemble, we believe success is built on innovation, reliability, and collaboration, and we are here to make that success a reality for you.

We also understand the critical demands of first responders and law enforcement agencies. Our custom solutions are designed to enhance the capabilities of your vehicles, ensuring they are ready for any emergency. PCN is dedicated to serving the Public Safety Industry. We are proud to offer several top-of-the-line public safety products, including Getac Rugged Computer and Mobile Video Solutions. We are here to assist and provide our experience and expertise to your agency to find the right product that works for you. We are dedicated to providing superior products, solutions, and service.

We are passionate about what we do and are always looking for new and innovative ways to help our customers. We provide superior products and services, while maintaining the highest standards of quality and professionalism. We are committed to building lasting relationships with our clients and working together to achieve success.

We feel Getac's extensive product line will offer the State of West Virginia's CDL Examiners the perfect opportunity to easily transition from their existing systems or provide solutions for first-time equipment installations as well as future system upgrades.

While some product providers focus on transactional relationships with their clientele, PCN and Getac believe that forming a partnership with our clients is the key to success. In a partnership, we take a long-term view of our clients' logistical needs and develop strategies to help them achieve their broader objectives.

Our goal is and always has been to create an awesome customer experience and that starts with this response and continues for as long as you use our solutions. We feel Getac's product quality, extensive knowledge of the industry and products, combined with their expert installation, effective and immersive training will give them State the reliable solutions they are looking for.

We look forward to your thorough review of our submission. As you will see, our offering provides a solution that will not only meet your requirements but provide capabilities well beyond your requested specifications. Our solution will give your department a platform to take advantage of emerging and groundbreaking technologies in public safety.

We appreciate greatly your time and consideration. If you have any questions, or require additional information, please do not hesitate to contact us. We look forward to creating a valued partnership and the opportunity to meet and exceed your expectations relative to this engagement.

Sincerely,  
PCN Strategies and Getac, Inc.

Chris Sella  
PCN Strategies  
Project Manager  
850-566-6534  
[chris.sella@pcnstrategies.com](mailto:chris.sella@pcnstrategies.com)

Cole Phillips  
Getac  
Regional Sales Manager  
949.512.1851  
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## A. PCN Strategies

PCN Strategies (PCN) is a leading reseller of Getac Rugged Computers and Video Solutions. PCN is deeply experienced in delivering public safety and other technology solutions to municipalities, police departments, and other public sector institutions. We partner with best of-breed technologies to always deliver the best solutions for our customers. With over 25 combined years of experience in providing services to Public Safety and Enterprise customers we are uniquely qualified to meet the needs of the City of Bell Police Department. Our staff is made up of active duty and retired military and law enforcement professionals. In these roles our staff have used Getac computers and video solutions as a user and administrator, so we have an in-depth knowledge of these systems and how they can improve the services provided by Bell PD.

PCN will assign a certified Project Management Professional (PMP) to this project to ensure success. This PMP will be the main point of contact between PCN, Getac, and State of West Virginia. After contract award the PMP will meet with State of West Virginia and finalize the project plan and start the project processes to ensure a successful completion on time and what was expected.

Company Information:  
PCN Strategies.  
1420 K St NW  
Suite 600  
Washington DC 20005  
202-301-5530

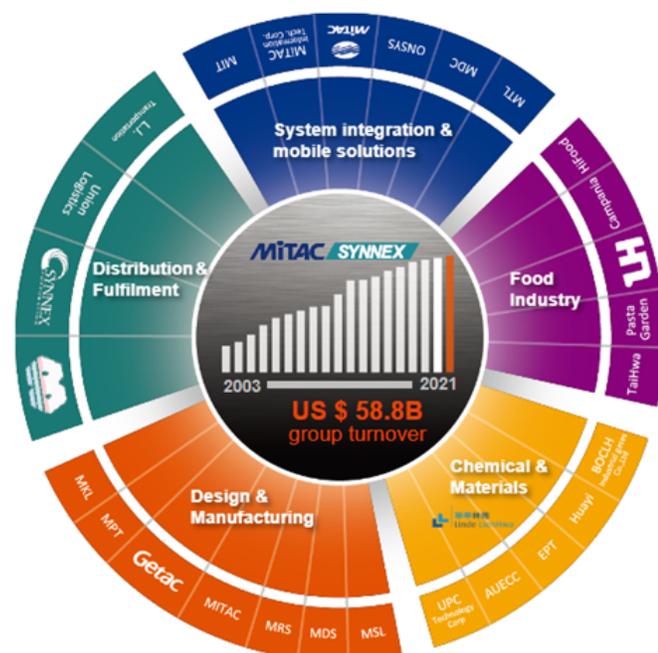
Authorized Signer:  
Sean Rosinbum  
Vice President – Sales  
sean.r@pcnstrategies.com  
202-270-1480

## B. Getac Inc.

Getac Technology Corporation is one of the largest rugged device Original Equipment Manufacturing (OEM) companies in the world and consistently leads the industry in innovation, technology and design of rugged laptops and tablets.

Getac's primary goal is to offer solutions that streamline productivity and withstand the rigors of the harshest working environments. Getac currently employs over 9000 people across 20 global operation sites whose sole focus is on mobile rugged solutions.

Getac is part of the MiTAC-SYNNEX Group. The MiTAC-Synnex Group is a multinational business group established



in 1945. Its scope of businesses includes computers, consumer electronics, system integration, software development, petrochemical, food processing industries and much more.

For more than 30 years, Getac Technology Corporation has manufactured rugged computers for demanding environments including those in the military, law enforcement and utility sectors. Several years ago, they partnered with IRSA Video, a software company which specialized in cutting-edge digital evidence management. In 2018, Getac Video Solutions was officially created as an end-to-end solution provider by utilizing the hardware from Getac Technology Corporation and the software from IRSA Video. In 2022 Getac, Inc. merged with our sister company Getac Video Solutions to provide complete turnkey rugged computer and video solutions for our first responders.

Today, Getac, Inc. develops state-of-the-art rugged laptops, tablets, as well as mobile video solutions, including body worn cameras, in-car video solutions, and interview room systems. Core manufacturing is almost unheard of in the industry today and it allows Getac the flexibility to stay current in the demands of the market, while simultaneously creating new products backed with years of industry experience.

The backing of a \$41B technology company allows Getac to ensure our resources across engineering teams deliver best-in-class products backed by our best-in-class service and warranties. All Getac camera solutions are designed to work both independently and in conjunction with our entire lineup of Getac products.

We service clientele in more than 100 countries ranging from defense, public safety, ambulance, fire and rescue, utilities, automotive, natural resources, manufacturing, transport, and logistical industries. Getac is deeply experienced in delivering public safety and other technology solutions to municipalities, police and fire departments, and other public sector institutions. We partner with best-of-breed technologies to always deliver the best solutions for our clientele.

- Experience~ As a global leader in rugged mobile laptops and tablets, Getac has led innovation and technological advances in rugged device manufacturing for over 30 years. Getac has over 300 full-time engineers dedicated to finding solutions to real life problems
- Lower Total Cost of Ownership~ Non-rugged devices need to be replaced frequently and older devices are very expensive to maintain and repair, often with very long turnaround times. Our highly competitive pricing, lower total cost of ownership combined with Getac's bumper to bumper warranty ensures an outstanding return on investment over the lifespan of the devices
- Getac body-worn cameras deliver a stunning, high-definition visual experience unaffected in low light conditions. They are engineered to be among the most compact and lightweight in their class while capable of withstanding impacts, water, and extreme temperatures
- Equipped for Harsh Environments~ Engineered rugged, Getac body-worn cameras operate in the harshest conditions and the most challenging environment to keep your officers connected and protected
- Industry leading product delivery timeline of only 4-6 weeks, independent of project size combined with our ability to provide our client's device customization capabilities for unique projects
- 24/7 Online Portal Access for Self-Service Maintenance & Warranty Service installation

In addition to state-of-the-art fully and semi rugged products, Getac offers a variety of valuable support services to help ensure that your Getac devices remain supremely reliable and cost effective. You may never even need these services – after all, Getac products are custom-built for the most extreme work environments – but we provide them to give you even greater confidence and peace of mind. People depend

on our devices, so we go above and beyond to offer total solutions for unique operational challenges, including not only our industry leading devices but also critical software, accessories, and support services.

**Company Information:**

Getac. Inc  
 15495 Sand Canyon Rd., Suite 350  
 Irvine, CA 92618  
 949.681.2900

**Authorized Signer:**

President Mike McMahon  
 mike.mcmahon@getac.com  
 949.681.2954

**1) Getac References**

Getac has been supplying rugged computing and video solutions since 1989. Specifically in California, over the last 30 years we have worked with and supplied over 100 separate public agencies with rugged computing and video solutions. We have an extensive list of reference agencies throughout the state of California and surrounding states and below are a handful with contact and project information. We are happy to provide additional references as needed for local agencies in the Southern California area if requested.

<p><b>Agency Name:</b> Springfield PD (Oregon)  <b>Project Description:</b> Springfield PD, utilizes Getac’s BC02 and after a great deal of positive feedback and a good working relationship, are to begin a trial of the BC4K as they plan to transition to the newest model. This department is pleased they have a solution that they can rely on in the highly variable conditions that the officers work in daily.</p>	<p><b>Name:</b> Emily Benitez  <b>Phone:</b> 541.744.3371  <b>Email:</b> ebenitez@springfield-or.gov</p>
<p><b>Agency Name:</b> Banning PD  <b>Project Description:</b> After a successful trial, Banning PD selected Getac’s BC03 cameras. They selected Getac because of our innovative design of rugged devices that met the needs of the department. They continue to purchase units as needed. They chose Getac’s body cam partially due to the ease of use but responded positively regarding its operating system and</p>	<p><b>Name:</b> Brandon Smith  <b>Phone:</b> 951.922.3170  <b>Email:</b> bsmith@banningca.gov</p>
<p><b>Agency Name:</b> San Lius Obispo County  <b>Project Description:</b> Getac began working with San Luis Obispo County in 2017 as a body cam and in car video customer. Following years of effective communication, teamwork, and collaboration, they have now decided to install Getac Video Solutions’ rugged Interview Room all-inclusive, end-to-end solution. Getac worked hand in hand with department representatives to help determine the correct solution to meet the department’s needs.</p>	<p><b>Name:</b> Nathan Sampson  <b>Phone:</b> 805.781.5000  <b>Email:</b> nsampson@co.slo.ca.us</p>

**Warranty Information**

**Getac Warranty; Video**

Getac warrants this Getac-branded office docks, video, and camera products, recording devices, batteries, accessories, and hardware parts against defects in materials and workmanship under normal use for a period of One (1) year from the date of purchase. This warranty applies to products sold by Getac or Reseller Authorized Distributors or Dealers and only where the products are used and serviced within Getac’s Authorized Service Providers territories.

**Battery Extended Warranties**

We pride ourselves on the quality of batteries and their ability to perform throughout a full day. However, batteries are “consumable” as there are limitations on the recharge cycles of all batteries. Since batteries are consumable products, the industry standard and that of Getac is to provide a 1-year warranty.

You can extend this with our Extended Warranty so that should it fail, we will send you a replacement battery. This coverage can be extended to match the warranty of your device. Should a battery fall below 50% charging capacity Getac would send a replacement body worn camera free of charge for the duration of the coverage selected.

### Provided Pricing Explanations

The provided quote includes some assumptions on our part. The below assumptions can be changed if wanted and will allow for some money savings:

- Magnetic Mount – This is one of the more popular mounts that we sell but also the most expensive. If a different mount is chosen the total cost will decrease as well.
- Magnetic Breakaway USB charging Cable - This is also an optional accessory but is very popular. These would allow your CDL Examiners to recharge their BWC while in their vehicle.
- Unlimited Data Plan – You requested pricing on the unlimited plan and that is what is supplied. Based on our other customers with the same number of BWC devices we offer a 60 GB plan that is usually more than enough data storage. If you went with the 60 GB plan the cost will decrease approximately \$7,000 a year.

### Project Manager/Key Personnel Qualifications and Experience

As you will see in the resumes attached to this submission, the PCN and Getac teams have considerable experience at local, regional, national, and international levels. Getac and PCN are leaders in the public safety rugged device industry and have completed hundreds of successful solution implementations across the US and Canada. Our teams bring a broad range of project planning and implementation experience along with deep knowledge of the technology required.

Our philosophy is that there is no single technical discipline associated with a technology project such as this one. Thus, we have assembled a diverse team to meet all the needs of this implementation and installation. We have selected our best and most appropriate staff to deliver the technology anticipated under the Proposal.

Key staff assigned to this project have experience working with each other – a key component to ensuring effective project delivery. By working closely with each other over the years, they have developed both personal and professional relationships that provide a catalyst for open conversation and collaboration.

#### Key Staff

##### PCN Strategies

##### Project Manager- Chris Sella

Chris Sella, the Project Manager at PCN Strategies has more than 29 years of experience in Natural Resource Law Enforcement. The last 15 years of Chris’s career was working in the Technology and Communications Services Section reaching the rank of Major. This section was responsible for all technology projects for the Division of Law Enforcement to include Body Worn Cameras, Laptop Computers, Records Management System, Evidence Management System, Computer Aided Dispatch and others. Chris was the Project Manger for many of the technology implementations during his career and was responsible for a team of 90 employees throughout the state.

Chris’s areas of expertise include project management, implementation of complex systems, leadership, budget management, and training. During his long career he successfully implemented many projects that brought the Division of Law Enforcement’s 850 sworn officers from a 100% paper environment to 95% of all citations/warnings issued electronically and 100% of all reports completed electronically.

- Numerous Law Enforcement Leadership classes

- Certified Project Management Professional (PMP Number: [REDACTED])

## Getac Bios

### Configuration Manager – Kevin Jurek

Kevin Jurek, the Manager of Technical Deployments at Getac, has more than 11 years of relevant experience in computing, deployment, and IT services. Through his work from project conceptualization through implementation, he understands how the equipment, software, and accessories work in concert to develop technically feasible solutions for our clientele. Kevin has been responsible for deployment services of Getac hardware and software at numerous locations across the US.

Kevin's areas of expertise include post sale deployment processes; technical training for all team members; defining and improving the post-sale deployment processes; conducting in person and remote training for customers; assessing client need and designing tailored solutions to fit those needs as well as providing on-site support services for customer hardware and software.

- Attended Alvin Community College and earned a degree in Computer Networking
- Computing Certifications: Comp Tia A+
- Commercial Certifications: Dell DCSE

### Installation Manager – Paul Bryant

Paul Bryant is an experienced Project Manager at Getac with a broad background in implementation and installation services. As one of the leaders of Getac's Implementation Services team, Paul has worked tirelessly to provide successful implementation experiences. Paul has been responsible for deployment services of Getac hardware and software for 200+ projects in 2023 with over 60% net-new Getac customers, accounting for over 7,000 total devices deployed.

Paul's areas of expertise include managing special projects like CAD/AD integrations, Self-Hosted solutions, and Cloud Data Migrations. He ensures a milestone driven approach to project management for Getac clientele. Paul has been responsible for the nationwide implementation of trials and full-scale deployments of the Getac In-Car Video, Body-worn Cameras, and Enterprise Software Solutions. His effective and responsive communication ensures excellent customer service during all phases of the deployment cycle.

- Attended DeVry Institute of Technology and earned a BS in Computer Information Systems
- Panasonic Certified Master Trainer and Installer

### Training Coordinator and DEMS Support Manager – Stefan Bakken

Stefan Bakken, the Technical Support Manager at Getac, has more than 10 years of relevant experience ensuring optimal performance of IT systems and ultimately, client satisfaction. He routinely recommends changes to products or services to help fulfill customer needs more efficiently. He has experience overseeing staff members to ensure the proper handling of network problems. He makes sure projects are safe from risks, evaluates the associated tasks of development and is often the reason clients choose to work with our company.

Stefan is a specialist in removing roadblocks, communication, direction setting, he is one of the best and brightest, and we are proud to offer his services relative to this engagement. Stefan possesses the technical skills, conceptual skills, and interpersonal and management skills to lead, motivate and inspire his team. Adept at creating active learning atmospheres, approaching training strategically and systematically and consistently encouraging engagement. Stefan is not only supremely qualified, but he is also generous with his time and expertise.

- IT Specialist Network Administration Degree
- Cybersecurity Awareness Certification
- Leading People and Teams Certification

### Technical Pre-Sale and Implementation Manager- Darin Powers

Darin will be of great importance to this team as well. With years of industry experience and policing experience, he is an integral leader at Getac, and would be happy to join this project. Darin manages trials and product demos, completes many technical documents as well as assists with product testing and training.

Darin has over 20 years of experience in law enforcement in various leadership and mentoring roles including Chief of Police, traffic crash investigator, firearms instructor, field sobriety testing instructor, fleet manager, project manager and IT manager. His previous experience makes him the ideal partner for Getac clients as he

understands what many others may not, when considering the issues leadership faces when deploying new technology. Darin manages the Solutions Architects on the Pre-Sales teams. These are the teams that run trials and demos, he also assists the Sales Managers in promoting our products.

- B.A. Electrical and Electronics Engineering
- Police Officer/Law Enforcement Officer/Peace Officer Certification (POST)

### 1.3 Vendor Coordination Responsibilities

PCN affirms they will be responsible for coordinating the design and installation of the system with the State and the subcontractors and suppliers involved in the project.

### 1.4 Delivery Schedule

Products can be expected to ship approximately 6-8 weeks post award.

Getac and Ensemble offer implementation services tailored to meet each organization's needs. Before addressing ordering, delivery, and training, it is crucial to assess specific needs and collaborate with the department. Immediately upon the award, we will start to work strategically with the department to optimize its investment.

Getac and PCN will collaborate with the police department's project team to finalize and implement an accepted plan. The outcome of our collaboration with the department will be a combination of rugged body cameras, software, accessories, and professional services in a purposeful range of specifically tailored solutions.

We work proactively with agencies to resolve operational challenges at every level. Our services go beyond basic installation services; we also provide comprehensive post-installation support and maintenance. Whether it is troubleshooting, answering questions, or addressing any issues that arise, the ongoing support offered ensures the Departments, Deputies/Officers and other public servants have the knowledge and resources needed for smooth day-to-day operations. Additionally, we offer self-repair options and prompt repair services in the event of any malfunctions or damage.

For many organizations, modern technology deployments can be a daunting prospect. Not only are there business continuity concerns during the transitional phase, but teams need to consider many factors long before deployment begins. Additionally, switching vendors, partners, devices, operating systems, and configurations, potentially all at once, can often feel like a big step into the unknown.



Getac not only understands this, but we also have several solutions for it. Getac's dedicated deployment team works closely with clientele to understand key challenges and specific needs. They take the time to design tailored solutions that streamline deployment, improve business capabilities, and maximize device potential.

The project implementation team will be responsible for leading in-depth meetings to discuss installation and the implementation of systems, software or configuration, workflow efficiency and additional requirements as needed. Deployment schedules are highly configurable and will be developed upon notice of award.

Post-Award, PCN will set up a meeting with State of West Virginia CDL Examiner's leadership, Getac's RSM, PCN's Project Manager and IT/Integration support to confirm specifications, discuss the order timeline, integration, scalability, and service. As Getac products are highly configurable based on client need, products can be expected to ship approximately 8 weeks post award. Training will occur on a mutually agreed upon timetable.

## 1.7 Training

### System Administrator Training

System Administrator Training is a comprehensive, in-depth session covering all hardware and backend features, use, maintenance, diagnostics, and security. This training session will consist of two primary parts.

A high-level conversational lecture and demonstration of the Getac Video Solution aimed at the power user (i.e., system administrators). Part of this section will instruct on how to tailor the Getac Video Solution to meet department goals. An in-depth, hands-on learning session focusing on practical use of the hardware and all of their features. Specific topics covered include:

## Hardware Installation

- Hardware details and specs
- Best practices / Getac Video warranty standards and requirements
- Hardware mounting locations

- Integration to computer
- Maintenance / Troubleshooting / Support
- Optional accessories

## End-User

- Hardware
- Features and functions of interface
- Metadata

- Viewing video on local machine
- Video offloading
- Viewing uploaded video

## IT / Networking

- Server and software installation
- Firewall details and configuration
- Features and functions of interface
- System Settings
- Unit configuration
- Policies (Retention and Upload)
- Permissions (User Group, Roles, Profiles)
- Incidents and Forms (Incidents, Forms, Form Fields)
- Reports

- System management
- Version management (Auto-updater)
- Active directory
- Analytics
- Live-View
- Viewing and sharing media
- Server/system maintenance
- BWC Management

## Officer Training

Officer Training focuses on the practical usage of Getac Video cameras and software. This training will take a pragmatic approach to the following:

- Overview of hardware and features
- ICCs, triggers, mounts, docks
- Logging into the Getac Video client and Enterprise
- Features and functions of interface

- Metadata - what is it and how is it useful?
- Viewing video on local machine
- How to view uploaded video
- Best practices / Tips and tricks

## Command Staff Training

Command Staff Training will include lectures, hands-on devices, and backend training from a practical and policy perspective. Unlike the Officer Training session, this class will delve into department policy objectives and goals and how the Getac Video Solution can be tailored to those goals. Specific topics include:

- Overview of hardware and features
- How to log into the Getac Video client and Enterprise
- Features and functions of the interface
- Metadata
- What metadata is collected?
- What other information can metadata be combined with?

- How can this metadata be used to assist the Department in real-time and in a predictive capacity?
- Viewing video on local machine
- How officers offload video
- How to view uploaded video
- Best practices / Tips and tricks

## System Administrator Foundations

This class covers the foundational knowledge a system administrator should possess to make full use of the Getac Video Solution. Topics covered include basic knowledge of networks, active directory, and security. This is a prerequisite for the full Systems Administrator Training.

*Getac may also be able to support additional customized training requests, if desired. Specific details for each training will be provided upon award.*

## 1.8 Cost

Attached to this response is the estimates for all requested hardware, software, implementation, project management and training. This is a first pass on what we believe State of West Virginia CDL Examiners wants and needs for this response. If selected for product testing and installation, a best and final offer will be provided. This is due to changes in quantities or needs of the Department after they have had the opportunity to see the system in operation and can make an informed decision.

## 2.1 General Requirements

Getac develops and manufactures a wide range of ruggedized electronics and devices for military, police, government, communications, manufacturing, and transportation applications. Getac's strong R&D capabilities allow it to provide a high level of customization and all-aspect hardware-software integration solutions. Apart from the rugged computing business and video solutions, Getac is also involved with the design and manufacture of plastic and lightweight metal components. Getac is the world's third largest aluminum magnesium alloy producer.

Getac Video develops state-of-the art mobile video solutions, including body worn cameras, in-car video solutions, and interview room systems. Getac Video Solutions leverages the MiTAC-Synnex group's manufacturing and development expertise to produce Getac's mobile video solutions in-house. As a result, Getac Video Solutions is readily able to adjust product features to the rapidly evolving mobile video market.

The backing of a large technology organization allows Getac Video Solutions to compound resources across engineering teams to deliver best-in-class products backed by our best-in-class service and warranties. Getac Video Solutions prides itself on not being an off-the-shelf solution. We believe that no two agencies are alike and thus our software should adapt to this philosophy. That is why we built in customized forms and reports to give your agency the information you need at the touch of your fingers.

Getac Video Solutions offers advanced data analytics, redaction, and other sophisticated software tools to help make your job of managing digital evidence easier with our customized digital evidence management interface. Our digital evidence management system offers ways to collaborate on cases, share information internally and then provide easy access to files, cases, videos, and other assets that are critical for discovery or court.

Many of Getac's internal performance review standards are confidential but we can outline some of our quality measurements. We regularly review several performance factors in each sector and market we provide products and services in. Through a proprietary reporting system, Getac tracks all warranty requests. Getac tracks for example, the product reported, the issue, the resolution, the type of reported problems as well as the frequency. Getac also tracks the service rate to ensure we are as responsive as possible in the event our client's face an issue. This tracking is done at a granular level, by market, defect location on the device, the solution provided etc. We also routinely review timeliness, delivery deadlines, as well as client retention.

Getac is setting new standards in body-worn camera technology. Engineered to be as rugged as they are reliable, Getac body-worn cameras operate in the harshest conditions and the most challenging environment to keep your officers connected and protected. BWCs deliver a stunning, high-definition visual experience unaffected in low light conditions. They are engineered to be among the most compact and lightweight in their class while capable of withstanding impacts, water, and extreme temperatures. Whisper-sensitive microphone and a built-in noise-reduction capability ensures high-quality recordings.

Getac Video Solutions recognizes that there are risks associated with any technology deployment. We have processes in place to minimize and control this risk, and when an issue arises, we are there to resolve the issue. Central to risk mitigation are our Project and Deployment managers who are assigned to your project. Together, they have decades of experience handling large, sophisticated, and complex data projects. Furthermore, we back our products with the best support in the industry. We expedite shipping and replace your hardware in advance, so you aren't waiting for a device to be repaired. Getac Video Solutions firmly believes great user experience defines the success of our brand, and we do everything in our power to provide best in class service and support.

At Getac Video Solutions we strive to be consultative partner to all our customers large and small, and we pride ourselves on designing and providing a solution that meets the needs, goals, and culture of each agency. We design our systems with our customers input to ensure we are providing a solution that minimizes the impact of financial and personnel resources.

And with built-In LTE or WiFi Built-in LTE and Wi-Fi provides critical communication paths for your application, computer, and video needs.

As the following pages will illustrate, the Getac products that were selected that meet or exceed the requested specifications. In the State of West Virginia CDL Examiners, the State outlined the need for the procurement of a system that includes body worn cameras, digital evidence software. PCN and Getac proudly submit this proposal offering an integrated suite of body cams, cloud storage, and associated accessories, implementation, training on products and systems and overall project management.

Getac's products and services are unparalleled in the rugged space. By submitting this response. Getac expects to assist in streamlining the fulfillment and training process to meet current needs as well as emerging needs as new technologies develop. We appreciate greatly the opportunity to outline Getac's suite of products that will assist the city to accurately document public contacts, including traffic stops, parking enforcement, suspect interviews, witness interviews, victim's interviews and other citizen contact in response to a call for service or when investigating criminal activity.

## 2.2 System Architecture

The Getac proposed Digital Evidence Management System (DEMS) is commercial off-the-shelf (COTS) and configurable to meet all of the State of West Virginia CDL Examiners requirements with little to no custom software development.

The Getac DEMS includes:

- ✓ Configuration of direct cloud interconnection from Getac's SaaS cloud to the Department's enterprise network and third-party government cloud
- ✓ Implementation and configuration of a central, cloud based DEMS that can be accessed from any Department location
- ✓ Getac software not only ensures GPS positioning relating to incidents and triggers, it also offers a host of information relating to locations of staff and calls
- ✓ Event triggered or user-triggered video shall begin immediately following trigger activation
- ✓ The proposed solution provides functionality that allows an officer to categorize and add notes to their videos before uploading

## 2.3 Digital Evidence Management Software

Getac Enterprise Data Management is one of the most powerful backend video management tools in the industry. Easily identify key information in the dashboard overview, equipped with highly scalable media management and remote management of all your Getac devices. Getac Enterprise was built to handle any type of digital document or video.

Getac Enterprise is a scalable system that provides first responders a place to easily upload, organize, and review video saving time across all departments. It automatically associates related records from multiple video sources, reducing time spent recalling files and classifying incidents. The software includes unlimited user interface with fully configurable profiles and remote access provides quick access from any device with an internet connection to review evidence, run analytics, view live video feed or collaborate on active cases.

Getac does not charge per user for utilization of its evidence management system. Clients can have as many logins needed without incurring additional costs. Access rights are based on administratively configured privileges. Viewing video will be based on roles and permissions assigned to each individual user.

We provide improved efficiency to Analysts and Command Staff with visibility of geolocation from officers and assets, access to audit logs, reporting and detailed chain of custody. Automatic redaction and case management are included at no additional cost and help reduce the man hours required to prepare evidence for trial.

-  Supports Complex Retention Policies
-  SSL, Encryption and Hash-Based Verification
-  Strongest Role and Permission-Level Security Tools in the Industry

- Getac Full Chain-of-Custody Tracking, Including Audit Logs of All Activity
- Getac Robust Categorization and Search Functionality that Begins at the Time the Video was Recorded and Enables Users to Locate Important Video Quickly
- Getac Completely Browser-Based Solution
- Getac GPS Mapping, Analytics and Visualization Features

While Getac Video hardware is designed to collect evidence and provide situational awareness using in-car and body-worn solutions, Getac's Digital Evidence Management System enables the storage, organization, and management of media and metadata. Available analytics provide unparalleled data insight that previously could not be collected and effectively mined for trends in a cost-effective manner. The platform uses widely deployed technologies, secure open web standards, and is installed locally or on the cloud. This flexibility allows law enforcement organizations with all sizes of IT budgets and resources to tap the benefit of an advanced solution at an affordable price.

- Getac DEMS application software is designed and implemented following the software industry best practice of a Service Oriented Architecture
- Getac Application solution separates the data, rules for managing the data, and the methods of accessing the data from the application
- Getac Application has three (3) tiers, including a user interface (UI) layer, a middle data application program interface (API) service layer, and a database layer
- Getac No direct database connection from the UI to the database and all database access must be made through data API services

The Getac Video System is designed to capture video, audio, and images and provide situational awareness to officers on the ground. In addition to acquiring evidence from multiple camera sources and audio devices, Getac Video can often integrate data from other law enforcement technologies, such as CAD, ticketing, speed detection, fixed surveillance, Automatic License Plate Recognition, and other systems. Once included, all media and data become searchable entities in a secure, web-based asset management system (Getac Video Enterprise), allowing for easy retrieval and rapid dissemination of information and assets.

All evidence uploaded from the DEMS may be geo-tagged, which allows it to be mapped when viewing in the application. This data can also be processed and utilized by our optional Dashboard and Analytics products to enhance tactical and strategic decision-making further. Force deployment and incident information can be fed to the In-Car interface in maps with data overlays. In an era of cloud computing, open technology standards, and data transparency, Getac believes proprietary systems designed solely to capture and store video severely limit video benefit for law enforcement.

Getac prides itself on not being an off-the-shelf solution. We believe that no two agencies are alike, and thus our software should adapt to this philosophy. This is why we built customized forms and reports to give your agency the information you need at the touch of your fingers. Likewise, we offer integration assistance with CAD/RMS systems and provide integration with other 3rd party systems, sensors, and cameras that allow you to create a Real-Time Crime Center utilizing our software and hardware in conjunction with solutions you already have in place.

Getac Video Solutions offers advanced data analytics, redaction, and other sophisticated software tools to help make your job of managing digital evidence easier with our customized digital evidence management interface. Our digital evidence management system offers ways to collaborate on cases, share information internally and then provide easy access to files, cases, videos, and other critical assets for discovery or court.

## Searching

Getac Video Enterprise is a secure evidence and configuration management system optimized for searching and organizing in-car video. The solution allows mobile video, interview room video, photos, reports, and external data to be linked. External data sources include CAD, ticketing, speed detection, fixed surveillance, automatic license plate recognition, and other systems. Once included, all media and data become searchable entities in a

secure, web-based management system, allowing for easy retrieval and rapid dissemination of information and assets. With search functions configured based on client need and preference; easily search by individual category or multiple criterion.

## Video and Metadata Playback

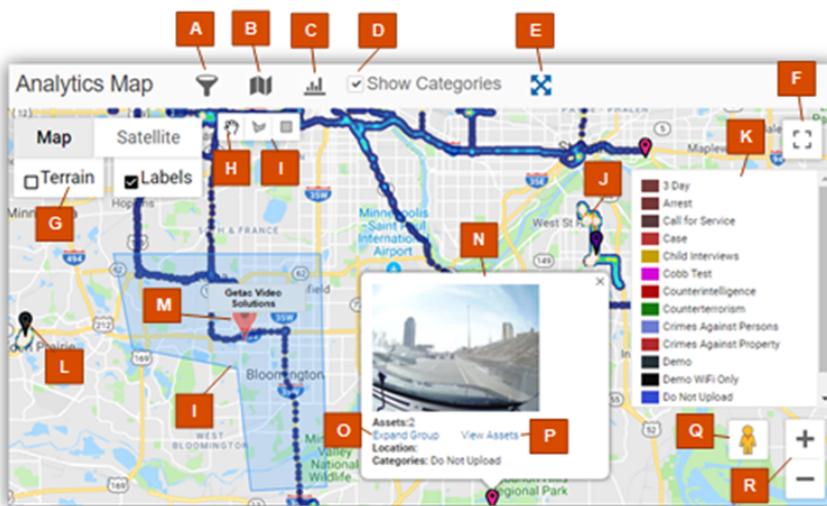
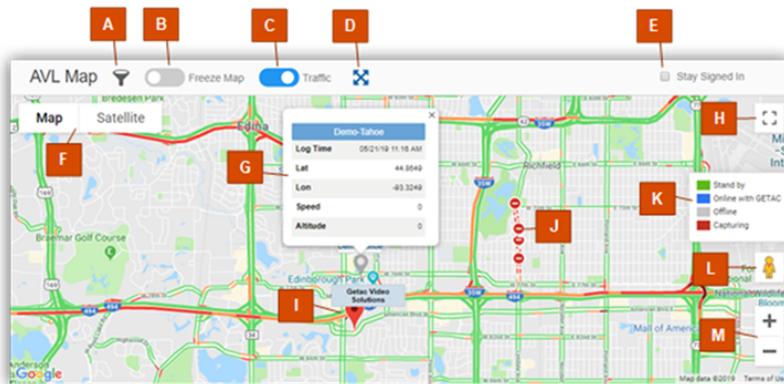
Getac's Digital Evidence Management System enables the storage, organization, and management of media and metadata. In addition to acquiring evidence from multiple camera sources and audio devices, Getac Video can often integrate data from other law enforcement technologies. All metadata including date/time, user, triggers/sensors, active microphones and much, much more are captured with the video and saved.

All evidence uploaded from the DEMS may be geo-tagged, which allows it to be mapped when viewing in the application. This data can also be processed and utilized by our optional Dashboard and Analytics products to enhance tactical and strategic decision-making further. Force deployment and incident information can be fed to the In-Car interface in maps with data overlays. In an era of cloud computing, open technology standards, and data transparency, Getac believes proprietary systems designed solely to capture and store video severely limit video benefit for law enforcement.

## Mapping

Getac software not only ensures GPS positioning relating to incidents and triggers, it also offers a host of information relating to locations of staff and calls.

The AVL (Automatic Vehicle Location) Map provides real-time vehicle tracking of all units. This offers greater situational awareness of a fleet equipped with Getac DVRs. Additional filtering options allow the user to narrow down which unit or officer they want to see. This is intended as an officer safety tool in the event of a critical incident and is typically limited to supervisor and above permissions.



The Analytics Map is a heat mapping tool that allows you to see concentrations of recorded activity using filters to show evidence trends and areas of interest. This gives an agency information to make decisions regarding where resources, such as patrols, may need to be increased or decreased.

Geotagging provides critical data and statistical insights into incidents, crime trends, and force deployment for the chain of command. This data can be processed and utilized by the optional

Dashboard and Analytics products to enhance tactical and strategic decision-making further. Force deployment and incident information can be fed to the In-Car interface in the form of maps with data overlays.

Getac Video Enterprise provides HTML reports, and all data is exportable in common formats, including CSV and PDF. Because the solution is a SQL Server-based application, new reports can also be generated to suit specific needs. Every user action and automated event through the In-Car, Body Worn and Enterprise systems are logged, including:

-  In-vehicle software and hardware events – date/time, officer(s) ID, unit ID, vehicle ID, software version, power, startup, speed, GPS, doors, siren and light bar, system status/failure, hardware component status/failure, third party hardware and software events
-  Body Worn software and hardware events – date/time, officer(s) ID, software version, power, startup, system status/failure, hardware component status/failure, third party hardware and software events
-  Assets captured/recorded – date/time, officer(s) ID, unit ID, vehicle ID, software version, hardware version/ID/manufacturer, GPS, file size, video length, file ID, hash verification
-  Assets transferred, viewed, shared, and edited (allowable based on agency rules) – date/time, user ID, unit ID, file ID, hash verification, destination
-  Assets purged or deleted (retention policies may be driven by multiple, configurable metadata elements, such as form type, incident, tags, and bookmarks) – date/time, user ID, unit ID, file ID, hash verification
-  Unit configuration changes – modification, unit ID, user ID, time/date

## File Tagging

Getac’s equipment and systems provide the ability to add bookmarks at any point during a recording. Those bookmarks are shown on the video player when viewing a video from Enterprise software. Bookmarks can also be added to the Enterprise software.

## Video Asset Verification

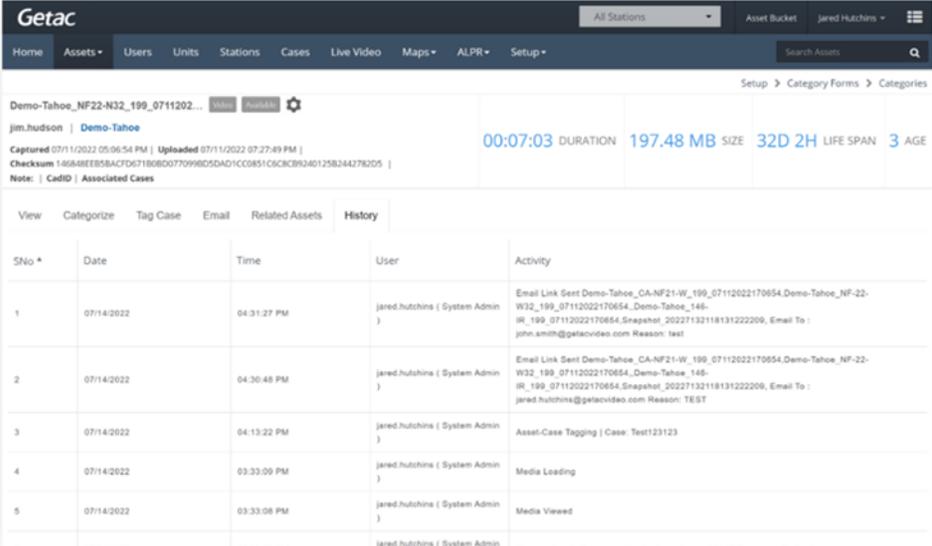
Each video recorded on the ICV and BWC is coded with a unique checksum (hash) which ensures the integrity of the original recording. Video files can be encrypted both at rest on the device and in transit to the server. Getac does maintain compliance with standards such as CJIS Security and ISO.

## Chain of Custody

The proposed software solution maintains the rigorous audit trail required to prove the Chain of Custody of all digital evidence. The software also supports all transactional activity (e.g., viewing, tagging, etc.) and allows for the associated metadata to be auditable throughout the system. The software footage will be secured, and access granted to those with role-based permissions only.

It also provides chronological documentation, (i.e., paper trail) showing the custody, control, transfer, and disposition of video evidence within the ICCS. The ICCS also include a standard “Chain of Custody” report, referred to as an “Audit Report.”

The history tab contains an audit trail for all system and user actions taken on each individual Asset. This can also be obtained from the [Main Assets Page](#). See [Evidence Audit Trail](#) for more information.



The screenshot shows the Getac software interface with a navigation menu at the top. The main content area displays details for a video asset named "Demo-Tahoe\_NF22-N32\_199\_07112022...". Below the asset details, there is a table with the following columns: View, Categorize, Tag Case, Email, Related Assets, and History. The History tab is selected, showing a list of activities:

SNo *	Date	Time	User	Activity
1	07/14/2022	04:31:27 PM	jared.hutchins ( System Admin )	Email Link Sent Demo-Tahoe_CA-NF21-W_199_07112022170654-Demo-Tahoe_NF-02-W32_199_07112022170654-Demo-Tahoe_146-IR_199_07112022170654.Snapshot_202217132118131222200. Email To : john.smith@getacvideo.com Reason: test
2	07/14/2022	04:30:48 PM	jared.hutchins ( System Admin )	Email Link Sent Demo-Tahoe_CA-NF21-W_199_07112022170654-Demo-Tahoe_NF-02-W32_199_07112022170654-Demo-Tahoe_146-IR_199_07112022170654.Snapshot_202217132118131222200. Email To : jared.hutchins@getacvideo.com Reason: TEST
3	07/14/2022	04:13:22 PM	jared.hutchins ( System Admin )	Asset-Case Tagging   Case: Test123123
4	07/14/2022	03:33:09 PM	jared.hutchins ( System Admin )	Media Loading
5	07/14/2022	03:33:08 PM	jared.hutchins ( System Admin )	Media Viewed

Ex. History tab

## User or Group Permissions

The system uses Role-Based Attribute Security (RBAC), allowing roles to be configured and users attached to roles, this is synchronized with Microsoft AD Sync. Because the systems use role-based access security - the department can define its roles (groups) from hundreds of granular access rights, including the ability to configure access control for both individual users and user groups (role-based security), modification of configuration setting at both user and group levels, modification of access to categories such as view only, view of metadata only, view all, etc., and much more.

User Roles

	Name	Reports To	Profile
<input type="checkbox"/>	Court Liaison Unit	SGD Supervisor	Court Liaison Unit
<input type="checkbox"/>	BWC Unit	Station Admin	BWC Unit
<input type="checkbox"/>	Detachees	Narcotics	Detachees
<input type="checkbox"/>	Exec Staff	Station Admin	Exec Staff
<input type="checkbox"/>	Homicide	Sex Crimes	Sex Crimes
<input type="checkbox"/>	RI Internal Affairs	BWC Unit	RI Internal Affairs
<input type="checkbox"/>	Investigative Supervisor	Exec Staff	Investigative Supervisor
<input type="checkbox"/>	Narcotics	Sex Crimes	Narcotics
<input type="checkbox"/>	GA1	Investigative Supervisor	GA
<input type="checkbox"/>	Records Management / FOIA	SGD Supervisor	Records Management / FOIA
<input type="checkbox"/>	Sex Crimes	Investigative Supervisor	Sex Crimes
<input type="checkbox"/>	SGD Office	SGD Supervisor	Office
<input type="checkbox"/>	SGD Supervisor	Sex Crimes	SGD Supervisor
<input type="checkbox"/>	Station Admin	None	SGD Supervisor

## Digital Evidence Retention Policy and Workflow Management

Getac's system is highly configurable. Retention is based on categories and the retention period, and the names of each category are unique to each agency and configurable by agency administrators. Getac will be happy to work with Bell PD to create agency specific retention and storage policies and procedures.

## Comprehensive Video File Management

Getac's Digital Evidence Management System supports all standard media types and can be configured as needed to support proprietary file types. We offer integration assistance with CAD/RMS systems and provide integration with other 3rd party systems, sensors and cameras utilizing our software and hardware in conjunction with solutions you already have in place. Lat/Long metadata is included with each recording and can be overlaid on the video. The GPS data is also used on a map next to the video so the user can see the location the video was recorded while watching back a video. All metadata including date/time, user, triggers/sensors, active microphones and much, much more are captured with the video and saved.

## Exporting

The software provides the ability to create multiple evidence files, tags, markers, indexes, and clips without altering the original video. All videos are recorded in .mp4 format. When exported from the system, the file will not be proprietary and can be viewed on any video player.

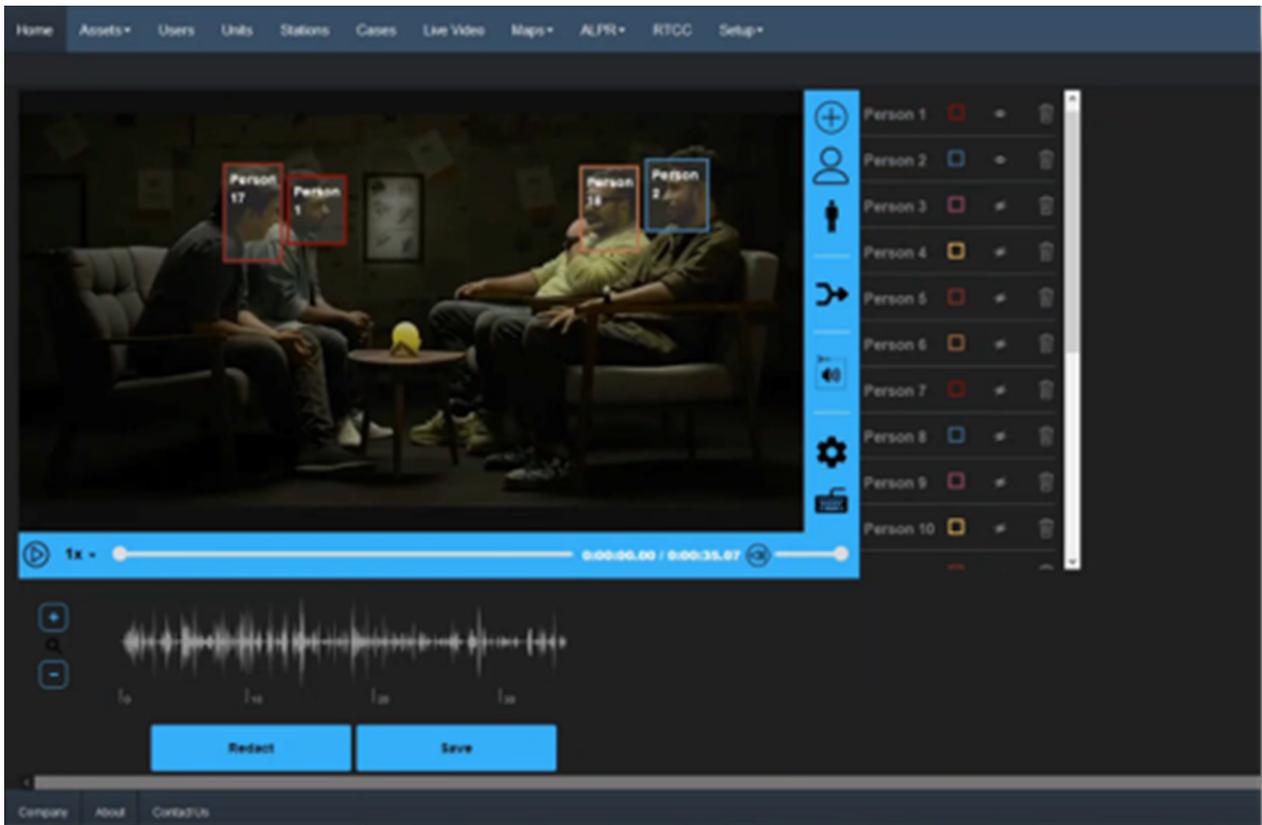
## Sharing

Getac Video Solutions maintains a CJIS-compliant Enterprise grade digital asset (video, image, or third-party file) management system designed for all levels of operations and includes a secure web portal that can utilize both AD as well as independent user logins. Video and audio can both be streamed on the Getac Enterprise System, and all data can be downloaded directly from Getac Enterprise for easy distribution or other evidentiary needs. Secure email links can be provided to third parties easily with a built-in email access functionality that also includes access timeouts as well as download restrictions.

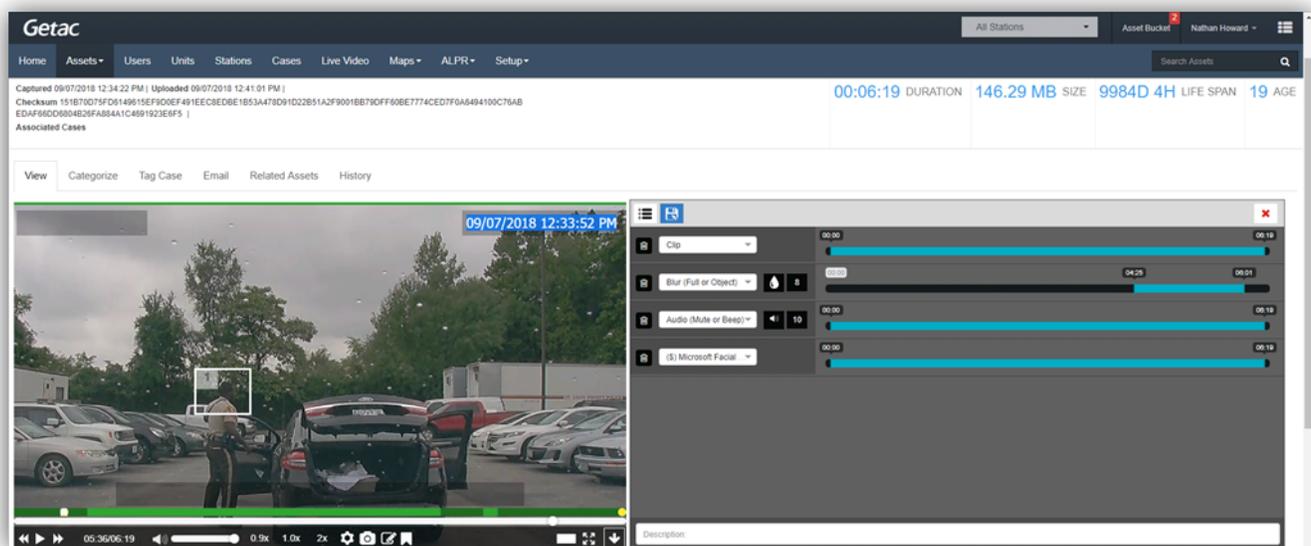
Sharing can be done via an email link that is logged, with all access being logged. Automatic expiration is also an included feature. An EDI is also supported and will export the data to an FTP location (i.e., District Attorney portal with metadata) by utilizing the Getac Video Solutions Enterprise system REST API. All functionality in this answer can be configured to meet the agency's EDI sharing needs. For example, some agencies provide the DA with direct access by providing user credentials to the system.

## Automatic Redaction

Getac Enterprise supports built-in facial analysis, the process of locating all faces that should be redacted (blurred). These functions include face follow, auto redact blue, audio redact, audio (silence or beep), object redaction, segment into separate clip, segment and remove middle parts of the video, and automated transcription of services from speech to text. Bulk processes are also supported. We have also created an API to integrate with a 3rd party AI toolset allowing for the best-of-breed tools to be used.



Various redaction methods are available, including manual, and automated as outlined below.



Utilize the redaction tools to make clips, mute audio, blur faces (objects), or entire scenes within Getac Enterprise. Redaction is accessed on an individual asset's page. If multiple videos must be redacted, the asset bucket function is useful to collect the desired assets in one location for bulk actions. The Asset Viewer Page will now load with a new redaction panel to the right of the player.



There are five redaction types: clip, segment, blur, audio, and facial.

- Clip - The clip function allows you to remove unwanted time from the beginning and end of a video, essentially trimming the video to the desired length.
- Segment – Much like the Clip function, segments provide more granular control to select partial "segments" of an entire video to be pulled out and stitched together to make a shorter, targeted video file. Also, use segments to remove unwanted sections from the middle of a video recording. You may use as many segment timelines as needed on a single video. If any two segments have overlapping time points, the overlapping timecode will be shown twice in the final rendered redacted video file.

Once you have created and set all desired segments, add a "Join Segments" redaction element to stitch the segments into one timeline. The Join Segments redaction element will show the new stitched video duration just below the Join Segments redaction row.

- Blur - Use the Blur function to obscure faces and objects (Examples: Weapons, License Plates, Logos). The blur function adds a static container box that can be moved and resized to the desired position to obscure the desired content. The Blur redaction timeline also has a value slider to set the blur level from 0-100%. Adjusting the value slider will provide a real-time preview of the blur effect.
- Audio - Audio redaction has two functions. You can either obscure audio with an audible beep or mute the audio track completely. By default, the audio redaction will add a loud beep sound replacing the desired section of audio.
- Facial - Microsoft Facial Redaction element will analyze and find all faces in the video and blur (obscure) all found faces.
- Analyze – Much like the Microsoft Facial Redaction; the Analyze function will find all faces in the selected video. The primary difference is that Analyze will show you the found faces and let you select the desired faces (individuals) to blur (obscure) in the video. The Analyze function is separate from the redaction panel (all other redaction options).

## 2.4 In-Car Mobile Audio Video System

### 1. Complete turnkey solution

Getac affirms it can provide a complete turnkey solution. Our partnership with IRSA video in 2018 helped Getac further establish Getac's position in the industry as an end to end provider of complete video and data solutions for law enforcement.

2. Very compact hardware components; Video recorded in any of the common compression schemes (h.264, MPEG 1, 2, 4, Motion JPEG, Etc.)

Getac's petite cameras utilize H.264 compression at a minimum. The BC 04 and NF42 can use H.265 compression as well.

### 3. Pre-recording capable

Standard, Getac's body cam and in car camera have configurable pre-event recording capabilities.

### 4. Support for at least 4 cameras, including "High Definition" cameras

Standard, Getac's configuration can accommodate multiple high definition cameras.

### 5. Support for up to 12 configurable triggers

Standard, Getac's customizable solution that can be configured to support numerous trigger points (lights, siren activation, door, AUX input, crash, speed, and microphone functions, etc.) enabling automatic recording of critical events.

### 6. Support for continuous recording from ignition on/off

Standard, the proposed solution includes a DVR with black box functionality enabling the system to record video on a secondary drive from power on to power off regardless of any triggered recordings, allowing agencies to recover video in the event a recording was not triggered.

### 7. Automated wireless file upload capability. MAV system should also support wired or removable media file offload to a storage solution

The proposed solution provides the officer the ability to upload event videos either manually or have event videos automatically uploaded. Automatic upload will occur without officer intervention once the vehicle enters cellular or Department -secured Wi-Fi coverage areas. The system will intake an officer's video evidence from any Department location directly to the cloud. Those with permission-based access can export a video from the DVR to a USB Drive.

### 8. Evidence upload can be prioritized based on evidence tags (more important offenses uploaded first).

Getac's system enables configuration to set priority uploads based on categories. Therefore, an event tagged as a felony can be prioritized over an event tagged as a misdemeanor.

### 9. Upload can be delayed if the Officer is in range but still reviewing video or completing annotations

Event files can remain on the DVR for a selected retention period event after the file upload. Changes will be synced with the server allowing the officer to make changes from the vehicle.

### 10. Full integration with proposed Digital Evidence Management software

Getac's suite of products is fully integrable. It is a user-friendly video recording system that is often capable of integrating with CAD, ticketing, wearable systems, and other video data sources to provide real-time intelligence and situational awareness. Likewise, we offer integration assistance with CAD/RMS systems and provide integration with other 3rd party systems, sensors, and cameras that allow you to create a centralized depository utilizing our software and hardware in conjunction with solutions you already have in place.

### 11. Maintain complete chain-of-custody (including events in the vehicle prior to video upload)

Standard, Getac's software solution maintains the rigorous audit trail required to prove the Chain of Custody of all digital evidence. Getac software provides chronological documentation, (i.e., paper trail) showing the custody, control, transfer, and disposition of video evidence within the camera system and includes a standard "Audit Log" report.

### 12. Video Files must be verified for authenticity with a verification hash that meets or exceeds IACP Standards for in-car video

Standard, each video recorded within the suite of products is coded with a unique checksum (hash) which ensures the integrity of the original recording. Video files can be encrypted both at rest on the device and in transit to the server. Getac maintains compliance with various standards such as the IACP, CJIS Security and ISO.

### Product Feature Highlights

MAV Integrated Wireless Microphone	The proposed solution ensures patrol vehicles can pair two wireless microphones; microphones are an integral component of the MAV solution to record audio from outside the vehicle and associate the audio with the video recorded by the MAV solution. The wireless microphone will also provide a visual queue to signal when recording is occurring.
MAV Mounts	Post award, the Getac/Ensemble program team will collaborate with the City to determine the appropriate mount and placement based on limited space availability within the vehicle cabin for installation of the in-car cameras, wireless microphones, and the local storage devices.
MAV Recording	The proposed solution includes recording from multiple cameras and microphones once activated, either manually by the officer or configured automatic triggers such as activating the emergency lights (front facing red lights). All cameras shall require manual deactivation.
Looping Video	The solution quoted includes a dedicated secondary hard drive, the "Black Box" which provides continuous recording, video only, until space on the local storage is exhausted, then begins recording over the oldest footage. The cameras do not indicate the MAV is recording. This video is not expected to be uploaded to the cloud storage. Event triggered or user-triggered video shall begin immediately following trigger activation.
Pre-Event Recording	The solution quoted provides a configurable feature that will continuously record within the full capacity of the available disk space, both audio and video, before the active recording of an event was triggered. Once the active event recording is triggered, the event shall include the pre-recorded video up to a configurable duration before the activation. This video shall be accessible through user permission settings according to Department specifications and converted into event data. This video will automatically become a part of the event recording and will be used to show events leading up to the recorded event. It is also possible to configure this feature not to capture audio during the pre-event recording time.
Categorization/Tagging Pre-Upload	The proposed solution provides functionality that allows an officer to categorize and add notes to their videos before uploading to the MAV via the included 5" HD Display (CUD-50) In-Car Screen.
Categorization/Tagging Post-Upload	The proposed solution includes functionality that will allow the Department to configure the standard categories that will apply to video evidence and includes a 5" In-Car Display to facilitate categorizations. The proposed software also allows additional categorization on a department workstation.
Video Upload	The proposed solution provides the officer the ability to upload event videos either manually or have event videos automatically uploaded. Automatic upload will occur without officer intervention once the vehicle enters cellular or Department -secured Wi-Fi coverage areas. The system will intake an officer's video evidence from any Department location directly to the cloud.
Chain of Custody Data	The proposed software solution maintains the rigorous audit trail required to prove the Chain of Custody of all digital evidence. The software also supports all transactional activity (e.g., viewing, tagging, etc.) and allows for the associated metadata to be auditable throughout the system. The software footage will be secured, and access granted to those with role-based permissions only.

### DEMS Data Transmission

The Getac data transmission solution (direct to cloud) maximizes cloud transmission to the greatest extent possible through configuration, network connectivity, design, etc. Transmission efficiency will be measured and reported upon within acceptance and maintenance processes. However, due to the disparate bandwidth capacity at some locations, a hybrid MAV solution that provides local in-car storage capable of storing footage until an available area to transmit to the cloud solution is also proposed.

The video evidence shall be uploaded to the cloud solution during the officer's shift and then, once the vehicle is within Department's Wi-Fi range, the modem will detect the Wi-Fi signal and switch from the cellular transmission method to the faster Wi-Fi method to either continue to upload directly to the cloud or upload any remaining videos on the local in-car storage directly to the cloud storage solution. If a user wishes to view a video, the video shall be downloaded from the MAV cloud based central data repository and viewed on a Department laptop.

All DEMS data, either uploaded directly to the cloud from the camera system or uploaded from local in-car data storage, is synchronized at least daily to the centralized data repository in the cloud where it provides a single version of truth for the data. The proposed cloud services are capable of multiple cloud interconnections.

## 2.6 Body Worn Video Camera Solution

### 1. Body-worn units capable of video and audio recording

Getac's BC 04 is capable of crisp video and clear audio recordings. With multiple resolutions up to 4K Ultra HD with high dynamic range (HDR) encoding enables clear detailed images in any ambient lighting, built-in microphones ensure crystal-clear audio recording and easy operational control.

### 2. Vendor provided software, on-site training.

Getac software is CJIS compliant and designed to increase the efficiency in processing digital evidence. Our user friendly software offers a complete overview of the evidence. The system is highly configurable for creating groups for sharing and feature access.

Training can be accomplished in many ways and is tailored to each client's needs. During a deployment, we offer onsite training which can be broken down into specific user group training such as Admin training, Supervisor training and Officer training. Our team can train all members of an agency or conduct a train-the-trainer session. Finally, we offer online training through Getac University which can be tailored to the agency needs and provides a record of all users that have been assigned and completed training.

### 3. Recorded video and audio must not be able to be manipulated or deleted by user.

Confirmed, files cannot be deleted on either the in car camera or the body camera. Additionally, access rights are based on administratively configured privileges. Viewing video will be based on roles and permissions assigned to each individual user.

### 4. Unit must be of rugged design and water-resistant

As a manufacturer that specializes in rugged product design, all suggested products are rugged and can withstand inclement weather, including rain and snow. BC 04 is IP67 certified, protected against the effects of inclement weather such as rain and snow and immersion in water for a limited time. It is also MIL-STD-810H certified ensuring it is vibration & 6ft (1.8m) drop resistant.

### 5. Unit must have a customizable pre-record feature

The BW 04 has pre-event record capabilities. Pre-event recordings can also be configured with or without audio and the recording is at the same resolution/framerate as the main event recording.

### 6. Ability for user to add notes or flag significant events after upload to server for ease of retrieval

Recordings can be categorized on the BWC with the rotating click-wheel, users can intuitively categorize and tag just-recorded footage into 64 different pre-defined video types through touch feedback. The category will appear on the OLED screen and there will be an audio prompt as well.

The BWC systems provide the ability to add bookmarks at any point during a recording. Those bookmarks are shown on the video player when viewing a video from Enterprise software. Bookmarks can also be added to the Enterprise software.

### 7. Ability to efficiently upload recorded data to server via hard-wire, docking station, or wireless upload through in-car video unit

The BC04 BWC will upload video files through a multidock or single dock via wired ethernet. The BWC also integrates with the in-car video system to offload video files through the DVR. Additionally, the BC04 offers offload options via Wifi or LTE.

#### 8. Rechargeable battery; Reasonable charging time for units

The BC 04 can be charged by the 8 port multidock that charges 8 devices at once; single dock which charges one device; a magnetic breakaway charger used for charging in the vehicle while the device is in use; or via the USB-C charging cable. Recharging can take up to 3-4 hours from a completely depleted battery.

#### 9. Have the capability to identify when the data has been altered.

Yes, Getac's software uses hashes/checksums assigned to files to ensure data integrity and to verify that the data in that file has not been tampered with or manipulated.

#### 10. Access to back-end software reviewing the video/audio data must have audit capabilities for all users' access.

Getac Enterprise software contains a log of all user access and has a User Access Report that can be run showing date/time, User, and IP address for all logins.

#### 11. Software retrieval process should include secured multi-users access levels

The system uses Role-Based Attribute Security (RBAC), allowing roles to be configured and users attached to roles. Each agency can define its roles from hundreds of granular access rights; including the ability to configure access control for both individual users and user groups (role-based security), modification of configuration setting at both user and group levels, modification of access to categories such as view only, view of metadata only, view all, etc.

User access to digital files can be configured based on department need, officers of the department, or officers of the court can access assets as necessary; settings are controlled by the user's profile and assigned group.

#### 12. The video unit should contain a configurable option for the camera record resolution as defined by the SYSTEM administrator

System Administrator's will have the ability to edit all aspects of unit configurations including camera resolutions.

#### 15. The system must support an integrated body-worn video solution where the body-worn video can be uploaded wirelessly from the car or uploaded to the secure web application using any computer on the police network or designated docking stations.

Body-worn video can be uploaded to the server from the docking station. There is an app called Getac Remote that can be installed on any computer that when combined with a BWC dock, will offload and transmit video to the server. And, as previously mentioned, video files can be transmitted using multidock, single docks, Wifi, or LTE..

#### BC-04 4K ULTRA HD Rugged Body Camera Product and Accessories Details

The BC- 04 is Getac's fourth generation body cam, updated and engineered based on feedback offered by police officers using its predecessor in the field.

Engineered with 4K UHD video resolution, offering better quality images at a higher resolution. Higher resolution can be beneficial in industries that use detailed images, such as images used in a court of law. UHD video is four times sharper than HD, with brilliant, lifelike colors and crisp, detailed images. The BC-04 delivers detailed pictures with superb low-light performance and minimal video noise, even when displayed on large screens.



A noted disadvantage of 4K resolution is high bandwidth and storage requirements negatively affecting hardware and software that enable network connectivity and communication. Not the BC-04. The BC-04 offers 2 SIM slots for additional connectivity. Should one network become congested or unavailable, should an officer venture into territory without enough coverage, having more than one network option means they're more likely to be able to connect no matter how far afield they're required to go. Our dual SIM body-worn camera is already being utilized across multiple markets and departments.

It is essential for wearable body cameras to be connected to the internet or other wireless networks in order to give them optimal connectivity and enable the recording of data while still effectively managing their power budget. This ensures the cameras can be worn for the intended period, be monitored, and managed remotely, preventing them from data loss due to poor connectivity, battery failure or interference. Powerful and efficient, with 128GB

of onboard memory, officers can record more than a full shift of video and store up to 12 hours of continuous footage, fully encrypted to provide the highest level of protection for users. More memory means fewer uploads to the cloud, saving power.

It is crucial to ensure body cameras remain running smoothly for safety reasons, requiring real-time network and service monitoring. The BC-04 is reliable and secure, offering uninterrupted communication designed to keep those that have pledged to keep others safe, connected, and secure. Connect to FirstNet or other public safety networks easily, quickly, ensuring safety for those that protect and serve. With the new rotating click-wheel, users can intuitively categorize and tag just-recorded footage into 64 different pre-defined video types through touch feedback.

The BC-04 ensures the next level situational awareness. It comes equipped with real-time geolocation and livestreaming. Dispatch has the ability to track field personnel without them needing to report in, and clearly see what's happening on site in real time.

### Single Port Dock

The Getac Single Port Vehicle Dock is designed to hold your device securely and enhance productivity without sacrificing safety, quality, or longevity. This vehicle dock is compatible with the Getac BC-04 body-worn camera.



## FLEXIBLE MOUNTING SOLUTIONS



Magnetic Mount



Alligator Clip



Molle Mount



Pocket Mount



Swivel Mount



Double Magnetic Mount



Action Camera Mount



Universal Mount

Getac utilizes six (6) different mounting solutions:

- 1) The Double Magnetic Mount solution employs the strength of multiple magnets to keep the body camera securely attached to an officer's uniform.
- 2) The Gator Mount utilizes a heavy-duty spring to clamp down on any available opening in an officer's uniform and can be rotated with a magnet at the end for added security.
- 3) The Molle Mount attaches to four(4) molle attachments on an outer vest carrier
- 4) The Pocket Mount is designed to fit within an officer's chest pockets on either the left or right side.
- 5) The Action Mount is used in combination with any GoPro style mount for applications such as tactical helmets and K9s.
- 6) The Universal Mount is used with 3rd party attachments for alternative Molle mounts

Detailed minimum requirements: Integrated Body Worn Solution			<b>Getac Response</b> Exceeds Expectations Meets Expectations Not Available
1	Recording Format	Video and audio to record and export in a standard, open, non- proprietary format, including both Codec and Container, such that it can be replayed in freely available software (e.g., VLC player) without processing or conversion. Standard open formats should be used for interoperability. Examples include MP4 and MKV. Data formats that can only be viewed within manufacturer-specific replay software is not recommended. VGA, HD 720P, and 1080 HD are predominant standard resolutions. The higher the resolution, the more storage is needed. Estimates below were created assuming H.264 compression with medium to high motion at 30 frames per second (fps) derived using a heuristic formula widely used in industry. Actual storage utilized is dependent on scene	Meets

		complexity and the motion of the video captured. Consider what sort of analysis may be conducted on the video before selecting a resolution.	
2	Video Resolution	VGA (640 x 480): 550 - 1,100 MB per hour (0.55 – 1.1 GB) HD 720P (1280 x 720): 1,650 - 3,325 MB per hour (1.65 – 3.325 GB) 1080 HD (1920 x 1088): 3,750 - 7,550 MB per hour (3.65 – 7.55 GB)	Exceeds
3	Video Encoding/Compression	Video encoding/compression shall meet or exceed industry standards. Use of the lowest possible amount of compression in order to maximize the amount of information available to law enforcement. Consider what sort of analysis may be conducted on the video before selecting video encoding or compression. Examples include MPEG-4, H.264, and H.265. H.264 is an improvement over MPEG-4 compression. H.265 is a new standard which further reduces storage needs.	Meets
4	Frame Rate	30 frames per second (fps) is a standard video frame rate. Higher recording speeds capture more motion detail but require increased storage. Frame rates lower than 25 fps suffer from increased motion blur.	Meets
5	Horizontal Field of View	Adequate to capture a majority of activity at a reasonable distance. This would likely require at least a 90-degree field of view. Wide-angle lenses capture more of a scene but distort the view and lose detail towards the edges of the frame. Software tools may be required to properly analyze or view the video from extremely wide-angle video.	Exceeds
6	Camera Focus	Device should be able to focus on all objects from about 1 foot away to infinity. Continuous autofocus or fixed focus should be employed for usability. Manual settings should be avoided as they can distract the user. Motion jitter and blur can be significant when the camera is moving. Automatic image stabilization can reduce this effect.	Meets
7	Audio Quality	The system is capable of clearly capturing conversational speech at a distance of 3 feet without wind or excessive background noise.	Meets
8	Separate Audio Resolution and Encoding/Compression	If the device will be used in a mode to record audio only, compressed audio requires less storage than video (4-60 MB per hour per microphone depending on desired quality). If high speech quality is needed, a sampling rate of at least 22 kHz with at least 24-bit capture is suggested per microphone. Higher values might be necessary to capture increased fidelity at a distance. Standard open encoding with speech quality resolution suggested. Examples include MP3 and WMA.	Meets
9	Recording Triggering	Cameras could record continuously or be user-triggered, or event triggered.	Exceeds

		Cameras take time to start recording video after being powered on and after recording is initiated. This recording latency period should be minimal. Pre-event recording is preferred.	
10	Pre-Event Recording	The device must have a pre-record feature where the events immediately preceding the device activation are captured. The pre-record feature should be customizable to the amount of time which will be captured before the device is activated.	Meets
11	Night-time/Low Light Functionality	Quality of video footage recorded in low light or night conditions should be usable. Visible flash and infrared illumination can increase the quality of video taken at night but will affect battery life. Low-light filtering, infrared, near-infrared, and other low- light compensation technologies or mechanical filters can increase the quality of video taken in low light and severe weather conditions but can affect scene and motion detail.	Meets
12	Synchronization and Metadata	The device is capable of recording audio simultaneously and time-synchronized with video. Consider the additional information that should be collected with the recorded material. Automatically generated data about the wearer, location, date, and time can be collected and packaged in the video format. Device clock must be synchronized with an external universal clock, either GPS or another source when the unit is plugged in for absolute time of day to ensure accuracy.	Meets
13	Tamper Resistance	The device prohibits recordings from being edited or deleted and should not overwrite existing data before they have been transferred. Systems that can export a hash value of files being transferred may provide an enhanced capability to demonstrate tamper resistance. Standard encryption such as AES can be employed to protect data and improve the management of lost devices and memory cards.	Meets
14	Data Transfer	USB2/USB3 compliant connection (mini/micro) for charging and/or data transfer. USB3 is preferred as speeds are considerably faster. The connections should be standard on both the device and on any docking station. Data connections that use a proprietary form factor are not recommended.	Meets
15	Data Export	Device exports all recorded footage to data archiving or data management system in its original file format and without loss of quality or associated metadata. Device should record an audit log which should include information such as device serial number and device events—e.g., on/off, charging, start/stop recording, remaining storage capacity, etc.	Meets
16	Onboard Storage	Storage can be integrated into the device or provided on removable industry	Exceeds

		standard memory cards. Removable media has utility in terms of versatility and expansion but comes with security risks. Consider whether enough storage should be available to record a full shift by the officer wearing the device, such as 8-12 hours of non-volatile onboard storage. Loss of power must not cause data to be lost or corrupted.	
17	Battery Life	Consider whether the battery should provide enough power to record a full shift by the officer wearing the device, such as an 8- 12 hour battery life. Devices that do not run on rechargeable batteries are not recommended.	Exceeds
18	Durability	Device should withstand considerable and repetitive pressure, vibration, and mechanical shock. It should operate within a temperature range from very cold to very hot and be resistant to common environmental hazards, such as dust, condensation, water splashes, and RF interference.	Meets
19	Weight and Form Factor	Device should not distract or hinder the officer wearing the device from performing other job functions, especially ones related to officer safety. Cameras are designed with widely varying mounting methods and options. Device should be selected for maximum usability and safety.	Meets

## Security Statement

Getac has policies and procedures in place to detect and respond to security breaches in a timely manner; however, any security breaches and details thereof are not disclosable in response to this solicitation.

## Closing

PCN and Getac appreciate greatly the opportunity to submit the proposal and additional information. For over 30 years, Getac has worked collaboratively with resellers like Ensemble to identify, consult, develop, and deploy rugged computing and video solutions across a wide range of sectors.

Getac is tremendously proud of the impact we have made in helping leverage technology to support the ever-changing landscape in the workplace. Our partnerships and strong working relationships with our resellers, coupled with our ruggedized products set us apart, ensuring we are as reliable as we are responsive.

PCN and Getac understand each project requires their own tailored solution to fulfill the needs of each department. Each product featured is configurable, rugged and can be easily installed with the accessories outlined, or whenever possible, replaced on the existing mounting hardware. Getac has a full suite of accessories including various mounting options, including fixed and flexible models. Please read and consider the proposed solutions selected carefully and specifically for the State of West Virginia CDL Examiners.

We offer this solution to you and look forward to the outcome of your evaluation. Should there be any questions, please feel free to contact Mr. Chris Sella of PCN or Mr. Cole Phillips of Getac. Thank you for giving us the opportunity to respond to this request for proposal, and we look forward to a mutually rewarding partnership.

On behalf of PCN and Getac Video Solutions and all of our employees worldwide, thank you for your consideration and we look forward to making you part of the Getac Video Family!



**PCN Strategies, Inc.**  
 1420 K Street NW Suite 600  
 Washington, District of Columbia 20005  
 United States

**Quotation (Open)**  
 Quote # : 1019473 1 rev of 1  
 Modified Date: Jun 10, 2024 11:33 AM CDT  
 Description: BWC  
**Account Executive:** Darin White 678-787-6032  
**Email:** darin.w@pcnstrategies.com  
**Customer Contact**

<b>Customer</b> West Viginia Division of Motor Vehicles (WV5104) , WV United States	<b>Bill To</b> West Viginia Division of Motor Vehicles , WV United States	<b>Ship To</b> West Viginia Division of Motor Vehicles , WV United States
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<b>Customer PO:</b>	<b>Terms:</b> Undefined	<b>Ship Via:</b> FedEx Ground
<b>Special Instructions:</b>		<b>Carrier Account #:</b>

#	Description	Part #	Qty	Unit Price	Total
1	BC-04-4K - BWC DEVICE, 128GB + UHD/FHD/HD/WVGA, LTE + WIFI + GPS + BLE, 3 YEARS WARRANTY, 3 YEARS BATTERY WARRANTY	OVWX4WXXXXX3	36	\$1,072.85	\$38,622.60
2	Body Worn Camera Magnetic (Double-Sided) Mount	ORB363	36	\$78.20	\$2,815.20
3	Body Worn Camera (BC-04), magnetic quick release charging USB cable (3.28 ft)	ORB46X	36	\$38.61	\$1,389.96
4	SINGLE PORT DOCK (VD-04L), USB-C TO USB-A CABLE, USB A EXTENSION CABLE, ETHERNET CABLE, ADAPTOR, 3 YEAR WARRANTY	ORBD3U	36	\$143.81	\$5,177.16
5	GETAC CLOUD - MONTHLY PLAN 4 (UNLIMITED)	OUA04X	1296	\$54.77	\$70,981.92
6	GETAC VIDEO SOLUTION ON-SITE CONSULTING	OZX01X	2	\$2,534.69	\$5,069.38
7	Getac Video Solutions – Remote Setup, configuration, or Pre-Testing, Project Management, Deployment Services.	OZX04X	1	\$8,814.28	\$8,814.28

\*These items are custom built and are not returnable once ordered.

**Subtotal: \$132,870.50**  
**Total: \$132,870.50**