Welcome, Christopher W Seckman

Solicitation Response(SR) Dept: 0802 ID: ESR04282500000006566 Ver.: 1 Function: New Phase: Final ▼ Modified by batch , 04/28/2025

Header ⑪ 2   ☐ ☐

List View

| **General Information** | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1628135
Procurement Type: Central Purchase Order
Vendor ID: VS0000010381 ⬆
Legal Name: UTILITY ASSOCIATES INC
Alias/DBA:
Total Bid: $127,476.00
Response Date: 04/28/2025 📅
Response Time: 13:12
Responded By User ID: BodyWorn1 ⬆
First Name: Joyce
Last Name: Trotter
Email: proposals@utility.com
Phone: 404-816-0300

SO Doc Code: CRFQ
SO Dept: 0802
SO Doc ID: DMV2500000003
Published Date: 4/24/25
Close Date: 4/28/25
Close Time: 13:30
Status: Closed
Solicitation Description: 36 On-Body Worn Camera Systems for CDL Examiners
Total of Header Attachments: 2
Total of All Attachments: 2

Proc Folder:	1628135
Solicitation Description:	36 On-Body Worn Camera Systems for CDL Examiners
Proc Type:	Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2025-04-28 13:30	SR 0802 ESR04282500000006566	1

VENDOR
VS0000010381 UTILITY ASSOCIATES INC

Solicitation Number:	CRFQ 0802 DMV2500000003

Total Bid:	127476	**Response Date:**	2025-04-28	**Response Time:**	13:12:15
Comments:	Discounts are provided in UA's total price				

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	1222.000000	43992.00

Comm Code	Manufacturer	Specification	Model #
45121500			

Commodity Line Comments: See Exhibit A

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	0.00000	YR	41742.000000	0.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Commodity Line Comments: Warranty and Support - Year 1
The Total Bid for Utility (shown on the REVIEW & SUBMIT page here) of $127,476 does NOT include the
Warranty and Support for Year 1 of $41,742.00 - Utility's Total Bid Price is $169,218
Please see Exhibit A for details.
Warranty services and support are provided for the duration of an active contract.

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	41742.000000	41742.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Commodity Line Comments: Warranty and Support - Optional Year 2
Warranty services and support are provided for the duration of an active contract.

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	41742.000000	41742.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Commodity Line Comments: Warranty and Support - Optional Year 3
Warranty services and support are provided for the duration of an active contract.

Extended Description:

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

UTILITY®

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

Original

Submission Deadline:
April 28, 2025, by 1:30 PM

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

PRESENTED BY UTILITY, INC.

EOS by utility™ **HELIOS** by utility™ **POLARIS** by utility™ **ROCKET** by utility™

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*

Table of Contents

Before Section I: Cover Letter

West Virgina Division of Motor Vehicles   April 28, 2025
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Subject: Request for Quotation for On Body Worn Camera Systems-CDL Examiners
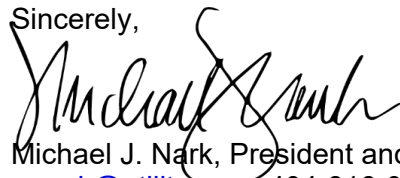
On behalf of Utility Associates, Inc. (Utility), thank you for the opportunity to present our integrated, policy-based automated recording technology to the State of West Virginia Division of Motor Vehicles (State). We are uniquely qualified to meet the State's objectives, demonstrated by our award-winning technology together with our comprehensive digital evidence management solutions. **Utility has built a strong and growing presence in West Virginia**, with trusted customers including the **West Virginia State Police, West Virginia Parkways Authority**, and the recently onboarded **Raleigh County Sheriff's Office**. We are also actively engaged in the RFP process with the City of St. Albans. These relationships reflect our deep commitment to the region and our ability to deliver innovative, scalable solutions that meet the evolving needs of public safety agencies.

Based on the States's requirements, we recommend our **EOS EXO (EXO) externally mounted body cameras**. These devices offer easy attachment and repositioning, enabling rapid deployment in dynamic situations. **EXO cameras are robust, reliable, and fully interoperable with the Polaris by Utility™ (Polaris)** DEMS platform providing a seamless and efficient solution. The devices together with **Polaris** present an **integrated cloud-based solution** managed through a **single platform hosted in a secure CJIS-compliant AWS GovCloud** environment. **Capturing, transferring, storing, and managing data** for the best possible situational awareness. Our camera system is exclusively equipped to offer unique benefits to the State:

- **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.

- **Enhanced communications and GPS Enabled:** Our camera system will provide enhanced cellular connectivity, Wi-Fi, GPS, and high-speed offload of video from the field in real time.

- **Over-the-Air remote configuration**. Utility's EXO systems are designed for easy over-the-air (OTA) remote configuration allowing administrators to quickly update devices and push updated policies to systems in the field.

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
Audio/Video

Proc Folder:	1628135		Reason for Modification:
Doc Description:	36 On-Body Worn Camera Systems for CDL Examiners		ADDENDUM NO_3 Vendor Questions and Responses
Proc Type:	Central Purchase Order		

Date Issued	Solicitation Closes	Solicitation No	Version
2025-04-24	2025-04-28 13:30	CRFQ 0802 DMV2500000003	4

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 _[signature]_   **FEIN#** 58-2574318   **DATE** April 28, 2025

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

ADDITIONAL INFORMATION

ADDENDUM NO_3

Addendum No_3 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	$1,222.00	$43,992.00

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	0.00000	YR	$41,742.00	$41,742.00

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 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
3	Warranty and Support - Year 2 Optional	1.00000	YR	$41,742.00	$41,742.00

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 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
4	Warranty and Support - Year 3 Optional	1.00000	YR	$41,742.00	$41,742.00

Comm Code	Manufacturer	Specification	Model #
72154200			

Extended Description:

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

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Tech Questions due by 10:00am	2025-04-10

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV2500000003

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.
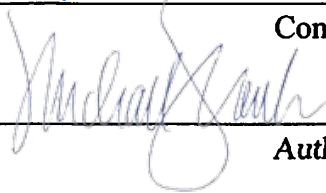
Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1   [   ] Addendum No. 6

[   ] Addendum No. 2   [   ] Addendum No. 7

[   ] Addendum No. 3   [   ] Addendum No. 8

[   ] Addendum No. 4   [   ] Addendum No. 9

[   ] Addendum No. 5   [   ] 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

April 23, 2025
_____
Date

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV2500000003

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.
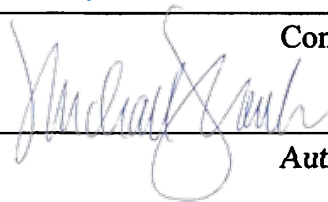
Addendum Numbers Received:
(Check the box next to each addendum received)

[ ]   *Addendum No. 1*   [ ]   *Addendum No. 6*

[X] Addendum No. 2   [ ]   Addendum No. 7

[ ]   Addendum No. 3   [ ]   Addendum No. 8

[ ]   Addendum No. 4   [ ]   Addendum No. 9

[ ]   Addendum No. 5   [ ]   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

April 23, 2025
_____
Date

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV2500000003

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.
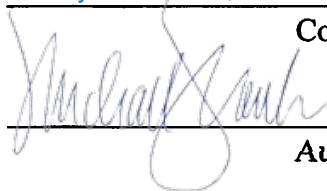
Addendum Numbers Received:
(Check the box next to each addendum received)

[ ] *Addendum No. 1*   [ ] *Addendum No. 6*

[ ] Addendum No. 2   [ ] Addendum No. 7

[X] Addendum No. 3   [ ] Addendum No. 8

[ ] Addendum No. 4   [ ] Addendum No. 9

[ ] Addendum No. 5   [ ] 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

April 28, 2025
_____
Date

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

7 VENDOR DEFAULT:

7.1 The following shall be considered a vendor default under this Contract.

7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.

7.1.2 Failure to comply with other specifications and requirements contained herein.

7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

7.1.4 Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to Agency upon default.

7.2.1 Immediate cancellation of the Contract.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

7.2.3 Any other remedies available in law or equity.

8 MISCELLANEOUS:

8.1 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Missy Banther
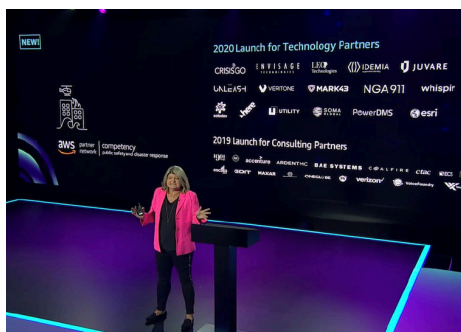
Telephone Number: 404-816-0300

Fax Number: 877-449-5088

Email Address: mbanther@utility.com

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 though 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 life-cycle, 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
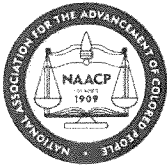
NAACP

Derrick Johnson	Leon W. Russell
President and	*Chairman*
Chief Executive Officer	*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

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

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.

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, including in the state of West Virginia**. 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 160 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.

As a flexible, agile organization, Utility is able to do quickly and directly what larger bureaucratic organizations often cannot or will not—we perform and respond immediately.

West Virginia Division of Motor Vehicles
April 28, 2025

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.

West Virginia Division of Motor Vehicles
April 28, 2025
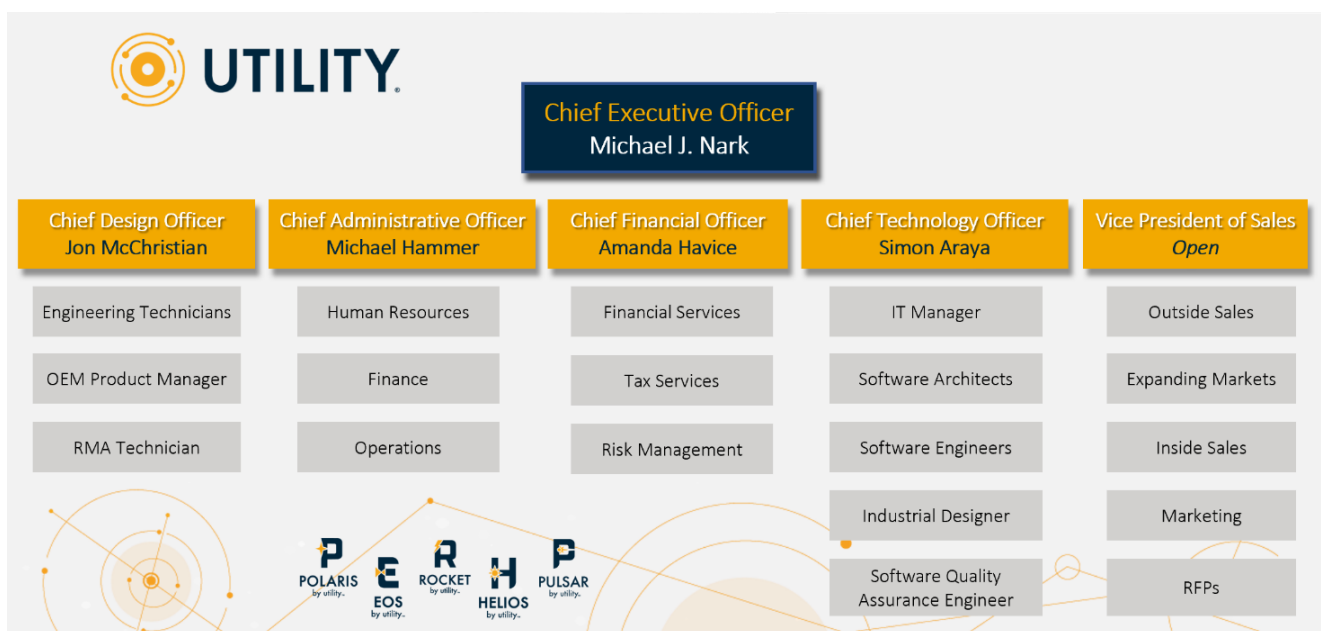
Deployment Experience and Growing Presence in West Virgina

Utility supports a base of **over 400+ 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 established a strong and growing presence in the State of West Virginia**, anchored by our seven-year partnership with the West Virginia State Police—a valued and satisfied customer. This long-standing relationship, along with current engagements with the West Virginia Parkways Authority and the recently onboarded Raleigh County Sheriff's Office, underscores our commitment to supporting public safety agencies across the region. We are also actively participating in the RFP process with the City of St. Albans, further demonstrating our dedication to serving communities throughout the state. As we look toward the future of the Utility brand, we envision continued expansion throughout West Virginia and neighboring states, with a robust portfolio of products and services designed to deliver value both independently and as **part of an integrated ecosystem**. Our solutions enable agencies to scale operations, enhance performance, and adapt to evolving needs with confidence.

Our nationwide 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 digital evidence technology include:	
West Virginia State Police Department	**West Virginia Parkways Authority**
Raleigh County WV Sheriff's Office	Warren County KY Sheriff's Office
Mt Juliet TN Police Department	Union County NC Sheriff's Office
DeKalb County GA Police Department	Battle Creek MI Police Department
Evansville IN Police Department	Belleville IL Police Department
Quincy IL Police Department	Noblesville IN Police Department
Marathon County WI Police Department	South Bend IN Police Department
Harris County TX Sheriff's Office	Bridgeton MO Police Department
Plymouth MI Police Department	Pine Couty MN Sheriff's Office
St Louis County MO Police Department	New Hampshire Statewide Police
O'Fallon MO Police Department	Indianapolis IN Metro Police Department
Creve Coeur MO Police Department	Louisville CO Police Department
Benton AR Police Department	State of North Carolina Statewide Contract
Henderson NV Police Department	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 EXO 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. **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: jlredden@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@mtjuliey-tn.gov
Since: 2018 and ongoing. **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 and ongoing. **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: Charles Flood, Advanced Technology Unit
Principal Contact Phone: 770.724.7470
Principal Contact Email: ceflood@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 a universe of 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 **EXO** body camera system 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 the Utility Ultimate Ecosystem, beginning with a description of EXO and Polaris. This combination of features and capabilities is unmatched by any other solution, and is the ideal structure designed for a cohesive public safety and law enforcement Department.
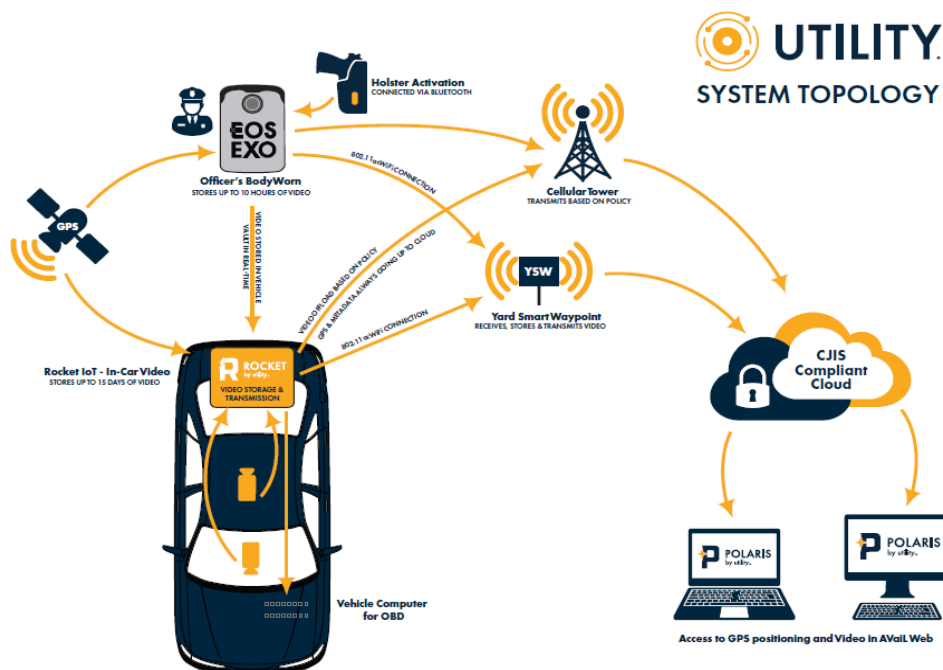
(The Exhibit above also details the integration of Utility's FirstNet Certified ROCKET in-car DVR/Router, part of the platform technology Ecosystem).

EXO Body Worn Camera Solution

Expanding on our original EOS line of body worn cameras, Utility introduced its newest hardware, **EXO**. EXO is built for durability, utilizes an external mount form factor and is tailored to fit a wide range of public service needs. The reliable and easy-to-use EXO is versatile for scenarios requiring **quick attachment, adjustment, and removal.** EXO features a hot-swappable battery, wireless connectivity, a rugged, compact design, and the software technology allows users to store as much footage as they require without compromising image quality. Like all Utility cameras, the EXO is **fully interoperable with the POLARIS DEMS platform (in addition to our Rocket in-car camera and communication system).** Our external camera requires docking stations to accommodate recharging and the enabling of data downloads via an internet connection. The EXO device contains our innovative software with the ability to configure triggers and levels of automation based upon the State's policies and procedures.

EXO by Utility™ – Value Added Features and Benefits

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

#	Features	Benefits
1.	**Ease of Mounting**	EXO is versatile for scenarios requiring quick attachment, adjustment, and removal, utilizing an external mount. EXO provides easy attachment and repositioning, and includes on-device access to media, enabling users to review and manage footage directly in the field.
2.	**Flexible Activation**	EXO supports multiple recording triggers, including manual activation/deactivation.
3.	**Docking Stations**	EXO cameras are paired with docking stations to accommodate recharging and the enabling of data downloads via an internet connection.
4.	**Specialized Tasks**	Any role that requires different camera angles dependent upon the scenario can easily manage positioning an external camera accordingly to ensure best possible footage capture.
5.	**Hot-Swappable Batteries**	EXO supports hot-swapping batteries in the field to ensure coverage for an entire shift, supporting extended deployments. If

#	Features	Benefits
		completely depleted, EXO batteries normally takes approximately 4 hours to fully charge.
6.	**Unlimited data storage**	Access to best-in-class AWS CJIS Compliant GovCloud offers unlimited data storage. At Utility, we provide an all-inclusive pricing including storage costs.
7.	**Automatic Data Offload**	EXO automatically offloads recorded video as soon as practical via Wi-Fi or cellular to a Smart Waypoint™ or directly to the Polaris Cloud. All data transfers are automatic and require no manual intervention.

Each of the features and benefits (above) and additional features of Utility's EXO body worn camera system has been explained in detail below.

Never Lose Video

Any body camera where video can be lost is going to damage transparency and accountability. The Utility technical approach to body cameras is to never have **any** situation or possibility where video can be lost. The EXO camera has no cable, and there is no battery level or condition that would cause video to be lost.

Policy Changes

Utility's EXO software driven **policy-based recording** ensures consistent, transparent, bias-free, and reliable video recording starts and stops that implement your department's Command Staff video recording policy decisions without exception.

Video Upload and Immediate Access to Video

EXO offers **multiple methods for uploading video**. First, the West Virginia Division of Motor Vehicles and its users can define certain classifications as high priority which tells EXO to upload those incidents as soon as possible using whatever the current active Internet connection is (cellular or Wi-Fi) in order to provide almost immediate access to the recording(s). Second, EXO can independently and automatically upload recorded digital evidence through an authorized Wi-Fi Access Point to the cloud. Third, if used in conjunction with Utility's Smart Waypoint™:

1. EXO automatically offloads recorded video as soon as practical via Wi-Fi (802.11AC) to the Smart Waypoint™ while charging.
2. The Smart Waypoint™ then stores this video in its CJIS compliant, secure video vault. Once each file has been confirmed as received by the Smart Waypoint™, EXO deletes the files from its local storage.
3. The Smart Waypoint™ then begins to upload the digital evidence to Polaris's cloud-based storage through its network connection.
4. Once each file has been confirmed as received by Polaris, the Smart Waypoint™ deletes the files from its local storage.

The fastest and least intrusive way to upload EXO video is through our SmartWaypoint™ access points. High priority incidents may be uploaded over the cellular network while standard priority incidents are uploaded over Wi-Fi once the system is within range of an approved access point. Other authorized access points can also be used to immediately upload video files.

Audio and Video Privacy Requests Audits

EXO camera audio can be muted based on departmental policy. The EXO camera audibly announces to the user that audio recording is being muted. The announcement is recorded as part of the audio track before audio is actually muted. This way there is an audit trail and positive confirmation that audio was muted.

Encryption

EXO 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.

POLARIS
by utility™

Digital Evidence Management System

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. Polaris supports EXO and automatically supports unlimited concurrent logins, accessed via the internet from a desktop computer using a standard web browser. Polaris does not require user licenses.

Polaris by Utility™ – Value Added Features and Benefits

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

#	Features	Benefits
1.	**One Intuitive Platform**	Polaris, a cloud-based platform, enables departments to connect collected evidence from any source and file type into one place. Easily collect, thoroughly analyze, and completely manage all digital evidence.
2.	**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. Securely retrieve and share evidence from one scalable platform, helping future-proof growth of your DEM needs.
3.	**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.
4.	**Translation**	Have constant access to a translator that speaks over 70 languages in Polaris. Save substantial money, time, and effort with your very own in-application translation tool. No longer restrict your translation activity due to limited or expensive third-party resources.
5.	**Smart Redaction**	Easily redact videos, audio, photos, and documentation, while maintaining the original file and keeping a diligent chain of custody trail.
6.	**Real Time Observation**	Take full advantage of in-application capabilities providing live feeds for real time awareness, and much more

Additional features of Utility's Polaris system are explained in detail below.

Software Updates

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.

Video Management/Situational Awareness

Polaris provides a simple user interface for situational awareness and video management that offers faster response times and improved community policing. Our video management functionality utilizes multiple, user-friendly tabs on the dashboard displaying video playback, and GPS meta data 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. Seconds can make the difference between life and death during a tense incident, and mistakes can be fatal.

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.

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.

Video Classification

Correctly classifying video is critical to searching for video and managing video retention. The user who just witnessed an incident is in the ideal circumstance to classify video. This classification selection can be entered or updated using Polaris.

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'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 EXO devices within a geo-fence zone and view live footage of what is happening at their location.

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.

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.

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.

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.**

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 and may not fall on the banned products list: https://www.fcc.gov/supplychain/coveredlist.	
3.1.1	**Contract Item #1 is for a total of Thirty-Six (36) on body camera worn systems with the following requirements.**	
3.1.1.1	Contract Item #1 is for on-body camera systems that include single bay docking stations for each camera and all required ancillary equipment for camera to operate as advertised.	Utility meets this requirement. Utility's EXO body-worn camera with Polaris DEMS is an all-inclusive System-as-a Service (SaaS) solution. The solution includes all hardware, software, support and maintenance required for a fully functional, integrated system. Our devices include a 4000mAh capacity rechargeable battery along with docking stations and power cables for charging. It can also be charged with a standard 10W USB-C charging cord and adapter. Its single dock is capable of being used for charging in the vehicle. The spare battery can also be charged in the docking station at the same time as the EXO.
3.1.1.2	--Contract Item #1 must have real-time GPS and live-streaming capabilities for examiners requiring remote support.	Utility meets this requirement. The device includes GPS tracking functionality with a cellular or Wi-Fi Connection. The device is capable of livestreaming with cellular service enabled. The devices integrated GPS module, allows real-time location tracking and metadata tagging.
3.1.1.3	Contract Item #1 must have licensing for (3) DMV Administrators and (33) Examiner Camera Licenses.	Utility meets this requirement. Polaris supports the EXO camera system, and automatically supports unlimited concurrent logins, accessed via the internet from a desktop computer using a standard web browser. Polaris does not require user licenses.
3.1.1.4	Contract Item #1 must have standalone cloud-based storage solution included that provides streamlined sharing and reviewing tools as well as case summaries that are configurable with retention categories for training purposes and investigations.	Utility meets this requirement. All evidence is stored in Amazon's CJIS-compliant AWS GovCloud, which hosts the Polaris platform. Utility provides unlimited Cloud storage with Polaris. Users can review and tag video using a computer or laptop user interface. Users can add a wide variety of metadata by default, including classification and any custom fields defined by the Department. Information such as the user's name and identification number are automatically added. Polaris allows System Administrators to fully customize metadata entry fields from a minimum of 0 fields, to an undefined maximum number of fields (Polaris is designed to not limit you.) 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. Retention periods can easily be

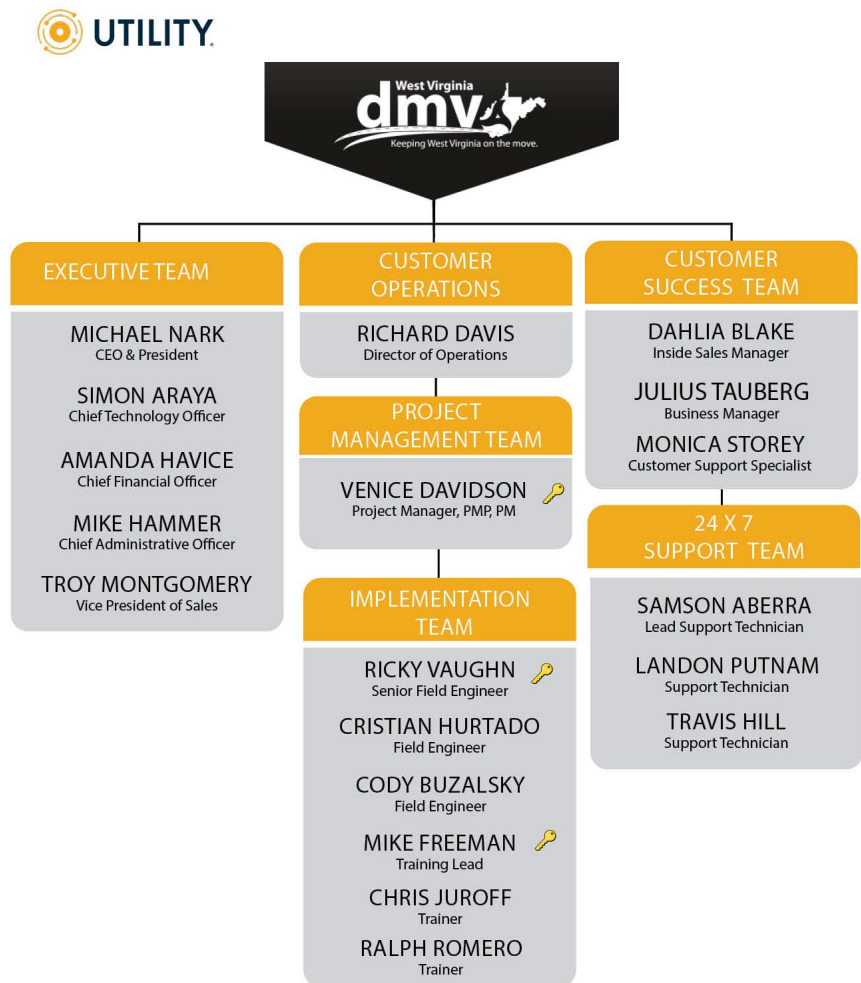|		configured, or modified, to maintain consistency with Department-defined policy.
		Administrators can monitor file retention through a Pending retention report, to ensure that files with upcoming retention end dates can be adjusted if a longer retention period is required due to extended investigation or other legal actions. This can be done by creating a classification with an appropriate retention period to suffice investigation.
3.1.1.5	Contract item #1 must have selectable 1080, 720,480 video resolution.	Utility meets this requirement. The maximum resolution is 1080p. The resolution and frames per second are configurable and set by default to 720p.
3. 1.1.6	Contract item #1 must have a minimum 12-hour battery life.	Utility meets this requirement. Our hot-swappable solution enables users to extend operational time seamlessly, with each battery providing an average runtime of 8–9 hours, for a total of 16+ hours with one battery swap. If the battery is completely depleted, EXO normally takes approximately 4 hours to fully charge on its docking station.
3.1.1.7	Contract item #1 must have minimum 64GB storage capability.	Utility meets this requirement. EXO includes 64 GB of internal, solid-state storage. In typical use, this equates to a month's worth of video storage. **In practice, EXO is unique in that its storage capacity remains near-infinite**, because it can automatically offload data after recording on the fly to more secure storage (such as Smart Waypoint™ or Polaris Cloud).
3.1.1.8	Contract item #1 must have proven 6 feet drop test record.	Utility meets this requirement. EXO is designed to withstand a wide range of conditions. The EXO body camera is rated MIL-STD-810G and is rated IP67.
3.1.1.9	Contract item #1 must have an operating temperature range of -20 C to 50 C.	Utility meets this requirement. EXO is designed to be worn and is capable of continuous operation anywhere that a user is expected to serve and its operational, standby, and storage temperature range is well beyond human limits.
3.1.1.10	Contract item #1 must have on device full disk encryption.	Utility meets this requirement. EXO and Polaris provide end-to-end encryption of data, in compliance with CJIS policy. All evidence is encrypted at rest and in transmission up to AES 256-bit encryption
3.1.1.11	Contract item #1 must have built in on device multi mic capability.	Utility meets this requirement. EXO uses multiple microphones to clearly capture conversational speech without excessive background or wind noise.
3.1.1.12	Contract item # 1 must have ability to upload evidence wirelessly over LTE without waiting to dock.	Utility meets this requirement. EXO offloads all video wirelessly and automatically. Additionally, EXO can offload via dock offload or WayPoint.
3.1.1.13	Contract item #1 must have ability to support streaming audio and video back to agency (DMV)	Utility meets this requirement. The EXO cellular and Wi-Fi connectivity capabilities allow for data transmission, remote monitoring, and streaming.

-16-

West Virginia Division of Motor Vehicles
April 28, 2025

3.1.1.14	Contract item #1 must have pre-event buffer capability for up to a 2 minutes of pre-event buffer with configurable audio.	Utility meets this requirement. The in-car system includes a configurable pre-event recording mode that captures video prior to activation. The pre-event recording duration can be configured anywhere from 0-120 seconds and can be configured to include or exclude audio.
3.1.1.15	Contract item #1 must have function to locate a lost device and wipe content option.	Utility meets this requirement. The device supports GPS tracking and remote content wipe capability.
3.1.2	**Contract #2 is for warranty and support requirements for a three (3) year period.**	
3.1.2.1	Contract Item #2 must have a dedicated 24/7 access to vendors Technical Support.	Utility meets this requirement. 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.
3.1.2.2	Contract Warranty period for each device for breaks, malfunction, lost/stolen hardware replacements provided a~ useful life of equipment.	Utility meets this requirement. 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 SaaS agreement.
3.1.2.3	Contract Item# 2 must have on-site vendor set-up, configuration, and training.	Utility meets this requirement. Utility's implementation is a step-by-step process from Project Kick-off to the Final Hand-Off, including Implementation, Training for relevant State staff, Trouble Shooting / Support Escalation and Polaris training. The process is engineered and managed to track delivery, control costs and maintain performance over the term of the implementation.
3.1.2.4	Contract Item #2 must have a dedicated 24/7 access to vendors Technical Support Team.	Utility meets this requirement. Utility Support is always available, 24/7/365 for whatever support-related technical questions may not be serviceable by internal means.
3.1.2.5	Contract Item #2 must include quote for unlimited storage of Camera assets for full three (3) year period from implementation.	Utility meets this requirement. Please refer to **Section IV** for details on Utility's pricing.
3.1.2.6	Contract Item #2 must include quote for LTE, SIM cards and data plan subscription to support Live-Streaming of cameras.	Utility meets this requirement.

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.

UTILITY

West Virginia dmv — Keeping West Virginia on the move.

EXECUTIVE TEAM	CUSTOMER OPERATIONS	CUSTOMER SUCCESS TEAM
MICHAEL NARK — CEO & President	**RICHARD DAVIS** — Director of Operations	**DAHLIA BLAKE** — Inside Sales Manager
SIMON ARAYA — Chief Technology Officer		**JULIUS TAUBERG** — Business Manager
AMANDA HAVICE — Chief Financial Officer	**PROJECT MANAGEMENT TEAM**	**MONICA STOREY** — Customer Support Specialist
MIKE HAMMER — Chief Administrative Officer	**VENICE DAVIDSON** 🔑 — Project Manager, PMP, PM	**24 X 7 SUPPORT TEAM**
TROY MONTGOMERY — Vice President of Sales		**SAMSON ABERRA** — Lead Support Technician
	IMPLEMENTATION TEAM	**LANDON PUTNAM** — Support Technician
	RICKY VAUGHN 🔑 — Senior Field Engineer	**TRAVIS HILL** — Support Technician
	CRISTIAN HURTADO — Field Engineer	
	CODY BUZALSKY — Field Engineer	
	MIKE FREEMAN 🔑 — Training Lead	
	CHRIS JUROFF — Trainer	
	RALPH ROMERO — Trainer	

West Virginia Division of Motor Vehicles
April 28, 2025

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

Venice Davidson, Project Manager vdavidson@utilty.com / 404-816-0300

Education/ Background: Master's Degree in Business Administration, concentration in Project Management, Bachelor's Degree of Science

Certifications: Certified Associate in Program Management – CAPM (5/2019 – 5/2024), Program Management Professional (PMP), 8/2020 – 8/2023

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.

Ricky Vaughn, Sr. Field Engineer rvaughn@utility.com

Education/ Background: Business Computer Programming

Certifications: 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)

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.

Michael Freeman, Training Lead mfreeman@utility.com

Education/ Background: 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

Certifications: 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

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.

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.

## Implementation Methodology

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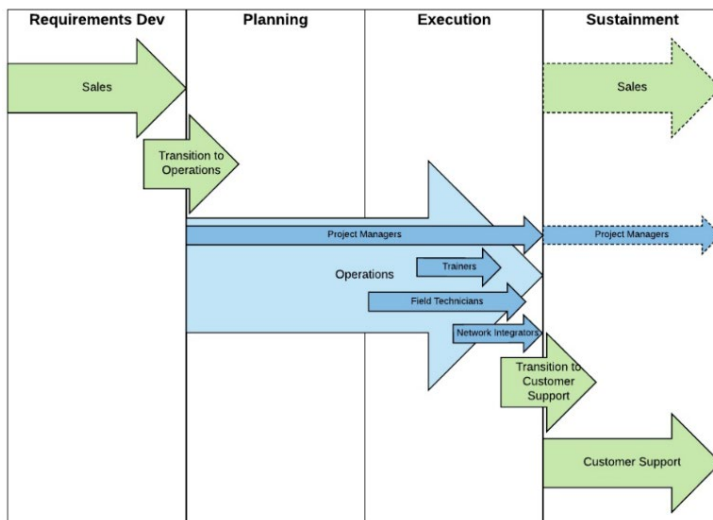
staff by user group, trouble shooting, and support escalation. The process is engineered and managed to track delivery, control costs and maintain performance over the term of the implementation.

Step 1: Sales Handoff to Operations

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

Step 2: Kickoff Call with Customer

- o 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
- o 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

- o 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.
- o On-line training is typically conducted in a webinar format.
- o 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

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

Step 5: Status Meeting(s)

- o These are the final status meetings confirming the shipment of hardware to the customer's location, and training schedule for all operators.
- o 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

- o 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 EXO body-worn camera systems with the Polaris digital evidence management system **within ninety (90) days**. A Gantt chart detailing the project schedule is included below.
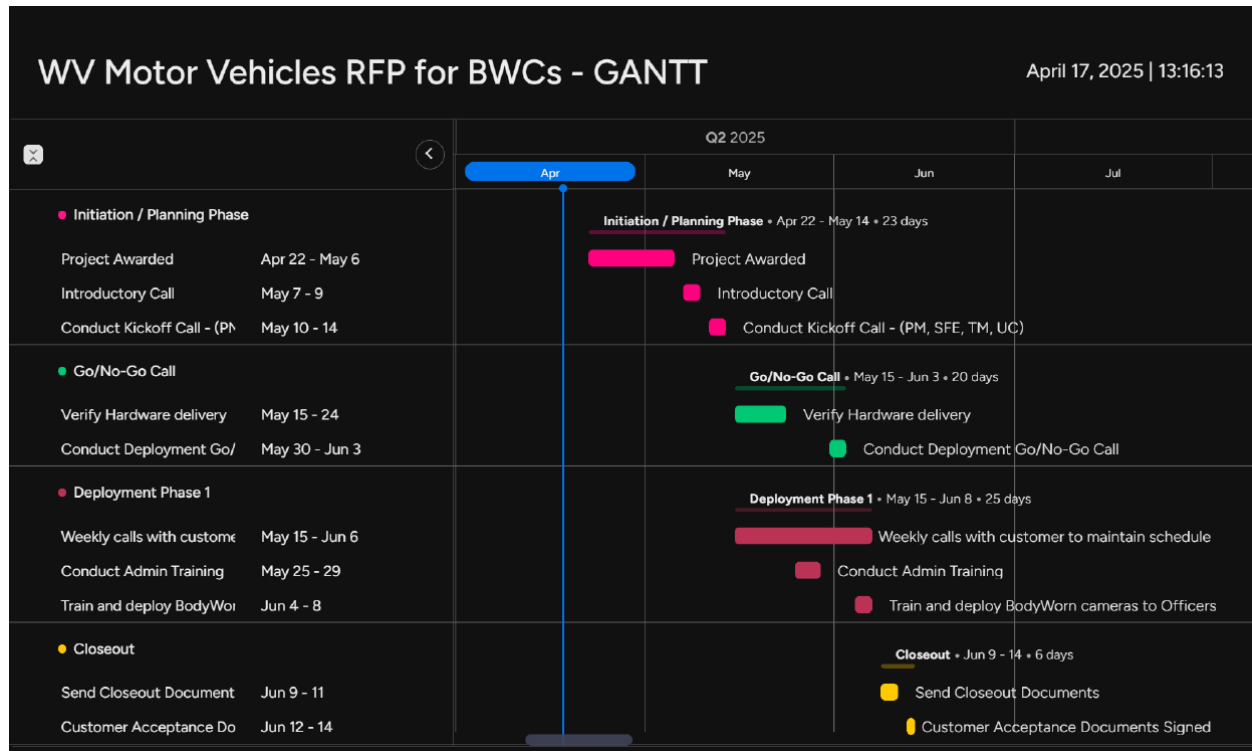
We assume contract award end of April/beginning of May 2025, with planning and training from May through through June, and full deployment completed by the end of June 2025. Deployment for approximately 36 EXO units will be completed with customer acceptance no later than 90 days from project initiation.

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.

West Virginia Division of Motor Vehicles
April 28, 2025

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 160 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.

SECTION IV: COST

Budget Narrative – 36 EXO Body Worn Cameras and 36 LTE SIM Cards

Utility Associates, Inc. is an innovative technology company creating groundbreaking digital systems for law enforcement professionals that depend on speed, accuracy, and transparency in their work. Appreciated and recognized by our current West Virginia partners and clients, the West Virginia State Police, Raleigh County Sheriff's Office, and the West Virginia Parkways Authority. Our all-inclusive, subscription services-based pricing model delivers long-range value through delivery of systems that are known for ease of use, efficiency, and revolutionary clarity. All items necessary to have a comprehensive body camera system and LTE subscription have been included in our pricing. Utility strives to bring ease and clarity to our clients through robust technology solutions at a fair and transparent price.

Our submitted pricing reflects the needs and requests of the West Virginia CDL Examiners RFP. Traditional add-on fees such as accessories, support, training, and configuration have been included in the scope of supply that has been clearly listed on the pricing sheet included with our response.

The scope of supply includes seventeen (36) EOS body cameras, (36) single bay docking stations, (36) LTE subscriptions, support, training and warranty.

The subscription fee includes full access to Polaris®, our digital evidence management platform and includes the warranty, technical support, and easy over-the-air (OTA) software updates for all body cameras. Additionally, the subscription fee includes unlimited data storage in Amazon's CJIS compliant Cloud, AWS. Utility also provides unlimited access to Polaris for command staff and administrators. It is Utility's intent to provide the best camera system, not nickel and dime the customer for users to access their information. Additionally, the West Virginia CDL Examiners gets the opportunity to take advantage of the full DEMS functionality in Polaris as our offering includes up to 10GB / per BWC licensed for storage and management of 3rd party content on the platform.

SmartRedaction^{TM} is also included in the Polaris software platform with complete ***transcription and translation*** functionality. SmartRedaction allows a user to automatically redact a video by selecting various skin blur options. This automatic, mass redaction capability reduces the time necessary to redact videos, thus eliminating the need to hire additional personnel to manually redact videos. Utility's SmartRedaction is the fastest redaction software available on the market to date.

All hardware maintenance and support is included in our subscription services fee. The West Virginia CDL Examiners should be cautious of vendors who are not willing to provide cost estimates based on the Total Cost of Utilization. Many customers have found themselves in a budgetary bind when it comes to continued funding of camera programs because the total cost of utilization for the entire project was undisclosed.

At Utility we partner with our clients to constantly respond to their needs and evolve our ecosystem to meet the demands of an ever changing "prove-it-to-me" world. We would love to have the opportunity to serve the West Virginia CDL Examiners.

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	$1,222.00	$43,992.00
3.1.2	Warranty and Support	Year 1	$41,742.00	$41,742.00
3.1.2	Warranty and Support	Optional Year 2	$41,742.00	$41,742.00
3.1.2	Warranty and Support	Optional Year 3	$41,742.00	$41,742.00
			Total Cost	**$169,218.00**

Vendor should complete pricing page in its entirety.

Body Camera
EOS EXO S-Series S1
Part Number: EOS-H-S1-EXO-BodyCam

TECHNICAL SPECIFICATIONS

PERFORMANCE

Video Resolution:	720p or 1080p
Frame Rate:	30 fps (fixed)
Recording Format:	MP4
Lens Field of View:	143° (H:116° / V: 60°)
Prerecord:	Programmable from 0 - 120 sec
Low Light Rating:	0.04 lux

Storage:	64 GB
Encryption:	AES-256
Video Encoding:	H.264
Wi-Fi:	802.11b/g/n/ac at 2.4 & 5 GHz
Cellular Capable:	Verizon, AT&T FN, T-Mobile (4G/LTE)
WDR Technology:	Yes

DESIGN

Dimensions (as shown):	2.67 x 1.09 x 3.74 in
Weight (as shown):	7.48 oz
Charging Port:	Pogo pin
Bluetooth:	Yes (w/ holster sensor)
NFC Capable:	Yes
Audio Input:	4 Microphones

ENVIRONMENTAL

Operating Temperature:	-20° C to 50° C (-4°F - 122°F)
Dust/Water Ingress:	IP67
Drop Test:	MIL-STD-810G

BATTERY

Battery Life w/ prerecord:	8 - 9 hours per battery*
	Hot swappable
Recharge Time:	Approx. 4 Hours
Capacity:	4000mAh, 80mAh built-in
Charging:	15W

*ideal settings for maximum battery life- 720p/30 fps/Wi-Fi only
*battery life is influenced by variables such as GPS, cellular signal strength, frame rate,and video resolution

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

UTILITY

West Virginia Division of Motor Vehicles
April 28, 2025

POLARIS
by utility™

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 costlyredaction 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 Origina Video Untouched

UTILITY.

POLARIS
by Utility™

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

UTILITY.

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

West Virginia Division of Motor Vehicles
April 28, 2025

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 theconfidentiality, integrity, and availability of customer information. The security and performance architecture adapts automatically to changes in technology, internal and external threats tonetworks 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 99.999999999% 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.

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, onany computer or mobile device, at any time. Your mission-critical video information is fully mobile.

A UNIVERSE OF SOLUTIONS

ADVANCED BODY CAMERAS

DIGITAL EVIDENCE MANAGEMENT

IN-CAR VIDEO/ALPR SYSTEM

WIRELESS COMMUNICATION SOLUTION

UTILITY

West Virginia Division of Motor Vehicles
April 28, 2025

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	$1,222.00	$43,992.00
3.1.2	Warranty and Support	Year 1	$41,742.00	$41,742.00
3.1.2	Warranty and Support	Optional Year 2	$41,742.00	$41,742.00
3.1.2	Warranty and Support	Optional Year 3	$41,742.00	$41,742.00
			Total Cost	**$169,218.00**

Vendor should complete pricing page in its entirety.