



Consent Item

RE: WatchGuard Warranty Purchase 2021

Department/Program: Police Department – Body Worn Camera & Car Cameras Systems

Explanation:

In order to keep the WatchGuard Video systems in reliable and working condition, the plan was made during the 2021 budget process to purchase the offered one-year extended warranties through WatchGuard Video. This would be a single source purchase and the equipment to be covered are the body-worn camera systems (25 cameras + 2 transfer stations) and Evidence Library software. The quoted price to cover the above-listed equipment is \$11,775 (see attached quote). The budgeted amount for this purchase was \$21,900. These warranties cover:

Hardware Warranty

- Complete Hardware Warranty – Factory Repair (not on-site)
- Covers Hardware & Components
- VISTA Warranties are “No-Fault”
- Allows Any User Immediate Access to Service & Repairs
- Advanced Replacement Program – Ships Within 24 Hours*
- Unlimited Phone Support
- Free Remote Technical Support – VPN Access Required
- Component Batteries Included
- VISTA transfer Stations included
- Covers Building-Related Wi-Fi Access Points (if purchased from WG)
- UPS Shipping / Return Labels Included

Without Warranty; all parts, labor, shipping, and other charges will be billed on a case-by-case basis (Repair & downtime costs attached as a comparison tool)

*Only units with an active Warranty will have replacement parts, repair parts, or an advanced replacement Unit Shipped within 24 Hours when needed. Otherwise, without Warranty Protection the Normal Repair Time backlog is 3-5 Weeks.

Evidence Library / DVR Software Maintenance

- Complete EL Software & Firmware Maintenance
- Includes All New Upgrades to Evidence Library and (Major Upgrades coming)
- Includes All New Updates to the DVR Firmware (Benefits / Features / Functionality being Developed and Released Perpetually)
- Evidence Library Server Updates
- Evidence Library Transfer Client Updates
- Unlimited CJIS Compliant Cloud Sharing (all devices - 4RE & Vista/V300 must be current to utilize the Cloud Share Feature.

Recommendation: Recommendation is to make an immediate purchase of the warranty.

Submitted By: Doug Schaeffler

Date: February 25, 2021