

## SOLE SOURCE REQUEST AND DETERMINATION FORM

Date: May 5, 2016

Prepared By: Jerome Sanchez

Title: Captain

Vendor Name: Supercircuits, Inc.

Address: 11000 N. Mopac Expressway, Building 300

City: Austin

State: TX

Zip Code: 78759

### Description of Good/Service to be Procured:

Estimated Cost: 20,082.93

Term of Contract: 1 year

1. Explain why this is the only available source that can be meet the needs of your department.

This company specializes in the installment and maintenance of this equipment. The company has agreed to include training and maintenance on the equipment for at least one year. This particular equipment works with larger departments on their specific needs.

2. Explain why this vendor is the only available source from which to obtain this product of service.

The company has affirmed (memo from vendor is attached) that there is no other source for this item. Our search for possible vendors proved unsuccessful; or

Other reason, please explain in full. Attach additional sheets, if necessary.

Companies that offer this type of equipment and maintenance are few and far between. This company specializes in equipping Law Enforcement agencies' vehicles with this specialized equipment and several other larger agencies already use this company for their equipment. I would rather use an established company rather a *ma and pa* company.

**3. Explain why the price is considered fair and reasonable.**

The company has agreed to equip three vehicles for the price of two. They have also agreed to train and maintain our equipment for at least one year. The company has also agreed to cover the shipping costs (\$4,500.00).

**4. Describe the efforts made to obtain the best possible price from this sole source vendor for the taxpayers. What (if any) is the total cost savings from the original quote? (Attach additional sheets, if necessary.)**

Again, the company came with high regards from other, larger agencies. The company has reached out to us and has extended tremendous cost savings.

**Approvals:**

Pursuant to Section 13-1-126, NMSA 1978, the 30-day posting period of the Notice of Intent to Award this Sole Source request was met and no obligation to the award to the above referenced contractor were received. This Sole Source determination will be valid for a period of one (1) year from the date of the award.



**Robert Rodarte  
Purchasing Director  
City of Santa Fe**

05/27/16  
**Date**

**Required Attachments:**

**\*Letter from Contractor, if applicable**



# Warranty and Returns

## How long is the warranty on my product?

All Alibi purchases are protected by a 30-day money-back guarantee, unlimited US-based technical support, and our Alibi 3-Year Blanket Warranty. Our Alibi 3-Year Blanket Warranty covers your entire purchase, with no asterisks and no exceptions. The warranty covers all Alibi camera and recorder hardware and components, and pre-installed hard drives. If you have an issue, we provide unlimited technical support – and manage all returns and exchanges directly, minimizing unnecessary down-time.

## What IS covered by my product warranty?

Your product warranty covers any product malfunctions or product defects that prevent your product from working properly.

## What is NOT covered by my product warranty?

The warranty does not cover any product that is modified from its original factory condition, any damages incurred during shipment, acts of nature, does not cover any damage due to vandalism, or any damages due to the improper installation of the product. (This includes not following instructions, installing your own hard drive in a DVR, cutting cables, cutting connectors off of a camera, or any modifications to your camera.)

## What do I do if my product is not working?

Call your sales consultant or call our Technical Support department at 877-995-2288. Our knowledgeable consultants are available to assist you Monday through Friday 7AM to 7PM.

## What do I need to do to send my product in for repair or replacement?

Call Tech Support at 877-995-2288 or fill out our online RMA request form. They will first try to help you troubleshoot your product. If your product needs repair/replacement, you will be issued an RMA (Returned Merchandise Authorization) number by one of our Tech Support representatives.

Pack the product carefully with any parts and accessories that were included with the product. Write the RMA number clearly on the exterior shipping box. (Never write the RMA number on the original product packaging) Be sure to also include the RMA number in the ATTN line on your shipping label.

Not including this information on the exterior shipping box will cause delays in the processing of your RMA.

Ship the product back to us:

Supercircuits, Inc.

ATTN: RMA# \_\_\_\_\_

11000 N Mopac Expressway, Building 300

Austin, TX 78759

## Who pays for the shipping of my RMA product?

Within the FIRST 30 days of purchase: We cover all shipping charges to and from your location, and our Tech Support department will issue shipping labels upon request.

After the FIRST 30 days of purchase: You pay to ship the RMA product to us and we will pay for anything we ship back to you.

## What is an RMA number?

An RMA (Returned Merchandise Authorization) number is required any time you ship a product back to us (e.g. credit, warranty, repair, etc).

## Why do I need an RMA number? Why can't I just ship the product back to you?

RMA numbers allow us to quickly identify any returned product, ensure that we get it to the right location, and efficiently allow us to reference the returned item to your order. Failure to obtain and clearly display your RMA number causes major delays in our product resolution process

## What is covered in my 30-day Money-Back Guarantee?

If you are not completely satisfied with your product, you have 30 days from the date of purchase to return the product for an exchange of the product or receive a credit for the original purchase price; shipping and handling charges are not refundable. In-store credits issued at the discretion of Supercircuits expire within one year of issuance.

## Please NOTE the following points of our return policy:

All returned product must be accompanied by an RMA number and returned in our original packing materials in new condition, 'New' condition means that the product is in the condition you received it, is unmodified, and includes all parts accessories and documentation. Please be sure to pack your product carefully in its original packaging and then in another box to ship back to us. Failure to return products in the proper condition may result in a refusal of the return or may be subject to a minimum of a 15% restocking fee. Covert items, DVRs, VCRs and all other recording devices are subject to a minimum of a 15% restocking fee. Special orders, custom built items and opened software may not be returned.

## What if my product is not repairable?

If your product is under warranty you will receive a replacement unit that is comparable to what you originally purchased.

## Will my replacement product be new?

Depending on availability of inventory, your product may be new or refurbished.

Order # 9194022A	Invoice Date 02/22/16	Page 1
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Bill To Matthew Champlin Sgt. Santa Fe Police Dept 2515 Camino Contrada SANTA FE, NM 87507-3072	Ship To
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Customer No. 147711	Sales I.D. 484/484	Reference #	Source 1L /NA	Terms QUOTATION		
Ordered By	Warehouse	Phone Number (505) 469-5707	Total Wt. 0.0	Zone 0	Pkg 0	Ship Via WI

Qty	B/O	Ship	Item #	Description	Un. Price	Ds	Amount
1			CVTQKDPLYD 1	Covert Quick Deploy with Pelican Case	3585.93	--	3585.93
3			CVTQKDPLYE REPC1	Covert Quick Deploy -Vehicle Prep	1299.00	--	3897.00
3			BAITMAINT NANCE	Bait Car Maintenance	2000.00	--	6000.00
				Maintenance for 3 vehicles 1 year (4 visits per year, QRTLY unless Emergency Visit is needed)			
1			BAITCARINS TALL	Install of all the Components On-site	6600.00	--	6600.00
1			SHIPPING	SPECIAL SHIPPING INSTRUCTIONS	4500.00	--	4500.00
1			DISCOUNT S AVINGS	Additional Presales Discount on Order	-4500.00	--	-4500.00

For Bill Only! ! !

MERCHANDISE INVOICE TOTAL \$ 20082.93  
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Order # 9193766A	Invoice Date 02/22/16	Page 1
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Bill To Matthew Champlin Sgt. Santa Fe Police Dept 2515 Camino Contrada SANTA FE, NM 87507-3072	Ship To
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Customer No. 147711	Sales I.D. 484/484	Reference #	Source 1L /NA	Terms QUOTATION
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Ordered By	Warehouse	Phone Number (505) 469-5707	Total Wt. 0.0	Zone	Pkg 0	Ship Via WI
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Qty	B/O	Ship	Item #	Description	Un. Price	Ds	Amount	
1			CVTQKDPLOY 1	Covert Quick Deploy with Pelican Case	3585.93	--	3585.93	
2			CVTQKDPLOY REP01	Covert Quick Deploy -Vehicle Prep	1299.00	--	2598.00	
1			BAITMAINTENANCE	Bait Car Maintenance	4000.00	--	4000.00	
				Maintenance for 2 vehicles 1 year (4 visits per year, QRTLY unless Emergency Visit is needed)				
1			BAITCARINSTALL	Install of all the Components On-site	4400.00	--	4400.00	
1			SHIPPING	SPECIAL SHIPPING INSTRUCTIONS Shipping of two vehicle's to Supercircuits Headquarters in Austin, Texas.	3000.00	--	3000.00	
1			DISCOUNT SAVINGS	Additional Presales Discount on Order For Bill Only!!!	-3000.00	--	-3000.00	
							MERCHANDISE INVOICE TOTAL \$	14583.93
							INVOICE TOTAL \$	14583.93

Bait Car component list:

Supercircuits, Inc. will procure and install the following equipment:

- (2) Batteries wired in parallel, connected to the surveillance system described below and appropriate connectors to allow connection to an external charging system. The batteries will be concealed using one of the concealment options as described below.

*\*Please note that the installation will need to occur in a way that it does NOT alter the structural integrity or safety restraint system of the OEM chassis of the vehicle.\**

- (1) Charger (not installed in vehicle) but wired with connectors to connect into the battery system of the vehicle.
- (1) On/Off switch in a covert location in the vehicle to turn the vehicle's DVR system on and off.
- (1) DVR installed in the back portion of the vehicle (typically placed in trunk, behind or under the back seat).
- (1) GPS antenna covertly installed and tied back to the DVR
- (1) Verizon air card supplied by the City to be covertly installed in area to where it can communicate to the cellular network and its associated extension cable which is supplied by Supercircuits.
- (1) Internally facing camera covertly installed (typically placed in column B facing the driver side).
- (1) Internally facing camera covertly installed (typically placed in column A facing the passenger side).
- (1) Externally facing camera covertly installed (typically placed in rear view mirror facing the front of the vehicle).
- (1) Externally facing camera covertly installed (typically placed in the third tail light facing the back of the vehicle).
- (1) Cable harness installed throughout the vehicle to connect the cameras and microphone back to the DVR.
- (1) Microphone installed covertly (typically installed in the front portion of the vehicle).
- Up to (7) pin switches to be installed covertly within the vehicle all tied into a shared sensor to trigger when the door, hood, tailgate, or trunk is opened.
- Up to (4) IR Kits to be installed covertly within the vehicle to assist in illuminating the cameras in dimly lit conditions.
- (1) Voltage monitor installed to sense when voltage drops below a certain point (to be installed within the I/O box towards the trunk, behind, or under the back seat) connected into a sensor input of the DVR.
- (1) Pressure Mat installed within the Driver's seat connected into a sensor input of the DVR (through the I/O Box towards the trunk, behind, or under the back seat).
- (1) Tilt mechanism (to be connected to the I/O box towards the trunk, behind, or under the back seat) connected into a sensor input of the DVR shared with the Glass Break Sensor.
- (1) Glass Break Sensor (to be installed within the I/O box towards the trunk, behind, or under the back seat) connected into a sensor input of the DVR shared with the Tilt Sensor.

- (1) Glass Break microphone installed covertly (typically installed near the rear drivers side back window) to be tied back to the Glass Break Sensor.
- (1) High Power Relay to be installed (typically mounted in the engine compartment) to perform an ignition disable which ties back to the output of the DVR.
- (1) Backup light tied into the ignition to when the ignition is disabled it will turn on.
- (1) High Power Relay to be installed (typically mounted in the engine compartment) to perform a fuel pump disable which ties back to the output of the DVR.
- (1) High Power Relay to be installed (typically mounted near the I/O box) to activate the IR lighting when the dome light illuminates.
- Wiring necessary and fail safe mechanisms where needed for the above items.

**Battery Concealment Options:**

1. Large batteries (Lifeline GPL-30HT)
  - a. Covertly hidden within the vehicle not within a container (within standard compartments and no chassis modification)
  - b. Toolbox built out with false bottom in the back of the vehicle
  - c. Under or back seat container (DU-HA box)
  - d. Speaker box within trunk
  - e. Speaker box under back seat
  
2. Smaller batteries (Lifeline GPL-27T)
  - a. Covertly hidden within the vehicle not within a container (within standard compartments and no chassis modification)
  - b. Toolbox built out with false bottom in the back of the vehicle
  - c. Under or back seat container (DU-HA box)
  - d. Speaker box within trunk
  - e. Speaker box under back seat

## Maintenance and Support Statement

An Acceptance Test (AT) for the Bait Car System will be performed after installation and as maintenance has taken place. The acceptance test verifies that the system works as required and validates that the correct functionality has been delivered. The AT establishes the acceptance test framework used by the acceptance test team to plan, execute, and document acceptance testing. It describes the scope of the work performed and the approach taken to execute the tests created to validate that the system performs as required. The details of the AT are developed according to the requirements specifications, and will show traceability back to those specifications outlined by Supercircuits, Inc. and the Client. If the Client chooses a pre-established Acceptance Test which consists of a 35+ point inspection and test with each test being ran 5 times each including local and remote testing. Acceptance would include verification of video, audio, sensor notifications, vehicle commands, local storage, playback/offload of video and metadata. A signoff for Final System Acceptance will be provided for Client approval.

Maintenance is offered for a one (1) year term of the Bait Car System. Maintenance covers any product malfunction or product defect that prevents the equipment from working properly. Preventive maintenance includes quarterly equipment cleaning, checking video connections & cabling, checking power connections & cabling, assessment of entire bait vehicle system, firmware upgrades to DVR, checking sensors & relays, adjusting camera focus and settings, adjusting camera field of view as needed. Acceptance testing is performed by Supercircuits, Inc. and a report is provided with each quarterly maintenance visit. If service is needed sooner the information below will help define the level of support provided by Supercircuits, Inc.

### *Support Contract Responses and Definitions*

- **Sev Level One**

Defined as the failure of a critical element of the system (for example: complete system unavailability on ALL DVRs or back office server equipment). There is no ability to 'work around' the failure.

Customer will receive a response no later than 4 business hour response and no later than 3 business days for an onsite visit as needed for Sev Level One issues

- **Sev Level Two**

Defined as the failure of a critical or important element of the system (for example: users cannot access a subset of DVRs or some users cannot access the back office server equipment). There are 'work arounds' to allow adequate functioning of the system despite the failure.

Customer will receive a response no later than 8 business hours and no later than 5 business days for an onsite visit as needed for Sev Level Two issues.

- **Sev Level Three**

Defined as if the system needs change management, is exhibiting poor performance, there are feature requests, a new user needs accessibility, or for non-essential system modification.

Customer will receive a response no later than 16 business hour response and no later than 5 business days for an onsite visit as needed for Sev Level Two issues.