CITY
OF
JOPLIN, MISSOURI

REQUEST FOR PROPOSAL PACKAGE

#2019-RFP-06
for

PURCHASE OF (1 3) THIRTEEN DVR SURVEILLANCE SYSTEMS FOR 25'-28' PARATRANSIT VANS & (1) DVR SURVEILLANCE SYSTEM FOR A 35' TROLLEY BUS

PUBLIC WORKS DEPARTMENT
602 S. MAIN ST.
4TH FLOOR
JOPLIN, MO 64801

(417) 625-4793

REQUEST FOR PROPOSALS

The City of Joplin, Missouri will accept sealed proposals until 10:00 A.M., Monday, Sept 16, 2019 at the Public Works offices located at 602 S. Main Street, Joplin, Missouri, 64801 for the following:

PURCHASE OF (1 3) THIRTEEN DVR SURVEILLANCE SYSTEMS w/GPS RECORDERS FOR 25'-28' PARATRANSIT VANS & (1) DVR SURVEILLANCE SYSTEM w/GPS RECORDER FOR A 35' TROLLEY BUS

Specifications are available from Robert Lolley, Transit Coordinator at 417-625-4793. Any proposals received after the specified deadline will be returned to the vendor.

The City reserves the right to evaluate all proposals, to reject any or all proposals and solicit again at a later date. The City may waive any irregularities in the proposal, or negotiate variances from specifications, and make awards that are in the best interests of the City. The City will have final decision in all matters regarding acceptance of proposals and issuance of awards.

The City encourages minority and female owned businesses to submit proposals on all City purchases.

David Hertzberg,
Director of Public Works

Publication Date: Friday, August 16, 2019

INSTRUCTIONS FOR PROPOSALS

The City of Joplin, Missouri proposes to PURCHASE the following:

PURCHASE OF (1 3) THIRTEEN DVR SURVEILLANCE SYSTEMS w/ GPS RECORDERS FOR 25' PARATRANSIT VANS & (1) DVR SURVEILLANCE SYSTEM w/GPS RECORDER FOR A 35' TROLLEY BUS

All Proposals shall have firm-fixed F.O.B. Joplin; Missouri price and shall be honored for a minimum of ninety (90) days following the proposal opening.

All proposals shall be exclusive of Federal, State, and City taxes.

It is the intent of the specifications included with this proposal document to generally describe the item(s) desired in sufficient detail as to secure proposals on comparable items. All parts not specifically mentioned which are necessary in order for the item(s) to perform, as intended shall be included. The strength, quality of workmanship, and material shall be in accordance with the best trade practices.

Specification variances, manufacturer's literature and additional information should be attached to the proposal form. All blanks on the attached specifications shall be filled in completely and accurately. Any proposal not meeting this requirement may be considered non-responsive.

Any protest or grievance must be issued in writing and delivered to the office of the Director of Finance within ten (10) days following the proposal opening. Any protest filed after this time period has elapsed will not be considered.

The City encourages selection of products manufactured, assembled and/or produced in the United States, as long as the quality and price are comparable with other items proposed.

Once the proposals are reviewed and evaluated, the successful vendor will be notified, in writing, and will receive an authorized City of Joplin purchase order. Verbal acknowledgments will not be considered as official notification and will not obligate the City in any way. Delivery or performance should not be completed without the receipt of an authorized purchase order.

MARK PROPOSAL ENVELOPES: **"BID #2019-RFP-06, PURCHASE OF DVR SYSTEMS, 10:00 A.M., MONDAY, SEPTEMBER, 16, 2019"**

Questions concerning the specifications and bidding procedures should be directed to Robert Lolley, Transportation Coordinator at 417-625-4793 or rlolley@joplinmo.org.

Notice of Certifications

By signing and submitting this proposal, the prospective lower tier participant is providing the signed certification set out below.

The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, The City of Joplin may pursue available remedies, including suspension and/or debarment.

The prospective lower tier participant shall provide immediate written notice to The City of Joplin if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “persons,” “principal,” “proposal,” and “voluntarily excluded,” as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact The City of Joplin for assistance in obtaining a copy of those regulations.

The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by The City of Joplin.

The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction”, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List issued by U.S. General Service Administration.

Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed

that which is normally possessed by a prudent person in the ordinary course of business dealings.
Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, The City of Joplin may pursue available remedies including suspension and/or debarment.

> "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction"

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its "principals" [as defined at 49 C.F.R. 29.105(p)] is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) When the prospective lower tier participant is unable to certify to the statements in this certification, such prospective participant shall attach an explanation to this proposal.

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form–LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as emended by "Government wide Guidance for New Restrictions on Lobbying," 61

Fed. Reg.1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]

The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontract, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. 1352©(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure.]

The Contractor,_____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

_____Signature of Contractor's Authorized Official

_____Name and Title of Authorized Official

_____Date

SPECIFICATIONS FOR DVR BUS SURVEILLANCE SYSTEMS

GENERAL

The City of Joplin is seeking proposals for the purchase of thirteen (13) DVR bus surveillance systems w/GPS recorders for their fleet of paratransit vans & (1) DVR bus surveillance system w/GPS recorder for their 35' trolley bus. Video is presently downloaded by physically exchanging hard drives and downloading at a docking station attached to a PC.

The City of Joplin is seeking to replace the current four camera systems with 8 camera systems. We require 1080 quality recording on 8 cameras for a minimum of 30 days on each bus. Video must be downloadable via wireless connectivity

and connectivity to a PC. The awarded camera system is required to be a full HD IP based system per industry standard. The HD quality video must have the option to downgrade to standard definition quality to maximize the use of available hard disk space and HD storage. For future system integration and replacements, cameras must be capable of live streaming and sharing the data package with other programs such as Intelligent Transportation Systems.

We require a minimum of 2 years warranty and maintenance and will consider pricing on warranty and maintenance up to 5 years. Bidders must make sure all expenses required for successful implementation are included in their proposal, including but not limited to: training, travel, shipping, specialty tools (i.e. CAT6/RJ45 crimper and cable splicer), hardware (including cables, connectors, etc.), and software. City of Joplin staff will be installing the DVR systems and assisting with any necessary software installation on City owned servers. The required infrastructure for the wireless network is to be specified in the RPF response, but the network and server infrastructure will be provided by the City of Joplin.

After the system is installed, City of Joplin expects to be able to view all cameras on all buses in 1080p and schedule downloads from the wireless network. System should allow all eight cameras are to be downloaded with each scheduled video pull.

Software use training is to include: scheduling downloads, health status, DVR configuration, system configuration and event review.

Project Goals:
Replace camera equipment with 1080p capabilities, 8 cameras per bus, 30 days recording
Wireless downloading capable (cellular capable for future needs)
Licensing/maintenance agreement implementation
Training

Deliverables:
Cameras, DVR units, and hardware
Training for install of hardware
Software installation and training-wireless downloads, scheduling, maintenance, troubleshooting
Maintenance contract
Warranty

PROPOSAL OPENING

All proposals must be received at the opening scheduled for 10AM on Monday, September 16, 2019. Any proposal received after such time and date will be rejected. All proposals shall be irrevocable for ninety (90) days after the time of

opening. Proposals will not be publicly opened or read since the selection process will be determined through a formal evaluation process.

IDENTIFICATION OF SOURCE OF FUNDING

Financial support of this project is provided through the financial assistance of Section 5307 Federal Transit Administration (FTA) funds. The percentage breakdown of funds is 80% FTA and 20% City of Joplin local match.

The requirements of 49 CFR Part 26, Regulations of the U.S. Department of Transportation, apply to this contract. It is the policy of the City of Joplin to practice nondiscrimination based on race, color, sex, or national origin in the award or performance of this contract. All firms qualifying under this solicitation are encouraged to submit bids/proposals. Award of this contract will be conditioned upon satisfying the requirements of this bid specification. These requirements apply to all bidders/offerors, including those who qualify as a DBE.

A DBE contract goal of **ZERO PERCENT (0%)** has been established for this contract.

REQUEST FOR CLARIFICATIONS

A prospective bidder who is in doubt as to the meaning of any part of the RFP/Specifications documents or any addenda thereto, may submit a written request for interpretation. Such requests shall be directed to Robert Lolley, Transportation Coordinator, 123 S. Main, Joplin, MO 64801 or emailed to rlolley@joplinmo.org.

Any such interpretation will be made by written addendum. City of Joplin will not be responsible for any explanation or interpretation of proposed documents other than by such an addendum. An oral permission or interpretation has no legal force, authority, or effect. Any addenda must be acknowledged in the proposal and will become a part of the Contract Documents. Failure to acknowledge in the proposal all addenda issued may constitute grounds for rejection of the proposal.

All requests for interpretations must be received no later than 10 calendar days prior to the proposal opening date. Requests received after that date will not be answered. Persons submitting a request will be responsible for its prompt delivery.

The terms “bid” and “proposal” are synonymous when used in this document. The term “Bidder” may also be referred to as “Proposer”, “Contractor” or “Seller”.

SIGNATURE ON PROPOSALS

Each proposal must be signed in ink and include the full business address of the bidder. Proposals by partnerships must be signed in the partnership name by one or more of the general partners. Proposals by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporation to the proposal. The names and titles of all persons signing shall be typed or printed below their signatures.

SELECTION PROCESS

The City of Joplin follows the Qualification based selection process set by the State of Missouri under RSMo 8.285-8.291. Selection of the firm will be made by a committee potentially composed of the Joplin Public Works Director, Assistant Public Works Director of Operations, Information Technology Director, and the Joplin Transportation Coordinator. The final selection shall be based on a composite score of the following criteria:

1. Technical, Quality, and Ergonomic Criteria: 55%
2. Cost: 25%
3. Experience, References, and Financial Stability: 20%
4. Warranty/Support: Pass/Fail

Technical, Quality, and Ergonomic Criteria:
The proposal will be evaluated to determine the degree to which the surveillance system and associated equipment, as proposed, meet the requirements and quality standards as specified in the Technical Specifications Section of the RFP. All items being proposed must be fully compatible with City of Joplin vehicles. Furthermore, the surveillance system's ergonomic features will be evaluated. Some of the ergonomic features that will be evaluated are, but not limited to, the following: ease of operability, how easy to operate controls, how easy to read displays, etc.

Cost:
Price is one determinant for award, but it's not the only consideration. Costs listed in the proposal should reflect the vendor's BAFO, Best And Final Offer. The lowest-priced proposal will be allocated 25 points and will become the "standard" for the price evaluation procedure. Each remaining proposal will be compared to the lowest-priced proposal on a ratio basis which will be multiplied by the category points to yield the assigned points for that proposal.
Assigned points= (lowest-priced proposal/proposal price) X 25 points.

Experience, References, and Financial Stability:
Vendor shall fully describe its experience with digital bus surveillance camera systems with removable hard drive technology. Vendor shall include with its proposal a reference list covering three customer references from within the previous five years. Customer references should be for customers who have used the proposed surveillance system and associated equipment with a Digital Video Recording Device (DVRD) and cameras as described. The list should

consist of transit systems in which the specified DVRD and cameras are presently in use in a similar application. Furthermore, one of the references should be a transit system of comparable size to City of Joplin operations. The reference list should include contact name, company name, address, phone number, e-mail address, size of the transit operation including bus and passenger count, and the type of equipment the reference purchased from the Vendor. City of Joplin reserves the right to request financial statements for review.

Warranty/Support:
Vendor shall provide a full warranty statement with the proposal detailing the warranty provisions of the proposed equipment and system installations. We require a minimum of two (2) years warranty and maintenance, and we will consider pricing on warranty and maintenance up to five (5) years. Warranty requirements are outlined in the Technical Specifications Section.

After interviews/evaluations are conducted, the evaluation committee shall select a firm for negotiation of terms of an agreement. The services in the agreement shall substantially conform to those described in the RFP. Modifications may be made to accommodate budget limitations or to address related issues not considered in the original scope of work.

When agreement on a detailed scope of services and fee schedule is reached, a formal contract will be prepared and submitted for Joplin City Council approval. If an agreement cannot be reached, the City will terminate negotiations and select an alternate firm for negotiations.

The selection committee reserves the right to reject any or all proposals and to accept the proposal the City considers the most advantageous.

BIDDER'S RESPONSIBILITIES

By submitting a proposal, each bidder represents that he is familiar with, assumes full responsibility for having familiarized himself with, and will comply with the content of the nature of the work, the locality, permits, licenses, and all local conditions, together with all applicable Federal, State, and local laws and ordinances.

TECHNICAL SPECIFICATIONS

The City of Joplin's transit fleet consists of (1) 35' El Dorado low floor transit bus and (12) cut-a-way style vehicles between 25'-30'. Both styles of vehicles are to be equipped with eight (8) interior cameras, but there are two different camera placements. Exact camera placement locations are provided on Diagrams A & B.

Recorder Specifications

1. The system should have a digital video imaging processor capable of recording video images from up to 8 digital (IP) cameras at real time (30fps) and 1080P resolution.
2. The system should support the ability to individually configure each camera.
3. For events, the system should be capable of marking and automatically downloading a video clip (such as accelerometer).
4. The system must be capable of recording an audio channel synchronized with all IP cameras.
5. The system should be tested and found to meet or exceed industry standards for shock and vibration, electromagnetic compatibility, and FCC.
6. The system should be powered by a 12 or 24 VDC vehicle power supply and have an operational voltage range from 9 to 32 VDC. It should be self-regulating and internally protected from power surges and spikes.
7. The system shall operate within the following environmental specifications: Operating temperature of -20 degrees Celsius- 55 degrees Celsius and relative humidity of 10-95%.
8. The total system must be no larger than 18.5" W x 10" H x 16" D (available shelf size).
9. The system must store images on a lockable and removable hard drive.
10. All recorders must be keyed alike.
11. Removable hard drive must support SSD and HDD technologies, and include storage options of 2TB and 3TB.
12. The system must be capable of maintaining one month of recorded video.
13. The removable hard drive must connect to a PC through a USB port or docking station.
14. The removable hard drive must have shock and vibration dampening built-in.
15. The system should have an accessible and dedicated service gigabit Ethernet port.

16. The system must provide user-configurable digital inputs (including brakes and turn signals), user-configurable analog inputs, user-configurable relay outputs that can be used to trigger events and alarms, and analog video outputs.
17. The system must incorporate a 3-axis accelerometer capable of triggering configurable alarms events.
18. The system must include a driver event switch that features a system status.
19. The system should display at a minimum, diagnostics information such as power and recording.
20. The system must employ a browser-based interface for full system configuration of all parameters.
21. The system should utilize configuration files to expedite the programming of the system and camera settings.
22. The system should have firmware that can be upgraded.
23. The system should be capable of recording in high definition and then downgrading the video after a configurable amount of time to maximize the length of storage (days) of recorded video.

Cameras

1. All cameras should be high definition. Please describe camera capabilities.
2. All cameras should support bit rate settings between 64Kbps-6Mbps.
3. All cameras must be capable of being powered by power over ethernet.
4. All cameras should support an analog video output for the use of analog devices such as monitors.
5. All cameras should have image adjustment settings for: saturation, brightness, contrast, sharpness, exposure, and picture orientation (rotate, mirror).
6. All cameras should be day/night viewable.
7. All cameras should have infrared capabilities.
8. All cameras or mounts should have 3-axis adjustment for positioning the field of view. See Diagrams A & B for mounting locations.
9. All cameras must compensate for changing lighting conditions.
10. All cameras should have compliance to the following standards: FCC, CE, UL, and RoHS.
11. All cameras must have a built-in microphone.
12. All cameras should have environmental ratings of IP66 and IK-7.

System Connectivity

1. The system must connect to the bus to receive information such as brake, turn signal, and accelerator etc.
2. The system must have wireless communication.
3. The system must have a built-in GPS receiver and GPS must track vehicle location synchronized with the video. The system should have the option to synchronize its time with GPS.
4. The system should have cellular connectivity. Describe how system connects to cellular and capabilities to route to other devices and systems in the bus.

5. The system should be capable of sharing cellular connectivity with other onboard systems, such as Intelligent Transportation Systems.

SUPPORT/HARDWARE

1. Software that is capable of live viewing, playback, calendar and event searches, and administration must be provided, and shall be compatible with Windows 10 and have unlimited licenses.
2. All future software updates must be included in the Proposal.
3. The software must provide various levels of user access rights that allow restricted access to various functions.
4. When equipped with GPS, the system software should be capable of connecting to pre-recorded video by selecting a point on the map or selecting a point on the speed chart to view from that speed or location.
5. To retrieve recorded video, the software must provide searches by: event, time lapse, time and date. Software should allow for fleet-wide searches and wireless download of video based solely upon the date and a general map location.
6. The software must display the current time and date on the video.
7. The software must display bus activity on the video such as: brakes, left turn signal, right turn signal, reverse, etc.
8. The system should feature software for automated event video upload to a central server repository.
9. The system must include software with advanced capabilities for user scheduled automatic download of video clips.
10. The software must be capable of synchronizing the time of all recorders to GPS time including daylight savings.
11. Software settings should allow the system to send notification for system events including video loss, camera obstruction, inoperable camera, etc.
12. Options for archiving/retrieving video must include: Saving a videos as a Windows Media Player (.avi) file, saving videos as an image (.bmp), or saving video as a self-executable format (.exe).
13. Video clips saved using the self-executable format (.exe) must be able to be watermarked, encrypted and should be viewed without the use of any software, providing the ability to easily transfer secure video evidence.
14. Video clips must include the option of viewing a single camera or any combination of cameras up to and including all cameras on a single screen.
15. Executable video clips must display GPS map location vehicle and speed upon playback and metadata from other onboard systems.
16. Video clips must provide the option of saving a portion of the video clip (shorter in length and/or reducing the number of cameras) in order to make a smaller video clip from the original.
17. The software must feature the option to archive video clips requiring a password for reviewing.

SOFTWARE & SERVER LICENSE

1. The system quoted in the proposal must list all required software licensing requirements and associated annual costs.
2. All server requirements for the system quoted in the proposal must be listed.
3. Management software must provide fleet-wide status reports, event logs, on-demand and automated video clip retrieval for easy fleet-wide video management.
4. Software may include a combination of both client-based and web-based user interface options.
5. Users must be capable of programming the software to automatically download video clips based on specific events types.
6. All data logs and video clips should be available for viewing anytime (regardless of current connection status) once the video clips have been uploaded.
7. Users must be capable of requesting download of custom video clips.
8. Users must be able to view vehicle connection status and system logs.
9. Software must allow for email notification of system events.
10. Software must supply health information of the video system with error logs, reports and automatic notification for: video blind events, video loss events, disk errors, disk temperature events, fan errors, recorder errors, disk almost full and disk (Self-monitoring, analysis and reporting technology) events.
11. Users must be capable of downloading video clips on-demand, and viewing clips not scheduled for automatic download.
12. Video clips scheduled or manually requested must automatically download when the vehicle connects to the network.
13. Software must be capable of automatically downloading a full day of video when the vehicle connects to the network.
14. Software must provide connection status to easily determine if a vehicle has not recently connected to the network.
15. The user should be capable of requesting multiple video clips simultaneously from multiple sites.
16. Users with granted permission rights should be able to classify reviewed video clips to save or schedule for deletion.
17. Administrative users must be able to program the software with an adjustable time-period for storing logs and clips.
18. Management software must be compatible with all recorder systems proposed.
19. Users should be capable of inserting and saving notes or comments regarding a specific video clip to document essential data regarding a clip.
20. Users should be able to request clips by location for upload of all vehicles in proximity of a defined section on a map.

INSTALLATION/TRAINING

Prices quoted in RFP response are to include all travel, living, and per diem expenses.

Hardware Training

1. On-site training of installation of hardware.
2. On-site training of hardware configuration.
3. On-site training of software usage and configuration.
4. On-site training of video management software usage and configuration.
5. Vendor shall provide all specialty tools required for installation (i.e. CAT6/RJ45 crimper and cable splicer).
6. Vendor shall conduct pilot testing while on-site.
7. Vendor shall provide recommended Installation Design Documentation which includes:

(1) Installation manual including routing, conductors, color-coding, labeling, and connectors for power and communications connections and connections with, any required modifications to and restoration of existing infrastructure.

(2) Parts manual

(3) User manual

Software Training

1. Software training to include: scheduling downloads, health status, DVR configuration, system configuration and event review.
2. Software training to include: server software installation & maintenance.
3. User Manual

PLEASE NOTE: Vendor shall prepare all deliverables in Microsoft Word, Excel or PowerPoint and Adobe PDF formats compatible with Windows 10, with City of Joplin granted full rights to reprint as needed.

WARRANTY, SERVICE, & SUPPORT

1. All hardware must include a minimum warranty of two (2) years parts and labor.
2. Unlimited telephone and email technical support shall be provided at no additional charge for the life of the system.
3. Additional extended warranty and support options shall be available. City of Joplin would like extended warranty options for up to three (3) years of coverage.