

September 8, 2020

Beaufort County School District  
Procurement Office  
2900 Mink Point Blvd.  
Beaufort, SC 29902

Re: Best Value Bid #21-004 for In-Bus Digital Recording System

On behalf of Safety Vision LLC, we appreciate your time and consideration, as we submit the attached response to the Best Value Bid for In-Bus Digital Recording Systems, and welcome the opportunity to serve Beaufort County School District (BCSD) through our exclusive plans and products. Upon being selected, Safety Vision agrees to abide by and be bound to the enclosed proposal without modification(s), unless further discussions take place between BCSD and Safety Vision.

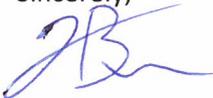
As one of the most preferred Mobile Video Solutions Providers in North America, Safety Vision has several unique incentives that will *maximize* and *accelerate* your level of service:

- **Customer Satisfaction & Product Reliability** – Safety Vision provides our customers with the most innovative and technologically advanced products in the industry.
- **Guaranteed OEM-Quality Installation** – Safety Vision employs factory-trained installers with global field experience.
- **Best Value Possible** – Safety Vision markets products at a low cost and provides systems designed to increase efficiency and improve your bottom-line regarding profitability, safety, and security.

Safety Vision has the right team in place to support *your* needs, while standing firm in our commitment of helping *you* to grow and remain secure. Our proven track record of supporting various clients over long periods of time solidifies our belief that we will be able to better serve you as the stand alone provider, delivering technology, convenience, and great value, while meeting BCSD's needs.

On behalf of the entire Safety Vision team, thank you for your interest in Safety Vision, and for entrusting us to serve you. We remain confident that you will find us to be uniquely qualified in fulfilling your needs. Should you have any questions concerning this proposal or require any further assistance, please do not hesitate to contact me directly.

Sincerely,



Frank Bowden  
Account Executive  
713-929-1086 (Direct)  
[fbowden@safetyvision.com](mailto:fbowden@safetyvision.com)



## Best Value Bid #21-004

In-Bus Digital Recording System

Beaufort County School District

Due Date: September 9, 2020 (2:00pm EST)



Prepared by:

Safety Vision, LLC

6100 W. Sam Houston Pkwy N.

Houston, TX 77041

1-800-880-8855

Frank Bowden, Account Executive

Direct: 713-929-1086

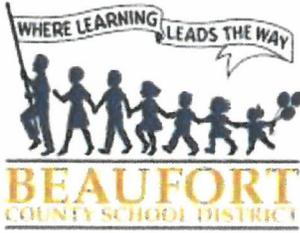
[fbowden@safetyvision.com](mailto:fbowden@safetyvision.com)



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Beaufort County School District*

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**Beaufort County School District**

Solicitation Number: 21-004  
Date Printed: August 6, 2020  
Date Issued: August 6, 2020  
Procurement Officer: Kaylee Yinger  
Phone: 843-322-2349  
Email: [kaylee.yinger@beaufort.k12.sc.us](mailto:kaylee.yinger@beaufort.k12.sc.us)

**Best Value Bid**

DESCRIPTION: **In-Bus Digital Recording System**  
SUBMIT OFFER BY (Opening Date & Time): **September 9, 2020 2:00 PM (EST)**  
QUESTIONS MUST BE RECEIVED BY: **September 2, 2020**  
NUMBER OF COPIES TO BE SUBMITTED: **Five (5) Original Signed Copies and One (1) Redacted Version on CD**

**Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.**

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:  
Beaufort County School District  
Procurement Office  
P.O. Drawer 309  
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:  
Beaufort County School District  
Procurement Office  
2900 Mink Point Blvd  
Beaufort, SC 29902

CONFERENCE TYPE: N/A  
DATE & TIME:

LOCATION:

**AWARDS & AMENDMENTS:**

Award will be posted at the Physical Address stated above on or after September 9, 2020. The award, this solicitation, and any amendments will be posted at the following web address: [www.beaufort.k12.sc.us](http://www.beaufort.k12.sc.us)

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer)

ENTITY TYPE:

Safety Vision

Limited Liability Company (LLC)

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Frank Bowden

Account Executive

PRINTED NAME

TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

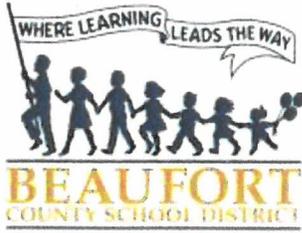
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(Return Page Two with Your Offer)

<b>HOME OFFICE ADDRESS</b> (Address for Offeror's home office/ Principal place of business):  6100 W. Sam Houston Pkwy N. Houston, Texas 77041	<b>NOTICE ADDRESS</b> (Address to which all procurement and contract related notices should be sent):  6100 W. Sam Houston Pkwy N. Houston, Texas 77041
<b>PHONE NUMBER:</b> 713-9291086	
<b>EMAIL ADDRESS:</b> fbowden@safetyvision.com	

<b>PAYMENT ADDRESS</b> (Address to which payments will be sent):  6100 W. Sam Houston Pkwy N. Houston, Texas 77041  <input checked="" type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Home Notice Address (check one only)	<b>ORDER ADDRESS</b> (Address to which all purchase orders will be sent):  6100 W. Sam Houston Pkwy N. Houston, Texas 77041  <input checked="" type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Notice Address (check one only)
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<b>ACKNOWLEDGEMENT OF AMENDMENTS:</b>	<u>Amendment Number</u>  Addendum 1 - 09/01/2020 Addendum 2 - 09/04/2020	<u>Amendment Issue Date</u>
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.		

<b>MINORITY PARTICIPATION-</b> Are you a Minority Business Enterprise: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, please include a copy of your certification.
--



**Beaufort County School District**

**Addendum 1**

Solicitation Number: 21-004  
Date Printed: August 6, 2020  
Date Issued: August 6, 2020  
Procurement Officer: Kaylee Yinger  
Phone: 843-322-2349  
Email: [kaylee.yinger@beaufort.k12.sc.us](mailto:kaylee.yinger@beaufort.k12.sc.us)

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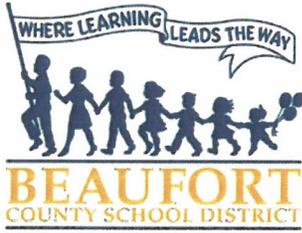
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**Beaufort County School District**

**Addendum 2**

Solicitation Number: 21-004  
Date Printed: August 6, 2020  
Date Issued: September 3, 2020  
Procurement Officer: Kaylee Yinger  
Phone: 843-322-2349  
Email: [kaylee.yinger@beaufort.k12.sc.us](mailto:kaylee.yinger@beaufort.k12.sc.us)

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**Business Utilization Report**

In order to facilitate an effective monitoring system, each contractor, bidder or offeror must submit a completed and signed Utilization Report with the bid submission which lists the names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor’s Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

**Business Enterprise Utilization Report**

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District’s Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

<u>Sub-Contractor Name</u>	<u>Gender Group</u>	<u>Address</u>	<u>Phone #</u>	<u>Other</u>	<u>E-Mail</u>
N/A	N/A	N/A	N/A	N/A	N/A

**Statement of Intent**

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.



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Signature

September 8, 2020

---

Date

Name: Frank Bowden

Title: Account Executive

Project: 21-004 In-Bus Digital Recording System

Safety Vision, LLC  
Consolidated Income Statement  
For the year ended 2019

**CONFIDENTIAL**

	Audit 2019	Audit 2018	Audit 2017
Revenue	██████████	██████████	██████████
Operation Expenses	██████████	██████████	██████████
Income From Operations	██████████	██████████	██████████
Other Expenses (Income)	██████████	██████████	██████████
Income Before Income Taxes	██████████	██████████	██████████
Income Tax Expense	██████████	██████████	██████████
Net Income (Loss)	██████████	██████████	██████████
EBITDA	██████████	██████████	██████████

## **COMPANY OVERVIEW**

### ***Your Mobile Surveillance Solution Company***

With more than 25 years of experience, Safety Vision, LLC is one of the most recognized partners for advanced mobile video surveillance products. We pride ourselves on comprehensive solutions, future-proofing our products, and serving the needs of our clients. In turn, we have proven results in simplifying surveillance systems and strengthening transportation safety.

Our solutions are geared towards maximizing operational efficiency, increasing driver awareness, unifying surveillance systems, protecting assets/cargo, and most importantly – enhancing safety for drivers and riders. These core values stem from our commitment to problem solve the challenges that come with transportation. We consistently communicate with our clients to learn what their hardships are and develop or enhance our products based on those insights. It is our goal to eliminate or decrease the number of issues our customers face.

### ***Our Industries***

Since 1993, we have sold over a billion dollars in mobile surveillance products to a wide variety of industries. These include mass transit, law enforcement, student transportation, commercial vehicles, and more in both public and private sectors. While the purpose for purchasing our products vary between each industry, the decision to choose Safety Vision as your vendor remains the same: we deliver on our promise to accommodate your transportation difficulties with user- and budget-friendly remedies.

### ***Your Visionaries***

Headquartered in Houston, Texas, our personnel of over 100 employees is highly driven and knowledgeable. All our departments are hands-on and passionate about advancing our solutions to ensure we produce top-quality products. Our 40,000 sq. foot building is equipped with an expansive warehouse that houses over \$15 million dollars of inventory. Our Visionaries are dedicated to working hard and find reward in our day-to-day operations. With over a dozen nationwide satellite offices and 6 international locations, we are quickly expanding our business to provide solutions worldwide.

### ***Our Mission***

To deliver superior and innovative mobile surveillance solutions that vehicle fleets depend on, provide lasting value that benefits the customer, and instill pride in the Visionaries that service them.

### ***Our Vision***

To become the premier vendor in the mobile surveillance industry, by bringing technological innovation, value, and safety to vehicle fleets world-wide.



## **EXPERIENCE**

Safety Vision is a prime vendor in the mobile video surveillance market. We serve a variety of industries and have been meeting the needs of fleet administrators worldwide for over 25 years.

Our skill set is grounded in our long history and deep knowledge of mobile video technology across a multitude of verticals:

- *Mass Transit*
- *Paratransit*
- *Rail*
- *Motorcoach*
- *Pupil Transportation*
- *EMS*
- *Firefighting*
- *Airport Rescue and Firefighting*
- *Law Enforcement*
- *Prisoner Transport*
- *Commercial Trucks*
- *Cement Trucks*
- *Pickup and Delivery*
- *Tractor Trailer*
- *Heavy Duty Vehicles*
- *Waste Trucks*
- *Armored Vehicles*
- *Tow and Recovery*

We strive to improve community, passenger, and driver safety with our full suite of onboard surveillance and rear vision camera systems. Whatever the application, vehicle, or environment, we are here to deliver the mobile video solutions and software tools you need to enhance security, protect investments, and improve operations.

With many years of experience, Safety Vision has worked closely with the following school bus Original Equipment Manufacturers (OEMs) to achieve world class operations with timely deliveries:

- *Blue Bird Corporation*
- *IC Bus*
- *Thomas Built Buses, Inc.*
- *Collins Bus Corporation*

Safety Vision has delivered exceptional service to over 100 school districts nationwide. There have been no instances where litigation has been necessary to resolve any issues with our performance of a contract. We provide what we sell. We are dedicated to the school bus industry and have attained considerable field experience over the past 25 years that we have been in business.

We focus on building and maintaining lasting relationships with each of our customers. We are here to help you find the optimal solution that not only solves problems, but also fits into your budget. We take the time to listen to your feedback, which helps our in-house engineers fine-tune our mobile video solutions. At Safety Vision, we work hard at continuously improving our product offerings as technologies keep evolving.

Our system design is centered on making your surveillance system more efficient and more effective in its work. It is our top priority that the challenges our customers face, are handled by us providing the best possible video coverage for capturing all activity in and around the school bus. Having clear and concise video evidence paired with easy to use and easy to manage software, helps facilitate rapid responses to incidents, reduce the need for lengthy investigations – saving you time and effort.



Safety Vision has deployed over a million systems throughout the country providing this capability, increasing ROI, and reducing the instances of bullying and student misconduct.

Safety Vision recognizes the ultimate component of a comprehensive video system is the flexibility to meet and exceed all your needs. By leveraging the extensive skill and technical expertise of our team members, we pride ourselves in delivering premium service. We pledge to support you every step of the way from creating a custom-tailored solution, professional installation, and training, to after delivery support.

## **MOBILE VIDEO QUALIFICATIONS**

Safety Vision has routinely supplied, installed and implemented vehicular based security camera recording solutions to School Systems, Public Transit Agencies, Emergency Fleet Vehicles and distribution fleet customers for more than 28 years. Our company has customized our solutions to fit the vehicle applications recording high resolution video, with clear audio, on critical areas of concern to safeguard vehicle operators, passengers and property.

Our solutions compress multiple cameras recording at above industry standard 1080p and 720p resolutions to a secure storage drive residing in our DVR. The Storage Drive requires a key access for data and information removal. The DVR can also be programmed to communicate to higher and adjacent units by 802.11 or cellular broadband networks using IP Protocol. The DVR with attached cameras will continuously record video, audio, GPS and meta-data information in the School Bus recording application. The School Bus will also be equipped with an event marker that will be installed on the driver control panel left of the driver. The marker will allow the driver to tag a portion of video in the event an incident takes place.

Safety Vision supplies cameras to maximize the field of view and record passengers located in the front, mid or rear of the bus using only three interior view cameras. Each Camera has a 160° FOV and will have the date, time, bus number, GPS Location and watermarking of brake, stop arm, warning lights and turn signals when they are in use displayed on the recording. All data is cataloged using the DVR's internal clock to synchronize all cameras, events and GPS and to overwrite files, oldest first, once the storage drive has reached its capacity.

The provided Foresight Pro software is used to decompress the video showing multiple camera views with a digital map illustrating the vehicles location, route and speed. The provided software can be used as a local computer video player or as a client reviewing video residing on a server thru a network communication. The software is equipped with tools to pause video to review actions in a frame by frame view in both forward and reverse motion. Users can use features such as digital zoom and facial masking to hid passenger identity. Users will also be able to export images and video in multiple formats such as MP4, Executable Mini Player and in its native file type.

Safety Vision has the experience, knowledge and technical resources to implement this technology to a customer's operations for a seamless integration. Below are recent installs to customers residing in the South East that had Safety Vision cameras installed in the last year.

A.      **Laurens County School District 55**

Purchased from Safety Vision using the TIPS Co-op Contract # 180801

Safety Vision installed a quantity of 60 Observer 4000 Systems with 4 attached cameras in March 2020. Each vehicle was equipped with a Windshield Camera, Driver & Entrance, Mid Cabin and Rear Cabin camera. Each camera is recording video and audio with the date, time, bus number and location watermarked on the recordings. A GPS antenna was installed to record location, speed and passive tracking of the route. All cameras are recording at 1280x720 resolutions at 15fps to a secured 256GB SD Card. An Event Marker was installed on the driver control panel, using a pre and post time marking, to mark a segment of video when this is pushed.

The customer is currently retrieving video by removing the SD Card storage drive and replacing that with spare drives. The installation took less than 2 weeks using subcontractor Wired on Demand residing out of the Charlotte area. The majority of the installs were on C2 Bus by Thomas Built Bus.

The features of the Laurens School Bus Onboard Video Recording Include:

- 15fps of full motion video
- Clear video of Driver, steering wheel and entrance way
- Clear video of Passengers looking down in between the seats to view actions
- Simultaneous Playback viewing of all 4 cameras with digital map
- Route Tracking with location, speed and synchronized locations
- Cameras watermarks of Date, Time, Vehicle ID and location
- User export options for saving and sharing information

Difference is that this has a Windshield camera for viewing a driver's view of the road. This camera is best for recording student boarding and deboarding and other motorists. Camera is best for accident reconstruction and disputing claims of liability.

Contact: Rhett Harris Ed. D.  
Director of Operations  
Laurens School District 55  
2301 Hillcrest Dr.  
Laurens, SC 29360  
Ph: (864) 984-3568 Ext. 8639  
[rharris@Laurens55.org](mailto:rharris@Laurens55.org)

B. Cumberland County Schools, NC

Purchased from Safety Vision using the TIPS Co-op Contract # 180801

Safety Vision installed a quantity of 115 Observer 4000 Systems with 4 attached cameras in January 2020. Each vehicle was equipped with a Windshield Camera, Driver & Entrance, Mid Cabin and Rear Cabin camera. Each camera is recording video and audio with the date, time, bus number and location watermarked on the recordings. A GPS antenna was installed to record location, speed and passive tracking of the route. All cameras are recording at 1280x720 resolutions at 15fps to a secured 256GB SD with a back-up 128GB Card. An Event Marker was installed on the driver control panel, using a pre and post time marking, to mark a segment of video when this is pushed. The DVR is also linked to the Synovia GPS Tracking to provide live health alerts on our DVR. Lastly a Motion Detection Sensor was installed over the entrance way to boot the DVR in case of trespass detection.

The customer is currently retrieving video by removing the SD Card storage drive and replacing that with spare drives. The installation took less than 4 weeks using subcontractor Wired on Demand residing out of the Charlotte area. The installs were on C2 Bus by Thomas Built Bus. Blue Bird Vision and IC Buses

The features of the Laurens School Bus Onboard Video Recording Include:

- 15fps of full motion video
- Clear video of Driver, steering wheel and entrance way

- Clear video of Passengers looking down in between the seats to view actions
- Simultaneous Playback viewing of all 4 cameras with digital map
- Route Tracking with location, speed and synchronized locations
- Motion Detection to record any trespassing
- Cameras watermarks of Date, Time, Vehicle ID and location
- User export options for saving and sharing information

Difference is that this has a Windshield camera for viewing a driver's view of the road. This camera is best for recording student boarding and deboarding and other motorists. Camera is best for accident reconstruction and disputing claims of liability.

Contact: Dianne Grumelot  
Executive Director of Transportation  
Cumberland County Schools  
1014 Gillespie Rd.  
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C. Beaufort County Schools, NC

Purchased from Safety Vision using the TIPS Co-op Contract # 180801

Safety Vision installed a quantity of 95 Observer 4000 Systems with 5 attached cameras and 28 Observer 4112 Systems with 8 attached cameras in July 2020. Each vehicle was equipped with a Windshield Camera, Driver & Entrance, Mid Cabin and Rear Cabin camera. Each camera is recording video and audio with the date, time, bus number and location watermarked on the recordings. A GPS antenna was installed to record location, speed and passive tracking of the route. All cameras are recording at 1280x720 resolutions at 15fps to a secured 256GB SD Card. An Event Marker was installed on the driver control panel, using a pre and post time marking, to mark a segment of video when this is pushed.

The customer is currently retrieving video by removing the SD Card storage drive and replacing that with spare drives. The installation took less than 2 weeks using subcontractor Wired on Demand residing out of the Charlotte area. The majority of the installs were on C2 Bus by Thomas Built Bus and IC Buses

The features of the Laurens School Bus Onboard Video Recording Include:

- 15fps of full motion video
- Clear video of Driver, steering wheel and entrance way
- Clear video of Passengers looking down in between the seats to view actions
- Simultaneous Playback viewing of all 4 cameras with digital map
- Route Tracking with location, speed and synchronized locations
- Cameras watermarks of Date, Time, Vehicle ID and location
- User export options for saving and sharing information

Difference is that this has a Windshield camera for viewing a driver's view of the road. This camera is best for recording student boarding and deboarding and other motorists. Camera is best for accident reconstruction and disputing claims of liability.

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## EXPLANATION OF SOLUTIONS



Safety Vision's Observer 4000 HVR records up to a total of 5 Cameras (4 AHD Analog & 1 IP Camera) with the AHD cameras recording at 720p and the IP camera at 1080p resolution. This system comes standard with a 256GB SD Card. A secondary SD card may be utilized for optional mirror/alarm recording to back-up captured video from the primary storage device, or it may function as a secondary storage device. A GPS Module comes embedded for recording and displaying date/time, vehicle position, direction and speed, synchronized with video. A total of 8 input sensor can be attached and 2 outputs can be sent. Industry standard 10/100BT Ethernet port and a front and rear USB Port Exist. Supports RS232 & RS485 serial attachments.



Safety Vision's Observer 4112 HVR is the central component to any elaborate School Bus Video Recording solution. This DVR uses the latest compression to record up to a total of 12 Cameras (8 AHD Analog & 4 IP Cameras) recording at both 720p & 1080p resolutions. This system comes standard with a 1TB Hard Disk Drive and has a back-up SD Card option. A GPS Module and Inertia sensor are both embedded to record location and abrasive movements. A total of 8 input sensor can be attached and 2 outputs can be sent. Industry standard 10/100BT Ethernet port and a front and rear USB Port Exist. Supports RS232 & RS485 serial attachments.



Safety Vision's AHD Camera for recording road view events in front of the bus. This camera is installed on a bracket to lower the camera below the built-in visor to record traffic, weather and student boarding and deboarding a school bus. This camera is equipped with a High-Gain Audio Microphone and has a Sony 1/3" Image Sensor at 720p resolution and also comes available with a Sony 1/2.9" Image Sensor at 1080p resolution. Below is an image capture from this camera.



Safety Vision's AHD Camera for recording interior School Bus events utilizing a 148° WDR Wide View Lens. This camera is installed on the side wall to record events in between the seats, allowing 2 cameras to provide complete interior school bus coverage. This camera is equipped with a High-Gain Audio Microphone and has a Sony 2.13 Mega Pixel Image Sensor to record at 1080p resolutions. It also comes available with a Sony 1.27 Mega Pixel Image Sensor at 720p, which utilizes a 155° lens. Below is an image capture from this camera.





Safety Vision's AHD Camera for recording exterior School Bus events utilizing an 8MM or 16MM lens depending on orientation to record events in full 1080p resolution. These cameras are designed to capture motorist illegally passing a stopped school bus and collect all necessary data for issuing a citation. These will record the Stop Arm being extended, the orientation of the pass, details on the vehicle being driven in the pass and capture the License Plate. With South Carolina having only a license plate mounted on only the rear bumper there will have to be two cameras to record the needed data consistent with SC Rules of Evidence. Below are images taken from these cameras.

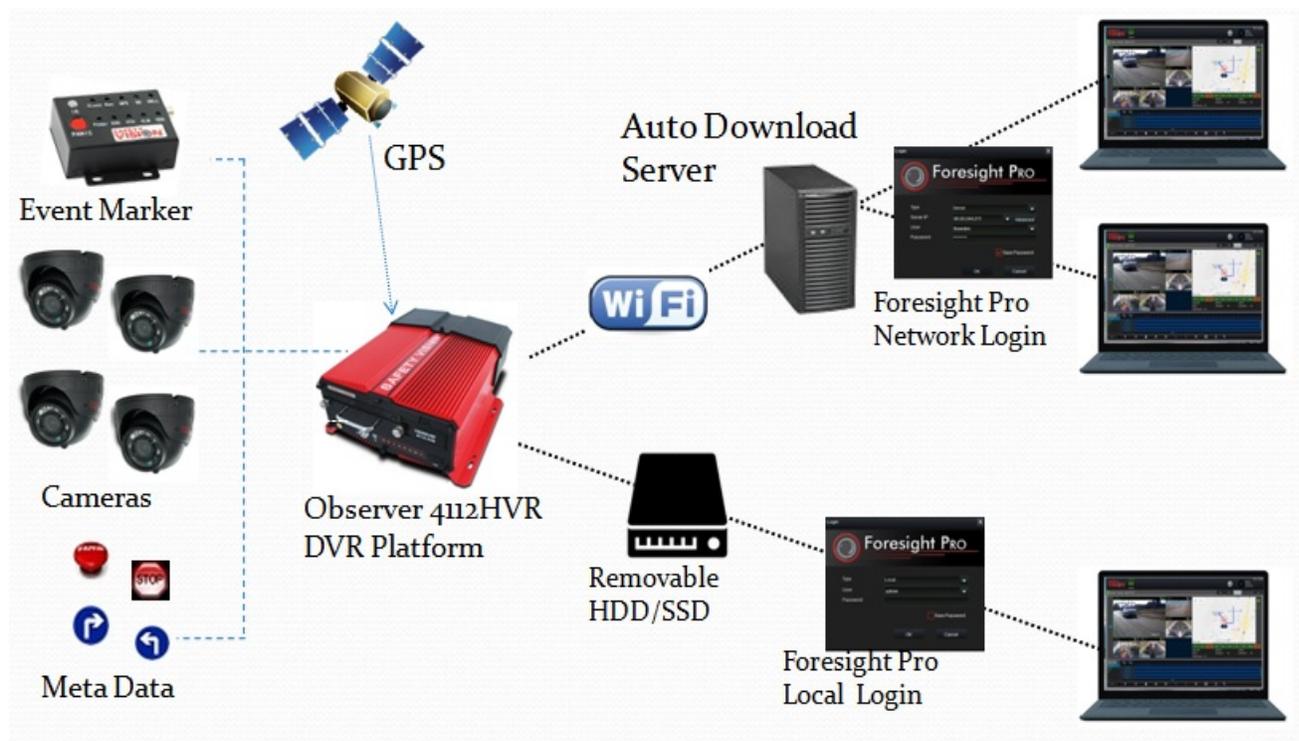


### Safety Vision Foresight Pro Viewing Software

Provided is the Safety Vision Foresight Pro Viewing Software which is used to decompress the data saved on the storage device allowing both local playback, where a drive is connected to a computer loaded with this software, or thru a network to a server with video storage from wireless downloading. The software presents users with an easy-to-use graphical user interface to view multiple cameras, with vehicle location data on a digital map, that are simultaneously synchronized to the date and time of the recordings. Users will have the ability to find data of importance using a calendar search engine to easily distinguish normal video recordings from alarm-based recordings. Once a video of importance is located, users can easily use controls in the Foresight Control panel to view video in fast forward, slow motion or in a frame by frame mode. Users will have the ability to super impose video using the digital zoom option and mask areas of the video to conceal student identities.

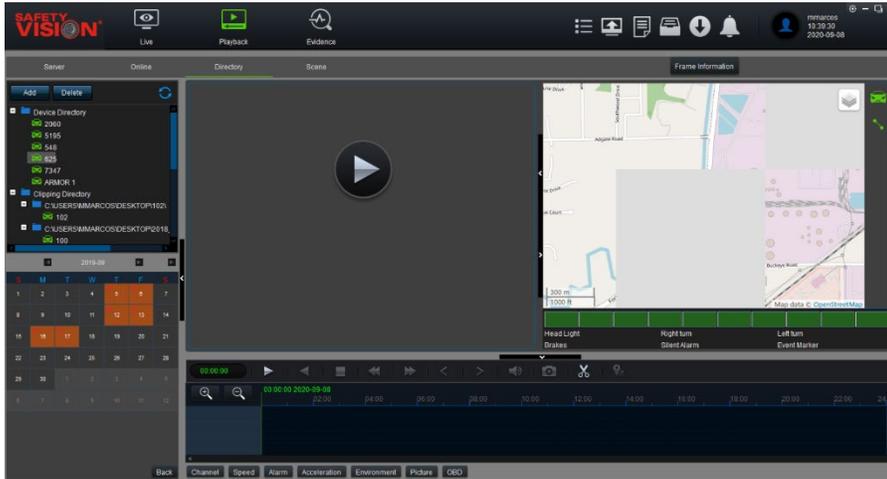
The Safety Vision Foresight Pro Software will allow users to easily save video in its native file type allowing other users with software privileges to view this data. Video can also be exported in an executable Foresight Pro Mini Player or to a MP4 file allowing third party Windows Media players to show video recordings. The software can be used as a standalone software or be mapped to a server with login credentials to protect access to wirelessly download data residing on a server.

Implementing software and establishing user credentials for camera viewing privileges is commonly overlooked in the early stages of a School System's adapting to a new bus camera solution. Developing a best practice and standard operation protocol is a calling card to the Safety Vision family and team. Below is a sketch of how our software works in both a local retrieval and Wi-Fi download application.

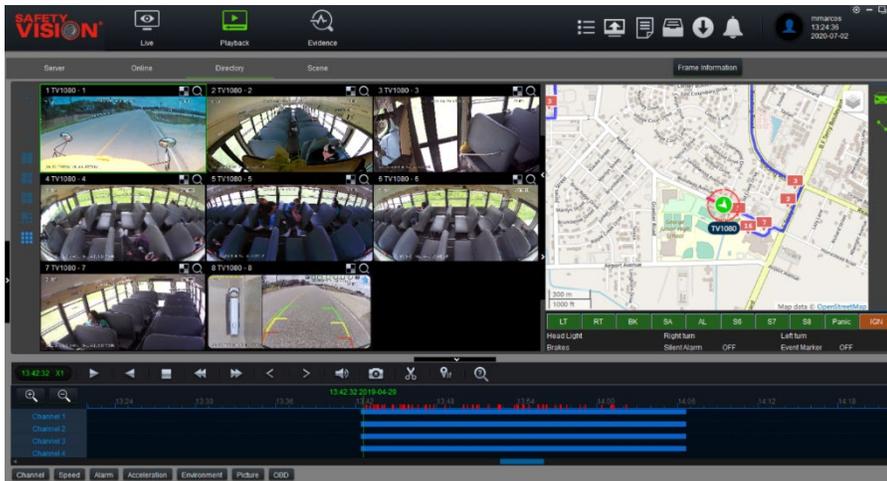


Below are a few screen shots to demonstrate the Safety Vision Foresight Pro Software.

A. Calendar search



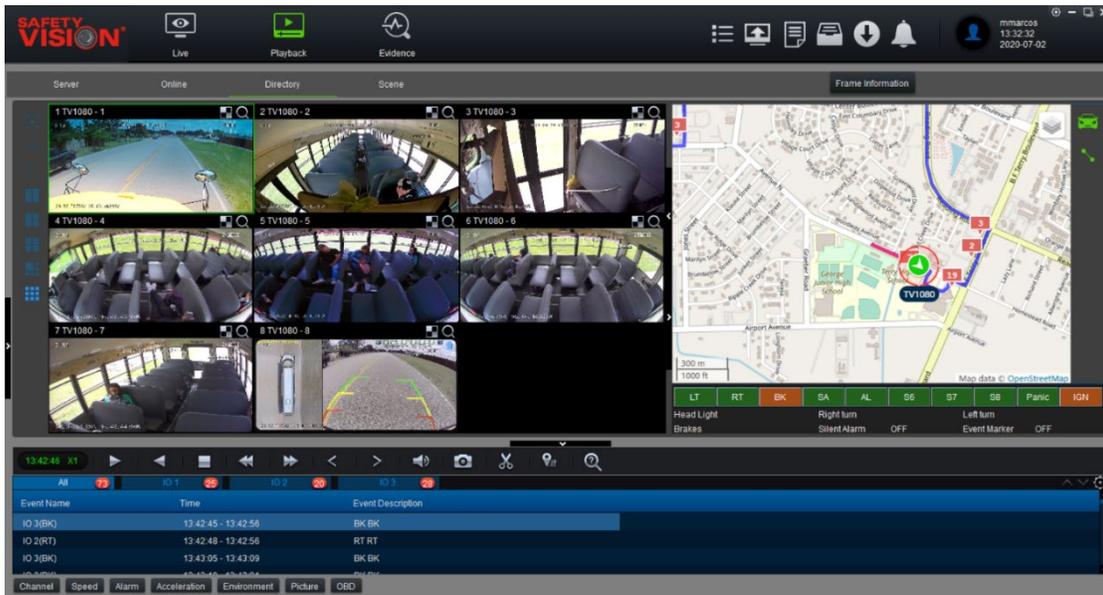
B. Multiple Camera Viewing with Synchronize Map



C. Single Camera in Full Screen Viewing Mode



- D. Viewing triggered sensors and alarms/events that occurred during the open video segment. Users can double-click on an event to jump directly to that time in the video.



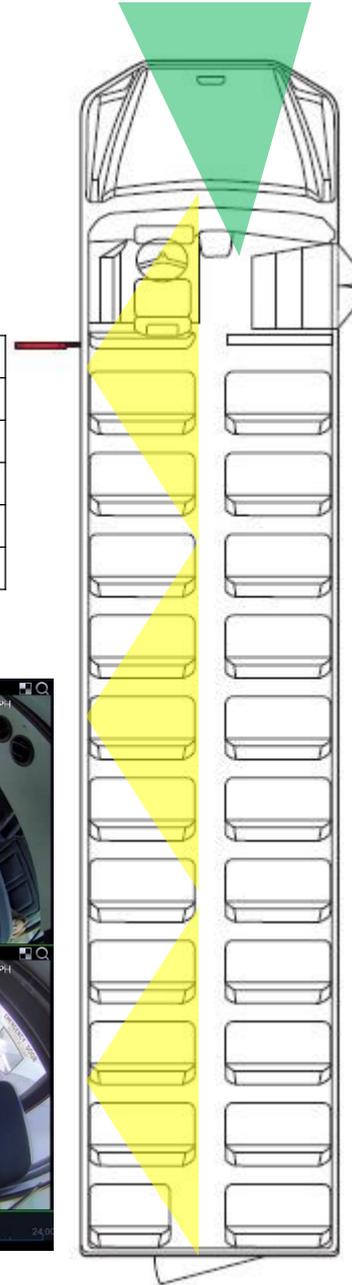
- E. Blurring out faces for privacy.



## School Bus Layout

This document is provided for the purpose of demonstrating a sample sketch of camera locations with camera views. The selection of DVR, Camera lens options, and camera placement is selected by the customer and installed to their approval.

CAMERA	VIEW	I/O	Sensors
1	Windshield - Road View	1	Left Turn
2	Wide View – Driver / Door	2	Right Turn
3	Wide View – Mid Cabin	3	Brakes
4	Wide View – Rear Cabin	4	Ambers
5		5	Stop Arm
6			
7			



# OBSERVER™ 4000 HVR

## 5-CHANNEL HYBRID VIDEO RECORDER



Equipped with HD video recording, Safety Vision's Observer 4000 HVR delivers crystal clear accuracy for quality that matters. Recommended for solutions up to 5 cameras, the Observer 4000 HVR is our most economical system, offering a cost-effective approach to high definition recording. Custom triggered sensors mark video and record vehicle data, while passive GPS tracking records vehicle route history synchronized with video. The Observer 4000 HVR is built tough for extreme durability on the road, giving you the ultimate in budget flexibility with the system reliability you deserve.

### OS SUPPORT

Linux 3.0.8

### CAMERA CHANNELS

4 channels (HD or Std Res) + 1 IP

### VIDEO / AUDIO OUTPUT

1 channel

### QUALITY SETTINGS

Adjustable 8 levels

### RECORDING RESOLUTION

NTSC: 4 × 720p @ 15fps + 1 × IP 1080p @ 30 fps

or

4 × D1 @ 30fps + 1 × IP 1080p @ 30 fps

PAL: 4 × 720p @ 15fps + 1 × IP 1080p @ 30 fps

or

4 × D1 @ 30fps + 1 × IP 1080p @ 30 fps

### STORAGE

2 × SD card (256 GB each, 512 GB total)

Mirror Recording: 1 × SD card up to 256 GB max (optional)

### RECORDING MODES

Continuous / scheduled / alarm

### PRE-EVENT RECORDING

Configurable up to 60 minutes

### POST-EVENT RECORDING

Configurable up to 30 minutes

### ETHERNET

6-pin M12 (1 × 10/100M)

### WI-FI

External radio required

### GPS (BUILT-IN)

Antenna required (date / time, speed, mapping data)

### ACCELEROMETER

6-Axis (external)

### INTERFACES

Front: 1 × USB 2.0 (type A)

Back: 2 × RS232, 2 × RS485

### SENSORS

8 inputs, 2 outputs

### POWER INPUT

8 ~ 36V DC, ACC

### POWER OUTPUT

8 ~ 36V DC, ACC

### POWER CONSUMPTION

29W (~0W in standby)

### OPERATING TEMPERATURE

-40° F ~ 158° F (-40° C ~ 70° C)

### DIMENSIONS (W × H × D)

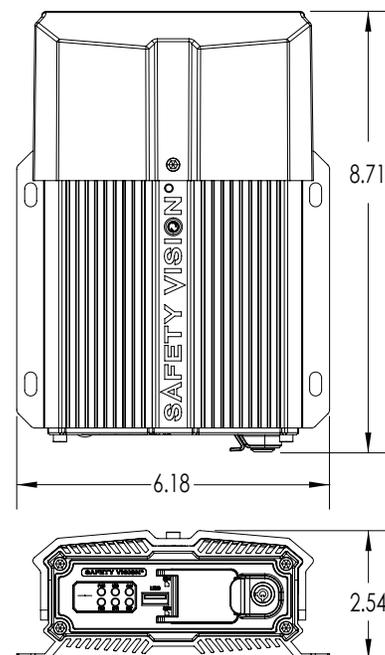
6.18 × 2.51 × 8.76 in (157 × 63.7 × 222.5 mm)

### CERTIFICATIONS

MIL-STD-810, FCC, CE, EN50155, EN60068, IEC60068

### PART NUMBER

4000-HVR



### POWER CONSUMPTION IN STANDBY MODE\*

INPUT (IN VOLTS)	CURRENT (IN MILLIAMPS)	POWER CONSUMPTION (IN WATTS)
8.5V	52mA	0.442W
12V	48.3mA	0.5796W
13.5V	45.6mA	0.6156W
27V	51.9mA	1.4013W
36V	52.2mA	1.8792W

\*Estimated average values above are HVR in 'Standby' mode (post shutdown timer and after ignition sources are off). Values above were recorded in a clean environment, exact values may vary slightly per environment.

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# OBSERVER™ 4112 HVR

## 12-CHANNEL HYBRID VIDEO RECORDER



The Observer 4112 HVR is Safety Vision's highly reliable HD recorder that never fails to perform. Supporting up to 12 cameras with 1080p resolution for each, the Observer 4112 HVR combines 8 channels of HD and 4 IP channels, offering a cost-effective approach to high-definition recording. Equipped with built-in wireless and cellular networking capabilities, the Observer 4112 HVR also comes fully loaded with integrated GPS for recording vehicle route history synchronized with video, a built-in G-force sensor, and an SD card slot for optional mirror recording.

### OS SUPPORT

Linux 3.0.8

### CAMERA CHANNELS

8 channels (HD or Std Res) + 4 IP (requires PoE switch)

### VIDEO OUTPUT

2 channels

### QUALITY SETTINGS

Adjustable 8 levels

### RECORDING RESOLUTION

NTSC: 8 × 1080p @ 10 FPS + 4 × 1080p @ 30 FPS (IP)

or

8 × 720p @ 30 FPS + 4 × 1080p @ 30 FPS (IP)

PAL: 8 × 1080p @ 10 FPS + 4 × 1080p @ 30 FPS (IP)

or

8 × 720p @ 25 FPS + 4 × 1080p @ 30 FPS (IP)

### STORAGE

1 × SATA II 2 TB HDD or 2 TB SSD

**Mirror Recording:** 1 × SD card up to  
256 GB max (optional)

### RECORDING MODES

Continuous / scheduled / alarm

### PRE-EVENT RECORDING

Configurable up to 60 minutes

### POST-EVENT RECORDING

Configurable up to 30 minutes

### ETHERNET

1 × RJ45 (10/100 M/1000M)

### WI-FI (ANTENNA REQUIRED)

Embedded module (802.11b/g/n)

### GPS (BUILT-IN)

Antenna required

(date / time, vehicle speed, mapping data)

### ACCELEROMETER

3-Axis (built-in)

### INTERFACES

**Front:** 1 × USB 2.0

**Rear:** 1 × USB 2.0, 2 × RS232, 2 × RS485

### SENSORS

8 inputs, 2 outputs

### POWER INPUT

8 ~ 36V DC, ACC

### OPERATING TEMPERATURE

-40° F ~ 158° F (-40° C ~ 70° C)

### DIMENSIONS (W × H × D)

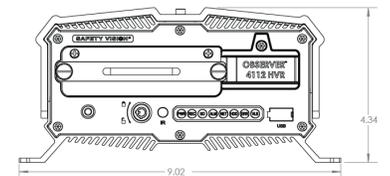
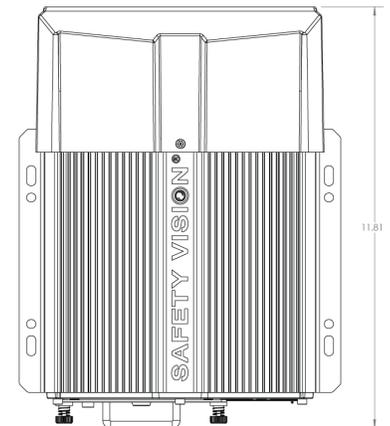
9.02 × 4.3 × 11.9 in (229.0 × 108.3 × 302.7mm)

### CERTIFICATIONS

CE, FCC, ISO7637, MIL-STD-810F, ROHS,  
IEC61373, EN50-155, EN60068-230

### PART NUMBER

4112-HVR



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# 41AHD SERIES

## INTERIOR HD CAMERA



Interior Version  
(with IRs)



Windshield Version  
(without IRs)

The 41AHD series cameras—both 720p and 1080p versions—capture HD images for clear video evidence. Recommended for interior camera placements, the 41AHD series are available with IRs for day/night functionality and without IRs for a windshield camera view. The mini-dome housing is vibration-proof and tamper-resistant, featuring a compact size to maximize available space on the vehicle.

### IMAGE SENSOR

**720p:** 1/3" 1.3MP CMOS

**1080p:** 1/2.9" SONY CMOS

### RESOLUTION

**720p:** 1280 × 720

**1080p:** 1920 × 1080

### INFRARED ILLUMINATORS

**720p:** Yes, 6 LEDs (*interior version*)

**1080p:** Yes, 11 LEDs (*interior version*)

**720p / 1080p:** No (*windshield version*)

### MINIMUM ILLUMINATION

0 Lux (*with IRs*)

### SIGNAL-TO-NOISE RATIO

≥50dB (*AGC OFF*)

### FOCAL LENGTH

2.8mm (*3.6mm optional*)

### FIELD OF VIEW

**720p**

**2.8mm:** H: 95° V: 74°

**3.6mm:** H: 50° V: 41°

**1080p**

**2.8mm:** H: 105° V: 65° D: 122°

**3.6mm:** H: 82° V: 55° D: 95°

### AUTO ADJUSTMENTS

White Balance, Auto Gain, Back Light Compensation, Electronic Shutter

### ADJUSTABLE RANGE

**H:** 0-355° **V:** 0-90°

### AUDIO

Integrated microphone

### VIDEO OUTPUT

AHD standard output, 4-pin aviation cable

### POWER REQUIREMENT

12V DC ± 10%

### POWER CONSUMPTION

**With IRs:** 120mA DC 12V ± 5%

**Without IRs:** 70mA DC 12V ± 5%

### OPERATING TEMPERATURE

**720p:** -4° F ~ 122° F (-20° C ~ 50° C)

**1080p:** -4° F ~ 158° F (-20° C ~ 70° C)

### DIMENSIONS (DIA × H)

2.72 in × 2.19 in (69.09 mm × 55.63 mm)

### PART NUMBER

**720p**

**With IRs:** AHD-xxMIR-WT (*white*),  
AHD-xxMIR-BK (*black*)

**Without IRs:** AHD-xxM-WT (*white*),  
AHD-xxM-BK (*black*)

**1080p**

**With IRs:** AHD-HxxMIR-WT (*white*),  
AHD-HxxMIR-BK (*black*)

**Without IRs:** AHD-HxxM-WT (*white*),  
AHD-HxxM-BK (*black*)

### FEATURES

- Clear audio recording with built-in microphone
- Threaded collar connectors screw-lock to form a solid connection
- Available in white or black housing

# AHD WIDE VIEW INTERIOR HD CAMERA



The AHD Wide View cameras are available in versions of 720p with a 155° FOV, or 1080p with a 148° FOV. The HD picture quality and wide field of views deliver complete interior coverage of the vehicle with fewer cameras, offering a much cleaner installation. Equipped with a built-in microphone for clear audio recording synchronized with video, the AHD Wide View cameras also feature day/night time performance for greater visibility even in low-light conditions.

## IMAGE SENSOR

**720p:** 1/3" SONY 1.27 Mega pixels CMOS

**1080p:** 1/2.8" 2.13M Sony Exmor Starvis CMOS

## SIGNAL-TO-NOISE RATIO

> 50dB

## MINIMUM ILLUMINATION

.08 lux (0 lux with IRs)

## IR DISTANCE

10-15m

## FOCAL LENGTH

**720p:** 1.8mm

**1080p:** 2.1mm

## FIELD OF VIEW

**720p:** H: 155° V: 83°

**1080p:** H: 148° V: 80°

## RESOLUTION

**720p:** 1280 × 720

**1080p:** 1920 × 1080

## AUTO ADJUSTMENTS

White Balance, Electronic Shutter

## WIDE DYNAMIC RANGE (WDR)

True WDR (1080p version)

## VIDEO OUTPUT

AHD, proprietary threaded connector

## POWER REQUIREMENT

12V DC

## POWER CONSUMPTION

**720p:** 200mA/DC12V

**1080p:** 380mA/DC12V

## OPERATING TEMPERATURE

-4° F ~ 131° F (-20° C ~ 55° C)

## DIMENSIONS (W × H × D)

3.86 × 2.91 × 2.2 in (98 × 73.8 × 56 mm)

## WEIGHT

.77 lb (.35 kg)

## PART NUMBER

AHD-WV-1080

AHD-WV-720

## FEATURES

- Vibration-proof design with lockable angle
- Threaded collar connectors screw-lock to form a solid connection
- IR distance of 10-15m
- True Wide Dynamic Range (1080p version)



without IRs



with IRs

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# EXT-AHD

## EXTERIOR HD CAMERA



The EXT-AHD camera is enclosed in a durable metal housing, built to survive rough exterior environments. The EXT-AHD offers installation versatility with mounting available for left and right exterior side views, as well as rear-view camera placements. With HD picture quality at 1080p resolution and a 110° FOV, the EXT-AHD camera is an excellent choice for providing outstanding images in any mobile environment.

### IMAGE SENSOR

1/2.8" Sony 2.13M pixels CMOS

### RESOLUTION

1920 × 1080

### SYNC SYSTEM

Inter-sync

### SCANNING SYSTEM

Progressive scanning

### FOCAL LENGTH

4mm (8, 12, 16mm optional)

### FIELD OF VIEW

H: 110° V: 58° (4mm)

H: 42° V: 24° (8mm)

H: 29° V: 16° (12mm)

H: 22° V: 13° (16mm)

### IR DISTANCE

10 ~ 15m

### MINIMUM ILLUMINATION

0 lux (with IRs)

### AUTO ADJUSTMENTS

White Balance, Electronic Shutter

### GAMMA CORRECTION

0.55

### IP RATING

IP67

### POWER REQUIREMENT

DC12V ± 10%

### POWER CONSUMPTION

230mA/DC12V (IRs on)

### OPERATING TEMPERATURE

-4° F ~ 131° F (-20° C ~ 55° C)

### DIMENSIONS (W × H × D)

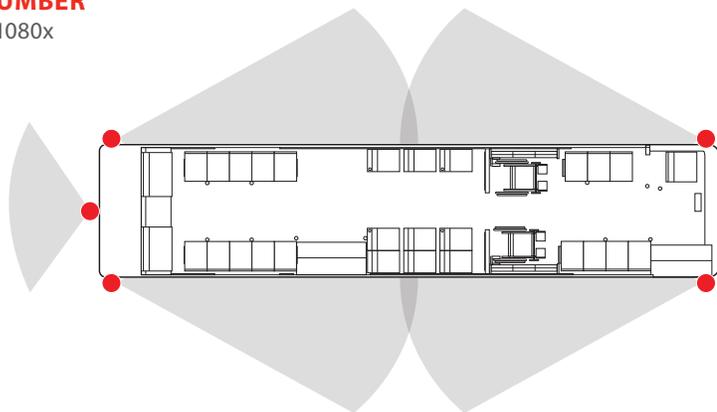
2.28 × 3.76 × 2.0in (57.8 × 95.6 × 50.8mm)

### PART NUMBER

SV-EXTx-1080x

### FEATURES

- Day/Night functionality
- IR distance of 10-15m
- Heavy-duty all metal construction
- Threaded collar connectors screw-lock to form a solid connection



Safety Vision Recommended Exterior HD Setup

# FORESIGHT PRO

## VIDEO MANAGEMENT SOFTWARE



Foresight PRO is the powerful video management software for the Observer series of recorders that offers all the playback and investigating tools you need – right at your fingertips. When paired with WIFI and cellular networking, Foresight PRO's back-end solution provides features such as wireless video downloading, system email health reports, custom email alerts, live video streaming and fleet tracking. View every camera angle at once and zoom in on important details. Use the blur feature to protect the identity of your drivers and passengers. See speed, route history, and other vehicle metadata such as turn signals, brakes, hazard lights and much more, all synchronized with video and graphically displayed for easy analysis. A convenient Evidence folder allows users to label, categorize, organize and generate incident reports after reviewing critical video clips. Also available as a downloadable app, Foresight PRO may be installed onto any internet accessible mobile device or tablet.

### FEATURES:

- Secure User Login
- Advanced Playback Tools
- Geofencing And Fleet Tracking
- Zoom & Blurring Features
- Passive GPS History
- System Email Health Reports
- Custom Email Alerts
- Convenient Video Offloading
- Live Video Streaming
- Evidence Feature
- Easy Exporting Options
- Mobile App Available

### MINIMUM HARDWARE REQUIREMENTS

**Server:** Intel Core i5-2400 (6M cache, up to 3.40GHz), 4GB RAM (2 x 2048), 1GB RAM on graphics card, 1000Mbps LAN card, 10GB free storage space for software, 200MB of free disk space, per vehicle, for database

**Client:** Intel Core i5-2400 (6M cache, up to 3.40GHz), 4GB RAM (2 x 2048), 1GB RAM on graphics card, integrated 10/100/1000 ethernet card

### MINIMUM SOFTWARE REQUIREMENTS

**Server:** Windows Server 2008 R2 (64-bit) or Server 2019 (64-bit), Microsoft .NET Framework 3.5 SP1 or above

**Client:** Windows 7 or Windows 8 (32- or 64-bit) or above, Internet Explorer 10, Adobe® Flash

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## **PROJECT IMPLEMENTATION**

Upon receipt of PO and notice to proceed, Safety Vision would check inventory to make sure the components necessary to complete the job are in house and begin compiling hardware based on the contract requirements for Beaufort County School District (BCSD). Orders will be immediately placed to ensure proper inventory is available for the project. Once inventory for BCSD has been confirmed in-house, Safety Vision will ship the product to the designated installation location. Once the product is shipped in full to BCSD, Safety Vision will deliver the completed, tested, and fully functional system within the required time of executing the contract.

Safety Vision will work with the designated Project Team at BCSD to outline an implementation schedule that is best suited to BCSD's daily operations.

Once the implementation schedule has been defined and approved, Safety Vision will allocate the required number of technicians to get the installations completed in the proposed timeframe. A predictive installation schedule is included below:

Safety Vision will dispatch 3-4 field technicians to perform the installations for BCSD. The install timeframe for 20 buses as stated in Addendum 1 and Addendum 2 is estimated to be the following:

- 20 buses – (3-camera system)
  - 4 days: *Target 4-5 Buses/Day, working 10-12 hour shifts*

Part of the Lead Technician's responsibilities is to handle the QA/QC process. These are accomplished by several key steps in the process. This process includes Pre/Post signoff sheets for the installs, configuration spread sheet (in .xml format) and signoff sheet. The signoff sheet includes configurations, model and serial numbers, IP/MAC addresses and snapshot of each camera installed to ensure proper views. The purpose of this procedure is to document deficiencies that are found during inspection prior to the installation of Safety Vision mobile equipment. It will also serve to document any deficiencies that are found during Post installation inspection of the vehicle for the same criteria.

Time will be allocated to provide a golden sample for each type of vehicle. The involvement of BCSD will be crucial to this section. Installation training if needed, and guides will be documented at this point and copies of it will be distributed to BCSD personnel for future reference.

Installation will be accommodated, so there is minimal disturbance of student transportation vehicles. An indoors bay for install is requested (maybe required if weather is not optimal). Also required are power outlets so technicians can charge drill batteries and other electric tools. There is some involvement from BCSD personnel (for pre/post inspections sheets). Vehicles will be completed prior to morning rollout time. Software and Hardware Training sessions for both the operations and maintenance will be accommodated for different shifts and reps.

Safety Vision tracks all events and milestones from the date of Notice to Proceed, to the point of System Acceptance through a web-based project delivery tracker. All assignments are assigned to Safety Vision internal personnel or End User's responsibility. The assigned Project Manager edits the tasks, assignments, duration, dates and status of completion on a weekly basis.

Safety Vision will install a first article prototype in order to establish mounting locations, camera views and DVR configurations. All equipment and components, including wiring and cabling, will be installed

according to the specifications described in the bid document. We will work closely with BCSD to determine the installation parameters and provide installation training if needed. After the prototype is approved, Safety Vision will begin the installation of the remaining vehicles all configured in the same manner as the prototype(s).

As vehicles are completed, Safety Vision's on-site Project Manager will provide BCSD with a sign-off sheet including images of each camera, serial numbers and a summary of work performed. This would be compared to the previously determined installation parameters and check to verify all is correct. We would suggest a walkthrough of each vehicle for final approval with a BCSD supervisor. As systems are completed, Safety Vision will compile a weekly list of completed installations and invoice BCSD accordingly.

### ***Installation Completion Procedures***

Once an installation is complete, the below procedures/steps must be performed:

1. The first installation will be the template for all remaining installations moving forward
2. The customer or a representative authorized to provide approval is required to review and inspect all aspects of the first installation and note any corrections required. If requirements are within the scope, notification must be communicated back to the project manager who will review the requirement and notify the customer and technicians of the findings.
3. If customer agrees with the first installation, the technician must provide a completed "Installation Acceptance Form". The customer and technician must both sign the document.
4. All remaining installations will match the initial installation and must have its own completed "Installation Acceptance Form" completed and signed by both the customer and technician.

At the conclusion of the installations, Safety Vision will conduct training classes for any/all BCSD employees. USB storage devices including all Safety Vision user manuals will be distributed to every attendee. Safety Vision could also provide these training sessions earlier in the process if BCSD intends to utilize the systems before all work is completed. Documentation will be provided in hard copy and electronic media.

Once the installations are complete, all material, tools etc. will be removed from the premises. The warranty period will begin once the bus installation is approved.

Service and Maintenance requests can be received through various means

1. The Account Rep
2. Customer Service
3. Field Service Department
4. Tech Support/Service Department

Based on the path that the request is received, the processing time can vary from a few minutes up to 24 hours. Once processed, service is scheduled. In the absences of a local service provider, Safety Vision will perform the service. Any 3<sup>rd</sup> party service provider recommended or provided by Safety Vision will have an established track record and highly reliable.

## WARRANTY

### **Safety Vision Limited Warranty & Optional Warranty Products**

#### **LIMITED 3-YEAR NEW PRODUCT WARRANTY**

Safety Vision, LLC ("SV") makes the following limited warranty, which is effective at the time of the original end-user purchase.

**NOTE:** *Optional warranty products are available for all SV products and may be purchased at the time of the original end-user purchase or any time during the original Limited 3-Year New Product Warranty period.*

*(Note: 3 Year warranty included with your purchase. Warranty is for SV products only and **does not** apply to any pre-existing products or equipment being used in-conjunction with SV products)*

SV warrants its products against defects in materials for a period of 3 years after the date of purchase. During this period, SV will repair or replace a defective product or part without charge to the customer. The customer must send the defective product or part to SV or an authorized SV dealer. The customer must pay for all transportation and insurance charges for sending the unit to be repaired. SV's total liability is limited to the original product cost.

#### **Customer's Responsibility**

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The above warranty is subject to the following conditions:

- *Customer must notify SV within 10 days of discovering the defective product or part and provide a description of the defect and complete information about the manner of its discovery.*
- *All warranty servicing of this product must be performed by SV or an authorized servicing agent.*
- *Warranty extends only to defects in materials as limited in the preceding section. Warranty does not extend to any product or part that has been lost or discarded by the customer; to damage to products or parts caused by misuse, accident, improper installation, improper maintenance, or use in violation of instructions furnished with the product; to units that have been altered or modified without authorization of SV; to damage to products or parts that have had the serial number removed, altered, defaced, or rendered illegible; or to any failure of the product to function caused by burglary, fire, flood, war, riot, civil commotion, Acts of God, or any other condition beyond the control of SV.*

#### **Obtaining Warranty Service**

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To obtain warranty service, the customer must contact the SV Service and Warranty Manager at 713.896.6600 or 800.880.8855 to report a defective product. (The customer must report the model number and serial number if available.) The Service and Warranty Manager will assist in troubleshooting the problem and, if necessary, issue a return material authorization (RMA) number. The customer must include this number on the outside of each package shipped to SV.

#### **Important Packing and Shipping Instructions**

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When a product requires service, only the affected component must be returned. If returning a DVR, please include the SD card or hard drive that was in use at the time the issue occurred. The customer must use proper packing material to ensure against damage during shipping. Any shipping damage caused by improper packing is not covered under this warranty. In addition, the customer must include a return material authorization (RMA) number on the outside of each package shipped to SV and a letter explaining the defect with the product.

### **Phone/Online Support**

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To obtain phone or online support please contact our technical support team at 713-929-1164. Our technical support staff will assist the customer with any training and/or product issues that can be addressed over the phone and also assist with any software issues over the phone or via online support. There are no associated costs for vendor support and/or product training.

### **Optional Warranty Products**

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Optional warranty products are available for all SV products and may be purchased at the time of the original purchase or any time during the original Limited 3-Year New Product Warranty period. SV offers the following three optional warranty products for all SV products:

- *Advance Replacement*
- *Extended Product Warranty*
- *Extended Product Warranty with Advance Replacement*

Extended product warranties are available for a minimum term of 1 year (in addition to the Limited 3-Year Warranty) and are available for all products sold by SV. Customers should contact their sales representative or the SV Service and Warranty Manager at 713.896.6600 or 800.880.8855 for more information about these optional warranty products.

*NOTE: Physical damage caused by abuse is not covered.*

### **Advanced Replacement**

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Under the terms of the optional Advance Replacement Warranty, the customer must contact SV if a component fails during the 3-year period after the date of product purchase. SV ships a refurbished replacement component immediately using standard ground freight. (SV will ship a replacement using air freight at the customer's expense.) The customer must ship the failed component to SV. SV determines the cause for failure and repairs the component. If the component failure is due to physical damage from abuse, SV invoices the customer for the repair and return freight charges, if applicable.

### **Extended Product Warranty**

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Under the terms of the optional Extended Product Warranty, the customer must return the component that has failed to SV. SV determines the cause for failure, repairs the component, and returns it to the customer. If the component failure is due to physical damage from abuse, SV invoices the customer for the repair and return freight charges, if applicable. The Extended Product Warranty extends the Limited 3-Year Warranty of Parts to a minimum of 4 years.

### **Extended Product Warranty with Advance Replacement**

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Under the terms of the optional Extended Product Warranty with Advance Replacement, the customer must contact SV if a component fails during the term of the Extended Product Warranty. SV ships a refurbished replacement component immediately using standard ground freight. (SV will ship a replacement using airfreight at the customer's expense.) The customer must ship the failed component to SV. SV determines the cause for failure and repairs the component. If the component failure is due to physical damage from abuse, SV invoices the customer for the repair and return freight charges, if applicable.

### **Labor Warranty**

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The project mentioned herein shall be completed within contract terms in accordance with the scope of work outlined in the contract documents. The agency guarantees the installation described herein as follows:

**Labor:** For a period of Ninety (90) days commencing on the date of Substantial Completion. Any defect in labor, will be repaired at no cost to the owner. Safety Vision shall be notified in writing, of any defects prior to the Ninety (90) days from the date of Substantial Completion at which time the warranty expires.

After the period of Ninety (90) days, labor for the removal and installation of any defective parts will be at the owner's expense. Optional maintenance contracts are available and may be purchased any time after the original purchase. All maintenance contracts include a minimum charge of \$200.00 per vehicle for annual service. Pricing can be adjusted if customer chooses a quarterly or semi-annual frequency.

The above warranty does not cover additional owner instruction, set-up or adjustment. Likewise, this warranty does not cover normal wear and tear, cosmetic damage or damage caused by acts of nature, accidents, negligence, misuse, abuse or lack of routine maintenance, or modification to any part of the system, by anyone other than the agency.

### **Maintenance Contracts (Optional)**

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#### **Schedule:**

The Maintenance schedule will be determined by the end user and the Account Executive. The following options are available:

- *Quarterly*
- *Semi-Annually*
- *Annually*

All maintenance contracts include a minimum charge of \$200.00 per vehicle for annual service. Pricing can be adjusted if customer chooses a quarterly or semi-annual frequency.

#### **Maintenance Services will include:**

##### **General inspection:**

- *All Equipment mounted securely*
- *LED Buttons are functioning correctly*
- *Confirm locks, wiring harnesses and cabling are functioning as expected*
- *Confirm Displays are operating as expected*
- *Review Log Files from prior inspections*

##### **Recorders:**

- *Confirm configurations are set correctly*
- *Firmware version is up to date*
- *IP address confirmation*
- *Confirm Hard Drive functioning as expected*

##### **Sample Footage:**

- *Confirm all cameras are functioning as expected and views are acceptable*
- *Confirm microphones are working (if applicable) as expected*
- *Confirm sensors are working (if applicable) as expected*
- *Review sample footage and test HVR/NVR for expected functionality*

*\*\*Additional inspections for download and health checks would apply if wireless infrastructure is implemented.*

### **Safety Vision RMA Process**

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PLEASE NOTE: No returns are to be made without a Material Authorization Number. Unauthorized returns are subject to refusal and return to you at your expense. All returns will be assessed a 15% restocking charge. Invoices reflect prevailing prices at time of shipment. Any claim for incorrect pricing must be made on or before the net due date of the invoice.

#### **See below for instruction on RMA process:**

In order to obtain a Return Merchandise Authorization, you will need to have the Safety Vision part number and serial number. You may submit an email to [customerservice@safetyvision.com](mailto:customerservice@safetyvision.com) or call us at 800-880-8855 with the product identification, concern/issue you are experiencing and your best method of contact.

Our Client Support Specialists will then determine if the product needing service on is still within the warranty period and/or determine the next best route. If the product is still within the warranty period, an email with the Authorization attached will be sent to you. You will need to print out this Authorization and place it in the package to be returned to Safety Vision. It is the client's responsibility to return the equipment back to Safety Vision by way of USPS, Federal Express or UPS. Once a technician has evaluated the equipment, your item will either be repaired or replaced and sent back at no additional cost.

*\*\*If your equipment is not still within the warranty period, a purchase order or credit card will need to be obtained prior to the Authorization finalization. Once the payment method has been determined and added to the Authorization, the same method that is stated above should be applied with regards to sending the equipment back to Safety Vision. If your product is repairable, a fee will be applied to the service order in addition to the shipping charges to ship the product back to you. You may ask for an estimated service charge prior to the placement of your service request, however, charges are estimates only and cannot be guaranteed until the product has been evaluated.*

Our standard turn-around time for evaluation is 7-14 business days. As a point of reference within this process, physical Damage, including Water Damage, is not covered by our Safety Vision warranty. Should you have any questions on the status of your service, you may call our Client Support Department at any time.

## ***AFTER DELIVERY SUPPORT & SERVICES***

Safety Vision prides itself on customer service and support after the purchase. Throughout the past 25+ years, this is one of the main factors in gaining and maintaining our vast customer base.

Safety Vision's U.S. based technical support resides at our corporate headquarters in Houston, TX. The support staff is highly trained and knowledgeable about all our product lines, and readily available to help you learn about your products or resolve any problems that arise after they have been installed.

Our technical support department is operational **Monday-Friday from 7:00am-6:00pm CST** and can be reached at **713-929-1164**. Response is typically within one hour of receiving the call. Support is achieved but not limited to phone, web, email, and remote computer log in.

Upon request, Safety Vision can also offer on-site service contracts. These services can be performed by a trained local contractor agreed upon Safety Vision and the customer or a Safety Vision employee assigned to remain on-site at the client's facility. (If the client has a preferred contractor, Safety Vision can train and certify them. Some cost may be involved).

### ***Availability of Parts***

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Safety Vision's 40,000 sq. foot building is equipped with a four-tier warehouse that stores over \$15 million dollars of inventory.

Determined lead time for stocked inventory will consists of 7-10 days. If item(s) not in inventory, please allow 30 business days for shipment delivery.

### ***On-site Service Call***

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If requested by the customer, Safety Vision can offer on-site service. Determined lead time needed for an on-site service call will consist of 14 days. (\*\***Note** – *Subject to change due to any scheduling conflicts*\*\*)

### ***Software Maintenance***

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Our Software maintenance model is broken down to four sections and it's categorized as:

- **Corrective Maintenance:** This is a reactive modification of a software product performed after delivery to correct discovered problems and it is also termed as bug fix.
- **Adaptive Maintenance:** Is the modification performed on a software product after delivery to keep a software product usable in a changed or changing environment. It is also termed as enhancement.
- **Perfective Maintenance:** Is the modification of a software product after delivery to improve performance or maintainability. It is also called performance tuning.  
**Note-** *All Corrective, Adaptive and Perfective Maintenance updates are typically pushed out to clients via email with a TSB (Technical Service Bulletin). The TSB contains a link for downloading the enhanced version of software.*
- **Preventive Maintenance:** Is typically conducted by the client at a minimum of quarterly intervals. This maintenance check consists of verifying with Safety Vision that the correct version of software is installed on all viewing stations, servers, etc.