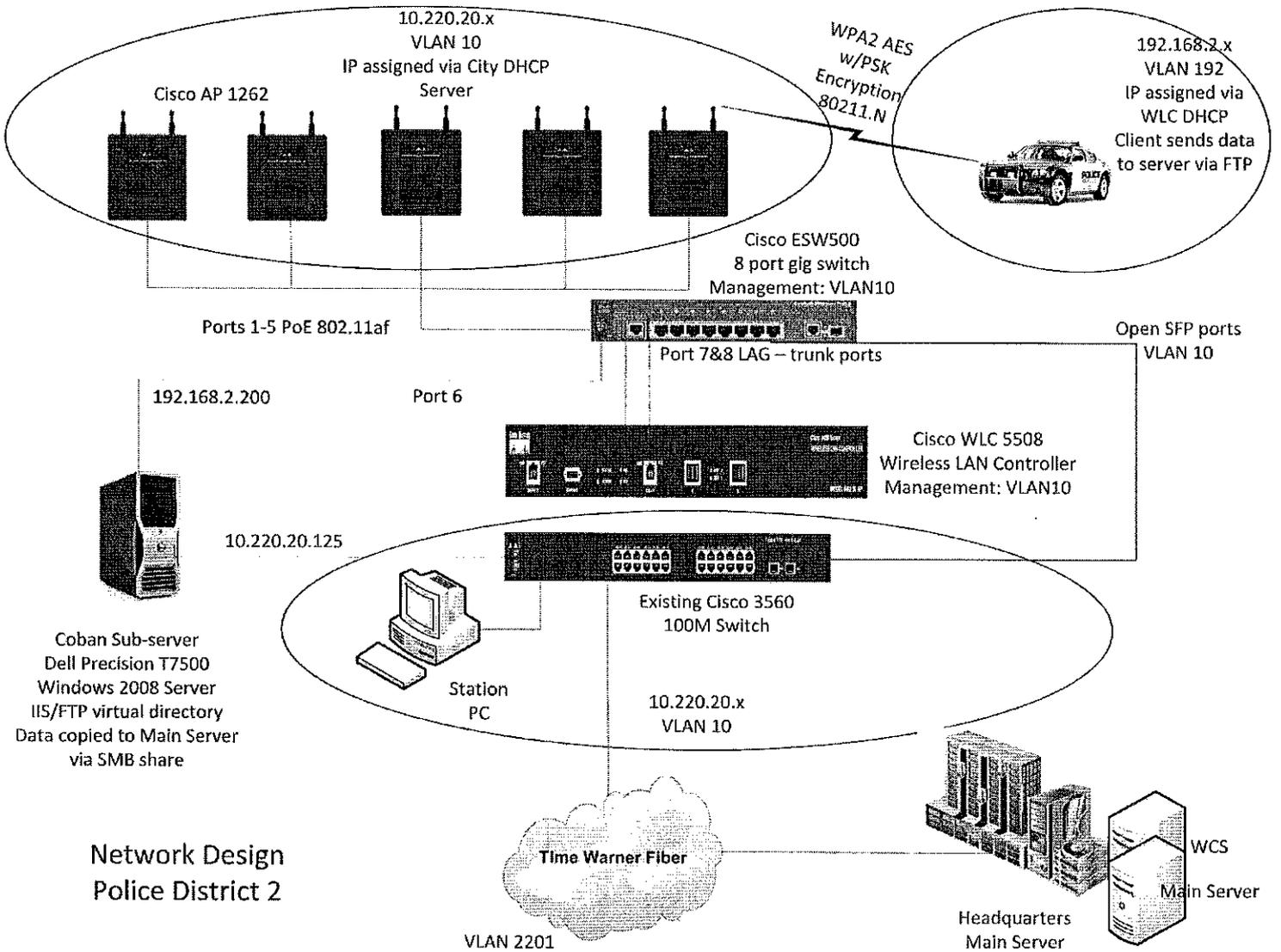
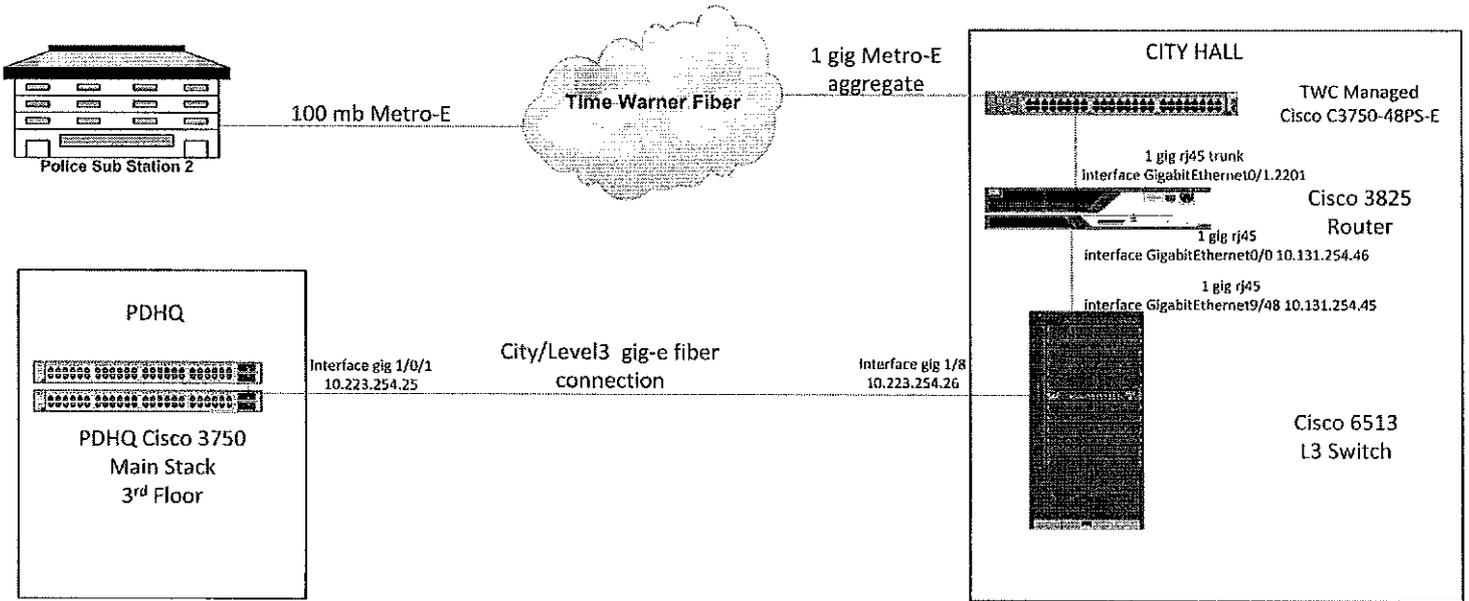


# Appendix I – Digital In-Car Video Solution Scheme

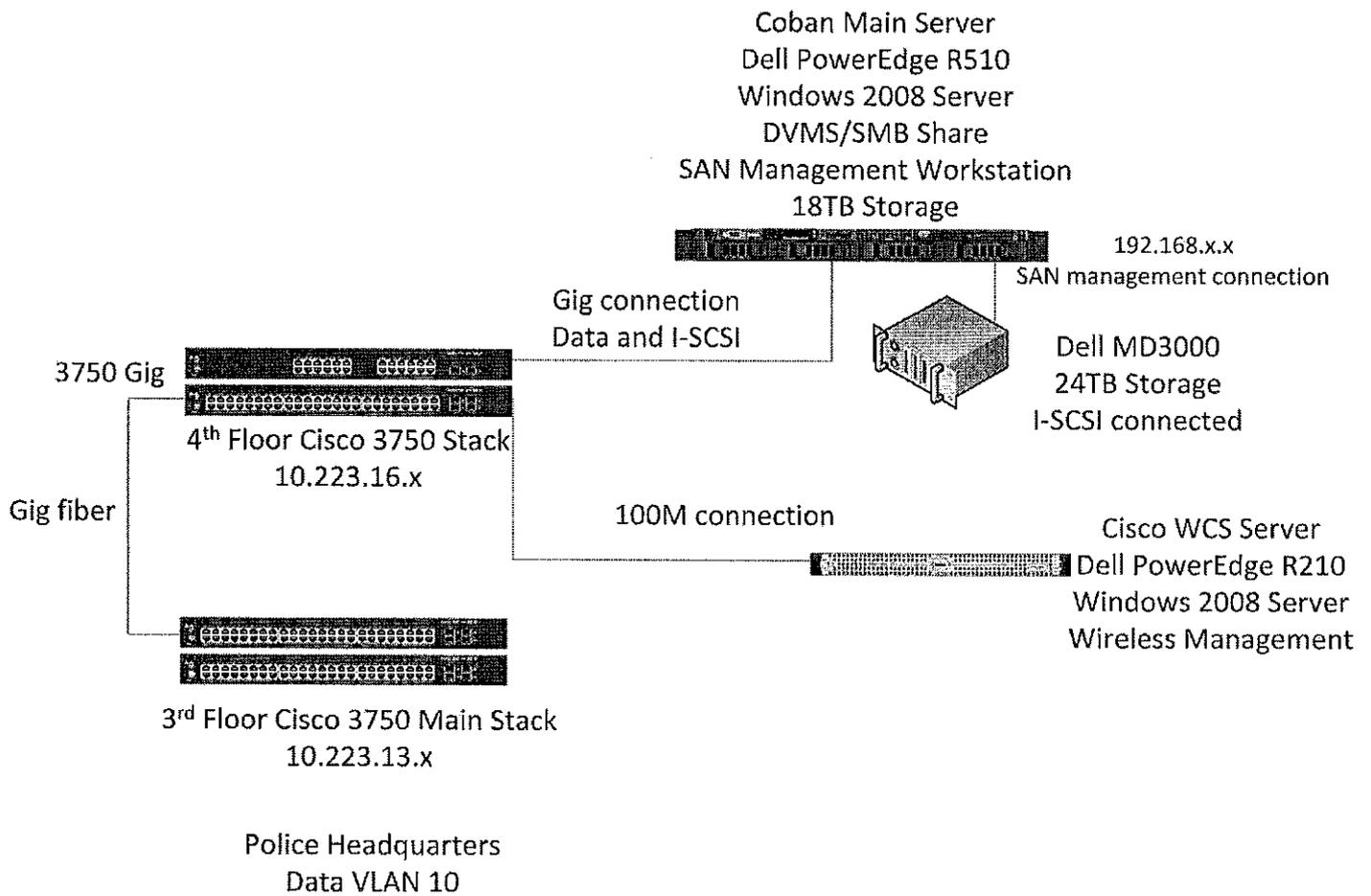


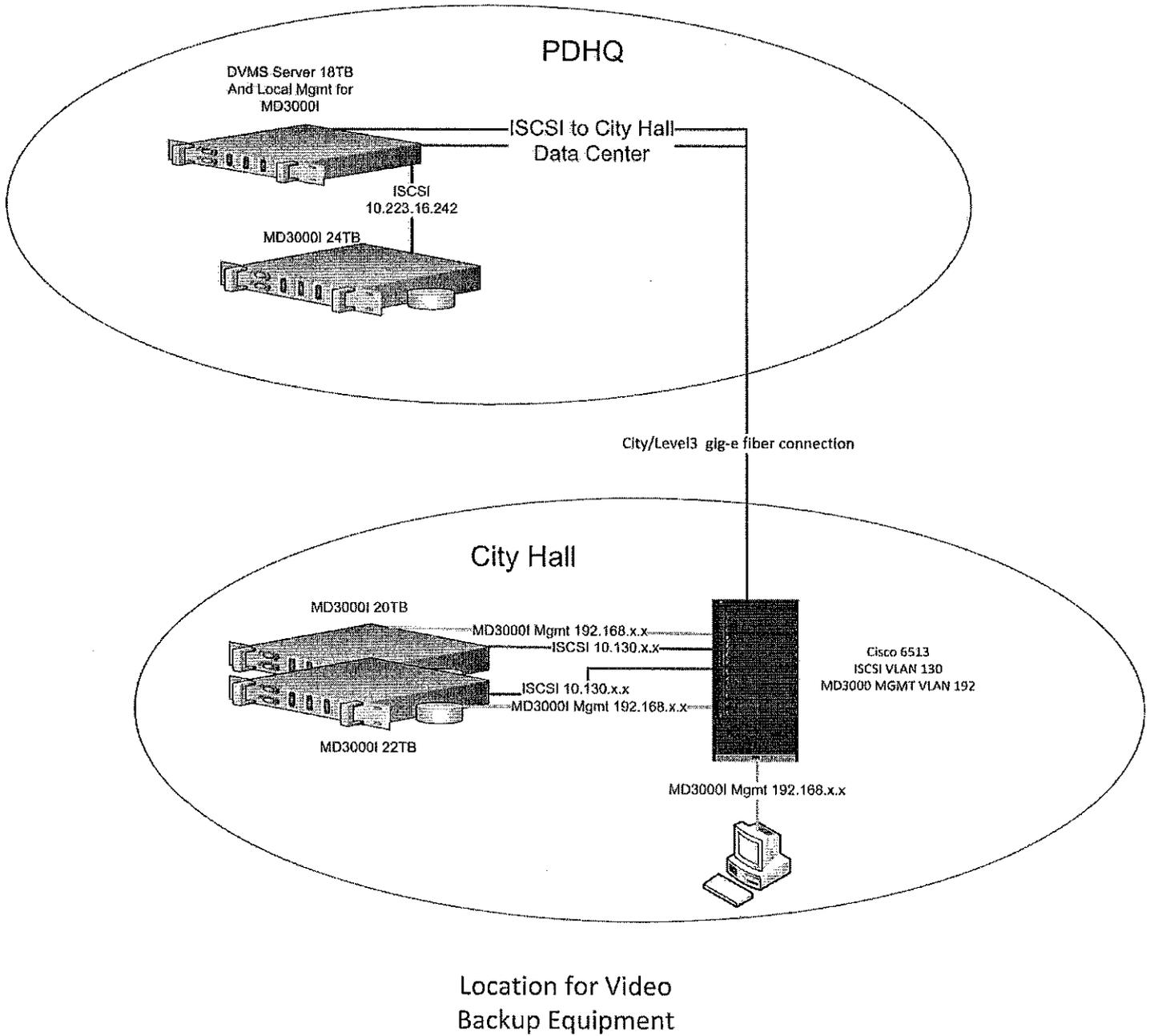
Network Design  
Police District 2

# WAN Detail



# Police Headquarters Data Center Detail





## Appendix II – Server and Storage Specifications

### 2.79TB sub server:

|                                     |   |
|-------------------------------------|---|
| <b>Base Unit:</b>                   | Dell Precision T7500 Workstation (224-4856)   |
| <b>Processor:</b>                   | Dual Core Processor E5502, 1.86GHz, 4M, 4.8GT/s, Dell Precision TX500 (317-0296)                                  |
| <b>Memory:</b>                      | 2GB DDR3 ECC SDRAM Memory, 1066MHz, 2X1GB, Dell Precision TX500 (317-0329)  |
| <b>Keyboard:</b>                    | Dell, USB, Quiet KYBD, No Hot Keys, PWS, Black (330-3203)   |
| <b>Monitor:</b>                     | Dell Professional 17 Inch Monitor P170S, HAS, USB, OptiPlex, Precision, Latitude, Enterprise (320-1095)           |
| <b>Video Card:</b>                  | 256MB ATI FireMV 2260, Dual Monitor 2DP, Dell Precision T1500, T5500 and T7500 (320-8830)                         |
| <b>Hard Drive:</b>                  | 1.5TB SATA 3.0Gb/s, 7200 RPM Hard Drive with 16MB DataBurstCache, Dell Precision TX500 (341-9039)                 |
| <b>Hard Drive Controller:</b>       | C12 All SATA Hard Drives, RAID 5 for 4 Hard Drives, with Greater Than 2TB Volume, Dell Precision T7500 (341-9024) |
| <b>Floppy Disk Drive:</b>           | No Floppy Drive, Dell Precision (341-5255)  |
| <b>Operating System:</b>            | Windows 7 Professional Downgrade to XP Professional SP3, Media, Fixed Precision, English (468-4298)               |
| <b>Operating System:</b>            | Windows 7 Downgrade RLOB (421-1993)   |
| <b>Operating System:</b>            | Dell Data Back-up and Recovery Manager for WinXP, English Latitude, Precision, OptiPlex, Vostro (468-3559)        |
| <b>Mouse:</b>                       | New Dell USB 2 Button Optical Mouse with Scroll, Black Precision (310-9602)                                       |
| <b>CD-ROM or DVD-ROM Drive:</b>     | 16X DVD+-RW Data Only Dell Precision TX500 (313-7457)   |
| <b>CD-ROM or DVD-ROM Drive:</b>     | Cyberlink Power DVD 8.3, with Media, Dell Relationship LOB (421-0636)   |
| <b>CD-ROM or DVD-ROM Drive:</b>     | Roxio Creator Dell Edition 10.3, Media, Dell RLOB (421-1189)  |
| <b>Sound Card:</b>                  | Sound Blaster X-Fi XtremeMusic(D), w/Dolby Digital 5.1, Dell Precision TX500 (313-7461)                           |
| <b>Speakers:</b>                    | Dell AX210 Two Piece Stereo Speakers (Black) for OptiPlex Precision and Latitude (313-7774)                       |
| <b>Cable:</b>                       | Precision T7500 Power Supply (330-3555)   |
| <b>Documentation Diskette:</b>      | Documentation, English, Dell Precision (330-3156)   |
| <b>Documentation Diskette:</b>      | Power Cord, 125V, 2M, C13, Dell Precision (330-3157)  |
| <b>Additional Storage Products:</b> | 1.5TB SATA 3.0Gb/s, 7200 RPM Hard Drive with 16MB DataBurstCache, Dell Precision TX500 (341-9041)                 |
| <b>Controller Option:</b>           | PERC6/i SAS/SATA Hardware RAIDCard - For Connecting Internal Hard Drives, Dell Precision T7500 (341-9032)         |
| <b>Feature</b>                      | Resource DVD contains Diagnostics and Drivers for Dell Precision T7500 (330-3571)                                 |
| <b>Service:</b>                     | Basic Support: Next Business Day Parts and Labor Onsite Response 2 Year Extended (992-8602)                       |
| <b>Service:</b>                     | Basic Support: Next Business Day Parts and Labor Onsite Response Initial Year (993-2640)                          |
| <b>Service:</b>                     | Dell Hardware Limited Warranty Plus Onsite Service Extended Year(s) (993-8608)                                    |
| <b>Service:</b>                     | Dell Hardware Limited Warranty Plus Onsite Service Initial Year (993-8587)  |
| <b>Installation:</b>                | Standard On-Site Installation Declined (900-9987)   |
| <b>Misc:</b>                        | 1.5TB SATA 3.0Gb/s, 7200 RPM Hard Drive with 16MB DataBurstCache, Dell Precision TX500 (341-9041)                 |
| <b>Misc:</b>                        | 1.5TB SATA 3.0Gb/s, 7200 RPM Hard Drive with 16MB DataBurstCache, Dell Precision TX500 (341-9041)                 |
| <b>Misc:</b>                        | Shipping Material for System Dell Precision T7500 (330-3569)  |

### 18TB server with internal storage:

| Module   | Description  | Product Code | SKU                                    | Qty |
|--|--|--------------|--|-----|
| <b>PowerEdge R510</b>                                | PE R510 with up to 12 Hot Swap HDDs and 2 Cabled Hard Drives         | R51C12       | [224-8413]                             | 1   |
| <b>Operating System</b>                              | No Operating System  | NOOS         | [420-6320]                             | 11  |
| <b>Ship Group</b>                                    | PowerEdge R510 Shipping for 12 Hot Swap HDDs/+2 Cabled HDs           | SHPGP12      | [330-9977]                             | 2   |
| <b>Memory</b>  | 8GB Memory (4x2GB), 1066MHz, Dual Ranked RDIMMs for 2 Processor      | 8GRD2P6      | [317-1403]                             | 3   |
| <b>Keyboards, Mice, Displays and Related Devices</b> | Keyboard and Optical Mouse, USB, Black, English, with 17 LCD Monitor | KM17ENG      | [310-8360]<br>[310-9638]<br>[320-8083] | 4   |
| <b>Processor</b>                                     | Intel® Xeon® E5504, 2.0Ghz, 4M Cache, 800MHz Max Mem                 | E5504        | [317-1208]                             | 6   |
| <b>Additional Processor</b>                          | Intel® Xeon® E5504, 2.0Ghz, 4M Cache, 800MHz Max Mem                 | 2E5504       | [317-1220]<br>[317-2374]               | 7   |
| <b>1st Hard Drive</b>                                | HD Multi-Select  | HDMULTI      | [341-4158]                             | 8   |
| <b>Primary Controller</b>                            | PERCH700i Controller, 512Cache PERC Battery with PERC7 Cable, 12HD   | 512PH7       | [330-5575]<br>[330-9853]<br>[342-0598] | 9   |
| <b>Network Adapter</b>                               | Intel Gigabit ET Dual Port NIC, PCIe-4                               | DPCIE4       | [430-0643]                             | 13  |
| <b>Embedded Management</b>                           | Baseboard Management Controller                                      | BMC          | [313-7919]                             | 14  |
| <b>Internal Optical Drive</b>                        | No Internal Optical Drive  | NODVD12      | [313-8574]                             | 16  |
| <b>Bezel</b>   | Bezel  | BEZFI        | [313-                                  | 17  |

|                           |  |         |            |      |
|---------------------------|--|---------|------------|------|
|                           |  |         | 8551]      |      |
| System Documentation      | Electronic System Documentation and OpenManage DVD Kit                     | EDOC    | [313-8552] | 21   |
| Hard Drive Configuration  | RAID 1, RAID 5 for PERC H700 Controller                                    | H7R1R5  | [342-0585] | 27   |
| Rails                     | Sliding Ready Rails Without Cable Management Arm                           | RRNOCMA | [330-5465] | 28   |
|                           |  |         | [905-6667] |      |
|                           |  |         | [905-7218] |      |
| Hardware Support Services | 3Yr Basic Hardware Warranty Repair: 5x10 HW-Only, 5x10 NBD Onsite          | U3OS    | [906-0202] | 29   |
|                           |  |         | [906-6299] |      |
|                           |  |         | [906-9490] |      |
|                           |  |         | [994-4019] |      |
| Installation Services     | No Installation  | NOINSTL | [900-9997] | 32   |
| Power Supply              | 750 Watt Redundant Power Supply  | 750RPS  | [330-6598] | 36   |
| Power Cords               | 2x NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord | 2125V10 | [310-8509] | 38   |
|                           |  |         | [310-8509] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
| Hard Drives               | (12) 2TB 7.2K RPM SATA 3.5in HotPlug Hard Drive                            | 2TBSHD  | [341-9712] | 1209 |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
|                           |  |         | [341-9712] |      |
| Hard Drives               | (2) 500GB 7.2K RPM Near-Line SAS 2.5in FlexBay Hard Drive                  | 500NLF  | [342-0826] | 1209 |
|                           |  |         | [342-0626] |      |

**24, 22 & 20 TB storage:**

|                              |   |
|------------------------------|---|
| Base Unit:                   | PowerVault MD3000i ISCSI RAID array with two dual-port controllers (223-1695)   |
| Keyboard:                    | Initially connected to 4 or fewer servers (466-9855)  |
| Monitor:                     | MD3000i to be attached only to Windows servers (466-9858)   |
| Video Card:                  | Attached servers will not be virtualized. (466-9862)  |
| Video Memory:                | Attached Servers will not be clustered (466-9865)   |
| Hard Drive:                  | 2TB 5.4K RPM Universal SATA 3Gbps 3.5in HotPlug Hard Drive (341-9578)   |
| Additional Storage Products: | Blank Hard Drive Filler for Dell PowerVault Array (310-0686)  |
| Factory Installed Software:  | No data protection software (410-1074)  |
| Feature                      | Rapid Rails for Dell, or other Square Hole Racks, MDxx00 (310-7080)   |
| Service:                     | Dell Hardware Warranty Plus On-site Service, Extended (987-9818)  |
| Service:                     | Dell Hardware Warranty Plus On-site Service Initial Year (987-9877)   |
| Service:                     | Pro Support for IT: Next Business Day Onsite Service After Problem Diagnosis, 2Year Extended (987-8502)   |
| Service:                     | Thank you choosing Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-800-945-33 (989-3439) |
| Service:                     | ProSupport for IT: 7x24 HW / SW Tech Support and Assistance for Certified IT Staff, 3 Year (987-8542)   |
| Service:                     | Pro Support for IT: Next Business Day Onsite Service After Problem Diagnosis, Initial Year (988-2520)   |
| Installation:                | Remote Implementation of a Dell PowerVault MD3xxx Subsystem (to schedule, email <a href="mailto:US_Remote_Services@dell.com">US_Remote_Services@dell.com</a> ) (985-5398)       |
|                              | 2TB 5.4K RPM Universal SATA 3Gbps 3.5in HotPlug Hard Drive (341-9578) *   |

## Appendix III – COBAN Price Quote



COBAN Technologies, Inc.  
 12503 Exchange Dr., Suite 536  
 Stafford, TX 77477  
 TEL: 281-277-8288, FAX: 281-277-8256

### SALES ORDER

Order No.: 00003437  
 Date: 11/15/2010  
 Page: 1 of 4

**Bill to:** Durham Police Dept., NC  
 505 W Chapel Hill St  
 Durham, NC 27701  
 Tel.:919-560-4322  
 Fax :919-560-4971

**Ship to:** Durham Police Dept., NC  
 505 W Chapel Hill St  
 Durham, NC 27701  
 Tel.:919-560-4322  
 Fax :919-560-4971

|                         |                          |               |
|-------------------------|--------------------------|---------------|
| Account No.: 0000802626 | Your P/O No.:            | Terms: Net 30 |
| Sales Rep: DH           | Shipping Via: UPS Ground | Due Date: / / |

| Line | Item Number | Description   | Quantity | Unit Price    | Extended   |
|------|-------------|---|----------|---------------|------------|
| 1    | SYST2-01    | TOPCAM GII SYSTEM   | 30       | 4,550.00 /KT  | 136,500.00 |
| 2    | SCOPT-01    | OPTION- GPS   | 30       | /KT           | (Included) |
| 3    | SCOPT-09    | OPTION- DETACHED WIDE ANGLE CAMERA  | 30       | 150.00 /KT    | 4,500.00   |
| 4    | G2-NWIR-07  | 802.11 SPARKLAN 802.11N WIRELESS CARD   | 30       | 105.00 /KT    | 3,150.00   |
| 5    | MCPU-02     | CPU- T2 CPU & PS PIGGYBACK  | 30       | /KT           | (Included) |
| 6    | MCPU-05     | CPU- T2 CABLE GUARD   | 30       | 20.00 /KT     | 600.00     |
|      |             | Per Sept 23rd, 2010 e-mail request  |          |               |            |
| 7    | SCMH-4018T  | MHDD 1.8" 40G- TOSHIBA  | 10       | 350.00 /KT    | 3,500.00   |
| 8    | SGPKB-01    | MIC- G2 WIRELESS MIC PKG B2   | 2        | 350.00 /KT    | 700.00     |
| 9    | SCOPT-21    | OPTION- 2.4Ghz & 4.9Ghz SHARKFIN  | 60       | 150.00 /KT    | 9,000.00   |
| 10   | WLIC-01     | LICENSE- COBAN DVMS   | 30       | 250.00 /KT    | 7,500.00   |
| 11   | SCAA-05     | MIS- TECH SUPPORT KIT   | 1        | 495.00 /KT    | 495.00     |
| 12   | LFEE-05     | FEE- SHIPPING   | 30       | 75.00 /KT     | 2,250.00   |
|      |             | 30 TopCam Systems shipping and insurance  |          |               |            |
| 13   | BSVR-18T    | SERVER 18TB<br>R510 18.62 TB  | 1        | 17,265.30 /KT | 17,265.30  |
| 14   | BSTR-24TB   | STORAGE 24TB<br>HQ Storage - MD 3000i   | 1        | 16,289.40 /KT | 16,289.40  |
| 15   | BSVR-02T    | SERVER 2TB<br>Enhanced Workstation Tower 2.79 TB (Windows XP SP3, SQL Exp 2008 and UPS) | 1        | 4,341.80 /KT  | 4,341.80   |
| 16   | BMIS-00     | MIS- G2 UPLOAD CRADLE   | 2        | 175.00 /KT    | 350.00     |
| 17   | BSTR-22TB   | STORAGE 22TB<br>Back Up Storage   | 1        | 15,616.92 /KT | 15,616.92  |
| 18   | BSTR-20TB   | STORAGE 20TB<br>Backup Storage  | 1        | 14,945.35 /KT | 14,945.35  |
| 19   | BMIS-08     | MIS- 4 in 1 USB UPLOAD CRADLE - 1.8"  | 1        | 795.00 /KT    | 795.00     |



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## SALES ORDER

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 Date: 11/15/2010  
 Page: 2 of 4

Bill to: Durham Police Dept., NC  
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 Fax :919-560-4971

Ship to: Durham Police Dept., NC  
 505 W Chapel Hill St  
 Durham, NC 27701  
 Tel.:919-560-4322  
 Fax :919-560-4971

|                        |                          |               |
|------------------------|--------------------------|---------------|
| Account No.: 000002626 | Your P/O No.:            | Terms: Net 30 |
| Sales Rep : DH         | Shipping Via: UPS Ground | Due Date: / / |

| Line | Item Number | Description  | Quantity | Unit Price    | Extended   |
|------|-------------|--|----------|---------------|------------|
| 20   | BUPS-04     | UPS APC 5000<br>Delivered on 3/11/2010   | 1        | 3,425.00 /KT  | 3,425.00   |
| 21   | LFEE-05     | FEE- SHIPPING<br>Back office equipment shipping with insurance.  | 1        | 1,125.00 /KT  | 1,125.00   |
| 22   | WLIC-09     | LICENSE- COBAN ENTERPRISE DVMS<br>Waived   | 2        | /KT           | (Included) |
| 23   | WLIC-05     | LICENSE- MPEG 2 DECODER<br>2 per station   | 4        | 35.00 /KT     | 140.00     |
| 24   | WLIC-21     | LICENSE- COBAN BACKUP UTILITY  | 1        | 6,000.00 /KT  | 6,000.00   |
| 25   | WMAIN-07    | MAINT- COBAN BACKUP UTILITY<br>3 yr. EXTENDED MAINTENANCE FOR COBAN<br>BACKUP UTILITY  | 3        | 600.00 /KT    | 1,800.00   |
| 26   | WIR-00      | WIRELESS COMPONENTS<br>Coban / Netversant Wireless 802.11n Installation<br>Proposal 20101007<br>- 5 x Cisco 1262 CTRLR-BASED AP with 3yr SmartNet<br>8x5 NBD<br>- 1 x Cisco 5508 Wireless Controller with 3yr SmartNet<br>8x5 NBD<br>- 1 x Cisco ESW500 SB PRO 8 Port POE Switch with<br>3yr Small Business Pro Support Service<br>- 4 x 100 Base-T SFPs<br>- 5 x Terraware 6pack MIMO Patch<br>- 30 x Terraware Lightning Arrestor 0-6GHz<br>- 30 x Terraware LMR-200 3ft Extension | 1        | 19,751.30 /KT | 19,751.30  |
| 27   | BSVR-WCS    | SERVER WCS<br>Dell Power Edge R210 , 4G Memory, (2) 160G ATA<br>Drive, 3 yr Basic Hardware Warranty, 4hr 5 x10 Onsite<br>After Diagnosis   | 1        | 2,423.62 /KT  | 2,423.62   |
| 28   | WLIC-11     | LICENSE- MS SERVER<br>Included with SERVER WCS   | 1        | /KT           | (Included) |

11/22/2010 8:33 AM



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## SALES ORDER

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 Page: 3 of 4

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 Durham, NC 27701  
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 Fax :919-560-4971

|                        |                          |               |
|------------------------|--------------------------|---------------|
| Account No.: 000002626 | Your P/O No.:            | Terms: Net 30 |
| Sales Rep.: DH         | Shipping Via: UPS Ground | Due Date: / / |

| Line | Item Number | Description   | Quantity | Unit Price   | Extended  |
|------|-------------|---|----------|--------------|-----------|
| 29   | WLIC-00     | LICENSE- OTHER<br>1 x WCS-STANDARD-K9 50 APS LICENSE ONLY<br>1 x US ONLY SW APP SUPP + UPGR WCS BASE<br>LICENSE FOR 50 APS  | 1        | 5,113.00 /KT | 5,113.00  |
| 30   | WIR-00      | WIRELESS COMPONENTS<br>Coban / Netversant Wireless 802.11n Installation<br>Proposal 20101007<br>- 2000ft. SYSTIMAX CAT6 CABLE<br>- 5 x SYSTIMAX BOX 1 PORT<br>- 10 x SYSTIMAX CAT 6 INSERT<br>- 5 x SYSTIMAX 3 FT GIGASPEED PATCH CORD<br>- 8 x SYSTIMAX 7 FT GIGASPEED PATCH CORD<br>- 1 x SYSTIMAX 24-PORT 1U PATCH PANEL | 1        | 1,893.14 /KT | 1,893.14  |
| 31   | LINST-04    | INSTALLATION- DE-INSTALL  | 30       | 75.00 /KT    | 2,250.00  |
| 32   | LTRN-01     | TRAINING- IN-CAR INSTALLATION TRAINING<br>Delivered on 3/8/2010-3/10/2010   | 1        | 2,500.00 /KT | 2,500.00  |
| 33   | LINST-01    | INSTALLATION- IN CAR  | 30       | 350.00 /KT   | 10,500.00 |
| 34   | SCOPT-10    | OPTION- RADAR INTEGRATION<br>Software and Configuration Only  | 13       | 150.00 /KT   | 1,950.00  |
| 35   | LINST-01    | INSTALLATION- IN CAR<br>Install Radar Integration Box and Cables  | 13       | 50.00 /KT    | 650.00    |
| 36   | LINST-01    | INSTALLATION- IN CAR<br>Wireless Antenna Install<br>* 2 Antennas per vehicle  | 30       | 50.00 /KT    | 1,500.00  |
| 37   | LSET-01     | SETUP- WORKSTATION HW & SW CONFIG   | 4        | 250.00 /KT   | 1,000.00  |
| 38   | LSET-02     | SETUP- SERVER HW & SW CONFIG<br>Config and Setup 1 Sub Server   | 1        | 2,500.00 /KT | 2,500.00  |
| 39   | LSET-03     | SETUP- SERVER W/RAID HW & SW CONFIG<br>Config and Setup 1 HQ Server and Storage   | 1        | 2,500.00 /KT | 2,500.00  |

11/22/2010 8:33 AM



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## SALES ORDER

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 Page: 4 of 4

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 505 W Chapel Hill St  
 Durham, NC 27701  
 Tel.:919-560-4322  
 Fax :919-560-4971

|                         |                          |               |
|-------------------------|--------------------------|---------------|
| Account No.: 0000002626 | Your P/O No.:            | Terms: Net 30 |
| Sales Rep: DH           | Shipping Via: UPS Ground | Due Date: / / |

| Line | Item Number | Description  | Quantity | Unit Price   | Extended  |
|------|-------------|--|----------|--------------|-----------|
| 40   | LSET-13     | SETUP- COBAN BACK UP UTILITY<br>Config and Setup the two MD3000i Backup Storage. | 1        | 2,000.00 /KT | 2,000.00  |
| 41   | LINST-03    | INSTALLATION- WIRELESS EQUIPMENT<br>* Wireless Installation Labor                | 1        | 6,500.00 /KT | 6,500.00  |
| 42   | LINST-06    | INSTALLATION- CABLING<br>* Cabling Labor   | 1        | 2,000.00 /KT | 2,000.00  |
| 43   | LSET-12     | SETUP- WIRELESS CONFIG<br>* Wireless Configuration                               | 1        | 2,200.00 /KT | 2,200.00  |
| 44   | LSET-07     | SETUP- DVMS WIRELESS CONFIG<br>* DVMS Wireless Configuration per Server          | 1        | 2,500.00 /KT | 2,500.00  |
| 45   | LSET-10     | SETUP- WIRELESS CLIENT SETUP ( PER CAR )<br>Wireless Client Config per vehicle   | 30       | 75.00 /KT    | 2,250.00  |
| 46   | LTRN-02     | TRAINING- ADMIN / OFFICER TRAINING   | 1        | 2,500.00 /KT | 2,500.00  |
| 47   | LSRV-03     | SERVICE- PROJECT MANAGEMENT FEE  | 30       | 150.00 /KT   | 4,500.00  |
| 48   | WARR-T23    | TCAM 2ND-3RD YR MAINTENANCE  | 30       | 900.00 /KT   | 27,000.00 |

Sub Total 356,269.83  
 Sales Tax  
 Total Amount: 356,269.83

Prepared by

|         |            |
|---------|------------|
| Balance | 356,269.83 |
|---------|------------|

11/22/2010 8:33 AM

## Appendix IV - Deliverable Acceptance Form

|                            |            |          |
|----------------------------|------------|----------|
| Department Name:           | PO Number: | PO Date: |
| Authorized Representative: | Title:     |          |
| Contact Number:            |            |          |

| Deliverable  | # Delivered | # Accepted | Acceptance/Denial Date | Reason for Denial | Sig |
|--|-------------|------------|------------------------|-------------------|-----|
| <b>In-Car Hardware/Software Delivery &amp; Installation</b>      |             |            |                        |                   |     |
| TopCam Gen 2 Systems   |             |            |                        |                   |     |
| GPS  |             |            |                        |                   |     |
| Detached wide angle IR camera                                    |             |            |                        |                   |     |
| T2 standard mounting   |             |            |                        |                   |     |
| CPU module   |             |            |                        |                   |     |
| Piggyback CPU and power supply Mount                             |             |            |                        |                   |     |
| Antennas   |             |            |                        |                   |     |
| COBAN Digital Video Management Solution software license         |             |            |                        |                   |     |
| In-car hardware/software installation, configuration and testing |             |            |                        |                   |     |
| <b>Back Office Hardware/Software Delivery &amp; Installation</b> |             |            |                        |                   |     |
| Single hard drive upload cradles                                 |             |            |                        |                   |     |
| Multi hard drive upload cradle                                   |             |            |                        |                   |     |
| MPEG2 Codec players  |             |            |                        |                   |     |
| Work station installation, configuration and testing             |             |            |                        |                   |     |
| 2.79TB sub-server  |             |            |                        |                   |     |
| Sub-server installation, configuration and testing               |             |            |                        |                   |     |
| 18TB server  |             |            |                        |                   |     |
| 24 TB storage  |             |            |                        |                   |     |
| COBAN Digital Management Solution Enterprise software license    |             |            |                        |                   |     |
| COBAN backup utility   |             |            |                        |                   |     |
| Main server installation, configuration and testing              |             |            |                        |                   |     |
| 22TB storage   |             |            |                        |                   |     |
| 20TB storage   |             |            |                        |                   |     |
| SAN Backup storage installation, configuration and testing       |             |            |                        |                   |     |
| APC 5000   |             |            |                        |                   |     |
| <b>Wireless Hardware/Software Delivery &amp; Installation</b>    |             |            |                        |                   |     |
| Cisco 1262N controller based wireless access points              |             |            |                        |                   |     |
|  |             |            |                        |                   |     |
|  |             |            |                        |                   |     |

| <b>Deliverable</b>  | <b>#<br/>Delivered</b> | <b>#<br/>Accepted</b> | <b>Acceptance/Denial<br/>Date</b> | <b>Reason for<br/>Denial</b> | <b>Sig</b> |
|---|------------------------|-----------------------|-----------------------------------|------------------------------|------------|
| Cisco 5508 wireless LAN controller                                |                        |                       |                                   |                              |            |
| Cisco ESW500 Small Business Pro<br>8 port switch                  |                        |                       |                                   |                              |            |
| 1000 Base-T SFP   |                        |                       |                                   |                              |            |
| Dell Power Edge R210  |                        |                       |                                   |                              |            |
| Terrawave 2.4/5 Ghz 6 pack MIMO<br>patch                          |                        |                       |                                   |                              |            |
| Terrawave lightning arrestor 0-6 GHz                              |                        |                       |                                   |                              |            |
| Terrawave LMR-200 3 ft extension                                  |                        |                       |                                   |                              |            |
| Windows server 2008   |                        |                       |                                   |                              |            |
| Wireless control system base license<br>for APs                   |                        |                       |                                   |                              |            |
| 2000 ft SYSTIMAX CAT6 cable                                       |                        |                       |                                   |                              |            |
| SYSTIMAX box 1 port   |                        |                       |                                   |                              |            |
| SYSTIMAX CAT6 inserts   |                        |                       |                                   |                              |            |
| SYSTIMAX 3 ft giga speed patch<br>cords                           |                        |                       |                                   |                              |            |
| SYSTIMAX 7 ft giga speed patch<br>cords                           |                        |                       |                                   |                              |            |
| SYSTIMAX 24 port IU patch panel                                   |                        |                       |                                   |                              |            |
| Wireless Upload System installation,<br>configuration and testing |                        |                       |                                   |                              |            |

## **Appendix V – Warranty & Support Statements**

### **MANUFACTURERS' WARRANTIES**

All Back Office Hardware identified in Section 2.4 comes with a manufacturer's premium one (1) year material warranty providing next business day on-site service. Upon CLIENT's payment to COBAN for extended warranty coverage, the aforementioned warranties shall be extended by COBAN for CLIENT for an additional two (2) year period; the extended warranty periods shall begin immediately upon expiration of the preceding warranty period.

Upon CLIENT's payment to COBAN for applicable manufacturer extended warranty coverage, COBAN shall obtain for CLIENT three (3) years of manufacturer's basic hardware warranty 4 hr 5x10 for the Dell Power Edge R210.

Upon CLIENT's payment to COBAN for applicable manufacturer's support services, COBAN shall obtain for CLIENT three (3) years of manufacturer's Smartnet 8x5 NBD Support for all CISCO 1262N controller based wireless access points and the Cisco 5508 WLC (wireless LAN controller), and three (3) years of manufacturer's Small Business Pro Support for the Cisco ESW500 Small Business Pro 8 port 10/100/1000 POE switch.

COBAN will assign to CLIENT all benefits of the aforementioned manufacturers' warranties, support agreements, or any other manufacturer guarantee which may apply to same. COBAN guarantees that the benefits of said manufacturers' warranties, support agreements, and guarantees shall begin on the date CLIENT is invoiced by COBAN, in accordance with this SOW, for the applicable deliverable. CLIENT is responsible for obtaining goods, services or other benefits as a result of a manufacturer's warranty, support agreement or guarantee directly from the manufacturer unless otherwise guaranteed by COBAN.

### **PRODUCT WARRANTY**

#### **GENERAL PROVISIONS**

COBAN warrants Product against defects in material, workmanship, functionality and operability under normal use and service, and that Product is fit for CLIENT's purpose and intent as set forth in Section 1.1, for a period of one (1) year; such warranties shall begin for each Product on the date the Product is invoiced to CLIENT by COBAN in accordance with this SOW.

During the warranty period, to correct Product defects and to ensure fitness for CLIENT's purpose and intent, at no charge to CLIENT, COBAN will repair the Product with new or reconditioned parts, replace the Product with the same or equivalent Product using new or reconditioned Products, or refund CLIENT its purchase price for the Product. The choice of repair, replacement or refund is within COBAN's discretion. COBAN shall perform repairs and replacements in the manner and within the timeframes specified in the service and support procedures detailed below. Product repairs and replacements shall be performed at CLIENT's facilities or a COBAN-ASC. Product repair and replacement shall include all labor, de-installation of existing parts and equipment as necessary, installation of any new parts or equipment, and configuration and testing equivalent to any such services that accompanied installation of the original part or equipment pursuant to Section 2.10 of this SOW. Each repaired or replaced Product is warranted for the remaining term of the Product's original warranty period. Unless otherwise agreed upon by CLIENT, a Product refund shall be received by CLIENT no later than 45 business days from the date on which CLIENT initially submitted a service and support request for the Product via COBAN's Main Tech Support Line or COBAN's Customer Support Web Portal.

In no event shall COBAN be liable for any loss of use, loss of time, inconveniences, commercial loss, lost profits, or savings or other incidental, special, indirect, or consequential damages arising out of the use or inability to use the Product to the full extent that may be disclaimed by law.

This warranty is extended by COBAN to CLIENT for purposes of governmental use only, and is not assignable or

transferable to any other party. This is the complete warranty for the Product manufactured by COBAN and as such sets forth the extent of COBAN's responsibilities regarding the Product.

### **CLIENT'S RESPONSIBILITIES**

CLIENT must notify COBAN within the applicable warranty period for service and support of warranted Product(s). If requested, proof of invoice demonstrating that the Product is within the warranty period must be presented to obtain warranty service.

CLIENT should remove all third party hardware, software, features, parts, options, alterations, and attachments not warranted by COBAN prior to sending the Product to COBAN or a COBAN-ASC for service. COBAN is not liable for any loss or damage to these items.

It is CLIENT's responsibility to upload (offload) the contents of Product hard drives, including any data that may have been stored or software that may have been installed on said hard drives. It is possible that the contents of the hard drive will be lost, deleted, altered or modified in the course of service. Should such loss, deletion, alteration, or modification to programs, data or other information stored on the Product hard drive occur, COBAN will not be held liable for same but will return or replace Product to CLIENT with the original manufacturer's configuration provided applicable software is reasonably available. Unless otherwise provided in this SOW, CLIENT will perform any and ALL data recovery and restoration to Product. It is HIGHLY recommended that CLIENT create a valid disk "image" after final installation is completed. This image should be updated by CLIENT as changes are made to the units and kept safe by the CLIENT for data recovery purposes. COBAN assumes no liability or responsibility in developing a disaster recovery policy for CLIENT.

### **PATCHES and UPDATES**

COBAN will test Microsoft or Anti-Virus patches and upgrades internally to ensure that COBAN Software is supported by Microsoft Server on an ongoing basis.

Periodically, COBAN will provide COBAN Software updates and patches. Prior to the release of said updates and patches, COBAN will send release notes to CLIENT for review.

### **SERVICE and SUPPORT PROCEDURES**

Warranty service and support of the Product shall be handled as follows:

CLIENT's employees, agents or representatives utilizing the Product shall report all service and support issues to CLIENT's Technical Service and Support contact or his or her designee.

Before contacting COBAN, CLIENT's Technical Service and Support Contact, or his or her designee, shall have the following information available, as applicable:

- Product invoice number(s)
- Model type(s)
- Serial number(s)
- Vehicle number(s) or VIN(s)
- Description of the problem(s), including any error messages received, the date and approximate time received, a description of what CLIENT was doing when the error message occurred, and any troubleshooting steps CLIENT has already taken

It is strongly recommended that CLIENT not remove any components of the Product prior to contacting COBAN.

**All initial Service and Support requests MUST be called into COBAN's Main Tech Support Line (866-812-6226 option 3) or submitted electronically via COBAN Customer Support Web Portal (<http://customer.cobantech.com>).** During the term of this SOW, and during any extended warranty periods purchased by CLIENT pursuant to or related to this SOW, COBAN will maintain either an

operational toll free Main Tech Support Line or Customer Support Web Portal which may be utilized by CLIENT for the aforementioned purposes. COBAN will notify CLIENT's Technical Service and Support Contact within one business day of any changes to COBAN's Main Tech Support Line number or COBAN Customer Support Web Portal address. Only registered users may submit service and support requests via the COBAN Customer Support Web Portal. CLIENT may register an unlimited number of users.

Upon CLIENT's submission of a service and support request, COBAN will provide CLIENT a tech support ticket number. This ticket number will be used by COBAN's Tech Support Agent to locate and research the issues associated with it, so CLIENT should record this number to expedite the service and support process and provide it to COBAN's Tech Support Agent in any and all communications regarding the issues associated with it. Once a tech support ticket number has been assigned for a service and support request, CLIENT shall not submit another service and support request for the same issue via COBAN's Customer Support Web Portal thereby generating a second or subsequent tech support ticket number. Once the issue has been resolved, the tech support ticket will be closed by COBAN.

COBAN will be available to provide immediate service and support for service and support requests received via COBAN's Main Tech Support Line Monday through Friday from 8:00 a.m. – 5:00 p.m. Central Standard Time excluding federal holidays. Therefore, CLIENT should call from a location where CLIENT personnel will have physical access to the Product if needed during phone based troubleshooting. For electronic submissions of service and support requests, COBAN will contact CLIENT within one business day of CLIENT's electronic submission to provide service and support. If CLIENT is unavailable at this time to engage in phone based service and support, COBAN will schedule a date and time with CLIENT which, unless otherwise agreed upon by CLIENT, will be within one business day, to provide phone based service and support of the Product.

COBAN reserves the right to advance an issue through the following service and support levels without requiring or completing prior level service and support procedures.

**Level 1. Initial Problem Discovery and Diagnostics.**

A COBAN engineer will go through a series of standardized troubleshooting steps over the phone with the CLIENT to diagnose and remotely resolve the issue(s). CLIENT agrees to cooperate with and follow the instructions provided by COBAN. If the issue(s) is not resolved by this initial call, and unless CLIENT agrees to further phone based service and support, COBAN will immediately escalate the issue to Level 2.

**Level 2. Repair and Component Replacement.**

Within 2 business days of CLIENT's service and support request being designated as Level 2, COBAN will authorize CLIENT to contact a COBAN-ASC for repair and/or replacement of Product. Unless otherwise agreed upon by CLIENT, the COBAN-ASC will schedule repair and/or replacement service to begin within 2 business days of CLIENT's contact for said service. Unless otherwise agreed upon by CLIENT, repair of the Product, including any component replacement, and all accompanying services such as configuration and testing, shall be completed within 10 business days of the date on which said repair and/or replacement service was scheduled to begin. If the issue(s) is not resolved by CLIENT re-imaging the Product, or COBAN-ASC repair and/or component replacement services, COBAN will immediately escalate the issue to Level 3.

**Level 3. Product Replacement.**

Within 2 business days of CLIENT's service and support request being designated as Level 3, COBAN will authorize CLIENT to contact a COBAN-ASC for a complete Product replacement. Unless otherwise agreed upon by the CLIENT, the COBAN-ASC will schedule replacement service to begin within 7 business days of CLIENT's contact for said service. Unless otherwise agreed upon by CLIENT, replacement of the Product and all accompanying services such as configuration and testing, shall be completed within 5 business days of the date on which said replacement service was scheduled to begin.

**PARTS OWNERSHIP**

All Products removed for replacement by COBAN must be relinquished by CLIENT to COBAN or a COBAN-ASC within ten (10) days of removal. All Products removed for replacement by COBAN become the

property of COBAN. CLIENT will be obligated to pay COBAN at the current retail price(s) for any Products removed for replacement by COBAN and retained by CLIENT.

### **REPORTING REQUIREMENTS**

COBAN shall document all service and support requests from CLIENT specifying, at a minimum: the nature of the service and support request, the date of submission of the request by CLIENT to COBAN via COBAN's Tech Support Line or COBAN's Customer Support Web Portal, any applicable Vehicle Number, any applicable Product serial number, the date(s) of any service and support provided by COBAN to CLIENT, description(s) of the type(s) of service and support provided, name(s) of any COBAN employee, agent or representative providing service and support, the diagnosis or reason identified for any defect or malfunction, and any other information as may be reasonably requested by CLIENT. Such records shall be provided to CLIENT within 3 business days of request.

### **ITEMS NOT COVERED UNDER THIS WARRANTY**

- Periodically consumed Product components (defined as batteries, wires and cables) which are beyond the customarily accepted life of the component
- 3<sup>rd</sup> party systems and equipment unless otherwise provided in this SOW
- Customization of end CLIENT MS Window desktop
- Normal and customary wear and tear
- Loss or damage due to power surges, or connection to a voltage supply that is outside the 9V-19V range unless connection made by, at direction of, or with authorization by, COBAN, its employees, agents or representatives
- Products on which the factory applied serial number or tamper evident labels have been damaged, altered or removed
- Loss or damage due to abuse, neglect or improper usage for purposes other than those for which the Product was designed and configured.
- Loss or damage resulting from external causes such as dropped Product or collision with other object
- Loss or damage due to dirt, sand, debris, water or liquid of any type (excluding atmospheric humidity), fire, hail, windstorms, earthquakes, or exposure to weather conditions other than temperatures, humidity and other atmospheric conditions customary to CLIENT's location
- Unauthorized opening of the Product module or monitor, or unauthorized forced removal of Product components
- Loss or damage from unauthorized Product installation alterations, testing, operation, maintenance, repairs, modifications, disassemblies or removals
- Products affected by virus, security breach or other similar network related occurrences, or the installation of 3<sup>rd</sup> party software which results in inability to properly use the Product
- Products which, due to illegal or unauthorized alteration of the software / firmware in the Product, do not function in accordance with COBAN published specifications or with the FCC type acceptance labeling in effect for the Product at the time the Product was initially distributed from COBAN
- Scratches or other cosmetic damages to Product surfaces that do not affect the operation of the Product.

### **EXTENDED WARRANTY**

Upon CLIENT's payment to COBAN for extended maintenance of the Product, the Product Warranty terms set forth above shall remain in effect for each additional year of extended maintenance purchased by CLIENT, each period beginning immediately upon expiration of the preceding warranted period.

**Appendix VI –  
Software License Agreements and  
Warranties/Support**

**COBAN SOFTWARE**

**GRANT OF LICENSE**

COBAN Software is licensed, not sold.

This LICENSE grants CLIENT the following rights:

**Product Use.** CLIENT may install, or cause to be installed, and use one copy of the COBAN Digital Video Management Solution software per Product.

**Storage/Network Use.** CLIENT may install, or cause to be installed, and use the COBAN Digital Video Management Solution Enterprise software on their existing internal local area network as provided in this SOW.

**Back-up Copy.** A back-up copy of the COBAN Digital Video Management Solution Software is included with the purchase of Product(s). CLIENT may use the back-up copy solely for test environment, back-up, disaster recovery and archival purposes.

**DESCRIPTION OF OTHER RIGHTS & LIMITATIONS**

**Copyright.** Copyright laws and international copyright treaties, as well as other intellectual property laws and treaties protect the COBAN Software. The CLIENT may not reproduce or make unauthorized copies of the COBAN Software without the express written consent of COBAN.

**Limitation on Reverse Engineering.** CLIENT may not modify, reverse engineer, de-compile, or disassemble the COBAN Software in whole or in part without the express consent of COBAN. Failure to obtain consent may void any and all warranties.

**Single Product.** COBAN Digital Video Management Solution software is licensed with the Product as a single integrated product. COBAN Digital Video Management Solution software may only be used with the Product. Its component parts may not be separated for use on more than one Product.

**Rental.** CLIENT may not rent or lease COBAN Software.

**Software Transfer.** COBAN Software licenses are NOT transferable.

**Termination.** Without prejudice to any other rights, COBAN may terminate its software licenses with CLIENT if CLIENT fails to comply with the terms and conditions of this Software License agreement. In such event, the CLIENT must destroy or return to COBAN all copies of COBAN Software and all of its component parts.

**PROHIBITION ON EXPORTATION**

EXCEPT FOR EXPORT TO CANADA AND AUSTRALIA, COBAN SOFTWARE AND ANY UNDERLYING TECHNOLOGY MAY NOT BE EXPORTED OUTSIDE THE UNITED STATES OR TO ANY FOREIGN ENTITY OR "FOREIGN PERSON" AS DEFINED BY U.S. GOVERNMENT REGULATION, INCLUDING WITHOUT LIMITATION, ANYONE WHO IS NOT A CITIZEN, OR LAWFUL PERMANENT RESIDENT OF THE UNITED STATES. CLIENT AGREES THAT BY DOWNLOADING OR USING COBAN SOFTWARE, THEY ARE AGREEING TO THE FOREGOING AND THEY ARE WARRANTING THAT THEY ARE NOT A "FOREIGN PERSON" OR UNDER THE CONTROL OF OR ACTING ON BEHALF OF A FOREIGN ENTITY.

CLIENT may use COBAN Software only in connection with the use of the Product. By installing, copying, downloading or otherwise using COBAN Software, CLIENT agrees to be bound by the terms of this Software License. If CLIENT does not agree to the terms of this Software License, the CLIENT should promptly contact COBAN for instruction on return of the entire Product and all COBAN Software for a refund. A 15% restocking charge will be applied.

### **SOFTWARE WARRANTY**

COBAN warrants COBAN software against defects in material, workmanship, functionality or operability under normal use and service, and that said software is fit for CLIENT's purpose and intent as set forth in Section 1.1, for a period of one (1) year; such warranties shall begin on the date the software license is invoiced to CLIENT by COBAN in accordance with this SOW, or on the date on which the particular software is delivered or provided to CLIENT, whichever occurs later. During the warranty period, to correct software defects and to ensure fitness for CLIENT's purpose and intent, at no charge to CLIENT, COBAN will repair the software or replace the software with new or equivalent software. The choice of repair or replacement is within COBAN's discretion. Repair may require CLIENT to conduct phone based support and maintenance with COBAN. Unless otherwise agreed upon by CLIENT, all repair and replacement shall be completed to CLIENT's reasonable satisfaction within 10 business days from the date on which CLIENT initially provided COBAN with notice of the issue, defect or problem. Repair and replacement shall include all labor, de-installation of affected software, installation of any new software, configuration and testing equivalent to any such services that accompanied installation of the original software pursuant to Section 2.9 or 2.10 of this SOW. All repaired or replaced software is warranted for a new term equivalent to the term of the software's original warranty period, or 90 days, whichever is greater.

COBAN is not responsible for any software, hardware or equipment not furnished by or through COBAN which is used in connection with the COBAN Software and all such software, hardware and equipment is expressly excluded from this warranty, unless installation, service or use of the COBAN Software either indirectly or directly resulted in the malfunction, damage or destruction of such software, hardware or equipment. Repair or replacement of damaged property shall be at the discretion and per the specifications of the CLIENT.

In no event shall COBAN be liable for any loss of use, loss of time, inconveniences, commercial loss, lost profits, or savings or other incidental, special, indirect, or consequential damages arising out of the use or inability to use COBAN Software to the full extent that may be disclaimed by law.

This warranty is extended by COBAN to CLIENT for purposes of governmental use only, and is not assignable or transferable to any other party. This is the complete warranty for the COBAN Software manufactured by COBAN and as such sets forth the extent of COBAN's responsibilities regarding the COBAN Software.

### **EXTENDED WARRANTY**

Upon CLIENT's payment to COBAN for extended maintenance of COBAN Software, the Warranty terms set forth above shall remain in effect for each additional year of extended maintenance purchased by CLIENT, each period beginning immediately upon expiration of the preceding warranty period.

### **NON-COBAN SOFTWARE**

#### **THIRD PARTY END-USER LICENSE AGREEMENTS**

Software distributed to CLIENT, either in conjunction with COBAN Software or otherwise pursuant to this SOW, with separate end-user software license agreements ("Third Party EULA"), including but not limited to Windows® operating system provided by Microsoft Corporation and the Cisco Wireless Control System, shall be covered by respective Third Party EULAs as applicable.

#### **THIRD PARTY WARRANTIES/SUPPORT**

Upon CLIENT's payment to COBAN for applicable manufacturer's support services, COBAN shall obtain for CLIENT 3 years of manufacturer's application support for the 50 wireless control system base licenses for APs.

COBAN will assign to CLIENT all benefits of the aforementioned support agreement, or any other manufacturer warranty or guarantee which may apply to same. COBAN guarantees that the benefits of said manufacturer's support agreement, and any other manufacturer's warranties or guarantees shall begin on the date CLIENT is invoiced by COBAN, in accordance with this SOW, for the applicable deliverable. CLIENT is responsible for obtaining goods, services or other benefits as a result of a manufacturer's support agreement, warranty or guarantee directly from the manufacturer unless otherwise guaranteed by COBAN.