Professional Services Turn-Key Setup

North Carolina Sheriffs' Association

"Technology Procurement Program"

Bid Number 22-01-0303

Date: December 1, 2020

Submitted by:

Professional Services Turn-Key Setup

As part of our in-house Setup and Configuration Services, Digital Ally will do the initial configuration settings and account assignments before the equipment is delivered. Digital Ally will ask that the desired configuration settings for the equipment and software or cloud be provided in a database such as Microsoft Excel (or set to our default settings upon request). Digital Ally can offer guidance on which configuration settings are the most essential and which will make the implementation the most expeditious.

Digital Ally will work with you to ensure that all needs are understood and met with our Professional Services Turn-Key Setup. We will recommend a project schedule and will also follow the desired timeline for deployment and training. After the equipment has been delivered, Digital Ally's Technical Service Team will arrive on-site to provide our Professional Services Turn-Key Setup and training. We estimate that training can be provided to all end users in one (1) to three (3) days.

Our Professional Services Turn-Key Setup includes:

- Train-the-Trainer sessions
- Administrator/Supervisor Training
- End User Training
- Our technicians setting up the equipment (e.g. setting up the Docking Stations on-site)
- Performing final configurations
- Answering questions

Digital Ally proposes to provide train-the-trainer training for supervisors and/or personnel who will be responsible for training new and future end users. Digital Ally's Technical Services Team will dedicate one (1) to three (3) full days to training. Digital Ally recommends that three (3) to four (4) training sessions be scheduled throughout the day to accommodate personnel on different shift schedules. We also recommend an average of thirty (30) people per training session, but more or less people can attend a training session to allow scheduling flexibility.

As part of Digital Ally's on-site Professional Services Turn-Key Setup, we will train every administrator/supervisor, end user, and staff member that will need to be trained. Training will include hands-on training, pocket size quick reference guides, and detailed operating guides. Training will cover hardware, software or cloud. Training will also be in a train-the-trainer format for administrators/supervisors. We will coordinate a precise training schedule well in advance of our Team being on-site. This will ensure that all personnel are trained, and classroom availability is confirmed.

After training is completed, each end user on each shift will take their assigned camera system(s) into the field to record video. At the end of the shift, video can be uploaded, and feedback can be given to our on-site team on any recording or upload issues. Our Team will then fix any issues and provide technical support as needed.