



## SOUTH SAN ANTONIO INDEPENDENT SCHOOL DISTRICT

### Agenda Item Summary

Meeting Date: October 20, 2025

Agenda Section: Consent

Agenda Item Title: Approve Return and Exchange of Verkada Cameras (RMA Request)

From: Dr. Jennifer Gutierrez, Deputy Superintendent

Additional Presenters if Applicable: Israel De Leon, Director of Technology

Description: The district received an RMA request from Intech Southwest Services to exchange 120 unused Verkada Indoor Dome Cameras for 108 Verkada Outdoor CD53-256E-HW Dome Cameras as part of the district-wide camera upgrade project to improve outdoor coverage. This will be an even exchange with no cost to the district, and all returned indoor cameras are unused, in original packaging, and ready for shipment.

Historical Data: This exchange supports the ongoing district-wide camera project, ensuring the correct balance of indoor and outdoor cameras to meet safety and security requirements across all campuses. The project aligns with the district's efforts to enhance surveillance infrastructure and comply with statewide safety standards.

Recommendation: The district is recommending approval of the RMA exchange request to return 120 Verkada Indoor Dome Cameras and receive 108 Verkada Outdoor Dome Cameras (CD53-256E-HW) at no cost to the district.

Purchasing Director and Approval Date: N/A

Funding Budget Code and Amount: N/A

Goal 4: SSAISD will ensure all students are provided a learning environment centered on their well-being that impacts their learning and success.



Intech Southwest Services

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**VERKADA CAMERA RMA  
FOR SOUTH SAN  
ANTONIO  
ISD**

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**SAM LOPEZ**

Account Executive - Intech Southwest Services

LLC [slopez@intechsouthwest.com](mailto:slopez@intechsouthwest.com)



[www.intechsouthwest.com](http://www.intechsouthwest.com)



210-690-0000 / 877-690-0100



4778 Research Dr, San Antonio, TX 78240



[sales@intechsouthwest.com](mailto:sales@intechsouthwest.com)



**Intech Southwest Services**  
4778 Research Dr.  
San Antonio TX, 78240  
slopez@intechsouthwest.com  
210-690-0000

**Date:** October 1, 2025

**To:** Whom it may Concern at South San Antonio Independent School District  
[Purchasing or IT Department ]  
5622 Ray Ellison Blvd  
San Antonio, TX 78242

**Subject: RMA Request for Exchange of Verkada Cameras**

Dear Purchasing/IT Department

I hope this message finds you well. We are writing to formally request a Return Merchandise Authorization (RMA) for the return and exchange of 120 Verkada Indoor Dome camera units delivered to South San Antonio ISD. The reason is due to the amount of excess indoor cameras not needed for the current District Wide ongoing Cameras Project. In exchange for these Indoor Dome cameras we would like to order **108 units of Outdoor Verkada CD53-256E-HW Dome Cameras** as these are NEEDED to complete the current District Wide ongoing Camera Project. This will be an equal exchange with **NO** cost owed to Intech Southwest and **NO** cost owed to South San ISD. (see quote below for refrence)

Please confirm the following to proceed:

1. Approval of the return and exchange.

All returned items are unused, in original packaging, and ready for shipment upon receipt of RMA instructions.

Should you need any additional documentation or details to process this request, please let us know at your earliest convenience.

Thank you for your prompt attention to this matter. We appreciate your continued partnership.

Sincerely,  
Samuel Lopez  
Account Executive  
Intech Southwest Services  
slopez@intechsouthwest.com  
210-690-0000



**Intech Southwest**  
 4778 Research Drive  
 San Antonio, Texas  
 United States  
<http://www.intechsouthwest.com>  
 (P) 210-690-0000  
 (F) 210-690-0200

Quotation (Open)	
<b>Date</b>	Sep 30, 2025 04:29 PM CDT
<b>Modified Date</b>	Oct 01, 2025 03:20 PM CDT
<b>Quote #</b>	442250 - rev 1 of 1
<b>Description</b>	VERKADA RMA FOR PO 9292500107- INDOOR CAMERAS RETURNED FOR OUTDOOR DOME CAMERAS
<b>SalesRep</b>	Lopez, Sam (P) 210-690-0000
<b>Customer Contact</b>	DeLeon, Isreal (P) 210-977-7375 israel.deleon@southsanisd.net

**Customer**  
 South San Antonio ISD (SouthSA400)  
 DeLeon, Isreal  
 5622 Ray Ellison Blvd  
 San Antonio, TX 78242  
 United States  
 (P) (210) 977-7375  
 (F) (210) 977-7378

**Bill To**  
 South San Antonio ISD  
 DeLeon, Isreal  
 5622 Ray Ellison Blvd  
 San Antonio, TX 78242  
 United States  
 (P) (210) 977-7375  
 (F) (210) 977-7378  
 israel.deleon@southsanisd.net

**Ship To**  
 South San Antonio ISD  
 DeLeon, Isreal  
 5622 Ray Ellison Blvd  
 San Antonio, TX 78242  
 United States  
 (P) (210) 977-7375  
 (F) (210) 977-7378  
 israel.deleon@southsanisd.net

<b>Customer PO:</b>	<b>Terms:</b> Undefined	<b>Ship Via:</b> UPS Ground
<b>Special Instructions:</b>		<b>Carrier Account #:</b>

#	Image	Description	Part #	Qty	Unit Price	Total
<b>REGION 20 COOP #20022</b>						
<b>VERKADA CAMERA HARDWARE</b>						
1		VERKADA - CD53-E Outdoor Dome Camera, 256GB, 30 Days Max	CD53-256E-HW	108	\$1,654.00	\$178,632.00
Note: RETURN 120 INDOOR COME CAMERAS PART #CD53-256-HW AT \$1,488.00 EACH TOTALING \$178,560.00 RMA CREDIT ORDER 108 VERKADA OUTDOOR CD53-E CAMERAS AT \$1,654.00 EACH WITH \$18.00 FREIGHT TOTALING \$178,560.00 ORIGINAL AMOUNT IS FROM PO 9292500107						

This quote is valid for 30 days from the Quotation Date. Please contact your sales representative for updated pricing if your order is placed after that time period.

**This quote is subject to change in the event of new or updated tariffs, levies or excise taxes from the federal government that are beyond the control of Intech Southwest.**

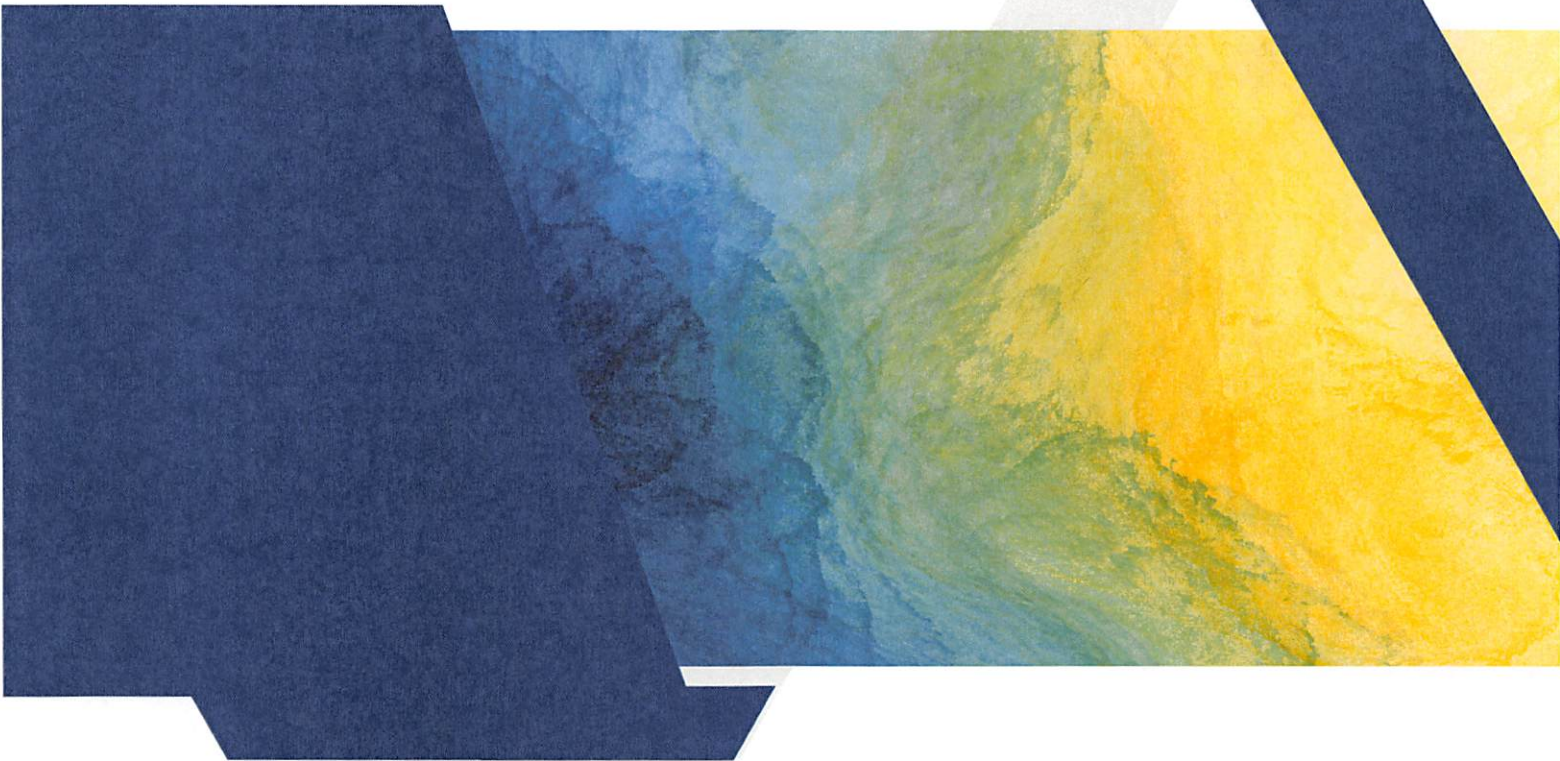
RMA Policy: Defective merchandise must be returned within 15 days of receipt of product or manufacturer warranty applies for repair. Non-defective merchandise must be returned within 30 days of receipt. Non-defective product must be unopened and factory-sealed to be eligible for return. Intech Southwest offers a replacement only for unopened software returns. Returns will only be accepted if accompanied by a valid RMA number provided by Intech Southwest. Some special orders are non-returnable and the manufacturer must be contacted. Intech Southwest reserves the right to refuse the return of incomplete and opened products or charge a 15% restocking fee for returns that are accepted.

<b>Subtotal:</b>	<b>\$178,632.00</b>
<b>Product Subtotal:</b>	<b>\$178,632.00</b>
Tax (.0000%):	\$0.00
Shipping:	\$18.00
<b>Total:</b>	<b>\$178,650.00</b>





Intech Southwest Services



**Thank you for the opportunity to respond.**

Let us know if you have any questions.

**Please note: Intech is open to negotiating the contract terms and conditions with the District.**



[www.intechsouthwest.com](http://www.intechsouthwest.com)



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To the extent allowable, all information and documents hereby submitted in response to the Request for Proposal ("RFP") furnished are the Proprietary and Confidential property of Intech Southwest Services LLC