

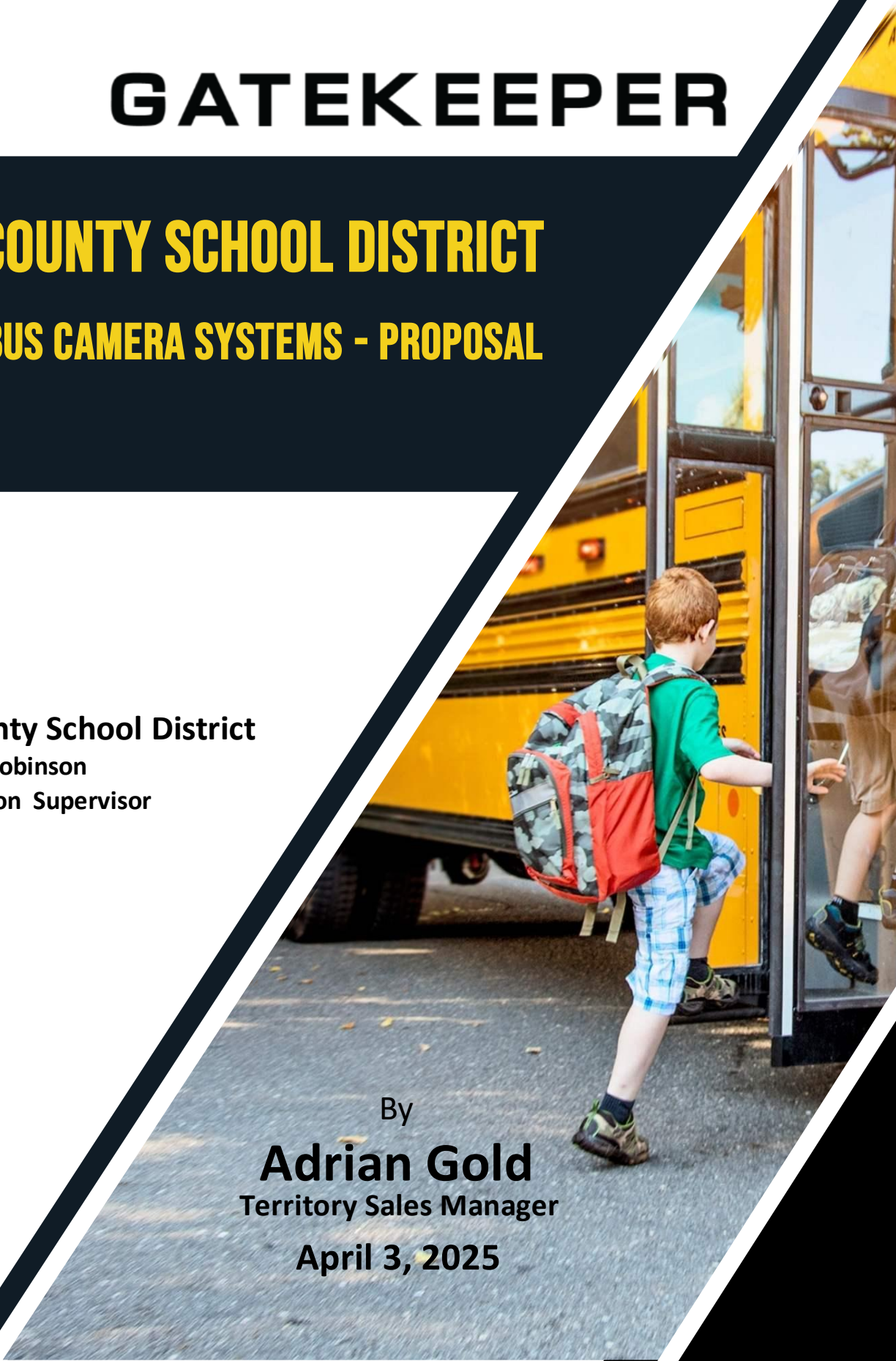
GATEKEEPER

LYON COUNTY SCHOOL DISTRICT SCHOOL BUS CAMERA SYSTEMS - PROPOSAL

PRESENTED TO:

Lyon County School District
Attn: Ryan Robinson
Transportation Supervisor

By
Adrian Gold
Territory Sales Manager
April 3, 2025



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April 3, 2025

Lyon County School District
Attn: Ryan Robinson
Transportation Supervisor

RE: School Bus Camera Systems

We wish to thank the team at Lyon County School District for providing Gatekeeper Systems Inc. with the opportunity to present our mobile video solutions capabilities and detailed pricing.

Our proposal will provide Lyon County School District with a "Total Mobile Video Solution" for its fleet of 101 vehicles including the implementation, installation, and training for the management and maintenance of our advanced platform. As part of this turnkey solution, Gatekeeper has provided an 8 camera system for Lyon County full size school buses and an 8 camera system for Lyon County Special Needs school buses. These buses include Stop arm cameras, GPS tracking abilities, driver alert button, Cellular, and WiFi connectivity capabilities.

Gatekeeper's high-definition DVR solution and analytics platform integrates zoom-enabled high-definition cameras, advanced video compression algorithms, digital video recorders, and video management software to monitor audio, video, time, date, and GPS location. This enables quick and easy assembly of the necessary video evidence to deal with safety and security of the passengers entrusted to your authority.

At Gatekeeper, we believe in a connected world through wireless devices. Our systems collect the video needed to make informed decisions, and our design strategy creates unique possibilities to integrate our mobile video system. Gatekeeper has provided detailed pricing on cloud based storage including hosted health check.

We are dedicated to the school bus industry and our core team has over 100 years' experience in the transportation market. We believe our breadth of experience and bench strength are unmatched in the industry and sets us apart from the competitors. Our main focus is to build and maintain long-lasting partnerships with each of our customers, and provide the best solution possible to meet your needs and within your budget.

We are confident in our ability to provide Lyon County School District with the highest level of service and supply with the most reliable video data products, recorders, and software available today. At Gatekeeper we are dedicated to working hard at continually improving our technologies as the industry evolves, and are proud of our reputation for delivering reliable, state of the art systems.

Please feel free to contact Adrian Gold, Territory Manager agold@gatekeeper-systems.com, at 604-743-0670 or toll free 1-888-666-4833.

Kindest regards,



Doug Dymment, President
Gatekeeper Systems USA Inc.

CORPORATE SUMMARY



Gatekeeper is recognized as a leading provider of intelligent video and data solutions designed to provide a safer transportation environment for passengers and transportation personnel. Established in 1997, Gatekeeper has been dedicated to transportation departments as it relates to reliability, quality and supporting operations in video management. We manufacture, ship and provide installation and support for Gatekeeper products and services.

Gatekeeper has an extensive history in the transportation industry with approximately 3,500 customers in all 50 states and Canada. Gatekeeper has partnered with two of the largest Transit Authorities and contractors in America as well as the 6th, 7th and 11th largest school districts to provide reliability, integrated solutions and streamlined operations for video management. Gatekeeper's corporate headquarters is located in Abbotsford, BC Canada. Gatekeeper Systems USA Inc. is based in Bristol Pennsylvania.

Gatekeeper Systems Inc. is a public company. Our shares are traded on the TSX Venture Exchange under the symbol GSI. Our investor materials including our financial statements are available on our website at: <https://www.gatekeeper-systems.com/investors/>



INNOVATION

- Investing in and developing new technologies to improve safety and efficiency.
- Deliver industry best video surveillance solutions to reduce fraudulent claims.
- Offer comprehensive, turn-key solutions.



DVRs

- Rugged and crashworthy, a "black box" to aid in accident investigations.
- Collect vehicle data such as video, audio, GPS, time, door open/close.
- Wi-Fi enabled, mobile connected, or mobile enabled for wireless connectivity.



CAMERAS

- High-Definition, compact and built to work in harsh conditions.
- Exceptional picture quality in any light, even no light.
- Wide range of Interior and Exterior Cameras to fit your needs.



50,000+

VIDEO RECORDER UNITS INSTALLED

3,500

CUSTOMERS ACROSS THE US AND CANADA



100,000

IN-VEHICLE VIDEO DEVICE INSTALLATIONS

“BLACK-BOX”

FOR BUSES & TRAINS TO IMPROVE SAFETY AND AID
ACCIDENT INVESTIGATIONS



25+ YEARS

AS AN ESTABLISHED PROVIDER AND INDUSTRY LEADER

GATEKEEPER SENIOR MANAGEMENT TEAM



Mr. Doug Dyment

President and CEO

Doug founded Gatekeeper Systems Inc. in 1997, but has been a strong presence in the video security industry since 1992. Mr. Dyment's focus on improving safety in the fleet environment, coupled with his more than 20 years of experience leading sales, business development, operations, and research and development teams, has enabled him to grow Gatekeeper into the foremost provider of digital video security solutions.



Ms. Valarie Higgins

Vice President of Sales – School Bus Division

Valarie has been the Company's leading salesperson in the school industry segment and has developed strong customer relationships with some of the top school districts in thirteen states including California and Florida. She has nurtured OEM partner relationships which has resulted in the Company's products being factory-installed on new school buses and she has also established relationships with several technology dealers throughout her sales region.



Mr. Jason Harris

Vice President of Student Protector Programs

Jason's role is leading the development and strategy for Gatekeeper's innovative Student Protector Program. Jason has over 20 years of leadership experience in school and transit transportation in Florida serving as the Director of Transportation for two school districts, as well as Transit Division Manager. Jason has also worked closely with superintendents, boards of directors, law enforcement personnel, and county judicial staff.



Mr. Doug Fraser

Vice President of Product and Programs

Doug is responsible for the engineering and implementation of Gatekeeper products. Doug has M.Eng., B.Sc. Electrical Engineering from the University of Alberta, is a Professional Engineer in the Province of British Columbia and has an MBA from the University of Western Ontario. Doug's previous experience includes leading roles in Motorola and Honeywell in wireless data networks and worldwide product management for IP cameras. the USA and Canada.

GATEKEEPER TEAM ASSIGNED TO LYON COUNTY SCHOOL DISTRICT



Mr. Adrian Gold - Territory Manager Adrian will be the key point of contact customer support. He has over 30 years of knowledge and experience selling technology products and services. Most recently with Gatekeeper the past 8 years selling and supporting Gatekeeper's mobile video technology, with dedicated support in the Canadian and US markets.

Office Phone-604-743-0670

Mobile Phone-604-835-5824

Email- agold@gatekeeper-systems.com



Mr. David Wigle – System and Support Manager David will take on the role of customer support for the District, and will provide and execute on the proposed implementation plan, service/support guidelines and ensure excellence in our offering. Duncan's role with Gatekeeper is responsible for ensuring Gatekeeper's support leads our industry by managing a team of customer care staff, including; internal product installation team, subcontractor teams, and technical support teams.

Office Phone- 604-743-0677

Mobile Phone-604-866-2859

Email-dwigle@gatekeeper-systems.com



Mr. Scott Spitters - Project Manager Scott will take on the role of project management, and will provide and execute on the proposed implementation plan, service/support guidelines and ensure excellence in our offering. Scott will also be responsible for the technical project aspects as it relates to wireless implementation, commissioning and support for our teams onsite conducting installation. Scott has an extensive knowledge of wireless and cellular implementation having been with Gatekeeper for over 10 years and commissioned hundreds of projects in the US, Canada and abroad.

Office Phone-604-743-4527

Email- sspitters@gatekeeper-systems.com

REFERENCES

Douglas County School District

Address: 1638 Mono Avenue Minden, Nevada 89423
 Contact: Mr. Blair Hinsz, Director of Transportation
 Email: bhinsz@dcsd.k12.nv.us
 Telephone: 775-782-4679
 Project Details: Approximately 100+ buses in fleet that have at least 4-camera and 6-camera configurations. Customer since 2014.

Washoe County School District

Address: 1980 Kleppe Lane Sparks, Nevada 89431
 Contact: Mr. Jon Kelley, Fleet Operations Manager
 Email: jkelly@washoeschools.net
 Telephone: 775-337-7796
 Project Details: Approximately 300+ buses with 6 cameras. Customer since 2017

Nye County School District

Address: 1900 S Woodchips Road Pahrump, Nevada 89048
 Contact: Mr. Mike Hush, Director of Transportation
 Email: mhush@nyeschools.org
 Telephone: 775-727-2443
 Project Details: Since 2020 - Approximately 100+ buses with 6 interior cameras

Elko County School District

Address: 3970 Statice Street Elko, Nevada 89801
 Contact: Mr. Seth Canning, Director of Transportation
 Email: scanning@ecsdnv.net
 Telephone: 775-738-4360
 Project Details: Since 2017 - over 75 buses with 4 – 5 camera systems

Successes

- Rocky View Schools, AB – 200+ Buses
- Southland Transportation, AB – 1300+ Buses
- Peace Wapiti School, AB – 80+ Buses
- Great St. Alberts Catholic School, AB – 40+ Buses
- Lloydminster Schools, AB – 30+ Buses
- San Diego Unified, CA – 1000 Vehicles
- Cook Illinois Corp, IL – 2000 Buses
- Springfield City Schools, MO – 280 Buses
- Twin Rivers, CA – 130 Buses
- Anchorage Schools, AK – 150 Buses
- Alpine School District, UT – 300+ Buses

- Golden Arrow, AB – 200+ Buses

Testimonials



"One of the most valuable tools we equip each of our buses with to protect our driver and passengers are the Gatekeeper Systems we have installed."

Zack McKinney

Director of Transportation, Hamilton Southeastern Schools, Fishers, Indiana



"With well over a hundred buses on the road daily, using Gatekeeper has been a 'win' for me."

Rick Cathcart

Director of Transportation, New Albany-Floyd County Schools, New Albany, Indiana



"We originally chose to switch to Gatekeeper because of the high quality of their products. However, we continue to partner with Gatekeeper now because of their wonderful customer service, the excellent communication and their user friendly software."

Jeff Hobbs, Assistant Director

Cheatham County Schools, Ashland City, Tennessee



"In the 12 years using Gatekeeper equipment, it's one of the best. Their equipment has been non-problematic and without tech issues. Their software is top-of-the-line and user-friendly. The number one thing is Gatekeeper's customer service. When it comes to their sales team, tech support, professional relationship, and fair pricing, Alpine appreciates its partnership with Gatekeeper Systems. It's priceless for us."

Rob Oliverson, System Specialist

Alpine School District, American Fork, Utah



"Gatekeeper has great customer service. They are quick, professional, and keep churning until any issue is fixed. They have modern and up-to-date equipment that is on the cutting edge. I highly recommend Gatekeeper's program and equipment for those interested in camera systems."

Dana Byrd, Accident and Safety Coordinator

Richmond County Schools, Augusta, Georgia



"We purchased cameras for our entire fleet, and I could not have been happier with the installation, very neat and professional. I have been using Gatekeeper for almost eight years now and not once have I had one fail or not record. The support team is fantastic. They will not stop until a solution is found for a problem."

Bill Mayhew, Transportation Supervisor

Prince Edward County Public Schools, Farmville, Virginia

Summary of Proposed System

Gatekeeper's G4-Y58v3, 8 Channel mobile DVR with a 2TB SSD Hard Drive is being proposed for all vehicle types. This DVR incorporates the latest hybrid processing and recording technology for analog cameras and IP high-definition cameras. It also comes standard with Gatekeeper's built-in Wi-Fi. Utilizing Wi-Fi 802.11 a/n/ac dual-band at 2.4 GHz and 5GHz,

Gatekeeper's G4-Y58v3 internal Wi-Fi can be configured to connect to an in-yard Access Point or act as an access point to allow DVR configuration using an Android tablet and Gatekeeper's G4 Connect software.



Eight (8) camera system for the Large Passenger buses.

For this configuration we are proposing four (4) WA11 AHD Wide Angle cameras staggered on the interior of the bus to provide full student seating coverage. For exterior coverage, we are proposing as one (1) TW202 IP camera facing out the front windshield to record everything the driver sees, one (1) SP25 10MP Combined Stop Arm Cameras for street-side coverage, and (1) TXM12IP overview camera on the curb side front looking rear. GPS Cellular, and Wifi capabilities, and Driver Alert buttons are also included in the quote.

Eight (8) camera system for the Special Needs Passenger buses.

The eight (8) camera system is being proposed with a similar layout, having one (1) less interior camera required due to smaller bus size. Also one more exterior camera above the wheelchair lift.

The proposed solution for both bus types will provide approximately 20 days of record time at 5 hrs per day.

Also included in this proposal we have offered G4 Vision for wireless capabilities, cloud hosting/storage and hosted Health Check.

Virtual or in-person training can be provided by your dedicated sales rep at no additional cost.

Unlimited software copies and upgrades will also be supplied at no cost to Lyon County School District.

This complete solution provides the district with a reliable tool to grant a greater level of clarity when investigating complaints, collisions, or any other situation where incontrovertible video evidence can provide the facts in a disagreement



Product Introduction

DVR'S

Gatekeeper Systems mobile DVRs incorporate the latest hybrid processing and recording technology for analog and IP High-Definition cameras and comes standard with a high-capacity power supply.

Gatekeeper Systems solutions offers multiple access and download options for data collection. Video can be accessed either through wireless downloads, live streaming, Hard Drive readers, SD cards or USBs. Gatekeeper's DVRs come with a high-capacity power supply and support the use of motion detection to trigger events.

Superb Reliability

G4 Series DVRs are sealed to protect against dust and other environmental conditions.

Built Rugged

G4 DVRs and hard drives have been tested against, and have passed the MIL SPEC 810F (Trucks on Streets) and exceeds SAE J1455 for shock and vibration and passes ISO 16750-2 Road Vehicles Specification.

Altitude

MIL STD 810G -500.5 -low pressure test

Humidity

MIL Std 810 Method 507.5

Temperature

Mil Std 810H Method 501.7 table 501.5-I Hot Dry (A1) Part 2.3.3.2 Procedures I and II

IP52 Rating

IEC-60529

Varying Power Supply Voltage

ISO 16750-2 4.5.3

FCC Part 15

FCC Part 15 Class A

Vibration

8.1 MILSTD 810G

Random Vibration

8.2 MILSTD 810G (trucks on HWY) Method 514.6-C 2.1.3.1 a, 8.3 Method 514.6-C 2.1.3.1 b

Shock

MIL-STD-810G Method 516.6 2.3.2; IEC60068-2-30

Drop Test

MILSTD 810G; Method 516.6 4.6.3 Procedure II



Storage

Video compression in a single Spinning Hard drive or Solid-State drive provides great video while producing 15% to 20% less data. That means maximum transmission, storage efficiency, and longer record times.

- **SD Card**
SD Cards are designed to handle the heavy workload, environment, and physical damage associated with a mobile camera solution.
- **SSD – Solid State Drive**

Gatekeeper has partnered with Phison for our SSD's. The SSDs are exceptionally durable and have a TBW (Tera Bytes Written) specification of 25,000 which has a durability of 260 years before the memory cells start to fail. These specification attest to the extreme reliability of the storage.

Phison SSD's have been used by NASA and are used on the Perseverance Rover that is on Mars.

<https://phisonblog.com/phisons-ssd-is-now-on-mars-a-key-component-in-nasas-perseverance-rover-2/>

Additionally, Phison is deployed on the International Space Station and recently Phison announced a partnership with Skycorp who supplies computing solution for NASA space missions.

<https://spacenews.com/lunar-computer-missions/>

Of key importance is that Gatekeeper has a direct relationship with Phison's Chief Technology Officer. The benefit of this is if there are issues involving storage, Gatekeeper has access senior level technical personnel directly from the SSD manufacturer.

Full Complement of Peripherals Available

GPS - Driver Alert Button - 360 Camera System – Automated Mirror - G4 Vision - Health Check - APC Passenger Counter - Mobile Wi-fi onboard – Clarity - Intelligent Temperature Sensor - Interactive Control Display.

Wi-Fi / Dual Streaming / Cellular Ready

Gatekeeper Systems Wi-Fi enabled DVRs can be configured to connect to an in-yard Access Point or act as an access point to allow DVR configuration using an Android tablet and Gatekeeper G4 Connect software.

G4 DVRs are dual streaming. This means a high-quality full resolution image can be stored on the Conrad or SD Cards, while a lower resolution image can be streamed over the optional cellular connection. Utilizing WIFI 802.11n at 5GHz, Gatekeeper offers both a rugged industrial rated access point, and a WIFI radio for the vehicle.

NDAA Compliant

The Y35 HD v3 is NDAA, *National Defense Authorization Act* (NDAA) compliant and does not incorporate any technologies that are prohibited under the act.

Expansion

Gatekeeper DVRs allow for system expansion with extra channels for a variety of future additional coverage options. Gatekeeper System API application helps integrate our Passenger Counter, Health Check platform, Intelligent Temperature Sensor System as well as other third-party applications.

Vehicle Inputs

Gatekeeper DVRs includes a sensor harness capable of accepting up to eight (8) 12VDC-24VDC I/O sensors. Whether it be brake light activation, door open/close, wheel chair ramp deployment, bike rack deployment, silent alarm or turn signals, etc. Gatekeeper software allows end users to search for data based on sensor input activation.

Y58v3 – 8 Channel DVR

The Y58 v3 is an 8 channel (4 AHD and 4 IP) hybrid DVR. Each AHD and IP channel supports up to 1080P and up to 30 FPS simultaneously with independently selectable resolutions and 8 quality levels. The Y58 v3 supports H.265 / H.264 video compression. The DVR comes standard with built-in dual band WiFi 2.4GHz and 5GHz. The Y58 v3 supports a single mechanical hard drive or SSD up to 4TB. The drive caddy is secured via a keyed lock and two thumb screws. The caddy incorporates a shock and vibration system to protect the hard drive.

Key Features:

- Analog high definition/IP channels support up to 1080p resolution up to 30 FPS
- SD card slot accepts up to a 512GB SD card
- Supports single HDD / SSD up to 4TB
- Dual streaming and cellular ready
- H.265 / H.264 video compression
- Built-in Wi-Fi 802.11 ac 2.4GHz and 5.8GHz
- Integrated lock box
- 8 quality input sensors
- Fan-less design
- Below 90% non-condensing
- Dimensions: 7.95" x 6.6" x 3.7" (202 mm x 167 mm x 93 mm) without cable cover



CAMERAS

Superior High Definition - Precision Engineered – Crystal Clear Imaging

Gatekeeper's cameras deliver the highest resolution in the industry, providing exceptional picture quality in any light, even in poor and no-light conditions. The high-quality images captured by these cameras provide the ability to assess and respond to incidents on your fleet vehicles. Our cameras provide exceptional clarity for details right down to identifying faces, which helps provide all the evidence needed to aid in convictions. S-Series cameras on board Improve safety, reduce vandalism or vehicle misuse, eliminate false liability claims and improve operational efficiencies.

INTERIOR CAMERAS

TW202IP

The **TW202IP** can be configured to produce images at 1080p and lower resolutions. The TW202 IP Day/Night Camera delivers the highest resolution in the industry, producing exceptional picture quality in any light, even no light. See details right down to identifying faces and have all the evidence needed to aid in convictions. The cameras also have an integrated microphone. Video is compressed using H.264 compression. Both the video and audio are encoded into a data stream that is recorded by the DVR.

Key Features:

- Resolution 1920 x 1080 Minimum illumination 0.05 lux colour
- Sony 2 Mega Pixel 1/2.8" CMOS Image Sensor
- Integrated microphone to capture audio
- Mounts directly to windshield using 3M adhesive
- Vandal resistant metal housing
- Compression H.264
- Lens: 2.6mm, 4mm, 8mm M12 F1.8
- RJ 45 connectors for Cat 5e cable
- IR Range 12 to 20 m
- True Wide dynamic range > 80db
- Back light compensation
- S/N > 48db
- Operating humidity < 90% non-condensing
- Operating temperature: -40°F to + 158°F (-40°C to +70°C)
- Physical Connectivity: RJ 45 female
- Dimensions: 121.6mm (L) x 75mm (W) x 39mm (H)
- Power consumption
- IP 53



WA11 AHD

The **WA11 AHD** new wide angle 160° camera from Gatekeeper is the latest camera in our High-Definition line. Built for durability, this camera provides maximized coverage of your bus with a design to overcome the visibility challenges of high back seats. The low-profile design can be installed to the ceiling or flush mounted.

Key Features:

- 720P (1280 x 720) @ 30 fps
- True WDR – 160° Wide Angle Dome Camera
- Integrated microphone to capture audio
- 16 IR LEDs for Capturing Video in Complete Darkness
- 3D gimbal functionality allows image to be "Squared Up" when camera is mounted at an angle
- Anti-Vibration / Rugged Vandal Resistant Metal Housing
- Quick Set Up when used with Gatekeeper G4 Hybrid Mobile DVR's
- Dimensions: 3.5" x 2.2"
- Operating temperature: -22°F to +158°F (-30°C to +70°C)



Overhead Mount Option



Side Mount Option



EXTERIOR CAMERAS

TXM12 IP

The **TXM12IP** Exterior All Weather 1080p Camera is being proposed for the exterior location. This 2megapixel CMOS Sony camera system is IP67 rated, compact at only 3.7 inches by 2.2 inches and built to survive rugged and vandal susceptible environments. It has been thermal, vibration, and shock tested to ensure it will withstand all weather and tough mobile conditions. It is dust and water proof with metal housing making it vandal resistant and virtually immune to tampering while maintaining an operating temperature range of -40° F - 158° F. IR sensors are located at the ends of these TXM cameras. The cameras can be configured to sense ambient light by either sensor. This is useful in urban situations where the vehicle passes under street lights. By sensing ambient light from the bottom sensor, the camera will not flip between color and black / white when the vehicle passes under a street light.

TXM12 IP - Exterior All Weather 1080p Camera

- 1/2.8" Sony 2.13 Megapixel CMOS
- Ingress Protection: IP67
- Video compression: H.264/H.265
- Up to 30 Frames Per Second
- Mounts vertical or horizontal, photo sensor at each end
- Available in lens sizes: 2.8mm, 3.6mm, 6mm and 8mm
- Full Metal design for rugged applications
- Anti-Vibration / Rugged Vandal Resistant
- Quick Set Up when used with Gatekeeper G4 Hybrid Mobile DVR's
- Dimensions: 3.76" x 2.28" x 2.0"
- Temperature range -40° F to 158° F (-40° C to +70° C)



SP25 Kit - Student Protector

The **SP25** lets you capture stop arm violators day or night with the newest stop arm system from Gatekeeper. The system uses infrared technology to capture license plates as far as lane 4, eliminates motion blur caused by vehicles traveling at high speed (60 mph / 100 kph), thus allowing it to reliably deliver clear readable images in the toughest of lighting and weather conditions. And Gatekeeper's superior quality systems provide crystal clear images and videos to ensure license plate readability for enforcement and prosecution. The system not only captures license plates, but also vehicle make and model.

New sensor technology detects motion and stop arm deployment; the recommended high mounted overview camera captures the deployed stop arm with a clear recording of the violation.



SP25 Kit - Student Protector 10MP – Multi Lane Capture

- True WDR - Wide Dynamic Range
- Small and Compact
- Dimensions: 5.19" H x 9022" W x 4.0" D (131.83mm H x 234.19mm W x 101.6mm D)
- H.265 / H.264
- IP 67 - Dust Proof and Water Resistant
- Capable of up to 30 FPS
- Power via POE – 12 Volt
- Tamper Resistant Secured Settings - No External Controls Users Can Tamper With
- Industry Standard RJ45 Network Connection
- Internal Web Server for Manual Configuration
- Operating temperature: -40°F to +158°F (-40°C to +70°C)



Tri-Color Driver Alert Button

The **Tri-Colored Driver Alert Button** is an event marking driver assistance button. Activation is via a button mounted on the dash. The Driver Alert allows for the driver of the vehicle to press the button and mark the recorded video with an Alert. This makes searching for Alerts far faster and easier as G4ViewerPlus can be set to display Alarms/Alerts. The NVR and selected cameras are configured with pre-defined settings of pre and post video at the time the button is pushed.

- ✓ Improve driver and passenger security.
- ✓ Capture and push video clips remotely to the G4 Enterprise server.

The Driver Alert Panel has three LED indicators. These indicate that there is power to the NVR, the NVR is recording and if there are any active errors with the NVR.



- Power ON/OFF.
- Recording ON/OFF.
- Error: SD/HDD read error, Video Loss or hardware error.

Power LED

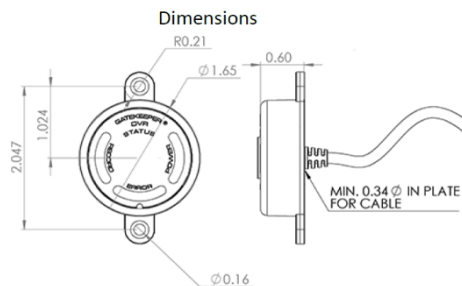
The power LED illuminates to show that the DVR is powered on and ready to start recording.

Record LED

The Record LED illuminates to show that the DVR has gone into record mode and is currently saving video to the hard drive.

Error LED

The Error LED illuminates to indicate that there is an issue with the DVR.



G4 VIEWER PLUS INCIDENT MANAGEMENT SOFTWARE

Secure Incident Management Software.

G4ViewerPlus is Gatekeeper's industry leading secure incident management software, providing a comprehensive set of features for managing video recorded with Gatekeeper's line of G4 Series DVRs. Users can easily find incidents, make clips of incidents, blur selected regions in the video, display the path of the vehicles on a map, in addition to many other features, making the management of video intuitive and easy.

High resolution video, synchronized with date and time stamps, precise GPS location data, integrated with accurate event information on map, coupled with crucial vehicles sensor data – all combine to give a total picture of fleet events. Improve fleet safety, protect vehicles from misuse, minimize false liability claims and optimize fleet efficiencies.

Zoom Capabilities

G4 Viewer application supports Zoom functionality. Zoom allows a user to focus in on a section of the video and increase its overall size for greater detail. This is very useful when trying to identify individuals and/or other details of the scene that are important.



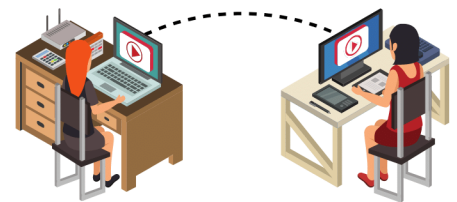
A Simple, Fast New Way to Send and Share

G4ViewerPlus allows video clips of any length to be exported in native format, or MP4 file format for increased compatibility (can be played back using any standard media player, such as the Windows Media Player software found in Microsoft Windows). Another unique aspect of G4ViewerPlus is the ability to quickly share video securely using a password protected Mini-Player container.

This allows users to export video as a self-contained, password protected, standard Windows executable file, which incorporates the video and all associated mapping, sensor and GPS data, along with a built-in Mini-Player component. This makes it easy for users to share video together with complete associated situational data, even to recipients who do not have G4ViewerPlus installed.

Intelligent Search and View Options

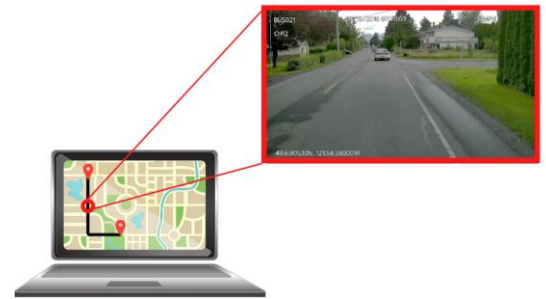
G4ViewerPlus has intelligent search options that allow for easy incident identification, thus enabling the user to find the videos that matter in the shortest possible time. Besides filtering by date and recent video, the user can also search using a unique combination of parameters including vehicle speed, geo fence boundaries, and specific sensor events. As an example, this feature could enable a Transit transport manager to quickly identify when and where children entered or exited the bus, in case of a reported missing child.



Fleet administrators could also easily monitor driving habits (harsh braking, acceleration, cornering, excessive speed) and build risk profiles over time thus providing valuable feedback to drivers, as well as improving safety and performance across the entire fleet. The system is capable of displaying the GPS-automated time/date stamp and does auto-update the time for daylight savings time.

Video Playback with Interactive Maps and Geo-Jump

Playback video from multiple cameras simultaneously at different speeds in both forward and reverse directions, pause, step through video frame by frame, and save snapshots of any event of interest from any combination of cameras at any time. Using the integrated map showing the route the vehicle followed, users can select a point on the route and have the video automatically jump to the point in time the vehicle was at that location.



Collaborate over the Cloud using Industry Standard File Sharing Services

G4™ Viewer Plus allows users to easily leverage industry standard file sharing services (such as Drop Box, Google Drive or Microsoft OneDrive) for sharing video seamlessly with teams spread across multiple geographic locations. Flexible file saving options enable the user to quickly export video to designated cloud-shared folders, so that the video can be synchronized with the cloud repository and automatically downloaded to the recipients.

Blur Tracking and Inverted Blurring

G4 Viewer Plus has an inbuilt function which will allow not only the blurring of a specific section with tracking but also multiple sections within the same region being created. Multiple Blur regions can be created in the same video playback allowing for increased versatility of playback options. Blur tracking allows a user to manipulate a blur region (and conversely a non-blurred region) to track a target in the video. It allows one to blur select regions and to move the blur region in video clips in order to protect the privacy of non-involved individuals.



G4ViewerPlus system requirements

Operating System:

- Windows 7 (32-bit or 64-bit)
- Windows 8 / 8.1 (32-bit or 64-bit)
- Windows 10 (32-bit or 64-bit)

Hardware:

- Intel Core i5 multi-core processor (recommended quad-core, 3.30 GHz or equivalent)
- 4GB 1600MHz DDR3 memory (recommended 8GB)
- 500GB SATA hard disk drive (recommended 2TB or higher if business workflows require video clips to be stored locally) 17" LCD/LED monitor (recommended 24" or higher for configurations displaying more than 8 cameras) Ethernet connection to local network At least 2 high-speed USB 2.0 ports – optional, for use When accessing video on the removable SSD/HDD used in Gatekeeper hybrid HDD based DVR's Integrated SD card reader (SDHC/SDXC).

Below is an example of what the users will see when entering into G4 Viewer:



INTELLIGENT WIRELESS SOLUTIONS

Certified. Proactive. Rugged Design

Wireless Connectivity

Utilizing Wi-Fi 802.11n at 5GHz, rugged industrial rated access points, and a robust line of Wi-Fi and Cellular radio products, Gatekeeper Systems provides wireless solutions for mobile environments.

Gatekeeper DVR's come ready to support WIFI or Cellular connectivity. WIFI connectivity consists of adding a specifically designed mobile WIFI radio to each bus. The bus yards would require WIFI access points to access the local network. While Wi-Fi connectivity is limited to the bus yard, if the primary goal is to track a bus using its GPS coordinates and look in at live video when the bus is on route, Cellular is the preferred data transmission method.

G4 Connect

Gatekeeper Systems has a proprietary software Application on the Google Play Store called G4Connect. This custom software allows the user to connect to Gatekeeper Systems range of Hybrid DVRs using either a G4Connect Wi-Fi dongle or directly when accessing wirelessly enable DVRs. With G4 Connect you can:

- Playback previously recorded video;
- Allows for easy configuration of the DVR;
- Export video for viewing later; even on a different system.

G4 Connect consists of a small USB dongle and an application that runs on an Android tablet. A G4 Connect dongle plugs into the USB port on the front of the DVR. The dongle produces a local WIFI connection to an Android tablet. Administrators, service personnel and installers can now access the DVR's configuration menus quickly and efficiently.

G4 Enterprise Software for Wireless and Cellular Solutions

When paired with the wireless capabilities in Gatekeeper's latest hybrid DVRs, G4Enterprise software provides the functionality to communicate to the DVR's wirelessly and provides feature to allow for the storage of video. The software can run in a VM environment. End user functionality (GUI) is provided through the G4ViewerPlus software. Users can access any "online" vehicle and directly view recorded video from any camera channel.

With the date and time search, video users are able to search by recent week, recent days, user defined and all video. This allows users to quickly find, save and share the video files of critical incidents as they happen. This empowers users with the information they need to make swift decisions based on clear evidence.

The GEO Fence search allows a user to specify an area on a map specifically for a period of time and date. The system will return a list of vehicles that were in that area based on their GPS information (Which can be downloaded automatically over Wi-Fi). The user can then select a vehicle and watch the specified video.



G4Enterprise software can support both WIFI and Cellular connectivity. Gatekeeper Systems has a selection of wireless modems that offer either Cellular only, WIFI only or a combination of Cellular and WIFI connectivity.

Storage of Downloaded Video

There are several ways to store video. Using commercially available Cloud based storage such as Google Drive, Microsoft One Drive, or Drop Box.

Windows Share

One strategy is to implement a Windows Server that has connected storage. Folders are created with the appropriate user permissions. For example, the person responsible to retrieve the video from the bus (Video Analyst) should have read, write and delete permissions. Other users can be limited to read permissions only. The downside of this is that users will have to connect to the IT network (whether that be directly or indirectly via a VPN connection) to access the stored video.

Cloud Based Storage and Distribution

One can also consider the use of cloud-based file storage and sharing services. Services such as Google Drive, Microsoft One Drive or Drop Box can be used. User permission (read, write, delete) can be configured on a per user basis.



Remote Access to Video in Vehicles

G4™ Viewer Plus enables users to perform post-trip inspections of recorded video (on in-yard vehicles equipped with WIFI connectivity) remotely from the comfort of their office. Users can access any “online” vehicle and directly view recorded video from any camera channel. Flexible options allow the user to search for video either by time period or events of interest, and to select either all or a portion of video to download. By using the WIFI link for in-yard downloads, large amounts of video data can be freely transferred off the vehicle very quickly. G4™ Viewer Plus has been designed to help improve operational efficiencies while saving time and valuable resources – no more running to each vehicle to retrieve the video.

Automatic Download Scheduling

With G4 Enterprise, video downloading is easy with automated unattended downloads. The system compensates for the unreliable nature of wireless connectivity and will initiate a download when wireless connectivity is available. If the download is interrupted, the download will automatically resume when wireless connectivity is re-established.

Downloads can be done either over Cellular or WIFI channels. Through a combination of configurations, the customer can be confident that a complete view of the incident is always captured.

Cell View – Live View

- Live viewing over wide area network
- Combine instant viewing with bus location
- Dual streaming – transmit lower resolution stream and record high resolution stream simultaneously
- Recommended for 911 emergencies or other emergencies
- Access video on an iPhone or iPad
- Requires Cellular airtime agreement



Gatekeeper Systems can provide real-time access to the DVRs onboard Lyon County School District buses. To accomplish this a cellular modem and antenna will be required on each vehicle. These cellular modems require a cellular air time package. Gatekeeper has quoted one, however Lyon County School District may source their preferred cellular vendor at the cost of Lyon County School District. Cellular enabled DVRs are able to communicate with an on-premises server and do not require a cloud-based solution. By using a DNS name and activating port forwarding for the required ports, information from the DVR can be sent to the on-premises server located behind Lyon County School District firewall. If Lyon County School District would like cloud-based storage

the entire G4E solution would need to pivot to a cloud-based solution hosted by Amazon Web Services (AWS) at an additional cost.

If the live view option is not selected the DVRs will be capable of connecting to the on-premises server via an 802.11ac Wi-Fi connection. Gatekeeper Systems proposed DVRs are capable of supporting Wi-Fi connections via the installed 802.11ac wi-fi radio. The internal Wi-Fi radio included in the proposed DVR supports WEP, WPA2 and WPA2 Enterprise authentication.

Access Live Video from Vehicles at Any Time

Get immediate access to actual live video footage from any of the cameras in vehicles, which are equipped with cellular connectivity. G4 Viewer Plus is designed to work seamlessly with the state-of-the-art dual-streaming technology built into Gatekeeper G Series DVRs – this allows access to a bandwidth-optimized secondary video stream for real-time viewing, while the DVR continues to record full resolution video.

Immediate Access to Vehicle GPS Location Data

G4 Viewer Plus provides access to precise vehicle GPS location data. Flexible configuration options allow administrators to set different data transmission intervals for each individual vehicle to optimize bandwidth usage and meet unique monitoring/reporting requirements. G4 Viewer Plus displays the entire fleet on an interactive map and provides an intuitive representation of crucial data such as speed, G-forces, device temperature, and operating voltage using a standard color-coded graphical format, so that users can easily identify issues at a single glance.

G4 VISION / HEALTH CHECK - GATEKEEPER HOSTED SERVICE

G4 Vision / Health Check is a hosted service provided by Gatekeeper for ongoing monitoring of the health of the onboard system. Below are details of the benefits and process of the hosted service.

Value of Gatekeeper Hosted Services with Health Check bundle

Customer:

IT: Gatekeeper hosted services provide a 'one-stop-shop' for school IT, allowing them to free up their already limited resources for other projects.

- ✓ No upfront costs of purchasing server equipment
- ✓ No need to purchase server software i.e., Windows Server
- ✓ No staff requirements to maintain server equipment
- ✓ Smaller district may not have the physical space to setup a data center
- ✓ No need to setup remote access for Gatekeeper technician
- ✓ Gatekeeper will handle all server software updates
- ✓ No need to setup backups or other redundancies in cases of a disaster situation i.e., extended power outages.

Transportation: Health Check provides peace of mind on the overall fleet health

- ✓ Green initiative: Reduced energy consumption/electricity bill
- ✓ Gatekeeper Staff using G4 Vision & Health Check can provide the customer a notice of failed equipment before it's an issue; which equals less need for or time on a bus for troubleshooting

Staff:

- ✓ Staff can focus on evidence-based activities and less on the issues with their equipment
- ✓ School staff can log in from anywhere in the world as long as they have an internet connection
- ✓ Minimized downtime

Gatekeeper:

- ✓ Faster and easier for Gatekeeper technicians to diagnose problems
- ✓ No need for complicated VPNs to connect to customer servers
- ✓ Allows for easier commissioning of DVRs
- ✓ Easier to upgrade server version and annual license file
- ✓ Much easier to and efficient ways to take care of the customer

HERE IS HOW IT WORKS**G4 Vision/Health Check setup**

- G4 Vision Host Server Setup - Receive & Assess
- Domain Name Server (DNS)
- New Installation: DVR is programmed with DNS during installation
- Old installation: DVR is programmed again remotely via wireless connection

Connectivity and Testing

- Create unique fleet in G4 Vision based for the District
- Once connected to server move DVRs to their fleet

Setup Health Check Hosting

- Create account under G4Vision service console
- Once DNS is received; program DVR
- New Installation: DVR is programmed with DNS during installation
- Old installation: DVR is programmed again remotely via wireless connection

Connectivity and Testing

- Testing connectivity to Health Check
- Create a depot
- Create users
- Commission each DVR

Health Check Commissioning

- Buses adding automatically
- Commissioning of buses as they connect
- Create vehicle ID's in Health Check

G4 Vision

- Once all DVRs are connected - commissioning activities for each DVR

G4 VISION HEALTH CHECK ANALYST'S ROLE AND RESPONSIBILITIES

Reporting Timeline For Health Check

- Log in and check dashboard for missed check-ins, camera, storage
- Report generation
- Submitting report to customer

Issues found in Health Check

- look for false positives with G4 Vision
- if DVR is online
- Check-Ins 5 Days per Week/ per month

G4 Vision / Heath Check Analyst Investigations and Action Items Tasks:

- Missed Check in's

Next Steps

- Dispatch Job Ticket
- Schedule Job Ticket with Mechanic/Contractor
- Follow up, close & submit job ticket and maintain reports



IMPLEMENTATION

Approach and Methodology

Adrian Gold, Territory Manager along with Gatekeeper's dedicated team have the responsibility of ensuring all status and issues relating to the project are communicated to all parties. This includes interfacing with installation, technical, and Lyon County School District.

A key document that will detail the specifics of the implementation will be the Project Book. This document is used to define, key personnel and contact information, the configuration and location of the equipment installed in the various bus types, the scope and dates of the various reviews and tests, installation schedule and access to buses and facilities for the installation team.

Installation

Gatekeeper will be installing the mobile DVR equipment on buses. It is estimated around 5-7 buses can be completed on a daily basis. Implementation will be determined based on the requirements of Lyon County School District.

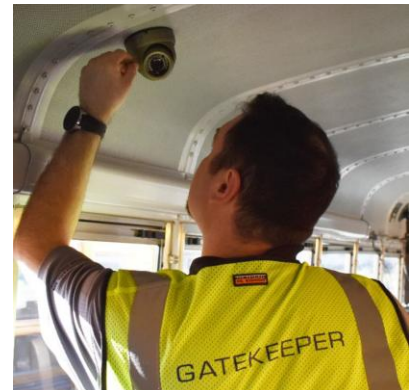
Gatekeeper has trained and factory certified firms who travel to the installation location. The firms can assemble sizeable teams in order to meet short installation time requirements. Gatekeeper will project manage the installation team, closely monitor the quality of the installation and work with the contract installation team to ensure the following:

- Daily communication between the installers and the customers implementation personnel
- Regular updates as to progress made (vehicles installed) and planned installations
- Ensuring the quality of workmanship
- Ensuring the mobile DVR and cameras are installed and configured correctly
- Addressing any issues that may arise during the installation

Gatekeeper has provided, managed and installed many mobile DVR systems. A project implementation methodology using the concept of a project book is the primary management tool. Through meetings and discussions key issues associated with the project implementation are planned, documented, reviewed and agreed to by all parties. The Project Book describes in detail each party's responsibilities, implementation schedule and other key information relevant to the project. During phase 1, a detailed schedule will be determined and documented in the Project Book. The project has been divided into stages:

Phase 1

- Prepare, review and sign off Project Book
- The Project Book describes the following:
 - ✓ Key personnel and contact info
- Lyon County School District regulations and Safety requirements:
 - ✓ Receiving procedures
 - ✓ Disposal of packing materials
 - ✓ Other administrative rules and regulations
 - ✓ Project reporting schedule
- Equipment configuration for each bus type including:
 - ✓ mounting of in vehicles equipment, (cameras, DVR, etc),
 - ✓ configuration of equipment (Camera frame rate, quality, resolution, bus number format, date format
- Review of Proof of Performance (POP) tests and processes
- Installation schedule and schedule for POP



- Review and execution of Training plan

Phase 2

- Ship Equipment

Phase 3

- Develop, review and sign off POP test
- Installation of equipment in vehicles as per Project Book (scope and schedule)
- Conduct POP (on a daily basis as vehicles installations are completed)

Phase 3a

- Training
 - ✓ Hardware Maintenance Training
 - ✓ Application Software Administrators Training

Phase 4

- Submit as built documentation
- Final Acceptance – Project wrap up

Gatekeeper installation staff are flexible with respect to scheduling installation.

The installations can be done in the bus yard. If the installs are to be done during the night it would be beneficial if the buses to be installed could be located near a 115V power source. This is so auxiliary lighting can be used to illuminate the work area. The installation team will supply the lights and extension cords.

Gatekeeper typically will have product delivered directly to each city/town. The installation team will transport the equipment from the receiving facility to the specific installation location. Gatekeeper will work with the installation team to dispose of the packing material and provide Lyon County School District the details.

All test procedures will be documented, reviewed and signed off by both parties prior to conducting the tests.

Using the following procedure, the customer can verify and acknowledge system functionality on a per vehicle basis.

- ✓ Verify recorder has power
- ✓ Make sure that the HDD/SSD/SD Card is correctly inserted in the unit
- ✓ DVR/cameras have been mounted as documented and in accordance with Lyon County School District requirements
- ✓ Verify that DVR turns on when the ignition is switched on
- ✓ Cables are neatly run and tied off
- ✓ With monitor connected to DVR verify that the DVR displays live and previously recorded video
- ✓ Verify cameras are aimed as documented
- ✓ Verify DVR is configured as documented (Quality, Frame Rate, Time Zone, Time, record off delay, Bus number, etc.)
- ✓ Verify sensor activation (As per customer configuration requirements)
- ✓ Format the HDD/SSD/SD Card to remove test video

The actual installation schedule is dependent on the number of buses that are available on a daily basis. Please note that installation verification must be done to maintain Gatekeeper warranty policy.

Training

Software training modules based on participants can be provided by the dedicated sales rep Adrian Gold, along with support training through WebEx/TEAMS.

Online training will be provided by certified Gatekeeper personnel for Software and Hardware as often as needed. Support or refresher training can also be scheduled and provided through WebEx or TeamViewer.

Training will be provided at no additional cost.

Self guided tutorials are also available on Gatekeeper System USA website under <https://www.gatekeeper-systems.com/support/training-tutorials/>



You will be provided with a current User Guide for that specific model of DVR and cameras to guide your department as it relates to install and trouble-shooting the products should the need arise.

Gatekeeper will provide training materials (user manual & administrative guide) in hard or soft copy (MS Word or PDF format) early in the project:

- A "Training Package" will be provided the week of the awarded date

User manuals to include fault procedures and remedies:

- G4Enterprise user Manual
- Wireless Overview and Troubleshooting Manual
- Tech Department Troubleshooting SOPs

Technical manuals to include information on software, applications, configurations, backup & recovery procedures, and troubleshooting tips:

- Our "Training Package" will contain all of these in a binders given to Lyon County School District.

Should your department run into operational issues, their first action should be to contact our Tech Support group (888-666-4833) for their timely and effective troubleshooting assistance. At that time, our Tech Support technicians can determine if it is a minor issue which can be trouble-shot over the phone. If a hardware issue has arisen, and the unit requires repair, then they will issue a work-order and an RMA (Return Material Authorization)

The Customer Care and Project Manager will work with the customer to schedule the following two training components.

- Hardware Maintenance Training
- Application Software Administrators Training

PRICING

Pricing Table 1 – 85 Buses, full size bus - 8 Camera System

This table details all costs associated with implementing the camera systems for Lyon County full-size buses.

Item	Qty	Description	Configuration	Each	Extended
1	85	G4 Y58HDv3 DVR Custom Kit	Custom Kit includes: -Y58HDv3 8 Channel AHD/IP DVR -Qty 4 WA11 AHD Interior cameras -Qty 1 TW202IP Windshield Camera -Qty 1 TXM12IP Exterior Camera -Qty 1 SP25 Student Protector Stop Arm Camera (2 Camera system) -2TB SSD Hard Drive -WiFi antennas and cell modem -Driver Alert Button -GPS Antenna -Video Surveillance Decal -All necessary wiring/cables for a complete installation	\$4,102.00	\$348,670.00
2	LOT	G4™ Viewer Plus Software	Incident Management Software- unlimited copies-includes free upgrades	N/C	N/C
3	LOT	Training	Online Training included at no additional charge	N/C	N/C
4	LOT	Warranty	5 Year warranty on all interior cameras, 5 Year warranty on all DVR's and Hard Drives, 1 year warranty on exterior cameras	N/C	N/C
5	LOT	Delivery	Delivery included in pricing	N/C	N/C
6	85	Installation	Installation of new 8 camera system and removal of old camera system	\$900.00	\$76,500.00
				Total:	\$425,170.00

Pricing Table 2 – 16 Buses, Special Needs bus - 8 Camera System

This table details all costs associated with implementing the camera systems for Lyon County Special Needs buses.

Item	Qty	Description	Configuration	Each	Extended
7	5	G4 Y58HDv3 DVR Custom Kit	Custom Kit includes: -Y58HDv3 8 Channel AHD/IP DVR -Qty 3 WA11 AHD Interior cameras -Qty 1 TW202IP Windshield Camera -Qty 2 TXM12IP Exterior Camera -Qty 1 SP25 Student Protector Stop Arm Camera (2 Camera system) -2TB SSD Hard Drive -WiFi antennas and cell modem -Driver Alert Button -GPS Antenna -Video Surveillance Decal -All necessary wiring/cables for a complete installation	\$4,081.00	\$65,296.00
8	LOT	G4™ Viewer Plus Software	Incident Management Software- unlimited copies-includes free upgrades	N/C	N/C
9	LOT	Training	Online Training included at no additional charge	N/C	N/C
10	LOT	Warranty	5 Year warranty on all interior cameras, 5 Year warranty on all DVR's and Hard Drives, 1 year warranty on exterior cameras	N/C	N/C
11	LOT	Delivery	Delivery included in pricing	N/C	N/C
12	16	Installation	Installation of new 8 camera system and removal of old camera system	\$900.00	\$14,400.00
				Total:	\$79,696.00

Pricing Table 3 – G4 Vision Hosted Cloud Storage with Health Check

This table details per month per bus subscription for hosted cloud storage, Health Check, and Cellular.

Item	Qty	Description	Configuration	Each	Extended
13	101	G4 Vision Hosted Services	1TB Storage, Gatekeeper hosted service. Includes Advanced Health Check and G4E Software	\$26.00/month	\$2,626.00/month
14	101	Cellular Plan	2 GB Data pooled/overage \$5.00 per GB	\$25.00/month	\$2,525.00/month
15	101	Set up	One time setup fee per vehicle	\$25.00	\$2,525.00
				Sub Total:	TBD

Note: Requires the DVR to have either cellular or WIFI connectivity.

G4Vision and Cell Costs: \$51/month x 101 buses x 12 months = \$61,812.00 Annually

SERVICE AND MAINTENANCE PROGRAM

Gatekeeper's Customer Care department provides industry leading customer support through on -call support, on-site troubleshooting, service/maintenance, installations, and training.

Gatekeeper utilizes a 3-Tier issue resolution system:

Tier 1 Health Check

Tier 2 Customer Care

Tier 3 Field Service

Tier 1 - Health Check:

Health Check is a 24/7 cloud-based monitoring tool which Gatekeeper uses to proactively access and monitor the onboard system remotely via cellular or Wi-Fi connection.

Tier 2 - Customer Care:

Gatekeeper's Customer Care team is located in the West coast of Canada and East coast United States and operates Health Check remotely to monitor equipment for any errors or issues that may arise. Trained technicians are available to support all our product and services in response to issues identified by the Health Check monitoring system or customer-initiated requests. Support requests are managed within an online ticketing system and can be initiated via toll-free call (1-888-666-4833) or emailing Customer Care (customercare@gatekeeper-systems.com)

Tier 3 - Field Service:

If an issue cannot be resolved remotely, Gatekeeper can dispatch a field service technician. Field service personnel options include:

- Gatekeeper Technicians
- Gatekeeper contractor partners
- Trained maintenance staff from the end-user

Service Standards

Response Time Definitions

Priorities are categorized from Low to Urgent and allocated a response and completion time.

Priority	Response	Resolution	Severity description
Urgent	30 minutes	Remote: 2 hours Onsite: 4 hours	Entire system unavailable, loss of data, system crash.
High	1 hour	Remote: 4 hours Onsite: 1 day	Data is not accessible using some functionality, there is a work around, critical parts of the system impaired.
Normal	4 hours	Remote: 8 hours Onsite: 1 day	Loss of non critical function, no work around, problem affects effectiveness and productivity.
Low	24 hours	Remote: 2 days Onsite: 2 days	Some loss of function, work around available, does not impair users, design change request.

Note: Times expressed in business days/hours.

Response	The time from the point the task was accepted by the Customer Care department to the point at which the first "quality" attempt is made at resolving the issue. This response is made by staff with the skills and/or authority to initiate the service and not necessarily a response from a call center staff member.
Resolution	The time from the acceptance of the task to the time at which the task is completed.
Service Hours of Operation	Health Check and Gatekeeper Server monitoring services run 24hrs per day, 7 days a week, 365 days a year.
Support Hours	Customer Care operates from 7:00 AM EST to 5:00 PM PST Monday to Friday. Canadian and United States statutory holidays may affect these hours. Emergency on-call service is available 7 days a week, 365 days per year using a supplied number to our customers.

Comments and Limitations

In the event of loss of central site server functionality, video continues to be recorded on a vehicle. Gatekeeper will provide services to retrieve hard drives if needed.

Central site server SLA is dependent on the customer's purchased quality of service and can be affected by conditions such as Geographic diversity and availability of a cellular channel or internet connectivity.

Software and Firmware Updates

Updates to the G4ViewerPlus client software can be undertaken by customer staff. The updated software will be delivered in a standard windows installer-

Incremental firmware updates may be deployed as new features and security updates are released. Onboard component firmware and DVR settings can be updated on the bus or remotely via the G4Enterprise software. If an update is required Gatekeeper Technicians will remotely update the cloud hosted software. Updates can be scheduled during off peak hours to limit the disruption. If a high priority issue is discovered, Gatekeeper will deliver a firmware update as soon as possible.

Documentation

Gatekeeper possesses the following documentation within the customer onboarding package:

- Detailed documentation covering all hardware and software aspects of the solution
- Detailed operating manuals and procedures
- As built documents, wiring schematics and harness diagrams
- Diagnostics and monitoring support including required equipment training and troubleshooting trees
- Preventative maintenance steps
- Maintenance procedures, along with posters and videos
- Electrical single-line diagrams
- Software user manuals
- Software Systems Administration Manuals

CUSTOMER LIMITED WARRANTY

Customer Limited Warranty

GATEKEEPER SYSTEMS INC. warrants that any product manufactured or supplied by Gatekeeper Systems Inc and found in the reasonable judgment of Gatekeeper Systems Inc to be defective in material or workmanship will be repaired or replaced by Gatekeeper Systems Inc without charge for parts and labor.

This warranty shall cover the following periods and Gatekeeper equipment:

- Interior Cameras - 5 Years
- Exterior Cameras - 1 Year
- G series DVR's – 5 Years
- Hard Drives & SSD – 5 Year

All Accessories and Other Products Not Identified above - 1 Year

The warranty periods commence on the date of shipment. During the period of the warranty the Company, at its discretion will repair and/or replace all improperly functioning equipment caused by a manufacturing defect. This warranty does not protect against accidental or intentional damage, vehicle electrical systems generating steady state or transients, voltages or currents exceeding product. specification, loss, acts of nature, water damage, or any other event that did not originate during the manufacturer of the product.

The Gatekeeper Systems product including any defective part must be returned to Gatekeeper Systems within the warranty period. The expense of delivering Company product to Gatekeeper Systems for warranty work will be paid by the customer. The expense of delivering Company product back to the customer will be paid by Gatekeeper Systems. Gatekeeper Systems' responsibility in respect to claims is limited to making the required repairs or replacements and no claim of breach of warranty shall be cause for cancellation or rescission of the contract of sale. Proof of purchase complete with the serial numbers of the products purchased will be required by the customer to substantiate any warranty claim. All warranty work must be performed by an authorized Gatekeeper Systems service representative.

This warranty does not cover any Gatekeeper Systems' product that has been subject to misuse, neglect, negligence, or accident, or that has been operated in any way contrary to the operating instructions as specified by Gatekeeper Systems either verbally, in writing, by instructions written on the product or in the Gatekeeper Systems Installation and Operating Manual. This warranty does not apply to any damage to the Gatekeeper Systems product that is the result of improper maintenance or to any Gatekeeper Systems' product that has been altered or modified so as to adversely affect the products' operation, performance or durability or that has been altered or modified so as to change its intended use.

Gatekeeper Systems Inc is not responsible for lost or missing video.

The warranty does not extend to repairs made necessary by normal wear or by the use of parts or accessories which are either incompatible with the Company product or adversely affect its operation, performance or durability.

Gatekeeper Systems reserves the right to change or improve the design of any Company product without assuming any obligation to modify any product previously manufactured.

GATEKEEPER SYSTEMS INC. warrants that any product manufactured or supplied by Gatekeeper Systems USA Inc and found in the reasonable judgment of Gatekeeper Systems Inc to be defective in material or workmanship will be repaired or replaced by Gatekeeper Systems Inc without charge for parts and labor.

ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE SPECIFIED PERIOD FOR EACH PRODUCT CATEGORY AS LISTED IN THIS DOCUMENT. ACCORDINGLY, ANY SUCH IMPLIED WARRANTIES INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, ARE DISCLAIMED IN THEIR ENTIRETY AFTER THE EXPIRATION OF THE APPROPRIATE WARRANTY PERIOD. GATEKEEPER SYSTEMS' OBLIGATION UNDER THIS WARRANTY IS STRICTLY AND EXCLUSIVELY LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS, AND GATEKEEPER SYSTEMS INC. DOES NOT ASSUME OR AUTHORIZE ANYONE TO ASSUME FOR THEM ANY OTHER OBLIGATION.

GATEKEEPER SYSTEMS INC ASSUMES NO RESPONSIBILITY FOR INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES INCLUDING, BUT NOT LIMITED TO THE EXPENSE OF RETURNING THE COMPANY PRODUCT TO GATEKEEPER SYSTEMS INC. CORPORATE HEAD OFFICE, MECHANIC'S TRAVEL TIME, CUSTOMER LABOR EXPENSES, TELEPHONE OR TELEGRAM CHARGES, RENTAL OF LIKE PRODUCT DURING THE TIME WARRANTY SERVICE IS BEING PERFORMED TRAVEL, LOSS OF USE OF THE PRODUCT, LOSS OF TIME OR INCONVENIENCE.

WARRANTY SERVICE

To obtain warranty service, the purchaser must notify the Company during the warranty period. The Purchaser will discuss the defect or problem with a Company technician, and once the problem has been verified the Company will issue a return material authorization number (RMA) authorizing the purchaser to return faulty merchandise to the Company for repair or replacement as determined by the Company. It may be necessary for the customer to assist Gatekeeper Systems in assessing failed product. Gatekeeper Systems may require the customer to remove hardware, manipulate software and/or perform other diagnostic activities. Failure to assist in and allow remote diagnostic activities may result in a service fee being charged.

Advance replacements will be issued for the first 90 days from the date of shipment.

This Warranty applies to all Company products manufactured by Gatekeeper Systems and sold in the United States

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

USA OPERATIONS:

Gatekeeper Systems Inc.
7-200 Rittenhouse Circle East
Bristol, PA 19007
Toll Free - 1 888 666 4833

For technical support, contact Gatekeeper's Customer Care Group at Toll Free (N.A.) 1-888-666-4833 or email customercare@gatekeeper-systems.com

Gatekeeper also provides additional online training and support tools at: <https://www.gatekeeper-systems.com/support/>

Thank you

Contact Information

Gatekeeper Systems USA Inc.

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