

**Request for Legislative Action**

Completed by County Counselor's Office			
Action Requested:	Resolution	Res.Ord No.:	20742
Sponsor(s):	Theresa Galvin	Legislature Meeting Date:	8/23/2021

Introduction
<b>Action Items:</b> ['Award', 'Transfer']
<b>Project/Title:</b>
Requesting a transfer of funds and awarding Request for Proposal No. 19-21, Law Enforcement Patrol Video Solutions for use by the Sheriff's Office and the Parks + Rec Department to Motorola Solutions of Chicago, Illinois in the amount of \$311,750 under the terms and condition of Request for Proposal No. 19-21.

Request Summary		
<p>The Sheriff's Office and the Parks + Rec Department (Park Rangers) both have existing patrol video solutions in their vehicles. The Sheriff's would like to add Body Cameras for their deputies and the Park Ranger's in -vehicle equipment is at the end of its useful life, needs to be replaced and they would like to add Body Cameras as well. The Purchasing Department issued Request for Proposal No. 19-21 to meet the department's requirements.</p> <p>Twenty-four notifications were distributed, and one response was received and evaluated as follows;</p>		
	Points Received	Points Possible
Responsiveness to Request for Proposal	9	10
Products Offered	27	30
Qualifications and Experience	19	20
References	9	10
Pricing	25	30
<b>Total</b>	<b>89</b>	<b>100</b>
Pricing:		
Sheriff's Office Base Price	\$111,023	001-4201-58180
	\$44,178	048-4201-58180
Parks + Rec Base Price	\$114,100	003-1010-58180
Parks + Rec Optional Items	\$ 42,450	003-1010-58180
<b>Total</b>	<b>\$311,751</b>	
<p>Pursuant to Section 1054.6 of the Jackson County Code, the Sheriff's Office, the Parks + Rec Department and the Purchasing Department recommend the award of Request for Proposal No. 19-21, Law Enforcement Patrol Video Solutions to Motorola Solutions of Chicago, Illinois as the lowest and best proposal received.</p> <p>The Director of Financed and Purchasing also recommends the transfer of funds as follows;</p>		

## Request for Legislative Action

048-4201-56830, Sheriff's Revolving Fund, Emergency Fund	FROM: \$44,178	To:
048-4201-58180, General Fund, Sheriff's Audio/Video Recording		\$44,178

Contact Information			
<b>Department:</b>	Finance	<b>Submitted Date:</b>	7/6/2021
<b>Name:</b>	Craig A. Reich	<b>Email:</b>	CReich@jacksongov.org
<b>Title:</b>	Senior Buyer	<b>Phone:</b>	816-881-3265

Budget Information			
Amount authorized by this legislation this fiscal year:			\$311,751
Amount previously authorized this fiscal year:			<b>!Unexpected End of Formula</b>
Total amount authorized after this legislative action:			\$311,751
Is it transferring fund?			Yes
Transferring Fund From:			
Fund:	Department:	Line Item Account:	Amount:
048 (Sheriff Revolving Fund)	4201 (Sheriff)	56830 (Contingency Fund)	\$44,178
Transferring Fund To:			
Fund:	Department:	Line Item Account:	Amount:
048 (Sheriff Revolving Fund)	4201 (Sheriff)	58180 (Audio/Video Recording Equipment)	\$44,178

Prior Legislation	
Prior Ordinances	
Ordinance:	Ordinance date:
Prior Resolution	
Resolution:	Resolution date:

Purchasing	
Does this RLA include the purchase or lease of supplies, materials, equipment or services?	Yes
Chapter 10 Justification:	Formal Bid
Core 4 Tax Clearance Completed:	Not Applicable
Certificate of Foreign Corporation Received:	Yes

## Request for Legislative Action

Have all required attachments been included in this RLA?	Yes
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Compliance	
<b>Certificate of Compliance</b>	
In Compliance	
<b>Minority, Women and Veteran Owned Business Program</b>	
Goals are waived - insufficient MBE or WBE firms available	
MBE:	.00%
WBE:	.00%
VBE:	.00%
<b>Prevailing Wage</b>	
Not Applicable	

Fiscal Information
<ul style="list-style-type: none"><li>Funds sufficient for this appropriation and/or transfer are available from the source indicated on the budget information tab.</li></ul>

## Request for Legislative Action

### History

Craig A. Reich at 7/6/2021 9:13:04 AM - [Submitted | ]  
Department Director: Bob Crutsinger at 7/6/2021 9:57:54 AM - [ Returned for more information | Please modify "Request Summary" to include Department code related to Fund 048. ]  
Submitter: Craig A. Reich at 7/6/2021 1:26:33 PM - [ Submitted | Changed summary per request ]  
Department Director: Bob Crutsinger at 7/6/2021 3:00:39 PM - [ Approved | ]  
Finance (Purchasing): Barbara J. Casamento at 7/7/2021 11:15:59 AM - [ Returned for more information | correct figure in summary ]  
Submitter: Craig A. Reich at 7/7/2021 11:24:45 AM - [ Submitted | Changed period to comma and fixed No. ]  
Department Director: Bob Crutsinger at 7/7/2021 11:37:07 AM - [ Approved | ]  
Finance (Purchasing): Barbara J. Casamento at 7/7/2021 11:47:38 AM - [ Approved | ]  
Compliance: Jaime Guillen at 7/7/2021 1:04:16 PM - [ Approved | ]  
Finance (Budget): Mark Lang at 7/7/2021 1:31:17 PM - [ Returned for more information | Within the "Subject" tab under the "Request Summary" section, change the "transferring to fund to 048 as well as on the "Budget Info" tab, under "Transfer Funding To" section. ]  
Submitter: Craig A. Reich at 7/14/2021 8:35:01 AM - [ Submitted | Made changes according to Mark Lang ]  
Department Director: Bob Crutsinger at 7/14/2021 9:42:07 AM - [ Approved | ]  
Finance (Purchasing): Barbara J. Casamento at 7/14/2021 9:53:51 AM - [ Approved | ]  
Compliance: Katie M. Bartle at 7/14/2021 10:20:05 AM - [ Approved | eRLA 149 ]  
Finance (Budget): Mark Lang at 7/16/2021 12:25:54 PM - [ Returned for more information | Do you have the account information as to where the other departments will be paying this from? Is so, please list this in the request summary as well. ]  
Submitter: Craig A. Reich at 7/28/2021 12:05:10 PM - [ Submitted | Inserted Account information into summary. ]  
Department Director: Bob Crutsinger at 7/28/2021 2:55:57 PM - [ Approved | ]  
Finance (Purchasing): Barbara J. Casamento at 7/28/2021 3:49:51 PM - [ Approved | ]  
Compliance: Katie M. Bartle at 7/29/2021 9:43:23 AM - [ Approved | ]  
Finance (Budget): Mary Rasmussen at 7/30/2021 9:28:57 AM - [ Approved | ]  
Executive: Sylvya Stevenson at 7/30/2021 9:52:31 AM - [ Approved | ]  
Legal: Elizabeth Freeland at 8/3/2021 3:37:23 PM - [ Returned for more information | Fiscal needed. Thanks! ]  
Submitter: Craig A. Reich at 8/3/2021 3:59:21 PM - [ Submitted | Resubmitted to get Fiscal note. ]  
Department Director: Bob Crutsinger at 8/6/2021 8:49:38 AM - [ Approved | ]  
Finance (Purchasing): Barbara J. Casamento at 8/9/2021 8:48:24 AM - [ Approved | ]  
Compliance: Katie M. Bartle at 8/9/2021 1:25:54 PM - [ Approved | ]  
Finance (Budget): Mark Lang at 8/10/2021 9:02:17 AM - [ Approved | The fiscal note has been attached. ]  
Executive: Sylvya Stevenson at 8/10/2021 1:23:56 PM - [ Approved | ]  
Legal: Elizabeth Freeland at 8/18/2021 10:39:01 AM - [ Approved | ]

**Fiscal Note:**

Funds sufficient for this transfer are available from the sources indicated below.

PC# 420121010

Date: July 30, 2021

RES # 20742  
eRLA ID #: 149

<u>Org Code/Description</u>	<u>Object Code/Description</u>	<u>From</u>	<u>To</u>
<b>048 Sheriff Revolving Fund</b>			
4201 Sheriff	56830 Contingency	\$ 44,178	\$ -
4201 Sheriff	58180 Audio/Video Recording Equipment		44,178
		<u>\$ 44,178</u>	<u>\$ 44,178</u>

**Fiscal Note:**

This expenditure was included in the Annual Budget

PC# \_\_\_\_\_

<u>Org Code/Description</u>	<u>Object Code/Description</u>	<u>Not to Exceed</u>
<b>001 General Fund</b>		
4201 Sheriff	58180 Audio/Video Recording Equipment	\$ 111,023
<b>003 Park Fund</b>		
1010 Parks - Fleet Replacement	58180 Audio/Video Recording Equipment	156,550
<b>048 Sheriff Revolving Fund</b>		
4201 Sheriff	58180 Audio/Video Recording Equipment	44,178
		<u>\$ 311,751</u>

**APPROVED**  
By Mark Lang at 4:02 pm, Aug 03, 2021

Budget Office

ABSTRACT OF BIDS

Request for Proposal No. 19-21  
 Law Enforcement Patrol Video  
 Opens: 2:00 PM, CDT on 5/18/2021

NO	DESCRIPTION	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT
	Motorola Solutions Chicago, IL							
	<i>See bid</i>							

CERTIFICATION OF BID OPENING  
 BIDS WERE PUBLICLY  
 OPENED AND RECORDED

ON: May 18, 2021, BY  
Debi Rowland  
 CLERK OF THE LEGISLATURE

Kathy  
 PURCHASING

MAY 19 PM 2:01



# Office of the JACKSON COUNTY SHERIFF

Sheriff Darryl Forté

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## INTER-OFFICE MEMO

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**To:** Ms. Barbara Casamento

**Cc:** Capt. D. Epperson, Chief J. Piccinini, Mr. M. Lewis

**From:** Sgt. D. Barnes, #25

**Re:** Evaluation Team Report and Recommendation: RFP 19-21, Law Enforcement Patrol Video

**Date:**

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Ms. Casamento,

Upon receipt from your office of Motorola Solutions, Inc.'s response to Jackson County Request for Proposals 19-21, Law Enforcement Patrol Video, the proposal was evaluated by a team consisting of:

- 2 representatives from the Sheriff's Office
- 2 representatives from the Parks + Rec Park Safety and Enforcement Division (Rangers)
- 1 representative from the Detention Center
- 1 representative from the Information Technology Department

Each team member individually evaluated and scored the response according to the following categories, the average score received is listed:

- |                               |                  |                      |
|-------------------------------|------------------|----------------------|
| - Responsiveness to RFP       | <b>9 points</b>  | (10 points possible) |
| - Products / Services Offered | <b>27 points</b> | (30 points possible) |
| - Experience / Qualifications | <b>19 points</b> | (20 points possible) |
| - References                  | <b>9 points</b>  | (10 points possible) |
| - Pricing                     | <b>25 points</b> | (30 points possible) |

During the evaluation process, members representing the *Sheriff's Office* noted that they were familiar with Motorola Solutions, Inc.'s WatchGuard solution, having been existing customers for in-car / dashcam and interview room video solutions for years. *Sheriff's Office* members believed with high confidence that the products and services proposed in Motorola Solutions, Inc.'s response represent the best solution for adding body worn video to the *Sheriff's Office* existing patrol video infrastructure. The *Sheriff's Office* members believed the Motorola Solutions, Inc. proposal would meet their goal of adding body worn video to their existing solution.

The evaluation team members from *Parks + Rec Park Safety and Enforcement Division* were also familiar with WatchGuard Video products. Their existing in-car / dashcam video solution was provided by WatchGuard years ago but is now obsolete and no longer supported. The *Park Rangers* members reported that over the course of

many years, they had worked with Motorola Solutions, Inc., and WatchGuard, and found them to be responsive and supportive. The *Park Rangers* indicated that they believed the Motorola Solutions, Inc. proposal would meet their needs as a “*dramatic upgrade from the current end-of-life equipment*”. In evaluating the references category, the *Rangers* noted that in addition to the references provided by Motorola, they were aware that WatchGuard was used by the Lee’s Summit Police Department (after an exhaustive RFP process in 2020), and that Lee’s Summit PD was pleased with the solution. The *Park Rangers* members of the evaluation team believed that the Motorola Solutions, Inc. proposal would meet their goal of both replacing existing end-of-life in-car / dashcam video systems with new ones, and of adding body worn video to their patrol video solution.

The *Detention Center* member of the evaluation team noted that their requirements for body worn video are limited; they are only requesting eight (8) units, and they would be able to leverage the Sheriff’s Office existing infrastructure (video upload and storage server) by using the same vendor. The *Detention Center*, consistent with other evaluation team members, reported positive experiences working with Motorola Solutions, Inc. in the past. The *Detention Center* member indicated the proposal would meet their needs and satisfy their goal of adding reliable body worn video solutions for shift supervisors within the Detention Center.

The *Information Technology* representative noted that WatchGuard Video is currently in use by the Sheriff’s Office, which would make upgrades to the existing system more efficient. The member also noted that the currently in-use upload and storage server was functioning well on the Jackson County network, and they observed no indicators that the proposed solution would cause any difficulties when integrated into the County’s network. The *Information Technology* member recommended award to Motorola Solutions, Inc.

The evaluation team reviewed the pricing offered in Motorola Solutions, Inc.’s proposal, and compared it to publicly available contract pricing listed in other government contracts. The pricing offered in this proposal represents a savings compared to some publicly available contracts and matches others. The evaluation team was unable to locate any publicly available contracts listing better pricing offered by Motorola Solutions, Inc. to other customers.

The evaluation team recommends award to Motorola Solutions, Inc.

The Sheriff’s Office and Park Rangers would like to make immediate purchases using this contract if awarded. The initial purchases being requested are listed on the following pages. The Detention Center would not like to make an immediate purchase but would like the option of utilizing the contract for future purchase(s).

Please advise any additional information required,



Sgt. Danny F. Barnes, #25 / 0340

Technology Coordinator

Jackson County Sheriff’s Office and Detention Center



### Sheriff's Office Initial Purchase Request

The Sheriff's Office would like to purchase the equipment and services listed in the Pricing Summary from Motorola Solutions, Inc. as item 9.1 in BASE/SUMMARY, and detailed in item 9.1 DETAILED, ITEMIZED PRICING.

9.1 Sheriff's Office Base / Summary	SHERIFF TOTAL	<b>\$155,200.00</b>
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The Sheriff's Office would like to make the purchase using the following funds:

<u>001-4201-58180 Audio/Video Recording Equipment (existing / remaining)</u>	<u>\$111,022.44</u>
<u>transfer from 048 Undesignated Fund Balance</u>	<u>\$ 44,177.56</u>
<u>to 001-4201-58180 Audio/Video Recording Equipment</u>	
<u>001-4201-58180 Audio/Video Recording Equipment</u>	<u><b>\$155,200.00</b></u>

### Parks + Rec Park Rangers Initial Purchase Request

The Park Rangers would like to purchase the equipment and services listed in the Pricing Summary from Motorola Solutions, Inc. as item 9.3 in BASE/SUMMARY, and detail in item 9.3 DETAILED, ITEMIZED PRICING, along with the following options as listed in 9.1 DETAILED, ITEMIZED PRICING:

9.3 Parks + Rec Department Base / Summary	\$114,100.00
<i>Option increase quantity of item WGP02400-510 by 68 to total qty 85 (5 yrs)</i>	\$ 10,200.00
<i>Option increase quantity of item WGP02400-520 by 76 to total qty 95 (5 yrs)</i>	\$ 5,700.00
<i>Option WGW00300-003, Warranty, V300 3 Year, No-Fault</i>	\$ 8,550.00
<i>Option WGW00300-004, Warranty, V300, 4<sup>th</sup> Year</i>	\$ 3,420.00
<i>Option WGW00300-005, Warranty, V300, 5<sup>th</sup> Year</i>	\$ 4,465.00
<i>Option WGW00127, Warranty, 4RE, In-Car, 4<sup>th</sup> Year</i>	\$ 2,465.00
<i>Option WGW00128, Warranty, 4RE, In-Car, 5<sup>th</sup> Year</i>	\$ 7,650.00
PARKS + REC TOTAL	<b>\$156,550.00</b>

Parks + Rec would like to make the purchase using the following funds:

<u>003-1010-58180 Audio/Video Recording Equipment (\$174,000.00 remaining)</u>	<u><b>\$156,550.00</b></u>
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SECTION 1

# PRICING

## BASE/SUMMARY

### 9.1 Sheriff's Office Base/ Summary

No.	Description	Quantity	Unit Price	Total Price
01	In-Vehicle Camera - Integration with Body Worn Cameras - Utilizing existing In-Car Camera system	60	N/A	N/A
02	In-Vehicle Camera Installation - 4RE, Install of Smart PoE & V300 Wi-Fi Base - For hardware components for integration with Body Worn Cameras - Utilizing existing In-Car Camera system	60 60	\$300.00 \$490.00	\$18,000.00 \$29,400.00
03	Body Worn Cameras	80	\$875.00	\$70,000.00
04	Body Worn Camera Single Unit Charger/Upload Dock	80	\$85.00	\$6,800.00
05	Body Worn Camera Multi-Unit Docking Station	4	\$1,325.00	\$5,300.00
06	Video Upload and Storage Server - 30TB - min. - Migration from existing server (under warranty) to new server with video move	1	\$1,000.00*	\$1,000.00
07	Wireless Upload Location Equipment	1		
08	Evidence Management Software - Evidence Library	1	\$9,000.00	\$9,000.00
09	Technical Services (if applicable) - Annual Device License & Support Fee - Managed Software Installation	1	\$6,000.00 \$2,500.00	\$6,000.00 \$2,500.00
10	Additional Batteries for Body Worn Cameras	80	\$90.00	\$7,200.00
	Sheriff's Office Total			\$155,200.00
	If Respondent's proposal includes use of existing Sheriff's Office patrol video equipment or software, enter "N/A"			

## 9.2 Sheriff's Office Detention Center

No.	Description	Quantity	Unit Price	Total Price
01	Body Worn Camera	8	\$875.00	\$7,000.00
02	Body Worn Camera Multi-Unit Docking Station	2	\$1,325.00	\$2,650.00
	- Annual Device License & Support Fee	8	\$75.00	\$600.00
	Sheriff's/Detention Center Total			\$10,250.00

## 9.3 Parks + Rec Department

No.	Description	Quantity	Unit Price	Total Price
01	In-Vehicle Camera	17	\$3,842.00	\$65,314.00
02	In-Vehicle Camera Installation	17	\$470.00	\$7,990.00
03	Body Worn Camera	19	\$875.00	\$16,625.00
04	Body Worn Camera Multi-Unit Docking Station	2	\$1,325.00	\$2,650.00
05	Video Upload and Storage Server - 16TB - min.	1	\$5,995.00	\$5,995.00
06	Video Upload Location Equipment			
	- MikroTik Configured Wireless Access Point	1	\$250.00	\$250.00
	- Wireless Access Point Installation	1	\$2,041.00	\$2,041.00
07	Evidence Management Software	1	\$1,000.00	\$1,000.00
08	Technical Services (if applicable)			
	- Annual Support License & Support Fee (In-Vehicle)	17	\$150.00	\$2,550.00
	- Annual Support License & Support Fee (Body Worn)	19	\$75.00	\$1,425.00
	- MikroTik Configured Wireless Kit	17	\$200.00	\$3,400.00
	- Tower Server Five Year Warranty	1	\$650.00	\$650.00
	- Managed Software Installation Service	1	\$2,500.00	\$2,500.00
09	Additional Batteries for Body Worn Camera	19	\$90.00	\$1,710.00
	Parks + Rec Total			\$114,100.00

## DETAILED, ITEMIZED PRICING

### MOTOROLA SOLUTIONS RESPONSE

## 9.1 Sheriff's Office

Qty	Item #	Description	Unit Price	Total
80	BW-C30-10--	V300, Wi-Fi/Bluetooth Wearable Camera, with Magnetic Chest Mount - V300, Wi-Fi/Bluetooth Wearable Camera - Magnetic Chest Mount	\$875.00	\$70,000.00

### 9.3 Parks + Rec Department

Qty	Item #	Description	Unit Price	Total
19	BW-V30-10--	V300, WiFi/Bluetooth Wearable Camera, with Magnetic Chest Mount - V300, Wi-Fi/Bluetooth Wearable Camera - Magnetic Chest Mount	\$875.00	\$16,625.00
2	BW-ACK-V3-TSC	Pre Configured V300 Transfer Station II with Power Supply and Cables. - V300 Transfer Station II - TS02, D350, 8-Slot Rack Mount Charge/Upload Dock, 10GB - includes kit with Power Supply and Cables.	\$1,325.00	\$2,650.00
19	WGP02614	V300, Battery, Removable and Rechargeable, 3.8V, 4180mAh	\$90.00	\$1,710.00
1	WGP02400-500	Evidence Library, Web Server Site License Key	\$1,000.00	\$1,000.00
17	WGP02400-510	Evidence Library, 4RE Annual Device License & Support Fee	\$150.00	\$2,550.00
19	WGP02400-520	Evidence Library, VISTA/V300 Annual Device License & Support Fee	\$75.00	\$1,425.00

Qty	Item #	Description	Unit Price	Total
1	WGW00141	Warranty, Tower Server, Extended Warranty to 5 Total Years	\$650.00	\$650.00
17	WGW00124	Warranty, 4RE, In-Car, 1st Year (Months 1-12)	\$0.00	\$0.00
17	WGW00125	Warranty, 4RE, In-Car, 2nd Year (Months 13-24)	\$0.00	\$0.00
17	WGW00126	Warranty, 4RE, In-Car, 3rd Year (Months 25-36)	\$0.00	\$0.00
17	SFW-WCM-LIC-FEE	WatchCommander Live Streaming service for 4RE	\$0.00	\$0.00
1	SVC-WAP-INS-100	Wireless Access Point Install - Server Physical Setup	\$2,041.00	\$2,041.00
17	SVC-4RE-INS-100	4RE, Complete System Installation	\$470.00	\$7,990.00
1	WGW00122-400	Managed Software Installation Service; On-Site Assist Install, Training, Configuration, Project Management, Consultation	\$2,500.00	\$2,500.00

### Parks + Rec Department Options

Qty	Item #	Description	Unit Price	Total
1	INT-4RE-2-DC	4RE Interview Room System with Dome and Covert Camera <ul style="list-style-type: none"> <li>- 4RE Interview Room Camera System</li> <li>- Dome and Covert Camera</li> <li>- Touch Screen Display</li> <li>- Integrated 200GB automotive grade hard drive</li> <li>- 16GB USB removable thumb drive</li> <li>- Remote viewing software</li> <li>- 1 Yr Hardware Warranty</li> <li>- Cabling</li> <li>- 4RE Firmware</li> <li>- Record-After-the-Fact® (RATF) technology</li> <li>- Multiple Resolution Encoding</li> <li>- H.264 High Profile Video Compression</li> </ul>	\$4,675.00	\$4,675.00
19	WGW00300-003	Warranty, V300 3 Year, No-Fault	\$450.00	\$8,550.00
19	WGW00300-004	Warranty, V300, 4th Year, (requires No Fault Warranty)	\$180.00	\$3,420.00

Qty	Item #	Description	Unit Price	Total
19	WGW00300-005	Warranty, V300, 5th Year, (requires No Fault Warranty)	\$235.00	\$4,465.00
1	WGP01092-710	Software, REDACTIVE, Enterprise User License, Rev 3.0	\$5,995.00	\$5,995.00
1	WGA00421-910	REDACTIVE Tower, Xeon 16 Core, 480GB SSD, Blu Ray DVDRW, 16GB RAM	\$3,600.00	\$3,600.00
1	WGW00141-100	Warranty, REDACTIVE Tower Workstation, Extended Warranty, 5 Years	\$650.00	\$650.00
1	WGW00159-030	REDACTIVE, Software Support & Maintenance, 3-Year Bundle	\$2,250.00	\$2,250.00
2	WGW00159-101	Software Maintenance, REDACTIVE, +1 Extended Additional Year	\$785.00	\$1,570.00
36	WGV-INT-CAD-101	CAD/RMS Integration/ Per Device/ Per Year*	\$120.00	\$4,320.00
17	KEY-4RE-MBL-001	4RE Mobile App License Key (for MDT Integration)	\$50.00	\$850.00
17	WGW00127	Warranty, 4RE, In-Car, 4th Year (Months 37-48)	\$145.00	\$2,465.00
17	WGW00128	Warranty, 4RE, In-Car, 5th Year (Months 49-60)	\$450.00	\$7,650.00

\*If Jackson County elects to move to Motorola CAD/RMS solution, there is no cost for integration with Evidence Library as we offer this integration between our solutions at no cost.