

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

December 16, 2025

FROM

PETE MENDOZA, Director, Purchasing Department

SUBJECT

Contracts for Video Management System Software, Services, License and Equipment

RECOMMENDATION(S)

1. Approve Contracts with the following vendors to provide Video Management System software, services, license and equipment throughout the County, at fixed rates, effective upon final execution, through November 17, 2030:
 - a. Convergint Technologies, LLC, **Contract No. 25-1071**
 - b. Monarch Information Systems LLC, **Contract No. 25-1072**
 - c. TRL Systems, Inc., **Contract No. 25-1073**
2. Approve non-financial software license **Agreement No. 25-1074** with Genetec Inc., including non-standard terms, for license of all-in-one security monitoring software, effective upon final execution and continuing for the duration of the software license, unless terminated earlier by either party.
3. Authorize the Purchasing Agent to amend the costs and labor rates, which are the respective subjects of Exhibit A and Exhibit B of each contract in Recommendation No. 1, subject to review by County Counsel, provided that such amendment does not substantively modify any other terms of the agreements.
4. Direct the Purchasing Agent to transmit any amendments to Exhibit A and Exhibit B to the Clerk of the Board of Supervisors within 30 days of execution.

(Presenter: Pete Mendoza, Director, 387-2073)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Operate in a Fiscally-Responsible and Business-Like Manner.

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

This item will not result in the use of additional Discretionary General Funding (Net County Cost).

The annual aggregate cost for Video Management System services, software, license and equipment (VMS) and associated services is approximately \$8,400,000. Actual departmental costs are dependent upon need for services and individual project scopes, and departments that require VMS are responsible for ensuring there is adequate appropriation and sources included in their current and/or future budgets.

BACKGROUND INFORMATION

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Approval of the recommended agreements will enable departments to procure and maintain a VMS to secure County buildings and property, to provide for the safety of employees and the public, and to move forward with new systems and technology.

The County has a continued need for a single VMS platform and associated equipment for integration of existing and future access control, alarm monitoring, and video management systems into a new, proposed enterprise solution that is supported by Project and Facilities Management Department (PFMD), Innovation and Technology Department (ITD), Real Estate Services Department, and the Sheriff's Office of County Safety and Security (SOCSS). Representatives from these departments are members of the Security Committee, whose purpose is to ensure that security related procurements are compliant with County processes, best meet the security needs of departments, and adhere to standardized systems and products when possible. Some facilities currently have access control systems by a variety of vendors such as Kantech, Lenel, Softwarehouse and Andover Controls. A subset of buildings have existing VMS operating on a variety of platforms such as Genetec Inc. (Genetec), Avigilon and Pelco. These new agreements will provide a countywide standard VMS platform by which the County can start standardizing future access control, alarm monitoring and video management reporting.

Although the County has access control, intrusion detection, and fire suppression systems for many of its buildings and facilities, the County does not currently have unified management of its security systems. These contracts will continue to move toward countywide standardization on the Genetec VMS platform which is capable of working with a wide variety of video surveillance equipment, and integration of access control, intrusion detection, and fire suppression systems. Buildings operating on other platforms will be supported until the equipment reaches its end of life, and at that time, they will be transferred to the countywide Genetec platform. Services under these contracts will include design, installation, repair and preventative maintenance of the VMS platform and associated equipment in order to transition buildings with older equipment.

Contracts have been negotiated at fixed per unit rates for equipment, labor and services. Upon approval of this item, departments will procure services, software, license and equipment from either Convergint Technologies, LLC, Monarch Information Systems LLC, and/or TRL Systems, Inc. based on fixed rates established in the agreements for projects up to \$75,000. Departments with projects over this threshold will be required to complete the construction bid process pursuant to Public Contract Code section §22032(a) and County Code §14.0102(e).

When a department identifies an individual security project, it will engage with the Security Committee to generate a scope of work with the on-call VMS vendors, propose a solution and provide equipment specifications. An architect will then design project plans and specifications. The construction portion of the project will be bid in compliance with the Public Contract Code, and the successful contractor will work with the VMS provider to identify dependencies on County infrastructure and coordinate with appropriate departments for the equipment and installation. Finally, departments will coordinate with ITD as needed to ensure review of technical deliverables such as bandwidth capabilities and system integration.

Projects in leased facilities will require landlord approval and may require contractual adjustments to the property lease.

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The software license agreement (Agreement) is Genetec's standard commercial contract, which contains terms that differ from the standard County contract terms and omits certain County standard contract terms. While the parties negotiated certain contract terms to County standards, Genetec would not agree to all County standard terms. The non-standard and missing terms include the following:

1. The County is required to defend Genetec against or settle any claim against Genetec brought by a third party and that arises from the County's breach of the license restrictions or violation of law and to indemnify Genetec against losses finally awarded against or payable by Genetec under a settlement, as a result of such claim.
 - (c) The County standard contract does not include any indemnification or defense by the County of a contractor.
 - (d) Potential Impact: By agreeing to indemnify Genetec, the County could be contractually waiving the protection of sovereign immunity. Claims that may otherwise be barred against the County, time limited, or expense limited could be brought against Genetec without such limitations and the County could be responsible to defend and reimburse Genetec for costs, expenses, and damages, which could exceed the total Agreement amount.
2. The Agreement does not include certain standard County insurance requirements, including the waiver of subrogation and naming the County as an additional insured.
 - (c) The County standard contract requires contractors to carry appropriate insurance at limits and under conditions determined by the County's Risk Management Department.
 - (d) Potential Impact: No waiver of subrogation may allow Genetec's insurer to bring suit against the County, and not being a named additional insured limits the County's ability to recover losses for certain types of claims, both of which could result in expenses that exceed the total Agreement amount.
3. Genetec disclaims all liability to the County to the extent arising from use of software: (i) in violation of any provision of the Agreement; (ii) in a manner not covered in the documentation or misaligned with Genetec's instructions or the primary purpose of the software; (iii) in combination with any product, software, service, equipment or infrastructure not designated by Genetec as being compatible with software; (iv) as altered or repaired by anyone other than Genetec, unless done with Genetec's prior written approval and in full compliance with Genetec's written directives; (v) during any period not covered by a paid-for license; or (vi) in any abnormal working conditions, such as, in high temperatures or high pressure. Genetec's maximum aggregate liability is limited to the amount paid by the County for the relevant software license, excluding Genetec's indemnity obligations.
 - (c) The County standard contract does not include a limitation of liability.
 - (d) Potential Impact: Claims could exceed the liability cap and the Agreement amount leaving the County financially liable for the excess.
4. The County may not terminate the Agreement for convenience.
 - (c) County Policy 11-05 requires that the County have the right to terminate the contract, for any reason, with a 30-day written notice of termination without any obligation other than to pay amounts for services rendered and expenses reasonably incurred prior to the effective date of termination.

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(d) **Potential Impact:** The County can only terminate the Agreement during the term for an uncured breach by Genetec. Any attempted termination by the County without cause could result in payment liability for the full Agreement amount, which could result in payment liability where no funds are available due to lack of allocation or loss of funding.

While the identified non-standard terms present some contractual risk, these are outweighed by the significant operational, security, and continuity benefits of moving forward with the Genetec platform.

PROCUREMENT

The County Administrative Office approved and authorized the release of Request for Proposal (RFP) with the Purchasing Department on March 19, 2025, to solicit proposals from interested and qualified agencies to provide VMS services for a period of five years. The RFP was posted to the County's Electronic Procurement Network (ePro).

Three proposals were received by the established deadline in response to the RFP. Proposals from the three agencies listed below met the minimum requirements and continued through the evaluation process.

Vendor	System Type	Locations
Convergint Technologies, LLC	Genetec	Orange, CA
Monarch Information Systems LLC	Genetec	Diamond Bar, CA
TRL Systems, Inc.	Genetec	Rancho Cucamonga, CA

The evaluation panel, with representation from the Purchasing Department, PFMD, and ITD reviewed and evaluated the proposals based on the criteria listed in the RFP. The criteria included: Qualifications and Experience, Technical, Cost and References.

Based on the evaluation criteria, the evaluation panel determined that Convergint Technologies, LLC, Monarch Information Systems LLC and TRL Systems, Inc. best met the needs of the County. Award letters were sent to all responsible and responsive proposers on October 14, 2025. No protests were received as all proposed vendors have been awarded.

Purchasing supports this competitive procurement based on the formal solicitation described above.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on October 10, 2025; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-0586) on November 7, 2025; Project and Facilities Management Department (Don Day, Director, 387-5000) on October 15, 2025; Real Estate Services Department (John Gomez, Real Property Agent III, 677-8210) on December 5, 2025; Risk Management (Stephanie Pacheco, Staff Analyst II, 386-9039) on December 5, 2025; and County Finance and Administration (Kathleen Gonzalez, Administrative Analyst, 387-5412) on November 20, 2025.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Jesse Armendarez
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Curt Hagman, Joe Baca, Jr.
Absent: Dawn Rowe

Lynna Monell, CLERK OF THE BOARD

BY 

DATED: December 16, 2025



cc: Purchasing - Yang w/agrees
Contractor - c/o Purchasing w/agree
File - w/agree

CCM 12/22/2025