

# NorCal Electronics

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 CSLB Lic. #1142414 | DIR #2000014575

## PROPOSAL — Security / Video Management System Upgrade Redwood City School District — Camera System Software Upgrade

### Project Information

<b>Project</b>	Camera System Software Upgrade — Milestone XProtect 2024 R1
<b>Owner / Client</b>	Redwood City School District
<b>Site Address</b>	2521 Goodwin Avenue, Redwood City, California 94061
<b>Owner Contact</b>	Martin Cervantes
<b>Division</b>	Division 28 — Electronic Safety & Security (Video Surveillance / VMS)
<b>Reference</b>	NorCal Estimate
<b>Submission</b>	Direct to Owner
<b>Contractor's License</b>	CSLB Lic. #1142414 (Expires 08/31/2027)
<b>DIR Registration</b>	DIR #2000014575 (Expires 06/30/2027)
<b>Proposal Date</b>	May 29, 2026
<b>Proposal Validity</b>	30 days from date of issue

### Supporting Documents

This proposal is based on the District's existing video management deployment and the following references:

- District's existing Siemens Siveillance Video / Milestone XProtect VMS deployment (central management server at the Hoover site, distributed recording servers, and campus-wide client laptops and iPads), as represented by the District.
- Milestone XProtect 2024 R1 release notes, system requirements, and upgrade documentation (Milestone Systems).
- NorCal Estimate EST-000020-R1 (reference quotation for this scope).
- Reported Video / Smart Client software defects and instability to be resolved by the upgrade.

### Scope Clarifications

1. This proposal covers the in-place software upgrade of the District's existing Milestone / Siemens Siveillance VMS to XProtect 2024 R1. No new cameras, servers, storage, switches, or other video hardware is included.
2. Pricing assumes the existing management server, recording servers, laptops, and iPads meet Milestone's published minimum system requirements for XProtect 2024 R1. Hardware found below minimum specification will be addressed by written change order.

3. Pricing assumes current, valid Milestone Care / software upgrade plan (SUP) coverage on existing licenses, or that upgrade licensing is otherwise available. Lapsed coverage or required license re-activation is excluded and will be quoted separately if encountered.
4. Work is performed as a phased, sequential rollout (Phases 1-4) so that recording and live monitoring remain protected throughout the project; each tier is verified before the next begins.
5. The District will provide NorCal with administrative / local-admin access to the management server, recording servers, and client devices, and will make those devices available during scheduled work windows.
6. Camera count, recording-server count, and the laptop / iPad fleet size are based on the existing deployment as represented by the District; material changes to device counts may adjust price and schedule.
7. Work is scheduled during normal business hours. After-hours or overtime work is available as a separate alternate at premium rates.
8. NorCal performs a full configuration and database backup before any upgrade. The District remains responsible for maintaining independent backups of recorded video.
9. This proposal is issued directly to the District (not through a public bid). Prevailing-wage labor is included.
10. Proposal valid for thirty (30) days from the date of issue.

## Basis of Design

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Current platform: Siemens Siveillance Video / Milestone XProtect (existing release) spanning one central management server at the Hoover site, multiple distributed recording servers across the campus, and a fleet of client laptops and iPads.

Target platform: Milestone XProtect 2024 R1 - the latest release the existing platform supports.

Objective: resolve the bugs and instability currently affecting the Video (Smart) Client software, and improve reliability, operational efficiency, and customization. The upgrade assumes existing licensing carries forward and that existing hardware meets the 2024 R1 system requirements.

## Scope of Work — Inclusions

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### Phase 1 — Management Server Upgrade (Hoover Site)

- Full pre-upgrade backup of the management server configuration and database.
- Upgrade the Siveillance / Milestone Management Server to XProtect 2024 R1.
- Update Management Client, Event Server, and core platform services.
- Verify licensing, system rules, user roles, and server health before proceeding.

### Phase 2 — Recording Servers (Campus-Wide)

- Upgrade each distributed recording server across the campus, one at a time.
- Confirm camera connections, live streams, and recording on each server after upgrade.
- Validate storage, retention / archiving, and motion / event recording behavior.
- Verify server-to-management communication and failover where configured.

### Phase 3 — Client Software: Laptops & iPads

- Update all laptops running the outdated Video / Smart Client to the 2024 R1 client.
- Re-apply views, layouts, and user configurations on each workstation.
- Deploy the updated mobile client and configuration to all campus iPads.
- Confirm login, live view, playback, and export on each device.

### Phase 4 — Test, Verify & Closeout

- End-to-end system test across the management server, recording servers, and all clients.
- Confirm the previously reported client bugs are resolved.
- Verify recording, playback, search, and video export across representative cameras.
- User-acceptance walkthrough with District staff and project sign-off.

### Project Management & Documentation

- Scheduling and coordination with District IT / security staff across all phases.
- Pre-upgrade backups and an as-left summary of versions and configuration upon completion.
- Prevailing-wage compliant labor.

## Exclusion Clarifications

### General Exclusions

- New cameras, servers, storage, switches, or any video hardware - this is a software upgrade only.
- All cabling, conduit, raceway, backboxes, and 120V power; all line-voltage and pathway work by others / Electrical Contractor.
- Core drilling, cutting, patching, firestopping, and rooftop / penetration work.
- Permits, plan-review fees, and AHJ / inspection coordination fees.
- After-hours or overtime work (available as a separate alternate at premium rates).
- BIM modeling.
- Repair or replacement of failed or end-of-life hardware discovered during the upgrade.

### System-Specific Exclusions

- New or additional Milestone licenses, device-license expansions, or re-activation of lapsed Care / SUP coverage.
- Camera firmware upgrades, third-party integrations, analytics, or access-control / intercom subsystems not part of the core VMS.
- Operating-system upgrades, Windows licensing, or server OS migration on the management or recording servers.
- MDM enrollment or re-imaging of iPads / laptops beyond installing and configuring the XProtect client.
- Recovery of video lost due to pre-existing hardware faults or storage issues.
- Manufacturer-side software defects requiring Milestone engineering escalation (pass-through support only).
- Network or firewall changes required for new client / server communication (by District IT).

## Pricing

Description	Amount
<b>Base Bid — Milestone XProtect 2024 R1 Video Management System Upgrade, Phases 1-4 (Management Server, Recording Servers, Client Software, and Test / Verify / Closeout), complete. Lump Sum.</b>	<b>\$23,070</b>

*Sales tax included. Proposal valid for thirty (30) days from the date of issue.*

## Material Detail

#	Category	Description	Mfr	Qty	U/M
1	Software	XProtect 2024 R1 platform upgrade — Management Server, Event Server, Management Client, Recording Servers, Smart Client, and Mobile client	Milestone Systems	1	LOT

## Estimated Duration

- Phase 1 — Management Server upgrade (Hoover site): approximately 1 day.
- Phase 2 — Recording servers (campus-wide): approximately 2-4 days, depending on server count.
- Phase 3 — Client software (laptops & iPads): approximately 2-3 days.
- Phase 4 — Test, verify & closeout: approximately 1 day.

Estimated total: approximately 1-2 weeks from notice to proceed, performed within District-agreed work windows. Schedule depends on device availability and access.

## Material Lead Times (Estimated)

The Milestone XProtect 2024 R1 upgrade is delivered electronically - no physical material lead time. Allow approximately one (1) week from purchase order / authorization to mobilization for scheduling and pre-upgrade backups.

## Terms and Conditions

11. Pricing is a lump-sum amount that includes all applicable California sales tax and prevailing-wage labor.
12. Proposal valid for thirty (30) days from the date of issue.
13. Payment terms: net 30 from invoice unless otherwise agreed; progress billing by completed phase.
14. Warranty: one (1) year on NorCal's installation and configuration workmanship; manufacturer terms pass through on software.
15. Changes to scope, device counts, or out-of-specification hardware conditions will be handled by written change order.
16. NorCal is not responsible for pre-existing hardware faults, data loss from existing storage, or third-party software defects.
17. Work is scheduled to minimize disruption to District operations; each phase is verified before the next begins.
18. NorCal carries required licensing and insurance: CSLB Lic. #1142414; DIR #2000014575.

## Addenda Acknowledgement

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This proposal is issued directly to the Owner; no bid addenda apply.

## Acceptance & Signature

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Submitted by: Jose Perez, NorCal Electronics - (408) 612-9560 - jose@norcalelectronics.net

**Accepted for Redwood City School District:**

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Signature

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Date

\_\_\_\_\_  
Printed Name / Title

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Phone / Email