



The City of
OKLAHOMA CITY

POLICE DEPARTMENT
Ron C Bacy
Chief of Police

MEMORANDUM

TO: Sharmanlyne Vickers, Purchasing Agent
Procurement Services Division, Finance Department

FROM: Ron C Bacy, Chief of Police ^{RB}
Oklahoma City Police Department

DATE: December 03, 2024

SUBJECT: Sole Source – Teledyne FLIR Surveillance

The Air Support Unit is needing to purchase the extended warranties for the FLIR Ultra 380HDc gimbals and controllers in the Air Support helicopters. Teledyne FLIR Surveillance is the Sole Source manufacturer, distributor, and service center. Current or future warranties would be invalidated if maintenance were to be performed by another entity.

Estimated Amount: \$88,724.00

Funding:

MAPS 4 Use Tax-Police Capital Use-Helicopter Refurbishments-PD Helicopter-Extended
Warranty
(1542-4203800-HELIC-11059-52340010)

October 25, 2024

Lt. Timothy Ballard
Air Support Unit
Oklahoma City Police Department

27700 SW Parkway Avenue
Wilsonville, OR, 97070, USA
P: 800.868.0639
F: 503.498.3907
www.teledyneflir.com

Dear Lt. Ballard,

Please accept this letter as confirmation that Teledyne FLIR Defense, Inc. in Wilsonville, Oregon is the Sole Source Manufacturer, Distributor, and Service Center in the United States for the Star Safire 380HDc imaging system, including SS380HDc TFU p/n 3290008-16, s/n PDX100385, and TFU p/n 3290008-16, s/n PDX100386. Please note that the current warranty for s/n PDX100385 expires 1/23/2025 and the warranty for SN PDX100386 expires 12/10/2024.

For all Star Safire 380HDc service related inquiries, and to receive a Return Material Authorization number (RMA) prior to the shipment of any item to FLIR, please contact the Wilsonville, Oregon Service Dept. via telephone at 1-800-868-0639, fax 503-498-3907 or via email at PDX.Customer.Service@flir.com.

The address of Teledyne FLIR Defense, Inc. Wilsonville, Oregon facility is as follows:

27700 SW Parkway Avenue
Wilsonville, OR 97070 USA

Thank you and please let me know if I may be of further assistance.

Diana Gonzalez

Diana Gonzalez
Customer Service Manager

Teledyne FLIR Defense, Inc.
27700 SW Parkway Avenue
Wilsonville, OR 97070 USA
Phone: 503-498-3342 Cell: 503-484-0423
Email: diana.gonzalez@teledyne.com | www.teledyne.com





October 25, 2024

Oklahoma City Police Department

Lt. Timothy Ballard

Timothy.Ballard@okc.gov

Proposal #S2410145

End User: Oklahoma City Police Department

Ref: SS380HDc TFU SN PDX100385 & SN PDX100386

Attachment: Service Maintenance Agreement Proposal (SMA)

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Dear Lt. Ballard,

Teledyne FLIR Defense, Inc. is very pleased to offer the following quotation for pricing as requested.

Seller's Offer, and any order issued by Buyer to Seller for the goods and/or services specified herein, is strictly limited to Seller's General Terms and Conditions of Sale, which can be found at <https://www.flir.com/corporate/reseller-and-customer-information/>.

Please see the attached Service Maintenance Agreement document for an explanation of the plan.

All prices shown on Service Maintenance Agreement Proposal, attached, are quoted in US Dollars and valid for 90 days. Product and/or service payments shall be due and payable thirty (30) days from invoice date unless Teledyne FLIR requires payment by Letter of Credit, in advance of delivery or on other mutually agreed upon payment terms. All Service Contracts for OEM/Integrator's purchase orders are transferable directly to the end user.

Should you have any questions concerning this quotation, please contact me at: 503-498-3382 fax: 503-498-3907 or via email at chris.suenaga@Teledyne.com. Purchase order(s) should be addressed to Teledyne FLIR Defense Inc., via email address: PDX.Customer.Service@flir.com. Thank you and we look forward to doing business with you soon to further meet your infrared needs.

Best Regards,
Teledyne FLIR Defense, Inc.

Chris Suenaga

Chris Suenaga
Customer Service Representative



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Service Maintenance Agreement

S2410145

Valid: 10/25/24 to 1/25/25

Oklahoma City Police Department

Item	Part Number	Description	Qty	UOM	Customer Price	
					Price	Extended Price
1	SMA/DOM/HD380C	SMA-1 YEAR DOM HD380C AIR	2	EA	\$ 44,362.00	\$ 88,724.00

TFU s/n PDX100385 & SCU s/n PDX301655, extended warranty end date 1/23/2025

TFU s/n PDX100386 & SCU s/n PDX301656, extended warranty end date 12/10/2024

Please note regarding both systems, this current extended warranty coverage is in the last year of extended warranty eligibility. The warranty coverage will now move to Service Maintenance Agreement (SMA) coverage for both systems.



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SERVICE MAINTENANCE AGREEMENT (SMA) - PLAN DETAILS

Teledyne FLIR Defense, Inc. offers Service Maintenance Agreements (SMAs) on its products on an annual basis that can be purchased after expiration of the initial or extended warranty. These SMAs ensure that the system is always protected against unexpected repairs that may occur.

Plan Coverage:

- System operational availability requirements greater than 90% are better served using a Teledyne FLIR Defense, Inc. SMA that reduces repair turnaround times and eliminates administration processing time.
- SMA plan covers the Turret (TFU), Central Electronics Unit (CEU), and the System Controller (SCU) manufactured by Teledyne FLIR Defense, Inc.

Plan Benefits:

- Yearly general maintenance at Wilsonville, Oregon facility or authorized Service Center.
- 100% parts and labor for all repairs caused through normal wear and tear.
- 5% discount on Upgrades
- Two maintenance on-site service calls per year of plan.
 - These calls can be used for system repair, installation support, or operator training 3-day onsite service, all costs inclusive.
 - Fleet Users: Site visits will be combined; and all fleet systems will be inspected at the same time.
- Priority for limited stock parts and repair queue.
- All Service Maintenance Agreements (SMA) are subject to Teledyne FLIR Defense, Inc. standard terms and conditions, unless other pre-negotiated terms apply.
- All freight costs, economy shipment, to and from Teledyne FLIR Defense, Inc. are covered by FLIR Defense, Inc. It is the responsibility of the owner to provide insurance on their system if required.

Exclusions:

- Customer induced repairs resulting from acts of negligence, operator error, or from third party involvement, the agreement is void.
- Upgrades are not included under the SMA plan.
- All material and repair charges for exclusion repair will be applied at the prevailing commercial rates.
- SMA does not cover accessories such as monitors, VCR's, Isolation Mounts, springs, and cables.

Conditions:

- Non-Warranty units
 - Prior to acceptance into Teledyne FLIR Defense, Inc. SMA program, each system serial number will need to complete a serviceability inspection.



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- Serviceability inspections are performed in a variety of methods; system tests are conducted via a depot level inspection at Wilsonville facility, an authorized service center or via a FLIR FSR site visit.
- System evaluation and general maintenance will be performed. If repairs are required, a Repair Estimate will be provided and must be separately funded. Once repairs are completed, the System will be accepted into SMA program.
- Warrantied Systems
 - Serviceability inspection is not required
 - System has an active basic warranty, SMA or extended warranty program.
 - SMA is funded within 60 days of last service repair.