

MEMORANDUM



TO: ERICK W. ZINSER,
DIRECTOR OF PUBLIC SAFETY/CHIEF OF POLICE

FROM: ADAM ELSER, LIEUTENANT *AE*

SUBJECT: MILO WARRANTY PROPOSAL

DATE: JUNE 1, 2024

SUMMARY

The Novi Police Department has the MILO Range Pro Training Simulator currently in use at the Novi Police Firearms Training Center. In 2019, the MILO Range Training Simulator was approved and purchased for department use. Since then, the MILO simulator has provided a comprehensive solution and allows for trainers to present classes, conduct training and assessments, and provide immersive scenario-based exercises with detailed debriefing and after-action review for officers. The new system is wireless and allows for more mobility during training. The system provides interactive high-definition video training scenarios and computer-generated graphics to allow trainees to interact with the use of simulated live weapons.

The currently three-year platinum warranty for the MILO Range Pro Simulator is set to expire on September 30, 2024. Since purchasing the warranty in 2021, MILO has been extremely responsive when needing to repair or replace items. Electronic equipment usually needs consistent updates, and repairs. The MILO system has many moving parts, and is even more complicated than the typical electronic equipment, so the needed maintenance is even more pressing. In addition, Novi response to resistance cadre have been able to attend training at no cost, so they can get the greatest training value out of the system for all department officers. While the warranty has been in place, a MILO representative came out to upload the new Hoberman series soon after it became available at no cost. This new series provides extensive branching options and places officers in a situation where they need to intervene with an officer who is inappropriately escalating a situation. The warranty is important to ensure proper maintenance, software upgrades, support, and training of personnel. MILO is the sole source provider for the maintenance of their equipment. It is recommended that the three-year platinum level warrant is purchased when the current warranty expires.

MILO PRO PLATINUM WARRANTY

This warranty offers telephone support, system repairs with sending a replacement while being repaired within 48 hours, software upgrades, unlimited refresher training at the MILO training facility in Ann Arbor, Michigan. Additionally, a MILO system upgrade during the last four months of the warranty period. The upgrade includes a MILO system computer (CPU) with monitor, keyboard, and mouse, new projector and projection screen, new speaker system, latest Windows operating system, MILO training software

version and MILO scenario library. It also includes a new trainee action capture (TAC) camera solution. All shipping is also included.

Table 1:

Warranty Breakdown						
Options	Phone Support	System Repairs	Software Updates	Training	System Upgrade	Total Cost
Platinum 3 years	X	X replacement	X	Unlimited	X	\$27,543.00

Table 1 shows the breakdown of the warranty options, time frame, and cost. The total cost of the warranty is \$27,543, which MILO allows to be paid in three yearly installments of \$9,181. The warranty would expire on September 30, 2027.

RECOMENDATION

The recommendation is to purchase the platinum warranty option to ensure the MILO system is serviced, upgraded, and components are replaced near the end of the warranty period. The three-year warranty option allows for unlimited training of our staff on MILO as well, which would allow for the Novi cadre to remain on the cutting edge of this evolving technology. Finally, the software updates including scenario updates are vital to any technology purchase. This will allow the Novi Police Department to stay current and up to date on technology and training trends in an ever-changing climate of law enforcement challenges.

ATTACHMENT

MILO Quote – Platinum Warranty

MILO PRO Platinum Warranty Description



QUOTE

A PRODUCT OF FAAC INCORPORATED · 1229 OAK VALLEY DRIVE · ANN ARBOR MI 48108 · 800-344-1707 · WWW.MILORANGE.COM

AN ARDTECH TRAINING & SIMULATION COMPANY

Bill To: City of Novi
Attn: Finance Department
45175 West Ten Mile Rd
Novi, MI, 48375

MILO Reference: 006533

Other Reference:

Quote Date: 2024-05-28

Expires: 2024-09-30

Payment Terms: NET 30

Comments:

This Quote is for a Platinum Warranty for your MILO Range PRO Training System. This also includes a system exchange at the end of the third year.

For Platinum w/ 1 day of installation:

- A System Upgrade with 1 day of installation included.
- Purchase can be made in 3 yearly installments of \$9,181 each. Total amount for 3 years is \$27,543.
- All 3 years must be purchased to receive the System Upgrade at the end of the 3 years.
- Total Period of Performance: 10-01-2024 to 09-30-2027.

GSA Contract: GS-00F-332CA, SIN 874.9

Coverage Period: 10-01-2024 to 09-30-2027.

Warranty Account #: 003201

*Taxes: (domestic)

- a.) Prices quoted do not include local, state or federal taxes unless indicated otherwise..
- b.) If this sale is subject to Use Tax, Buyer is liable for the tax and should make payment direct to its taxing authority. However, FAAC will collect applicable Sales Tax for the following States: CA, FL, HI, IA, KY, MA, MI, NY, TN, UT, WA, WV.
- c.) If applicable, please include a copy of your Proof of Sales Tax Exemption Certificate or Direct Pay Permit with your Purchase Order or Payment.

If you will be submitting a Purchase Order, please email to CustomerCare@faac.com.

Remit payment to FAAC Incorporated, 1229 Oak Valley Drive, Ann Arbor MI 48108.

Payment can be made by EFT (preferred), Check, or Credit Card with 3% surcharge added (MC/VISA, AMEX Only).

Part Number	Description	Quantity	Price	Item Total
MILO-WTY-PLATINUM	Extended Warranty Program & System Exchange - 3 Year Coverage w/ 1 day Install	1	\$27,543.00	\$27,543.00
			Shipping	\$0.00
			Total Due	\$27,543.00



MILO RANGE PRO PLATINUM WARRANTY



MILO RANGE PRO PLATINUM WARRANTY SUPPORT PLAN

The MILO Range PRO Platinum Warranty Support Plan covers a MILO PRO system for a period of 3 years and includes a system upgrade near the end of the warranty. The warranty period begins on the date listed in the quote or invoice. The MILO Range PRO Platinum Warranty provides the following benefits:

Telephone/Email Support

24/7 telephone support by dialing 800-344-1707 or sending an email to support@milorange.com.

System Repairs

System repairs are done at FAAC/MILO Range or by sending replacement components to you. All parts (excludes batteries and bulbs) and labor are covered by FAAC/MILO. We may also pay local repair facility fees for system repairs where appropriate, provided that prior authorization is given by us. For items needing repair, shipping costs to and from the customer facility will be covered by FAAC/MILO. Upon reporting a system failure which renders the system inoperable, MILO Technical Staff will ship replacement components to the customer within 48 hours or determine if a site visit is required to be coordinated with the customer.

Software Updates

MILO Range PRO Platinum Warranty Support Plan customers are entitled to software updates and new scenarios at no cost, provided the system hardware supports those updates and scenarios. Software updates typically resolve reported issues and increase system performance characteristics. Software upgrades, defined as software releases containing new features or major version changes may not be included.

Refresher Training

MILO Range PRO Platinum Warranty customers are entitled to unlimited refresher training at the MILO Range facility (Ann Arbor, MI) during the warranty period. Customer is responsible for all travel expenses (including, but not limited to airfare, rental car, travel to/from the airport, lodging, and meals) to and from Ann Arbor, MI for the duration of training.

SYSTEM UPGRADE

As a MILO Range PRO Platinum Warranty Support Plan customer, the agency is entitled to a MILO system upgrade with the return of their existing MILO Package.

The MILO system upgrade will ship approximately 2 weeks after the warranty expiration date or when all the required items are in stock. Partial shipments will not be sent.

The system upgrade will include:

- New MILO system Computer CPU (s) with monitor, keyboard & mouse
- New HD projector & projection screen
- New speaker system
- Latest Windows operating system, MILO Training software version and MILO scenario library

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MILO

MILO RANGE PRO PLATINUM WARRANTY



- New trainee action capture (TAC) camera solution
- All costs to produce system and ship via standard shipping methods.

The return of the existing Milo Range system must occur within 60 days of receipt of the new system. The following items are to be returned by customer:

- *Computer CPU*
- *Desktop Monitor*
- *Camera Box (if replaced as part of upgrade)*
- *Cameras (if replaced as part of upgrade)*
- *Sound/Audio System*
- *Old TAC solution-if present*

PURCHASING / CONTRACTING INFORMATION

- 1.) Cage Code - 3J401
- 2.) Tax ID - 38-2690218
- 3.) DUN - 175204163
- 4.) Vendor POC - FAAC/MILO Customer Care Department
- 5.) Phone - (800) 344-1707
- 6.) Fax - (734) 531-4002
- 7.) Email - customercare@milorange.com

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