



Council Agenda Item

Meeting Date: July 21st, 2026

Agenda Item: Digital Video Recording Equipment replacement

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BACKGROUND

The City operates a digital video recording (DVR) system to support security monitoring and address liability concerns across municipal facilities. This system is an essential component of maintaining a safe environment for staff, constituents, customers, visitors, and ultimately, city operations.

Our current solution is a set of four “prosumer” QNAP VS-6120Pro+ devices. These devices were first available in 2014 and were considered end of support in 2023. Despite still receiving security updates, these devices are no longer being updated to reflect new camera models and features. They work with much of our older, legacy camera fleet but will not work with newer camera models released in the last three years. This has hampered deployment efforts in buildings such as the city library. Each of the four DVR devices has a different storage amount, but the sum total of that is 83 terabytes (TB), of which 73TB was used as of our fact finding for the project. This helps keep our video retention for our camera fleet between 45-90 days, per City camera recording policy.

The city’s current camera fleet is ~ 79 devices, with nine more planned to be installed as part of the Police evidence garage project. Our existing fleet consists of 100% Axis Communications cameras, a well-known and trusted brand known for working with a myriad of DVR solutions. While some of them are showing their age, they are not up for replacement as part of this project. They are secured on an a ‘virtual’ network that has restricted access to secure city resources.

I have a broad background in security and DVR technology. In my previous job, I was head of security administration, and have set up, evaluated, and used multiple DVR systems during that time. Using this information, we were able to engage with some of our trusted software/hardware vendors to get recommendations on what a potential solution would look like. While it was highly offered, we quickly decided that the ongoing operating costs of a solely cloud-based system would not be in the city’s best interests. We aligned on a centralized server setup, where the video data would be stored on site in City Hall.

With that decided, we took demos and recommendations from multiple vendors and ultimately present to you the top three. Of those, two vendors, Digicorp and Heartland Business Solutions (HBS) both propose a hardware/software stack from Axis Camera solutions. These solutions have been built from the ground up to work with Axis cameras, the sole camera brand used by the city. A third provider, CGP Solutions, provided a quote for a Salient Systems CompleteView solution. I have extensive previous background in the knowledge and setup of both systems.

For City purposes, both Axis CameraStation and Salient Systems CompleteView will provide the functionality the City requires. They are central systems, designed to store video data for the required time sets. Both offer built-in motion detection, and centralized control over City cameras. Both software

solutions allow for on demand viewing as well as continuous monitoring stations. Both solutions can be tied back to our central authentication system for managed access control. Ultimately, both meet City needs.

The primary difference between the HBS and Digicorp quotes are in server redundancy and expansion. The Digicorp quote provides for a single server with 192TB of unformatted storage space. This translates to roughly 145TB of formatted space for video storage, roughly double our current city usage. The HBS bid provides for two identical servers, both featuring 144TB of unformatted storage space. This would format down to 109TB (for a total of 218TB) of total storage availability, roughly triple our current city usage. The Salient Solutions quote provides for 168TB of unformatted storage space, which would format down to 127TB of usable space. Each solution is backed by a 5-year hardware warranty.

It is the recommendation of the IT Department that the City purchase the HBS solution. While it is a higher dollar amount than the HBS quote, the fact that it provides two separate systems cannot be understated. This will allow the City maximum flexibility and the maximum ability to upgrade both our current fleet (at replacement) or add new cameras as required for city purposes. It would also prove useful for redundancy. In the event of a hardware failure on one server, the city could run in reduced capacity on the second server until maintenance on the failed server could be completed. For that, it is (in our opinion) well worth the additional expense to go with HBS solution.

This determination is not made in a vacuum. As we know, IT hardware costs have gone up dramatically during the current AI boom. We have been working around these increases throughout this process. To keep costs down, leveraging my background with DVR systems, we will be performing the full configuration of these systems in-house. This marks a departure for our department and knocked off a sizable portion of the original \$100,000 estimated budget.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

With the passage of the 2026-2027 budget, council approved this upgrade project budgeted at a value of \$100,000.

FINANCIAL IMPACT

Company	Solution	One-Time Cost	Annual Cost
CGP Solutions	Salient Systems	\$44,188.60	\$4,540.00
Heartland Business Solutions (HBS)	Axis CameraStation	\$48,249.20	\$0.00
Digicorp Technologies	Axis CameraStation	\$34,239.00	\$0.00

STAFF RECOMMENDATION

Staff recommends selecting HBS Axis CameraStation proposal in the amount of \$48,249.00.

ATTACHMENT(S) INCLUDED

1. CGP Solutions Quote
2. Digicorp's Quote
3. HBS's Quote