



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** December 5, 2019

Staff Contact: Carol Akers and Darren Schulz

Agenda Title: For Possible Action: Discussion and possible action regarding a purchase of equipment, licensing, and services for the existing public safety audio recorder from the manufacturer “NICE Systems” for a total not to exceed amount of \$119,840.00 (Carol Akers, cakers@carson.org and James Jacklett, jjacklett@carson.org)

Staff Summary: The Carson City Sheriff’s Office operates the City’s public safety audio recorder. The recorder is used to meet evidentiary requirements for the 911 dispatch center. The system records the public safety phone lines and radio channels. The proposal includes software updates, digital radio and phone capability, twenty additional channel licenses, and redundant storage servers to replace the existing end-of-life equipment. This action was recommended in the City’s 2019 Public Safety Radio System Plan.

Agenda Action: Formal Action / Motion **Time Requested:** 5 minutes

Proposed Motion

I move to approve the purchase as proposed.

Board's Strategic Goal

Safety

Previous Action

None

Background/Issues & Analysis

The existing audio recorder, licensed for 40 analog channels, is running on an outdated version of software (V7) and is operating on storage servers that are at their end-of-life. The support contract for the existing recorder has also expired. The proposal includes an upgrade of the software from V7 to V9. This software upgrade is required to support integration with the Harris Console Solution. The update will provide P25 digital radio communications and encryption capability. The existing storage servers are the component of the system that stores the recordings. The equipment has performed well through its anticipated operating life, but it is no longer supported by the manufacturer (Netgear) or NICE Systems. The new storage servers will bring the system back into a supported status with a five-year warranty and twenty-four hour/seven days a week onsite response service. The new storage servers include additional capacity to ensure adequate retention capability for digital channels and projected resource expansion.

Applicable Statute, Code, Policy, Rule or Regulation

NRS 332.115

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: Fleet Management Fund – PS Radio Voice Recorder- 5603055-507775
\$26,485.00
Capital Projects Fund – PS Radio Voice Recorder- 2101005-507775 \$93,355.00

Is it currently budgeted? Yes

Explanation of Fiscal Impact: FY20 Approved Capital Improvement Plan (CIP) included the funding necessary for this purchase.

5603055-507775 \$26,485.00; available budget: \$378,909

2101005-507775 \$93,355.00; available budget: \$639,200

Alternatives

Do not approve the purchase and provide alternative direction to staff.

Attachments:

[NICE-Quote-pr.pdf](#)

Board Action Taken:

Motion: _____

- 1) _____
- 2) _____

Aye/Nay

(Vote Recorded By)



QUOTE#Q-13247 JoshuaAsbill

Proposal Date:	11/4/2019
Proposal Valid Until:	12/15/2019

Customer Name:	Carson City Sheriff - Public Safety	NICE Account Executive:	Joshua Asbill
Opportunity Number:	OP-00290993	Phone Number:	
City, State:	Carson City	E-Mail:	joshua.asbill@nice.com
Zip code:	89701	Quote Creator:	Dave Langlands
Country:	United States	Phone Number:	(604) 628-6542
Currency:	USD	E-Mail:	dave.langlands@nice.com

Proposal Description:	<p>Proposal for the following:</p> <ul style="list-style-type: none"> - Upgrade Inform V7 to V9 Pro ...- Required for Harris Integration - Upgrade Current NRX Core Software ...- Required for Harris P25 Recording - Redundant Harris P25 Recording ...- Includes Encryption Support for both loggers ...- Customer to Provide VNIC Connection for Each Logger - Harris integration will be added to the 2 existing NRX systems ...- No extra servers required for Harris recording ...- Existing systems are 40 analog channels only - Includes redundant storage servers to replace EOL NetGear NAS systems ...- If existing audio is to be moved, the customer is responsible for this process - 1/2 Day Inform Refresher Course <p>Technically Approved:</p> <p>Support for Harris SR10A.4. No delivery before June 2019.</p> <p>Important: Product recommendation is to install the Harris integration last as it has intelligence built into the install process to manage duplicate fields in multi-integration systems.</p>
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PRODUCTS

SOFTWARE						
Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Audio Recording Channel license with Inform Professional applications support - Expansion	NPS-INF-PROF-1CH	20.00	650.00	35.00	422.50	8,450.00
Audio Recording Channel license with Inform Professional applications support - Upgrade	NPS-INF-PROF-1CH	40.00	130.00	35.00	84.50	3,380.00
Additional premium for a P25 TR Core - New	NPS-INF-CORE-P25	1.00	22,000.00	35.00	14,300.00	14,300.00
Additional channel premium for a P25 TR channel - New	NPS-INF-CH-P25	20.00	200.00	35.00	130.00	2,600.00
Parallel Audio Logging Channels. - Expansion	NPS-INF-PROF-RES-PPC	20.00	200.00	35.00	130.00	2,600.00

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Parallel Audio Logging Channels. - Upgrade	NPS-INF-PROF-RES-PPC	40.00	40.00	35.00	26.00	1,040.00
Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Player. - Expansion	NPS-INF-PROF-ECPACK-PPC	20.00	200.00	35.00	130.00	2,600.00
Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Player. - Upgrade	NPS-INF-PROF-ECPACK-PPC	40.00	40.00	35.00	26.00	1,040.00
Site License to add Quality Assurance to Inform Professional. Applications: Evaluator and QA Reports. - Expansion	NPS-INFRM-QAPACK-PPC	20.00	200.00	35.00	130.00	2,600.00
Site License to add Quality Assurance to Inform Professional. Applications: Evaluator and QA Reports. - Upgrade	NPS-INFRM-QAPACK-PPC	40.00	40.00	35.00	26.00	1,040.00
NICE DTRL P25 Encryption Support	NPS-INF-CORE-DTRL-ENC	2.00	15,000.00	35.00	9,750.00	19,500.00
MS SQL 2016 64 bit Server Client Access License	NPS-SQL2016-64-CAL-SVR	1.00	200.00		200.00	200.00
MS SQL 2016 64 bit User/Device Client Access License	NPS-SQL2016-64-CAL-USR	4.00	200.00		200.00	800.00

HARDWARE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
HPE DL360 Gen10 4LFF, 1 x Xeon-Silver 4110 (2.1GHz/8-core), 32GB RAM 2 x HPE 2TB SAS 7.2K SFF Hot-Plug HPE P408i-a/2GB + Battery Storage Controller, 2 x 500W Plat Hot-Plug Power Supply 4-Port 1 Gigabit Ethernet Adapter Win Svr 2016.	NPS-NR-SRV-DL360-G10	2.00	6,000.00		6,000.00	12,000.00
HPE DL360 Gen10 5 Yr Care Pack. Extends warranty from 3 to 5 years & adds 4 hr 24x7 (inc. hols) onsite response to standard warranty.	NPS-HPCP-DL360G10-5Y24X7-3	2.00	6,150.00		6,150.00	12,300.00
HPE 2TB SAS 12G Midline 7.2K LFF (3.5in) SC 1yr Wty Digitally Signed Firmware HDD for DL380 and DL360 Gen10.	NPS-NR-HD2TB-DL3X0G10	4.00	360.00		360.00	1,440.00
Total Software:						60,150.00
Total Hardware:						25,740.00
Total Products:						85,890.00

PROFESSIONAL SERVICES

EDUCATION SERVICES

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
1/2 day / 4 hour NICE Inform refresher training - for users previously trained on NICE Inform. Up to 6 students. Delivered remotely by default. Agenda to be defined by the customer. T&E charged separately for on-site delivery. For PS customers who require additional days of applications training	PS-TR-EU-REFRESH-PS	1.00	1,500.00		1,500.00	1,500.00

INSTALLATION/INTEGRATION

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
First day on site per person per week. Not required for remote installations.	PS-IN-RPI31-PS	2.00	1,000.00		1,000.00	2,000.00
T&E per person per week North America. Not required for remote installations.	PS-IN-RPI36-PS	2.00	2,500.00		2,500.00	5,000.00
Installation/Configuration of Trunk Radio integration per Core	PS-IN-ASC30-PS	2.00	3,000.00		3,000.00	6,000.00
Installation/Configuration of Encryption per Trunk Radio Core	PS-IN-ASC31-PS	2.00	5,000.00		5,000.00	10,000.00
Daily services fee for Moves/Adds/Changes, Monday - Friday, 8 - 5 local time	PS-UG-01-PS	1.00	1,500.00		1,500.00	1,500.00
Upgrade of NICE Inform Server, per server. Covers upgrade to new version of NICE Inform server only, excludes system expansion, reconfiguration and upgrade of client workstations with new codecs etc.	PS-UG-05-PS	1.00	450.00		450.00	450.00

TECHNICAL IMPLEMENTATION BUNDLE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Tech Implementation: First Recording System, up to 48 audio channels	PS-TEC-IEIP-01-PS	1.00	6,500.00		6,500.00	6,500.00
Tech Implementation: Additional Recording System, Same Site, up to 48 audio channels	PS-TEC-IEIP-04-PS	1.00	1,000.00		1,000.00	1,000.00

Total Services:						33,950.00
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Total Quote:	119,840.00
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