

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

936



FROM: Stanley L. Sniff Jr., Sheriff-Coroner

SUBMITTAL DATE:
08/17/12

SUBJECT: Approval of Budget Adjustments to Purchase Computer Equipment, Software Upgrades and Make Building Improvements for the Sheriff's Information Services Bureau

RECOMMENDED MOTION: Move that the Board of Supervisors:

1. Approve and direct the Auditor-Controller to make the necessary budget adjustments on the attached Schedule A enabling the Sheriff's Information Services Bureau to utilize \$119,100 in Automated County Warrant System restricted funds for computer equipment and software purchases and building improvements.
2. Authorize the Purchasing Agent to purchase voice recording system equipment and a software upgrade from NICE Systems at a total cost of \$75,988, without securing competitive bids, in accordance with Ordinance 459.4.
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459.4, to exercise annual renewal options for NICE system maintenance associated with the upgrade, based on the availability of fiscal funding through June 30, 2015, provided the annual cost does not exceed \$31,911.

BACKGROUND: (Continued on Page 2)

 Stanley L. Sniff Jr., Sheriff-Coroner
 Rick Hall, Chief Deputy

FINANCIAL DATA	Current F.Y. Total Cost:	\$119,100	In Current Year Budget:	No
	Current F.Y. Net County Cost:	\$0	Budget Adjustment:	Yes
	Annual Net County Cost:	\$0	For Fiscal Year:	FY 2012-13

SOURCE OF FUNDS: Automated County Warrant System Fund
BR 13-032

Positions To Be Deleted Per A-30	<input type="checkbox"/>
Requires 4/5 Vote	<input checked="" type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

BY:
 Elizabeth J. Olson

FISCAL PROCEDURES APPROVED
 PAUL ANGULO, CPA, AUDITOR-CONTROLLER
 BY:
 SAMUEL WONG, Departmental Conference

Purchasing:
 Mark Seiler, Assistant Director

ATTACHMENTS FILED WITH THE CLERK OF THE BOARD
 Policy
 Policy
 Consent

Per Exec. Ofc.:

3.39

ISB Automated County Warrant System Budget Adjustments

BR 13-032

Page 2

Per State Penal Code Section 853.7 (b), revenue from the County's Automated Warrant System Fund is restricted to be used **first** to develop, modernize and maintain an Automated County Warrant System. Since 2007, with six separate Board approvals the Sheriff's Information Services Bureau (ISB) has utilized Automated County Warrant System funds for the purchase of office furniture, replacement computer equipment, software upgrades and building improvements. Its most recent utilization of the fund was approved by the Board on 10/18/11 (3.31).

Sheriff's ISB is located on the fifth floor of the Criminal Justice Building (CJB). It is a 24 hour, 7 day a week operation that maintains the County warrant bank, monitors the CLETS/DOJ/NCIC systems and handles all paperwork and travel arrangements related to fugitive warrant extraditions.

The Sheriff's Department now requests that the Board approve the Department's use of funds from the Automated Warrant System sub-fund to purchase replacement computers, monitors, printers, headsets, ink toner and printer drums needed for ISB Warrant staff.

The Department also recommends that the Automated Warrant System funds be used to purchase a software upgrade for the NICE recording system, which is used by ISB Warrant staff and the staff at the Sheriff's Dispatch centers to record 9-1-1 emergency and non-emergency telephone calls and radio dispatch audio channels; and purchase computer equipment to add additional recording channels, 240 additional recording licenses, and increased storage capacity for the NICE system (the recording system storage capacity will be increased from 8 months to 25 months).

The Sheriff's Department purchased the NICE voice recording system with Board approval in January 2010. Motorola, the manufacturer of the County's new radio system, advised the Department that the NICE system was the only voice recording system that would be compatible with its radio network

Sole Source Justification

The Sheriff's Department is purchasing updated software for the NICE system to interface with Microsoft Internet Explorer Versions 8 and 9, one of which is loaded on all new personal computers. In addition, the new Motorola radio system brings technology to record and retrieve audio from a system level via channel, radio and talk groups. This technology enhancement requires the 240 additional recording licenses to allow the recordings to be archived and retrieved via the Sheriff's existing system. As the manufacturer of the recording system, NICE is the only qualified company to provide the upgrades and additional licenses.

Price Reasonableness

NICE has provided discounts equal to or better than standard governmental rates for similar purchases. In addition, wherever possible, NICE's pricing for this project reflects that included in the State CMAS contract.

Schedule A

Increase Appropriations:

10000-2500200000-521640	Maintenance-Software	\$14,360
10000-2500200000-522310	Maint.- Building and Improvement	15,486
10000-2500200000-523640	Computer Equip. -Non Fixed Asset	14,365
10000-2500200000-523660	Computer Supplies	7,224
10000-2500200000-523840	Computer Equipment-Software	38,790
10000-2500200000-525440	Professional Services	12,600
10000-2500200000-527400	Electronic and Radio Supplies	6,037
10000-2500200000-546280	Capitalized Software	<u>10,238</u>
	Total	\$119,100

Memo Line Only:

11087-2500200000-321142	Automated County Warrant System	\$119,100
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Date: August 22, 2012

From: Will Taylor, Director of Administration
Department./Agency: Sheriff's Information Services Bureau

To: Board of Supervisors/Purchasing Agent

Via: Purchasing Agent

Subject: Sole Source Procurement of a software and equipment upgrade with 240 additional recording licenses for the NICE voice recording system used in Sheriff's Dispatch and the Information Services Bureau

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.


1. **Supply/Service being requested:** Software and equipment upgrade with 240 additional recording licenses for the NICE voice recording system used in Sheriff's Dispatch and the Information Services Bureau.
2. **Supplier being requested:** NICE Systems
3. **Alternative suppliers that can or might be able to provide supply/service:** None. As the manufacturer of the recording systems, NICE is the only qualified company to provide the upgrades and additional licenses.
4. **Extent of market search conducted:** None. As the manufacturer of the recording systems, NICE is the only qualified company to provide the upgrades and additional licenses.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** Sheriff's Dispatch and Information Services Bureau (ISB) purchased the NICE voice recording systems with Board approval in January 2010. Motorola, the manufacturer of the County's new radio network, advised the Sheriff's Department that the NICE system was the only voice recording system that would be compatible with the radio network.

Both the ISB Warrant staff and the staff at the Sheriff's Dispatch centers use the NICE system to record 9-1-1 emergency and non-emergency telephone calls and radio dispatch audio channels.

All new personal computers are shipped with Internet Explorer 8 or 9. There is a need for Department staff to access the NICE Inform recording system for audio retrieval. The current NICE software does not support the most recent versions of the Internet Explorer.

The new Motorola radio system brings technology to record and retrieve audio from a system level allowing audio via channel, radio and talk group. Additional recording licenses are required to allow the recordings to be archived and retrieved via the Sheriff's existing NICE system. By law, these recordings are required for various civil and criminal court cases.

- 6. **Reasons why my department requires these unique features and what benefit will accrue to the county:** By law, the voice recordings are required for various civil and criminal court cases.
- 7. **Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier:** NICE has provided discounts equal to or better than standard governmental rates for similar purchases.
- 8. **Does moving forward on this product or service further obligate the county to future similar contractual arrangements or any ongoing costs affiliated with this sole source? (Maintenance, support, or upgrades, if so, please explain).** Yes, NICE will continue to maintain and support the system per a four year contract. As a component of this purchase, NICE is charging for upgraded maintenance.
- 9. **Period of Performance:** Three years.




 Chief Deputy Signature 8/29/12
Date



 Department Head Signature 8/29/12
Date

Purchasing Department Comments:

<u>Approve</u>	Approve with Condition/s	Disapprove
Not to exceed: \$ <u>75,988</u>	<u>One time</u>	Annual Amount through <u>\$31,911</u>
		<u>6-30-2015</u>
	<u>8-29-12</u>	<u>13-133A</u>
_____	_____	_____
Purchasing Agent	Date	Approval Number
		(Reference on Purchasing Documents)



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

24604
Tracking Number for
Internal Use Only

REQUESTED PURCHASE: VOICE RECORDER LICENSES AND OPERATING VERSION UPGRADE	
DEPARTMENT/AGENCY: SHERIFF/DISPATCH	
CONTACT NAME/PHONE: ALEX HARRIS 951-906-9743	
PURCHASE REQUEST: <input type="checkbox"/> NEW EQUIPMENT/SERVICES <input checked="" type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT	
PURCHASE TYPE: <input type="checkbox"/> PROFESSIONAL SERVICES <input checked="" type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input type="checkbox"/>	
RENEWAL	
DESCRIBE REQUESTED PURCHASE	<ol style="list-style-type: none"> Riverside Sheriff is updating our NICE INFORM (voice recorder) operating version to 4.1. This is a requirement to support IE-8 & 9. Riverside Sheriff is purchasing 240 additional NICE recording licenses to support new voice radio channels on the Motorola Radio System.
BUSINESS NEEDS ADDRESSED	<p>All new PC's are purchased and shipped with IE-8 or IE-9. There is a need for various department members to access the NICE Inform recording system for audio retrieval. The current version of NICE Inform does not support the newer version of IE.</p> <p>The new Motorola radio systems brings technology to record and retrieve audio from a system level allowing audio via channel, radio and talk group specific. Additional licenses are required to allow the recordings to be archived, retrieved via the Sheriff's existing NICE Inform systems. By law, these recordings are required for various civil and criminal court cases.</p>
ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN
BUSINESS CRITICALITY <input checked="" type="checkbox"/> Run the business <input type="checkbox"/> Grow the business <input checked="" type="checkbox"/> Transform the business	BUSINESS IMPACT (SELECT ALL THAT APPLY) <input checked="" type="checkbox"/> Support current operations <input type="checkbox"/> Reduce Expenses <input checked="" type="checkbox"/> Improve Customer Service <input checked="" type="checkbox"/> Improve Operational Efficiencies
BUSINESS RISKS	Financial: Operational: Customer:
ALTERNATIVE SOLUTIONS	[Solution] None. The NICE Licenses are proprietary to the existing NICE system. 1.

7/19



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM
To be completed for all departmental purchases of IT systems, services or renewals

24604

Tracking Number for
Internal Use Only

2. [Solution]																													
3. [Solution]																													
TRANSACTION	X <input type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase Lease Years: _____																												
PURCHASE COSTS	COST BENEFIT ANALYSIS																												
Hardware: \$	<table border="1"> <thead> <tr> <th></th> <th>ALTERNATIVE STATUS QUO</th> <th>ALTERNATIVE</th> <th>ALTERNATIVE</th> </tr> </thead> <tbody> <tr> <td>Current Annual Cost</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Ongoing Annual Cost</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Annual Cost Savings</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Net Annual Savings</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Project Implementation Cost</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Project Payback Period? yrs</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost				Ongoing Annual Cost				Annual Cost Savings				Net Annual Savings				Project Implementation Cost				Project Payback Period? yrs			
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Net Annual Savings																													
Project Implementation Cost																													
Project Payback Period? yrs																													
Software: \$59,250																													
Labor: \$6,000																													
TOTAL COST: \$65,250																													
Department Head Signature: <i>[Signature]</i> #1554 Date: 07/19/12																													

RCIT RECOMMENDATION - for purchases and renewals under \$100,000

Recommended: Yes No (Non-recommended requests submit to TSOC)

By: **RCIT - APPROVED** Date: 7/31/12 &

Chief Information Officer Signature: _____ Date: _____

RCIT explanation for non recommended requests:

TSOC RECOMMENDATION for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals

Recommended: Yes No (In no, provide explanation below)

TSOC Chair Signature: _____ Date: _____

TSOC explanation for denied requests:

Company Details	
Site Name:	Riverside County Sheriff
Site Address:	
Contact Name:	Alex Harris
Contact Phone:	
Contact Email:	
Partner / Integrator:	

Nice Contact			
Sales Manager:	Josh Asbill	Quote Number:	DL_RCSADD_002
Sales Manager Email:		Quote Date:	22-Jun-12
Phone Number:		Valid for 90 days from quote date.	
Sales Engineer:	DLANGLANDS		

Proposal
 Thank you for giving Nice Systems, Inc. the opportunity to submit a proposal for your next generation capable security solutions. Being the undisputed industry leader for voice recording systems, NICE understands the mission critical nature of your requirement. NICE has over 55 years of experience providing recording systems to the Public Safety market and has over 8,000 public safety sites deployed and active in North America.

Our history is proof for the diligent buyer that NICE is the leader for reliable logging systems with leading edge technology as well as for long-term support. NICE is a profitable public company, that is globally diversified with systems installed in over 140 countries, and diversified in 5 vertical markets. All of this combined provides ensures our customers of longevity for future support and product development.

There are several factors that lead to making the correct decision about any large technology purchase. Is the company financially sound, will they be around to service and support our investment? Is the technology robust enough to record all of our audio requirements, do they have the correct integrations; do they offer solutions that improve our business functions? Do they have the experience with other organizations my size; have they proven themselves time and time again? Can they prove it? When choosing NICE Systems, the answers are yes. Our customers are not buying just a recording system; they are making an investment in the company, technology and the people behind a very important technology that our customers count on to help secure people, staff and assets.

I hope you find it addresses the requirements that you have put forward. If I or any member of my team can be of assistance to you, please do not hesitate to contact me.

Nice Overview
 NICE Systems (NASDAQ: NICE) is the leading provider of insight from Interactions solutions and value-added services, powered by advanced analytics of unstructured multimedia content - from telephony, web, radio and video communications. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in 100 countries, including over 85 of the Fortune 100 companies.

Proposal Summary

Nice Equipment and Software	36,000
Services	4,000
1st year Maintenance	3,240
Nice Equipment and Software Shipping	100
Nice Hardware and Software Total	43,340
Commercial Equipment	0
1st year Commercial Equipment Maintenance	0
Commercial Equipment Shipping	0
Grand Total	US\$43,340
Additional year(s) of Maintenance Nice Equipment and Software	7,200
Additional year(s) of Maintenance Commercial Equipment	0

Conditions of offer.
 This quotation is project specific and does not apply to any other application.
 This quotation submitted is subject to the application of the NICE terms and conditions and will be reviewed at time of sale.



Company Details	
Site Name:	Riverside County Sheriff
Site Address:	
Contact Name:	
Contact Phone:	
Contact Email:	
Partner / Integrator:	

Nice Contact			
Sales Manager:	Josh Asbill	Quote Number:	DL_RCSINFUG_002
Sales Manager Email:		Quote Date:	22-Jun-12
Phone Number:		Valid for 90 days from quote date.	
Sales Engineer:	DLANGLANDS		

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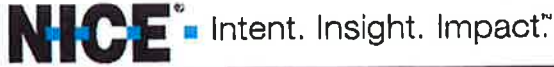
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Proposal Summary

Nice Equipment and Software	11,760
Services	2,000
1st year Maintenance	10,584
Nice Equipment and Software Shipping	0
Nice Hardware and Software Total	24,344
Commercial Equipment	0
1st year Commercial Equipment Maintenance	0
Commercial Equipment Shipping	0
Total	US\$24,344
Grand Total (includes discount on system configuration page)	\$21,910
Additional year(s) of Maintenance Nice Equipment and Software	23,520
Additional year(s) of Maintenance Commercial Equipment	0

Conditions of offer:
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Company Details

Site Name: Riverside SO
 Site Address:
 Contact Name: Alex Harris
 Contact Phone:
 Contact Email:

Nice Contact

Sales Manager: Josh Asbill
 Sales Manager Email: joshua.asbill@nice.com
 Phone Number: 7142648607
 Sales Engineer: DLANGLANDS

Quote Number: DL_RSCS_Trn_001
 Quote Date: 29-Jun-12
 Valid for 90 days from quote date.

Proposal

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Proposal Summary

Nice Equipment and Software	0
Services	6,000
1st year Maintenance	0
Nice Equipment and Software Shipping	0
Nice Hardware and Software Total	6,000
Commercial Equipment	0
1st year Commercial Equipment Maintenance	0
Commercial Equipment Shipping	0
Grand Total	US\$6,000
Additional year(s) of Maintenance Nice Equipment and Software	0
Additional year(s) of Maintenance Commercial Equipment	0

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