

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

927



FROM: Sheriff-Coroner-PA

SUBMITTAL DATE:
01/05/2016

SUBJECT: Approval of NICE System Inc. as the Sole Source Provider for maintenance of Voice Recording Systems without securing competitive bids. District All. [\$114,144]; 100% Department Budget

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and ratify the Purchasing Agent to purchase a one year voice recording system maintenance agreement from NICE System Inc. with the option to renew for an additional year without exceeding an annual cost of \$57,072, without securing competitive bids, in accordance with Ordinance 459.4; and,
2. Authorize Purchasing Agent, based on the availability of fiscal funding, to authorize changes to the scope of services/work that does not change the substantive terms of the purchase order, including the compensation provision that does not exceed 10%.

BACKGROUND:

Summary

(Continued on Page 2)

[Signature]
Stan Sniff, Sheriff-Coroner-PA
Will Taylor, Director of Administration

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 57,072	\$ 57,072	\$ 114,144	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 57,072	\$ 57,072	\$ 114,144	\$	

SOURCE OF FUNDS: 100% Department Budget	Budget Adjustment: No
	For Fiscal Year: 15/16 & 16/17

C.E.O. RECOMMENDATION: APPROVE

BY: *[Signature]*
County Executive Office Signature (Elizabeth J. Olson)

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Benoit and Ashley
 Nays: None
 Absent: None
 Date: January 5, 2016
 xc: Sheriff, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: *[Signature]*
Deputy

FISCAL PROCEDURES APPROVED
 PAUL ANGULO, CPA, AUDITOR-CONTROLLER
 BY: *[Signature]* 12/21/15
 Susana Garcia-Bocanegra
 Departmental Concurrence

Purchasing & Fleet Services: *[Signature]*
 Teresa Summers, Assistant Director

A-30 Positions Added
 4/5 Vote Change Order

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Approval of NICE System Inc. as the Sole Source Provider for maintenance of Voice
Recording Systems without securing competitive bids. District All. [\$114,144]; 100% Department
Budget**

DATE: 01/05/2016

PAGE: 2 of 2 (BR 16-034)

BACKGROUND:

Summary (continued)

On 02/15/2011 (3.27), the Board approved NICE Systems as a sole source for the provision of voice recorders, which are used in the Sheriff's Department to record 9-1-1 emergency and non-emergency telephone calls. This system is utilized at all three Sheriff Dispatch centers (Blythe, Palm Desert and Riverside), the Telephone Reporting Unit (TRU), and Information Services Bureau (ISB). In addition, the current Motorola 800 MHz radio system for the County's Public Safety Enterprise Communication (PSEC) project also interfaces with NICE voice records. NICE is the only certified recorder to work with the Motorola I/P based radio system.

Impact on Residents and Businesses

The requested purchase allows the Sheriff's Department to continue to provide essential services by the recording of 9-1-1 emergency and non-emergency calls, calls for active warrants, calls to report non-emergency crime reports and PSEC radio communication. The Automated Warrant System Fund will be used to make this purchase. Per State Penal Code Section 853.7, revenue from the Automated Warrant System Sub Fund can be utilized for these purchases.

Contract History and Price Reasonableness

The original purchase of the voice recording system from NICE System Inc. included a five year maintenance agreement that expired in June 2015. The costs for the annual renewal of \$57,072 encompasses a negotiated \$3,000 decrease. This agreement includes hardware, software, licensing, channel loggers and upgrades to accommodate increased departmental volume for all locations. Also, the increased costs includes maintenance on older equipment. NICE System Inc. is the sole source provider of support services.

Date: November 5, 2015
From: Will Taylor, Director of Administration
To: Board of Supervisors
Via: Alex Harris, Sheriff's Department- Dispatch, 951-955-2529
Subject: Sole Source Procurement; Request for maintenance services for voice recorders.

The below information is provided in support of my Department requesting approval for a sole source.

1. **Supplier being requested:** NICE System Inc.
2. **Vendor ID:** 0000056825
3. **Supply/Service being requested:** Request the Board authorize a contract extension of the 24/7 maintenance and service agreement for the NICE voice recorders that support Sheriff Information Services Bureau (ISB), Records and the Dispatch centers located in Riverside, Palm Desert, and Blythe.
4. **Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:** None. The NICE product is proprietary to NICE Systems Inc. and on 1/26/10 (3.37), the Board approved NICE Systems Inc., as a sole source for the provision of voice recorders, which are used in the Sheriff's Department to record 9-1-1 emergency and non-emergency telephone calls and radio dispatch audio channels.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** NICE Systems, Inc. is the manufacturer of the voice recorder equipment used to support 9-1-1 emergency and non-emergency telephone calls at all Sheriff Dispatch locations. In addition, the current Motorola 800 MHz radio system for the County's Public Safety Enterprise Communication (PSEC) project also interface with NICE voice recorders. Since the initial purchase of equipment in 2010, the vendor has provided maintenance services. Although the hardware and software have reached their 5 year end of life, the vendor has agreed to provide extended service through June 2016 and will review the possibility for an additional one (1) year extension to June 30, 2017. This hardware and software is proprietary to the vendor, and they do not allow outside vendors to service their products, and are best suited to provide spare parts as needed.
6. (if proprietary software or machinery, hardware, please provide a supporting letter from the manufacturer): NICE has provided the sole source letter and it is attached.
7. **Reasons why my department requires these unique features and what benefit will accrue to the county:** The 24/7 maintenance service agreement is critical in supporting and ensuring all recorders that are recording 9-1-1 phone calls and radio audio is recorded as mandated by State statute and Department requirements.
8. **Period of Performance:** From: July 01, 2015 to June 30, 2017

Is this an annually renewable contract? No Yes
Is this a fixed-term agreement: No Yes


9. Identify all costs for this requested purchase. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)

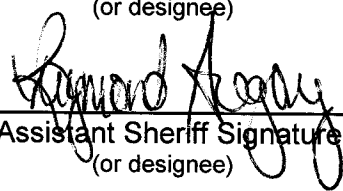
Description:	FY16	FY17	FY__	FY__	FY__	Total
One-time Costs:						
Ongoing Costs:						
Annual Maintenance	\$57,072	\$57,072				
Total Costs	\$57,072	\$57,072				\$114,144


Note: Insert additional rows as needed

10. Price Reasonableness: The FY16 NICE Systems maintenance is \$57,072 and encompasses a negotiated \$3,000 decrease. Originally purchased for the Information Services Bureau in 2010, all recording equipment is now at end of life and the vendor has agreed to provide maintenance through June 30, 2016 and will consider another one year extension through June 30, 2017. Should the vendor agree to an additional year of maintenance and since the systems are at end of life, the Sheriff's Department anticipates an increase in the maintenance cost for FY17 and will be reviewing recording system alternatives by the formal bid process prior to the maintenance expiration.

11. Projected Board of Supervisor Date (if applicable): _____
 (Form 11s must accompany the sole source request for Purchasing Agent approval.)


 Chief Deputy Signature (or designee) Joseph Cleary 12/17/15
 Print Name Date


 Assistant Sheriff Signature (or designee) Raymond Gregory 12/16/2015
 Print Name Date


 Department Head Signature (or designee) William Taylor 12/17/15
 Print Name Date

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Not to exceed: \$ 114,144 One time Annual Amount through 6/30/17
(Date)

[Signature] 12/18/15 16-420
Purchasing Agent Date Approval Number
(Reference on Purchasing Documents)

List Attachments: