

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



ITEM: 3.29
(ID # 21101)

MEETING DATE:

Tuesday, March 28, 2023

FROM : SHERIFF-CORONER-PA:

SUBJECT: SHERIFF-CORONER-PA: Ratify and Approve Amendment No. 2 to the Agreement SHARC-92827-003-03/17 with NICE System Inc. for the Upgrade of the Existing NICE Recording System Including Hardware, Software, Installation, Training, Support and Maintenance Services for the Sheriff's Department Without Seeking Competitive Bids for Five (5) Years. All Districts; [Total Cost – \$604,079; Up to \$60,408 in additional compensation - 100% Sheriff's Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve Amendment No. 2 to the Service Agreement SHARC-92827-003-03/17 with NICE Systems, Inc. (Amendment No. 2) for the upgrade of the existing NICE recording system to include hardware, software, installation, training, and support and maintenance services without securing competitive bids for an aggregate amount of \$604,079 through December 30, 2027, and authorized the Chair of the Board to sign Amendment No. 2 on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments that exercise the options of the Agreement including modifications of the statement of work that stay within the intent of the Agreement, and (b) sign amendments to the compensation provisions that do not exceed \$60,408.

ACTION:


Matthew Jimenez 3/8/2023

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: March 28, 2023
xc: Sheriff

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$417,451	\$43,300	\$664,487	\$
NET COUNTY COST	\$417,541	\$43,300	\$664,487	\$
SOURCE OF FUNDS: 100% Sheriff's Budget			Budget Adjustment: No	
			For Fiscal Year: 22/23 – 26/27	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Sheriff's Dispatch Communications Centers in Riverside, Palm Desert, Colorado River Station, and the Warrants and Records Bureau are currently using a NICE voice recording system to record 9-1-1 emergency and non-emergency telephone calls, radio dispatch audio channels, and records and warrant telephone channels. The original recorders were purchased in 2009 and were upgraded in 2012 and 2017. However, due to the age of the Sheriff's recorders, the imminent lack of maintenance support, and the need to coordinate all dispatch recording throughout the County - including consoles operated at the Ben Clark Training Center - with the new Motorola radio system, the Sheriff's Department is proposing to upgrade the NICE recording system.

The NICE product is proprietary to NICE Systems, Inc. It is the platform that Motorola, Inc. selected for the Public Safety Enterprise Communications System (PSEC) radio system and was approved by the Board on March 24, 2015 per Minute Order 3.28.

The NICE recording solution has the software for direct interface with the County's PSEC radio system recorders to record audio files from the radio system. Additionally, the Sheriff's Department has over two (2) years of active recordings, and the current playback function is at the end of its life. Therefore, NICE will no longer support it. The NICE upgrade solution will provide continued access to these past 9-1-1 recordings. These recordings are essential and used by the Sheriff's Department in court proceedings.

Impact on Citizens and Businesses

The purchase will allow the Sheriff's Department to continue providing essential services by recording 9-1-1 emergency and non-emergency calls for active warrants, calls to report non-emergency crime reports, and PSEC radio communication.

Contract History and Price Reasonableness

The Sheriff's Department completed an upgrade in 2017 and paid \$352,551 for the hardware, software, and implementation cost. The current first-year upgrade cost for the same components (hardware, software, and implementation) will cost \$417,451, an 18%

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increase from 5 years ago (an average of 3.6% increase per year). The current upgrade will also include five (5) additional audio logging channels, along with license fees, application support and evidence management tool. The upgrade is the most cost-effective solution for the Sheriff's Department because a replacement of the system will require complete market research and system assessment, which will add unnecessary time and costs to this project.

The Sheriff's Department would like to request a 10% contingency of \$60,408 to cover any unforeseen support service needed to maintain the system. The five-year cost, including the contingency request, totals \$664,487.

Attachments

- Sole Source Justification
- H11 Approval_PR2017-05297
- Amendment No. 2 the Professional Service Agreement with NICE System, Inc.

Meghan Hahn
Meghan Hahn, Deputy Director of Procurement 3/6/2023

Rebecca S Cortez
Rebecca S Cortez, Principal Management Analyst 3/20/2023

Amrit Dhillon
Amrit Dhillon 2/28/2023

Jim Smith
Jim Smith, Chief Information Officer 3/6/2023

Ronak Patel
Ronak Patel, Deputy County Counsel 3/6/2023

COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
FOR SOFTWARE MAINTENANCE, SOFTWARE AND HARDWARE PURCHASE AND PROFESSIONAL
SERVICES FOR INFORM LOGGING SYSTEM
WITH
NICE SYSTEMS, INC.

Original Agreement Term:	February 1, 2016 through March 31, 2017
Agreement Term Extended To:	June 30, 2022 via Amendment No. 1
Agreement Term Extended To:	June 30, 2027 via Amendment No. 2
Effective Date of Amendment:	January 1, 2023
Original Maximum Agreement Amount:	\$42,804
Increase Agreement Amount By:	\$492,687 via Amendment No. 1
Increase Agreement Amount By:	\$604,079 via Amendment No. 2
Original Contract ID:	SHARC-92827-003-03/17
New Contract ID:	SHARC-92827-003-06/27

This Amendment No. 2 to the Software Maintenance, Software and Hardware Purchase and Professional Service Agreement for Inform Logging System is entered into by and between County of Riverside, a political subdivision of the State of California, by and through its Sheriff's Department, ("COUNTY") and NICE Systems, Inc., a Delaware corporation registered to do business in the State of California whose principal place of business is 221 River Street, Hoboken, NJ 07030 ("CONTRACTOR"), is effective January 1, 2023 ("Effective Date").

RECITALS

WHEREAS, COUNTY and CONTRACTOR entered into that certain Software Maintenance, Software and Hardware Purchase and Professional Services Agreement for Inform Logging System effective February 1, 2016 ("the Agreement"); and

WHEREAS, COUNTY and CONTRACTOR amended the Agreement effective July 1, 2017 to extend the period of performance through June 30, 2022, add Exhibit H Statement of Work (new system), and increase the compensation by \$492,687 ("Amendment No. 1"); and

WHEREAS, Amendment No. 1 and the Agreement are collectively referred to herein as the "Agreement";

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement to extend the period of performance through June 30, 2027, add Exhibit I Statement of Work for a system upgrade, increase the aggregate compensation to \$604,079 to include the upgrade project and ongoing system support and maintenance, and add background check requirements.

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties hereto mutually agree as follows:

1. The recitals set forth above are true and correct and incorporated herein by this reference.
2. **Section 2.1** of the Agreement (Period of Performance), first sentence, is deleted in its entirety and replaced with the following:
This Agreement shall be extended effective upon signature of this Agreement by both parties and continues in effect through December 30, 2027, unless terminated earlier.
3. **Section 3** of the Agreement (Compensation) is amended to add the following:
3.1(a) The COUNTY shall pay CONTRACTOR for all software, equipment, professional services, support and maintenance services, and all other items provided by CONTRACTOR pursuant to

Riverside County Sheriff's Department
4095 Lemon Street Riverside, CA 92501

MAR 28 2023

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this Agreement, as stated in Exhibit I Statement of Work and Exhibit B1 Payment Provisions. The maximum aggregate payment to CONTRACTOR shall not exceed \$604,079 during the period of January 1, 2023 through June 30, 2027, including all expenses and subject to the availability of fiscal funding. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit I and Exhibit B1, COUNTY shall not be responsible for payment of CONTRACTOR'S expenses related to this Agreement.

4. **Section 7** of the Agreement (Conduct of Contractor) is amended to add the following:

7.4 For compliance with Board Policy C-33, applicable government codes and internal County protocol, CONTRACTOR is subject to a background check prior to having access to facilities and/or information systems either in person or remotely. CONTRACTOR employees and supervision requiring access to the facility and/or information systems shall have successfully passed a Live Scan and Level One security clearance background check through the Riverside County Sheriff's Department (RCSA). CONTRACTOR shall submit personnel names to COUNTY of individuals needing access and COUNTY shall provide CONTRACTOR with the current background process and applicable documents. Individuals not cleared for access will immediately be replaced with other personnel until CONTRACTOR'S employees successfully complete the background check and can access the facility and/or information system. COUNTY has no obligation to provide details as to why the individual did not pass the background check. CONTRACTOR will be required to advise the COUNTY, within twenty-four (24) hours, the name(s) of any employee(s) who are no longer employed by but were once authorized to access any COUNTY facilities and/or information systems.

5. **Exhibit B** of the Agreement (Payment Provisions) is added back to the Agreement, amended to show the payment history and current costs of the Agreement, and is attached hereto as "Attachment A to Amendment No. 2 Exhibit B1 Payment Provisions."

6. **Exhibit I** is added to the Agreement for the upgrade project and is attached hereto as "Attachment B to Amendment No. 2 Exhibit I Statement of Work Upgrade Project."

7. This Amendment may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Amendment agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Amendment. The parties further agree that the electronic signatures of the parties included in this Amendment are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

8. All other terms and conditions of the Agreement not modified herein shall remain unchanged.

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IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment No. 2.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California



By: _____

Kevin Jeffries, Chair

Board of Supervisors

Dated: 3/28/23

ATTEST:

Kimberly Rector

Clerk of the Board

By: 

Deputy

NICE Systems, Inc., a Delaware
Corporation registered to do business
in the State of California

**Signature of First Corporate Officer*

By: 

Name: John Rennie

Title: General Manager Public Safety

Dated: _____

**Signature of Second Corporate Officer*

By: 

Name: Kimberly Cohen


Title: Director, Business Finance

Dated: 2/9/23

APPROVED AS TO FORM:

Minh C. Tran

County Counsel

By: 

Amrit P. Dhillon

Deputy County Counsel

MAR 28 2023 3.29

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Attachment A to Amendment No. 2 Exhibit B1 Payment Provisions

B1.1 Pursuant to the COUNTY'S payment to CONTRACTOR of the maintenance services set forth in the table below, CONTRACTOR shall deliver the Gold Maintenance Services in accordance with Exhibit A Scope of Services during the period of July 1, 2016 through March 31, 2017 for the amount of \$42, 804 per the original Agreement.

Table B1.1:

Riverside County Sheriff			
Customer Name:	Riverside County Sheriff	Quote Date:	4/23/15
Contact:	Alex Harris	Maintenance Term:	7/1/2016 - 3/31/2017
E-mail:	AHARRIS@riversidesheriff.org	Contract Number:	25962
End Customer:	Riverside County Sheriff	Contract Manager:	Kathie McGowan
Quote Number:	2596215035114	Tel:	724-244-4642
		E-mail:	kathie@nicesystems.com
Description:			
PLEASE NOTE: The equipment listed below passed the End of Support Date effective on 12/31/2015. See terms applicable to the license. Policy.			
Equipment			
Part #	Description	Qty	Annual Gold Maintenance
System 44018901 and SW 47069901 Dispatch Alessandro Logger			
PSBAS-96B	96 channel logger - software bundle for public safety	1	\$9,800
PSHR34000RSNHS	Total of 34000 hours + Hot Swappable RAID-5 resiliency	1	\$1,380
EDY-SQC1	Activity detection by external trigger (switch) (per 24 inputs)	2	\$800
CA21	Centronics 50 pin, Male to Male - 20m long	2	\$120
System 44018902 Dispatch Alessandro Inform Server			
PS-SQL-CAL	SQL Server Client Access License, per system user license	25	\$5,000
PS-SC-CHANLIC	Storage Center - per 50 NiceLog Channel license	6	\$3,200
PS-SC-SRV1	Storage Center - basic server SW	1	\$600
PS-DCHANNEL-E	D-Channel support for ISDN PRI, BRI and dig extensions support per 8 channels	7	\$560
CSTRCK-SNMP2	Castle Rock SNMP solution	1	\$480
PSCLSS-SW-SRV	CLS bundle for public safety	1	\$400
PS-CLS-64-VGXC	Public Safety Voz driver for Nice CLS 9.0	1	\$296
CD-89-ANI/AL1	ANI-ALI Announcer	1	\$200
System 44018904 Dispatch Alessandro Support Servers, Alarm, storage, CLS			
PS-DCHANNEL-E	D-Channel support for ISDN PRI, BRI and dig extensions support per 8 channels	2	\$160
System 32629901 Alessandro			
INFRM-ORG-CON	NICE Inform Organizer module concurrent user license, per single license	23	\$7,820
INFRM-VOICE	NICE Inform voice channel license, per voice channel	234	\$7,800
INFRM-RCON-CON	NICE Inform Reconstruction module concurrent user license, per single license	20	\$1,620
INFRM-MONRCA-CON	NICE Inform Monitor/Recent Call Replay module concurrent user license, per single license	8	\$1,800
INFRM-ORG-IMP	NICE Inform Media Player license - per Inform Server	2	\$540
INFRM-VER-CON	NICE Inform Verify concurrent user license, per single license	6	\$400
INFRM-SRV	NICE Inform Server license	1	\$340
INFRM-MONRCE	NICE Inform Monitor and Recent Call Replay module software license	1	\$150
System 33070702 Alessandro interface to PSEC			
INFRM-VOICE	NICE Inform voice channel license, per voice channel	2	\$240
System 440162012 Alessandro extension:			
PS-DCHANNEL-E	D-Channel support for ISDN PRI, BRI and dig extensions support per 8 channels	2	\$2,400
System 44016204 and SW 22629914 ISB			
PSBAS-24E	24 channel logger - software bundle for public safety	1	\$2,800
PS-INS-HW-A	Hardware Platform for up to 120 Channels	1	\$1,380
PSHR34000RSNHS	Total of 34000 hours + Hot Swappable RAID-5 resiliency	1	\$1,380
System 44018906 ISB			
PS-DCHANNEL-E	D-Channel support for ISDN PRI, BRI and digital extensions support per 8 channels	1	\$80
System 44018903 PDS Logger replaced by 47751801			
PSBAS-24E	24 channel logger - software bundle for public safety	1	\$2,400
PSHR34000RSNHS	Total of 34000 hours + Hot Swappable RAID-5 resiliency	1	\$1,380
System 44018905 BLYTKL			
PSBAS-16B	16 channel logger - software bundle for public safety	1	\$1,600
PSHR34000RSNHS	Total of 34000 hours + Hot Swappable RAID-5 resiliency	1	\$1,380
ANNUAL MAINTENANCE COST			
			Provided Cost: \$42,804

Please note: Pricing and SLAs are based on having remote access to the equipment

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B1.2 Pursuant to the COUNTY'S payment to CONTRACTOR of the software, hardware, professional services and maintenance services set forth in the table below, CONTRACTOR shall deliver the Silver Maintenance Services and identified software, hardware and professional services in accordance with Exhibit H Statement of Work as added via Amendment No. 1 during the period of July 1, 2017 through June 30, 2022 for the amount of \$492,687.

Table B1.2:

Description:	FY18	FY19	FY20	FY21	FY22	Total
One-time Costs:						
Software	\$141,689					\$141,689
Hardware (includes tax)	\$141,295					\$141,295
Professional Services	\$53,300					\$53,300
Ongoing Costs:						
Silver Maintenance	\$16,267	\$35,034	\$35,034	\$35,034	\$35,034	\$156,403
Total Costs	\$352,551	\$35,034	\$35,034	\$35,034	\$35,034	\$492,687

B1.2 A. System support and maintenance cost are paid in advance. Maintenance coverage periods:
 FY17/18 (\$16,267) period of support: Prorated to co-term existing maintenance coverage with new hardware and software post warranty coverage through 3/31/2019
 FY18/19 (\$35,034) period of support: 4/1/2019 through 3/31/2020
 FY 19/20 (\$35,034) period of support: 4/1/2020 through 3/31/2021
 FY20/21 (\$35,034) period of support: 4/1/2021 through 3/31/2022
 FY21/22 (\$35,034) period of support: 4/1/2022 through 3/31/2023

B1.3 Pursuant to the COUNTY'S payment to CONTRACTOR of the software, hardware, professional services and maintenance services set forth in the table below, CONTRACTOR shall deliver the Silver Maintenance Services and identified software, hardware and professional services in accordance with Exhibit H Statement of Work as added via Amendment No. 2 during the period of July 1, 2022 through December 30, 2027 for the amount of \$604,079.

Table B1.3:

Description:	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
One-time Costs:						
Software	107,060					107,060
Hardware, tax, shipping	197,482					197,482
Installation/Integration Support Services	71,050					71,050
Ongoing Costs:						
System Silver Support/Maintenance	41,859	43,300	45,465	47,738	50,125	228,487
Total Costs	417,451	43,300	45,465	47,738	50,125	604,079

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B1.3 A. System support and maintenance cost are paid in advance. Maintenance coverage periods:

FY22/23 (\$41,859) period of support: 4/1/2023 through 3/31/2024
 FY23/24 (\$43,300) period of support: 4/1/2024 through 3/31/2025
 FY 24/25 (\$45,465) period of support: 4/1/2025 through 3/31/2026
 FY25/26 (\$47,738) period of support: 4/1/2026 through 3/31/2027
 FY26/27 (\$50,125) period of support: 4/1/2027 through 3/31/2028

B1.4 Recording License count and support costs after upgrade:

Part Number		Name				Percent of List Price		
SP-CO-MAIN04-PS		Silver Support Post Warranty (2nd Year onwards)				15%		
Site Name	Recording Licenses	Year 1	Year 2	Year 3	Year 4	Year 5	Total	
Alessandro	100 PRIMARY 100 PARALLEL	\$21,829	\$22,269	\$23,382	\$24,552	\$25,779	\$117,811	
Palm Desert	15 PRIMARY 15 PARALLEL	\$7,307	\$7,672	\$8,055	\$8,458	\$8,881	\$40,373	
Blythe	4 PRIMARY	\$2,057	\$2,159	\$2,267	\$2,381	\$2,500	\$11,363	
ISE	25 PRIMARY 25 PARALLEL	\$7,335	\$7,702	\$8,087	\$8,491	\$8,916	\$40,531	
Ben Clark	14 PRIMARY	\$3,332	\$3,498	\$3,673	\$3,857	\$4,049	\$18,409	
Grand Total:	158 PRIMARY 140 PARALLEL	\$41,859	\$43,300	\$45,465	\$47,738	\$50,125	\$228,487	
			\$1,441	\$2,165	\$2,273	\$2,387		
		Increase	3%	5%	5%	5%		

B1.5 Breakdown of upgrade project hardware, software, and service costs:

SOFTWARE						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Audio Recording Channel license with Inform Professional applications support - Expansion	NPS-INF-PROF-1CH	5	\$650.00	50%	\$325.00	\$1,625.00
Audio Recording Channel license with Inform Professional applications support - Upgrade	NPS-INF-PROF-1CH	153	\$650.00	50%	\$325.00	\$49,725.00
Parallel Audio Logging Channels. - Expansion	NPS-INF-PROF-RESPPC	5	\$200.00	50%	\$100.00	\$500.00
Parallel Audio Logging Channels. - Upgrade	NPS-INF-PROF-RESPPC	153	\$200.00	50%	\$100.00	\$15,300.00

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SOFTWARE (cont'd)						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Player. - Expansion	NPS-INF-PROFECPACK-PPC	5	\$200.00	50%	\$100.00	\$500.00
Site License to add Evidence Management to Inform Professional. Applications: Organizer and Media Player. - Upgrade	NPS-INF-PROFECPACK-PPC	153	\$200.00	50%	\$100.00	\$15,300.00
MySQL Server license (Standard Edition)	NPS-MYSQL-STD	8	\$220.00		\$220.00	\$1,760.00
MS SQL 2019 64 bit User/Device Client Access License	NPS-SQL2019-64-CALUSR	90	\$200.00		\$200.00	\$18,000.00
MS SQL 2019 64 bit Server Client Access License	NPS-SQL2019-64-CALSVR	2	\$200.00		\$200.00	\$400.00
TOTAL SOFTWARE						\$107,060.00

HARDWARE						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
HPE ML350 Gen10 4LFF, 2 x XeonSilver 4110 (2.1GHz/8-core), 32GB RAM 2 x HPE 2TB SAS 7.2K LFF Hot-Plug HPE P408i-a/2GB + Battery Storage Controller 2 x 800W Hot-Plug Power Supply HPE ML350 Gen10 Tower to Rack Conversion Kit (1U Sliding Shelf) 4-Port 1 Gigabit Ethernet Adapter Win Svr 2019	NPS-NR-SRV-ML350-G10-2019	2	\$8,700.00		\$8,700.00	\$17,400.00
HPE ML350 Gen10 5 Yr Care Pack. Extends warranty from 3 to 5 years & adds 4 hr 24x7 (inc. hols) onsite response..	NPS-HPCP-ML350G10-5Y24X7	2	\$5,600.00		\$5,600.00	\$11,200.00

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HARDWARE (cont'd)						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
HPE DL380 Gen10 12LFF, 2 x XeonSilver 4110 (2.1GHz/8-core), 32GB RAM 2 x HPE 2TB SAS 7.2K LFF Hot-Plug HPE P408i-a/2GB + Battery Storage Controller, 2 x 800W Hot-Plug Power Supply 4-Port 1 Gigabit Ethernet Adapter Win Svr 2019	NPS-NR-SRV-DL380-G10-2019	2	\$8,300.00		\$8,300.00	\$16,600.00
HPE 6TB 12G SAS HDD for DL380 and DL360 Gen10.	NPS-NR-HD6TBDL3X0G10	8	\$1,100.00		\$1,100.00	\$8,800.00
HPE DL380 Gen10 5 Yr Care Pack. Extends warranty from 3 to 5 years & adds 4 hr 24x7 (inc. hols) onsite response.	NPS-HPCP-DL380G10-5Y24X7	2	\$8,700.00		\$8,700.00	\$17,400.00
HPE ML350 Gen10 4LFF, 2 x XeonSilver 4110 (2.1GHz/8-core), 32GB RAM 2 x HPE 2TB SAS 7.2K LFF Hot-Plug HPE P408i-a/2GB + Battery Storage Controller 2 x 800W Hot-Plug Power Supply HPE ML350 Gen10 Tower to Rack Conversion Kit (1U Sliding Shelf) 4-Port 1 Gigabit Ethernet Adapter Win Svr 2019	NPS-NR-SRV-ML350-G10-2019	4	\$8,700.00		\$8,700.00	\$34,800.00
HPE ML350 Gen10 5 Yr Care Pack. Extends warranty from 3 to 5 years & adds 4 hr 24x7 (inc. hols) onsite response..	NPS-HPCP-ML350G10-5Y24X7	4	\$5,600.00		\$5,600.00	\$22,400.00

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HARDWARE (cont'd)						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
HPE DL380 Gen10 12LFF, 2 x XeonSilver 4110 (2.1GHz/8-core), 32GB RAM 2 x HPE 2TB SAS 7.2K LFF Hot-Plug HPE P408i-a/2GB + Battery Storage Controller, 2 x 800W Hot-Plug Power Supply 4-Port 1 Gigabit Ethernet Adapter Win Svr 2019	NPS-NR-SRV-DL380-G10-2019	2	\$8,300.00		\$8,300.00	\$16,600.00
HPE DL380 Gen10 5 Yr Care Pack. Extends warranty from 3 to 5 years & adds 4 hr 24x7 (inc. hols) onsite response.	NPS-HPCP-DL380G10-5Y24X7	2	\$8,700.00		\$8,700.00	\$17,400.00
Analog / Digital / Trunk short length PCI-E interface board (NO CABLE included)	NPS-INF-ADT-SHORT	5	\$1,250.00		\$1,250.00	\$6,250.00
Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	NPS-INF-ADT-FULL	5	\$2,000.00		\$2,000.00	\$10,000.00
Moxa NPort 1port device server w/ (1)DB9M RS232 port & (1) 10/100 network port.	NPS-NR-MOXA-N-1	4	\$310.00		\$310.00	\$1,240.00

TOTAL HARDWARE (before tax and shipping) \$180,090.00

EDUCATION SERVICES

Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
NICE Inform Health Manager 1/2 day / 4 hour instructor led end user training for Basic / Operator users. Up to 6 students. Delivered remotely by default. T&E charged separately for on-site delivery	PS-TR-EU17-PS	1	\$1,500.00	5%	\$1,425.00	\$1,425.00
1/2 day / 4 hour NICE Inform refresher training - for users previously trained on NICE Inform. Up to 6 students	PS-TR-EU-REFRESHPS	2	\$1,500.00	5%	\$1,425.00	\$2,850.00

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INSTALLATION / INTEGRATION						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
First day per person per week. For preparation, review etc.	PS-IN-RPI31-PS	4	\$1,000.00	5%	\$950.00	\$3,800.00
Global T&E per person. Not required for remote installations. Please quote appropriate quantity of this item to cover all T&E costs. This item is non discountable	PS-IN-RPI38-PS	12	\$1,000.00		\$1,000.00	\$12,000.00
Installation of Resilient Secondary Inform Server. Monday - Friday, 8 - 5 local time. Additional per channel configuration PS-IN-ASC07-PS is NOT required for Inform channels of resilient secondary Inform Servers.	PS-IN-ASC08-PS	1	\$2,000.00	5%	\$1,900.00	\$1,900.00
Installation, setup and config. of Software installation per wkstn; Mandatory for initial deployment of: NICE User Registration application, Screen recording agent, all Inform Clients (excluding Verify) and additional Health Manager Clients not covered by PS-IN-ASC44-PS (includes device relay board client installation if required)	PS-IN-ASC10-PS	90	\$150.00	5%	\$142.50	\$12,825.00
Uplift for installation and configuration of NICE Inform Health Manager. Max 5 devices configured and 2 client workstations installed. Covers installation and configuration of NICE Inform Health Manager Server with up to 5 devices configured for monitoring and 2 client workstations installed. Includes device relay board client software installation if required.	PS-IN-ASC44-PS	1	\$1,000.00	5%	\$950.00	\$950.00
Configuration of up to 5 additional devices for monitoring for existing NICE Inform Health Manager installation. Includes device relay board client software installation if required	PS-IN-ASC45-PS	1	\$500.00	5%	\$475.00	\$475.00

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INSTALLATION / INTEGRATION (cont'd)						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Tech Implementation: First Recording System, up to 96 channels	PS-TEC-IMP-02-PS	1	\$7,000.00	5%	\$6,650.00	\$6,650.00
Tech Implementation: Additional Recording System, Same Site, up to 96 channels	PS-TEC-IMP-05-PS	1	\$1,900.00	5%	\$1,805.00	\$1,805.00
Tech Implementation: Additional Recording System, Different Site, up to 48 channels	PS-TEC-IMP-07-PS	6	\$2,300.00	5%	\$2,185.00	\$13,110.00
PROJECT MANAGEMENT						
Description	Product Identifier	Qty	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Project Management Services	PS-PM-PM01-PS	13260	1		1	\$13,260.00
TOTAL SERVICES						\$71,050.00

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 Exhibit I Statement of Work on following page*

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Attachment B to Amendment No. 2 Exhibit I Statement of Work Upgrade Project

11.0 Expansion Version 7 (V7) to Version 10 (V10): The detailed services to be performed under this Statement of Work (SOW) herein referred to as "Services" are described below and shall be provided by NICE Systems, Inc. (CONTRACTOR). Capitalized terms used in this SOW and not otherwise defined herein shall have the meaning assigned to such terms under the Agreement.

12.0 PROPRIETARY AND CONFIDENTIAL INFORMATION: Information herein is proprietary information and trade secrets of NICE Systems Inc. This SOW and the information therein, are the exclusive properties of NICE Systems Inc., and shall not be disclosed, in whole or in part, to any third party or utilized for any purpose other than the purpose for which it has been provided.

13.0 CONTRACTOR shall provide the following upgrades to bring Riverside County Sheriff Department's (RCSD) recording software and hardware up to the latest supported versions of hardware and software while expanding the Alessandro loggers to support an additional five (5) channels each (four [4] VoIP and one [1] analog 2-wire channel).

14.0 Upgrade project includes replacing all existing servers, as follows, consolidating functionality, wherever practical:

- A. **Alessandro (ALS):** Replace two (2) ML350 Gen9 (redundant 95-channel NRX v6.6 loggers), two (2) DL180 Gen9 (one (1) Inform R7 and one (1) storage), and one (1) ML30 microtower (SNMP) servers with two (2) ML350 Gen10 (redundant 100-channel NIR 9.1 loggers) and one (1) DL380 Gen10 (Inform R10, storage, and Health Manager) servers. Two (2) 24-channel analog cards with beep tone (in each NRX logger) will be replaced with two (2) 24-channel analog cards (*without* beep tone) in each of the NIR loggers. Analog interface cables will be reused. One of the two (2) NRX loggers will be maintained and configured as a legacy recording data source for historical playback until RCSD's retention period is exceeded. Two (2) Digi serial-to-IP devices will be replaced with one (1) Moxa serial-to-IP device for delivering a NENA-compliant serial CDR feed from the local VESTA R7.4+ call handling system to the loggers for ANI/ALI capture.
- B. **Palm Desert (CVD):** Two (2) ML350 Gen9 (redundant 15-channel NRX v6.6 loggers) and one (1) DL180 Gen9 (storage) servers will be replaced with two (2) ML350 Gen10 (redundant 15-channel NIR 9.1 loggers) and one (1) DL380 Gen10 (storage and resilient Inform R10) servers. One (1) 8-channel analog card with beep tone (in each NRX) will be replaced with one (1) 8-channel analog card (*without* beep tone) in each NIR logger. Analog interface cables will be reused. One of the two (2) NRX loggers will be maintained and configured as a legacy recording data source for historical playback until RCSD's retention period is exceeded. Two (2) Digi serial-to-IP devices will be replaced with one (1) Moxa serial-to-IP device for delivering a NENA-compliant serial CDR feed from the local VESTA R7.4+ call handling system to the loggers for ANI/ALI capture.
- C. **Blythe (BLY) and Ben Clark (CTC):** At each site, one (1) ML350 Gen9 (standalone NRX v6.6 logger - 4 channels at BLY and 14 channels at CTC) server will be replaced with one (1) ML350 Gen10 (standalone NIR 9.1 logger - 4 channels at BLY and 14 channels at CTC) server. One (1) 8-channel analog card with beep tone will be replaced with one (1) 8-channel analog card (*without* beep tone) in each NIR logger. Analog interface cable will be reused. The NRX loggers

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will be maintained and configured as legacy recording data sources for historical playback until RCSD's retention period is exceeded. One (1) Digi serial-to-IP device will be replaced with one (1) Moxa serial-to-IP device for delivering a NENA-compliant serial CDR feed from the local VESTA R7.4+ call handling system to each logger for ANI/ ALI capture.

- D. **Investigative Services Bureau (ISB):** Two (2) DL180 Gen9 (redundant 25-channel NRX v6.6 loggers) servers will be replaced with two (2) DL380 Gen10 (redundant 25-channel NIR R9.1 logger) servers.

15.0 Upgrade project includes all CONTRACTOR provided onsite installation and configuration services as well as live remote training services as follows:

- A. Two (2) 4-hour NICE Inform refresher training sessions for up to six (6) people each
- B. One (1) 4-hour NICE Health Manager (SNMP monitoring solution) training session for up to six (6) people.

16.0 CONTRACTOR strongly recommends a deep technical review of RCSD's current recording requirements before finalizing this upgrade project to ensure this solution completely addresses any changes in the RCSD recording environment over the last three (3) to five (5) years.

17.0 Project Assumptions: The following assumptions have been used to develop this SOW. Any deviation from these assumptions may cause changes to the project schedule, fees and expenses, tasks, and the level of effort required to perform the Services covered by the SOW.

17.1 General Assumptions

- A. CONTRACTOR will work with the COUNTY for the responsiveness and performance of any third-party vendor and/or subcontractor engaged by COUNTY in connection with the Solution described in this SOW.
- B. CONTRACTOR will ensure that the COUNTY provides reasonable access to the necessary COUNTY facilities, and suitable workspace for all CONTRACTOR project team members when working at the COUNTY'S site when necessary. Suitable workspace includes, but is not limited to, desks, telephones, access to the system and meeting rooms.
- C. CONTRACTOR will ensure that COUNTY identifies and schedules training class attendees and facilities in connection with any training to be provided by CONTRACTOR hereunder.
- D. All training and consulting Services to be provided by CONTRACTOR under this SOW must be used by COUNTY within twelve (12) months following the date of completion of the installation Services to be performed hereunder, signified by CONTRACTOR'S notification to COUNTY of its completion of the CONTRACTOR installation test procedure. If COUNTY fails to use the consulting/training Services within the aforementioned twelve (12) months period: (a) COUNTY shall forfeit its right to receive and use such Services; and (b) CONTRACTOR shall invoice COUNTY for the fees for such training and consulting Services, which shall be paid by COUNTY in accordance with the payment terms set forth in the Agreement.

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- E. If there is a need for an escort across the site facility, COUNTY will allocate a dedicated security person as needed.
- F. Installation of Products and application migration and testing will be performed during CONTRACTOR normal business hours (Monday-Friday 8:00 a.m. – 5:00 p.m.).

17.2 Technical and Functional Assumptions

- A. CONTRACTOR will provide the Site Preparation Checklist to COUNTY at the project kickoff meeting. CONTRACTOR will ensure that the COUNTY completes all items on the Site Preparation Checklist approximately two (2) weeks prior to the commencement of installation.
- B. COUNTY and CONTRACTOR understand that all site readiness activities shall be completed no later than two (2) weeks prior to scheduled implementation date including formal review and agreement of Site Preparation Checklist.
- C. Prior to arrival to the site, CONTRACTOR will ensure that the COUNTY confirms that all servers are physically installed in the site with the following conditions:
 - 1) NICE certified updated Antivirus with active licensing
 - 2) COUNTY will confirm and provide network IP addresses, firewall access, and required open ports per CONTRACTOR's specifications.
 - 3) COUNTY will provide a lab (staging area) that is ready to be used for a testing environment.

18.0 ROLES AND RESPONSIBILITIES

18.1 CONTRACTOR Resources: Following the execution of this Amendment by both parties, CONTRACTOR will assign a project manager ("CONTRACTOR PM") in connection with its performance of the Services to be performed hereunder. The CONTRACTOR PM will serve as the primary point of contact in connection with the Services, and will be responsible for working with the CONTRACTOR and COUNTY teams, including the development of a project plan, and CONTRACTOR's coordination of the Services to be performed by it hereunder.

18.2 CONTRACTOR Roles and Responsibilities

18.2.1 CONTRACTOR Project Manager – Responsibilities of the CONTRACTOR PM include:

- 1) Be a proactive and customer-centric interface between all parties, while determining that internal customers, technical staff and upper management are kept aware of project status, issues, and escalations.
- 2) Plan, estimate and organize overall implementation of products while being applied in COUNTY environments.
- 3) Provide daily direction, motivation, and support to project team.
- 4) Plan for project contingencies and anticipate variations that may affect resources, successful implementation, and revenue recognition.
- 5) Serve as the communication link between all parties throughout the entire project, and act as liaison with other CONTRACTOR departments.

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18.2.2 **CONTRACTOR Professional Services Engineer ("PSE")** – The PSE will verify site prerequisites, install and configure the Solution, and conduct the Installation Test Procedure ("ITP").

18.2.3 **CONTRACTOR Education Specialist ("ES")** – The ES will implement all aspects of the training as required by the purchased Solution, including preparing and conducting training classes.

18.3 CONTRACTOR and COUNTY Resources: CONTRACTOR will assign a project manager ("CONTRACTOR PM") and will work with the COUNTY to assign a project manager ("COUNTY PM") in connection with the Services to be performed hereunder. The CONTRACTOR PM and COUNTY PM will serve as the primary point of contact for all parties in connection with the Services and will be responsible for working with the CONTRACTOR and COUNTY team(s), including the development of a project plan, and CONTRACTOR and COUNTY's internal coordination of the Services to be performed hereunder.

18.4 CONTRACTOR Project Manager and COUNTY Project Manager will work together to act as the main vehicle for all communications and implementation-related activities.

18.5 System Administrator – This person will be familiar with all operational aspects of the Solution that is installed. They will understand the basic functional components of the Solution and how they should be deployed within the COUNTY contact center infrastructure. The System Administrator will have the most technical responsibility within the project.

18.6 Telephone Administrator / IT Specialist – This person may be needed to address telecom-related issues.

19.0 INSTALLATION / REMOTE ACCESS: Installation of the Solution will be performed on-site; however, remote access is a key activity detailed on the Site Preparation Checklist and is an implementation milestone. Remote VPN access is required. Access to the Products is required when performing various installation and maintenance support activities for the Solution. Local administrative rights are also required for some installation activities and maintenance activities. On-site access may be necessary for certain activities.

110.0 CHANGE MANAGEMENT PROCESS: Any changes to the Solution design and scope following execution of this SOW may impact project dates resulting in additional product and Services fees, as well as elevated risk to the project. Changes to the Solution design, project scope, project dates, and any associated project dates, and any associated additional charges and/or costs must be mutually agreed upon in writing prior to the performance of any Services related to such changes and will only be valid when agreed upon in writing by both parties using the Change Order Request Form (**See template in section I13.0**). All changes to Services scope are subject to resource availability.

I11.0 DESCRIPTION OF SERVICES

I11.1 Project Activities: CONTRACTOR follows industry standard PMI implementation methodology. The Solution will be implemented in accordance with the following phases and activities:

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Activity	Description	Primary Responsibility	Output
Initiation Phase			
Project Validation	<ul style="list-style-type: none"> ▪ CONTRACTOR and COUNTY assigns Project Manager ▪ NICE assigns Project Manager ▪ NICE Project Manager reviews COUNTY-purchased Solution. 	CONTRACTOR/ COUNTY	
Sales to Services Handover	<ul style="list-style-type: none"> ▪ NICE Project Manager reviews Sales Milestone Kit and accepts project. ▪ NICE Project Manager conducts Post-PO Sales to Service ("S2S") internal call with NICE Account Team to review SOW, Pricing and Solution Design relative to COUNTY business need. 		
Planning Phase			
Internal Kickoff Meeting	<ul style="list-style-type: none"> ▪ Preparation for Client Kickoff Meeting ▪ Preliminary Project Plan is developed 	CONTRACTOR	Preliminary Project Plan
Client Kickoff Meeting conducted	<ul style="list-style-type: none"> ▪ Review and finalize proposed Project Plan ▪ Review executed Statement of Work ▪ Review NICE Site Preparation Checklist. 	CONTRACTOR/ COUNTY	Final Project Plan

Activity	Description	Primary Responsibility	Output
Execution Phase			
Site Preparation Checklist completed	<ul style="list-style-type: none"> ▪ COUNTY completes all items on the Site Preparation Checklist at least two (2) weeks prior to the installation date. ▪ The NICE PM receives the completed NICE Site Preparation Checklist ("SPC") from COUNTY. 	COUNTY CONTRACTOR	SPC

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System installed	<ul style="list-style-type: none"> ▪ Remote software installation and hardware verification will be completed by the NICE Professional Services Engineer ("PSE") in collaboration with COUNTY. A COUNTY representative will be available for the NICE Professional Services Engineer ("PSE") to contact for support. ▪ System includes components as described in the Solution Overview section of this SOW. 	CONTRACTOR	
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Activity	Description	Primary Responsibility	Output
Execution Phase			
Installation Test Procedure ("ITP")	<ul style="list-style-type: none"> ▪ While NICE conducts the ITP, a COUNTY/CONTRACTOR representative will be available to actively participate in the process. Upon completion of the tests set forth in the ITP, NICE shall provide a copy of the ITP to COUNTY. NICE, CONTRACTOR/COUNTY will retain a copy of the document, signifying the completion of the installation. The CONTRACTOR/COUNTY point of contact is responsible for notifying all COUNTY parties that the ITP has been completed. 	CONTRACTOR / COUNTY	Completed ITP
Training conducted	<ul style="list-style-type: none"> ▪ Training includes sessions as defined in Attachment B of this SOW. 	CONTRACTOR	
Closure Phase			
Solution begins working	<ul style="list-style-type: none"> ▪ Solution begins working in COUNTY environment(s). ▪ Outstanding issues are addressed. ▪ Transition of support to NICE Customer Support Center ("CSC") takes place. 	CONTRACTOR / COUNTY	

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I12.0 Training: The NICE Inform training will be conducted with a maximum of six (6) students per session, providing instruction and setup with the COUNTY NICE Inform system. Training is typically scheduled at least six (6) to eight (8) weeks in advance. The agenda may vary and can be modified based on COUNTY Solution or to accommodate specific COUNTY requests. Depending on the configuration and specific COUNTY requests, training session(s) typically cover the modules listed below.

Course Description
<p>THIS IS SPECIFIC TO THE Quote</p> <p>NICE Inform Technical Training - This is an on-site two (2)-day instructor led training for up to six (6) students. The training session(s) typically cover the modules listed below:</p> <p><u>Day 1 System Administration</u></p> <ul style="list-style-type: none">▪ System Overview▪ System Administration▪ User Administration▪ Inform Audit▪ Supervisor Training▪ Monitor▪ Reconstruction▪ Verify <p><u>Day 2 COUNTY</u></p> <ul style="list-style-type: none">▪ System Overview▪ Monitor▪ Organize▪ Verify <p><u>CONTRACTOR will conduct three (1) session.</u></p>
<p>+ Additional day of instructor led NICE Inform Evaluator QA training for up to 6 students held at the client site.</p> <p>+ NICE Certified Systems Administrator course – 3 day instructor led public course delivered remotely, for one student.</p>

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Course Description

Education Portal – Premium Pack: This portal is the one-stop shop for all NICE users, who want to learn more about how to utilize NICE solutions for maximum benefit. The portal is managed by the NICE Customer Training Services team, bringing to you the expert knowledge of our NICE Education Specialists.

The Premium Pack is an ideal solution as a post-training complementary learning aid and includes the following:

- **Full lessons** – Self-paced eLearning modules, available 24/7, covering basic and advanced usage of NICE products
- **Learning Bytes** – Quick, self-paced clips that provide tips, tricks and "how-to's"
- **Webinars** – Live eLearning events, hosted by NICE Education Specialists, held periodically to cover various topics around NICE products and best practices
- **Documents** – User guides, reference guides and more
- **Ask-A-Trainer Forums** – Interact with other NICE users and with NICE Education Specialists to ask and answer questions related to using NICE applications
- **Notifications** – Receive information about latest NICE training promotions and news
- **Updates** – Learn about new updates and features from NICE

I13.0 CHANGE ORDER REQUEST FORM

Customer Information	
Fully-Executed SOW	Fully-Executed SOW dated <<Insert SOW Effective Date here >> for OP-00384005
NICE Engagement Number	<<Insert ENG-xxxx-xxxxxxx>>
Customer Entity Name	_____
Site Address (i.e. where installation will take place)	_____
Customer Contact Name	_____
Customer Contact Phone Number	_____

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Date Requested: _____

Requested by: _____

Date Desired: _____

Priority Requested: (check one)

- High
- Medium
- Low

Software Release / Version: _____

Change Overview:

<<Explain in detail the change in scope of Services or Product under the Change Order>>

Part Number	Product or Services Description	Quantity	Unit Cost	Extended Fees
<<Insert Part Number from quote>>	<<Insert description from quote>>	<<Insert quantity>>	<<Insert Unit Cost from quote>>	<<Insert fees from quote>>

Other Items For Consideration:

Except as modified by this Change Order, the SOW will remain in full force and effect; In the event of a conflict between the terms of the SOW and the terms of this Change Order, the terms of the Change Order will govern. All Services will be invoiced upon completion.

The Parties have caused this Change Order to be executed by their respective authorized signatories as of the date first set forth below.

NICE Systems, Inc.

COUNTY

By: _____

By: _____

Name: _____

Name: _____

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Title: _____

Title: _____

Date: _____

Date: _____

NICE Systems, Inc.

By: _____

Name: _____

Title: _____

Date: _____



Riverside County Sheriff's Department

Chad Bianco, Sheriff-Coroner

4095 Lemon Street • Riverside • California • 92501
www.riversidesheriff.org

Date: December 6, 2022
From: Chief Deputy Misha Graves
To: Board of Supervisors/Purchasing Agent
Via: Communications Manager Margie Gemende 951-955-6176
Subject: Source Procurement; Request for Software and Hardware Upgrade to the NICE system

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

1. **Supplier being requested: NICE Systems Inc.**

2. **Vendor ID: 56825**

3. **Single Source** **Sole Source**

4. **Have you previously requested and received approval for a sole or single source request for this vendor for your department? (If yes, please provide the approved sole or single source number).**

Yes **No**
SSJ# 18-017

4a. **Was the request approved for a different project?**

Yes **No**

5. **Supply/Service being requested:**

The Dispatch Centers are requesting to replace the existing NICE voice recording system and to purchase the associated maintenance services renewal. The hardware is approaching five years and is reaching its End of Life. The update is necessary to support the Sheriff's 911 dispatch centers, Information Service Bureau (ISB), and the training center located at the Ben Clark Training Center.

6. **Unique features of the supply/service being requested from this supplier.**

The NICE logging recorder records audio files from the radio system. The department has used the system for over 15 years. The NICE recording system is proprietary to NICE Inc, a platform used by Motorola, Inc. for the Public Safety Enterprise Communications System (PSEC) radio system approved by the Board on **March 24, 2015 (3.28)**. In addition, the County completed a Request for

Quotation (RFQ) # ITARC-256A, and Motorola was the only respondent to participate. As a result, they can support and maintain the NICE equipment at various Sheriff's Dispatch locations. The department will seek to continue using the NICE system to allow seamless access to all historical recordings and keep current integrations in place.

7. **Reasons why my department requires these unique features from the vendor and what benefit will accrue to the county:** The NICE recording solution has the software for direct interface with the County's PSEC radio system recorders. Many of the department's bureaus utilize the recording system, and recording information collected is essential for investigation and court proceedings. In addition, the Riverside County record retention policies require access to historical recordings in which a seamless integration and a shared access platform are required. By utilizing the NICE system, we maintain access familiarly and stably. In addition, the system will continue allowing recordings for investigations, court hearings, and training.

8. **Period of Performance:** From: January 1, 2023 to December 30, 2027

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

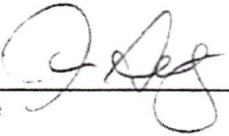
A 5% annual increase has been included to capture anticipated rate of inflation.

9. **Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years. You do not need to include previous fiscal year amounts. 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.**

Description:	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	Total
One-time Costs:						
Software	107,060					107,060
Hardware, tax, shipping	197,482					197,482
Installation/Integration Support Svcs	71,050					71,050
Ongoing Costs:						
Professional Support/renewal Svcs	41,859	43,300	45,465	47,738	50,125	228,487
Total Costs	417,451	43,300	45,465	47,738	50,125	604,079

10. **Price Reasonableness:** The department completed an upgrade in 2017 and paid **\$352,551** for the hardware, software, and implementation cost. The current first-year upgrade cost for the same components (hardware, software, and implementation) will cost **\$417,451**, an 18% increase from 5 years ago (an average of 3.6% increase per year). The current upgrade will also include five (5) additional audio logging channels, along with license fees, application support and evidence management tool. The upgrade is the most cost-effective solution for the department because a replacement of the system will require complete market research and system assessment, which will add unnecessary time and costs to this project.
 The department would like to request a 10% contingency of **\$60,408** to cover any unforeseen support service needed to maintain the system. The five-year cost, including the contingency request, totals **\$664,487**

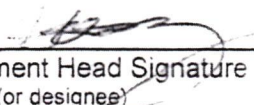
11. Projected Board of Supervisor Date (if applicable): January 10, 2023



 Chief Deputy Signature (or designee) Print Name: JAMES ARMSTRONG Date: 12-12-22



 Assistant Sheriff Signature (or designee) Print Name: MATTHEW JIMENEZ Date: 12/12/22



 Department Head Signature (or designee) Print Name: Chief Deputy Misna Graves #N2878 Date: 12/12/22

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Comments:

Approve Approve with Condition/s Disapprove

Condition/s:

Not to exceed:

One-time \$ _____

Annual Amount \$ _____ / per fiscal year through _____ (date)

(If Annual Amount Varies each FY)

FY 2223 : \$ 417451

FY 2324 : \$ 43300

FY 2425 : \$ 45465

FY 2526 : \$ 47738

FY 2627 : \$ 50125

Suzanna Hinckley
Asst Director

Date

12/29/22

Approval Number

(Reference on Purchasing Documents)

23-107



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

H11 Number:	PR2017-05297						
Requested Purchase:	NICE Recording System - Dispatch						
Department/Agency:	Sheriff						
Primary Contact/Phone:	Teresa McGuire			Alternate Contact/Phone:	ERIK LUE/		
Purchase Request Type:							
Describe Requested Purchase:	Replacement of NICE recording system						
Terms:	Is this a Multi Year Contract?: False Length of Contract: Start Date: End Date Special Terms and Conditions:						
Business Needs Addressed:	The existing system is approximately 5 years old, components are failing, and the equipment has reached end of life and will not be supported by the vendor after March 31, 2017.						
Are there other county systems that provide the same functionality?							
Business Criticality:	Run the Business						
Business Impact:	Support Current Operations, Improve Operational Efficiencies						
Current Cost Itemization (Include all the year 1 cost)							
Item Description	Purchase Type	Vendor	Quantity	Unit Cost	Sub_Total	Item Tax	Total Cost
Replacement Redundant NICE Recording System	Equipment - Replacement	Unknown	1	\$350,912.00	\$350,912.00		\$350,912.00
Maintenance years 2-5	Equipment - Replacement	Unknown	1	\$35,034.00	\$35,034.00		\$35,034.00
Annual Costs							
Item Description	Payment Type	Terms (in Years)	Payment amount	Total Annual Payments			
Accounting String To be completed for pass-thru purchases that will be processed by RCIT Only							
%Billed	Accounts (6 digits)	Dept.ID (6 -10 digits)	Program (5 digits)	Class (5 digits)	Grant (9 digits)	Customer Project Code (10 digits)	
Department Head Signature: Lt. Mark Potter (or Authorized designee)					Date: 3/15/2017 9:21 AM		
RCIT Review (Standard purchases and renewals < \$25000) - Administrative Review Status							
Recommended: Yes		By:			Date: 4/5/2017 3:49 PM		
Denial Explanation:							
ACIO Review (Non standard purchases and renewals between \$0K and \$100K) - ACIO Review Status							
Recommended: Yes		By:			Date: 4/5/2017 3:49 PM		
Denial Explanation:							



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

CIO Review (Purchases and renewals >\$100K) CIO Review Status

Recommended:	By:	Date:
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Denial Explanation:

TSOC Review (Purchases and renewals >\$100K) TSOC Review Status

Recommended: Yes	By: Steve Rener	Date: 4/5/2017 3:49 PM
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Denial Explanation: