



Legislation Text

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File #: 17-292, Version: 1

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**CITY COUNCIL AGENDA ITEM**

**ACTION REQUESTED:**

Approve the Award of Sole Source Procurement 17-103, NICE Communications Recording Enterprise Upgrade, to Word Systems, Inc. in an amount not to exceed \$112,355.

**DEPARTMENT:** Police Department

**SUBMITTED BY:** Robert Marshall, Chief of Police

**BOARD/COMMISSION REVIEW:**

N/A

**BACKGROUND:**

In 2008, the City purchased a NICE logging recorder system, in compliance with statutory requirements, to record all emergency phone calls and radio transmissions at both the Main Communications Center and Backup Communications Center. The current system relies on Microsoft Operating System 2003, which is no longer supported. The upgrade will include:

- removal of three unsupported physical servers in favor of existing data center virtual servers;
- upgrade to Next Generation 911 recording compliance, which is mandated by the State of Illinois by 2020;
- upgrade the NICE software applications to Version 8; and
- full technical support for all logging equipment for 12 months from the date of installation.

**DISCUSSION:**

Word Systems Inc. is the only fully certified and authorized public safety dealer for NICE Systems in the State of Illinois. The technical support is anticipated to be in effect from August 1, 2017 through July 31, 2018.

**FISCAL IMPACT:**

CIP: CE152

**CE152 - Logging Recorder Servers Upgrade**

By 2020, all 911 phone equipment and radio logging recorders must be Next Generation compliant per mandates established by the Illinois Commerce Commission. Currently, the City's system is not in compliance with upcoming standards. This project will replace and upgrade hardware, which will ensure reliability of the logging system and comply with future standards.

Replacement of the logging recorder servers will be expensed to the Equipment & Machinery account listed below. A total of \$112,355 is budgeted for the project in CY2017. The requested award is within budget.

<b>Account Number</b>	<b>Fund Description</b>	<b>Total Budget Amount</b>
332-2110-421.70-88	G.O. Bond	\$112,355