Council Meeting: May 24, 2011

SUBJECT: Award of Contract for an Emergency 911 Audio Recording Equipment Upgrade for the Department of Public Safety (F1004-103)

REPORT IN BRIEF
Approval is requested for the award of a contract in the amount of $130,954, to Capture Technologies, Inc. of Oakland to provide an upgrade to the Emergency 911 audio recording system for the Department of Public Safety.

DISCUSSION
The Emergency 911 audio recording system records calls for historical purposes and to protect the City’s legal liability. It is a critical component required by the Department of Public Safety to effectively serve the community. The current system was purchased in 2003 and is scheduled for replacement in 2013, but due to the age of the hardware, components are no longer manufactured, are difficult to obtain, and therefore vulnerable to hardware failures. Most recently a major component failed and a replacement could not be found. The vendor loaned the City an old refurbished system until a permanent solution is put in place.

Upgrading the system will provide a current technology platform with increased capacity, a redundant hardware configuration which will minimize an outage due to hardware malfunction, and a system compatible with Voice Over Internet Protocol (VoIP) Technology.

Section 2.08.070 (b) of the Sunnyvale Municipal Code exempts from competitive bidding those situations where the solicitation of bids would for any reason be impractical, unavailing or impossible. In this case, the requested system is an upgrade to the City’s existing system which was customized by Capture Technologies. The system is integrated with the City’s communications infrastructure and would require substantial time, effort and cost to replace with another vendor solution. The technology and interfaces used in Capture Technologies, Inc. system are proprietary and only available through Capture.

FISCAL IMPACT
The contract amount is $130,954. Funds for the contract are available in the Information Technology Equipment Replacement Fund. Though the system is being replaced two years early, the Information Technology Department has reprioritized other replacement projects scheduled for this fiscal year in order to accommodate the upgrade of this critical system. A separate annual maintenance and support contract will be issued under the City Manager’s
award authority for approximately $20,948 per year. The City currently pays approximately $11,000 in annual maintenance and support costs for this system. The increased maintenance and support costs for the upgraded system will be absorbed within the IT Department’s FY 2011/2012 appropriation through reductions in other vendor maintenance and support contracts.

**PUBLIC CONTACT**
Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, at the Sunnyvale Senior Center, Community Center and Department of Public Safety; and by making the agenda and report available at the Sunnyvale Public Library, the Office of the City Clerk and on the City's Web site.

**RECOMMENDATION**
Award a contract, in substantially the same form as the attached draft purchase order in the amount of $130,954 to Capture Technologies Inc. for a 911 Emergency audio recording equipment upgrade.

Reviewed by:

Grace K. Leung, Director of Finance
Prepared by: Pete Gonda, Purchasing Officer

Reviewed by:

Cuong Nguyen
Director, Information Technology

Reviewed by:

Don Johnson
Director, Public Safety

Approved by:

Gary M. Luebbers
City Manager

**Attachment**

A. Draft Purchase Order and Capture Technologies Proposal
ORDERED FROM
15369 - 001
Capture Technologies Inc
3575 Alameda Ave
Oakland CA 94601
(510) 534-5050

ORDER DATE
04/19/2011

BILL TO:
City of Sunnyvale
Finance Department
Accounts Payable
PO Box 3707
Sunnyvale, CA 94088-3707

DELIVERY DATE
05/31/2011

PAYMENT TERMS
N/30

BID NO/RFQ NO

DELIVER TO
ITD/Information Technology Services
650 W Olive Ave
Sunnyvale CA 94086
Phone: (408) 730-7557

FOB POINT
DEST

FREIGHT CHARGES
Destination, freight included in price

REQ. NO
RQ007709

REQUISITIONER:
KHARTZMAN

CHARGE/OBJ CODE(S):
See Description

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>QTY</th>
<th>UNIT</th>
<th>UNIT COST</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Provide Verint Systems Audilog 3000-Series digital voice recording system, related software, and professional services as needed by the Sunnyvale Department of Public Safety to record and archive 911 phone calls and other critical voice recordings, per proposal dated 2/14/2011, which is incorporated herein by this reference.</td>
<td>120209.51</td>
<td>DLR</td>
<td>$1.0000</td>
<td>$120,209.51</td>
</tr>
<tr>
<td>2</td>
<td>Sales Tax</td>
<td>10393.95</td>
<td>DLR</td>
<td>$1.0000</td>
<td>$10,393.95</td>
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<tr>
<td>3</td>
<td>Shipping</td>
<td>350.00</td>
<td>DLR</td>
<td>$1.0000</td>
<td>$350.00</td>
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</table>

TOTAL $130,953.46

Continued on Next Page
Draft Purchase Order NO PO003619

CHARGE/OBJ CODE(S)
021600 6050 $130,603.46
749980 5155 $350.00

Document Terms:
Invoices must be sent directly to Accounts Payable at the address above and must reference the purchase order number. Failure to comply will result in a delay in payment processing. This purchase order is subject to the City of Sunnyvale Standard Terms and Conditions for the Purchase of Goods, dated 10/8/2010, a copy of which is attached and incorporated by reference (Form #TCPO-G).

BUYER:
Howard, Dreama
PHONE (408) 730-7396 FAX (408) 730-7710
## Hardware

<table>
<thead>
<tr>
<th>Part ID</th>
<th>Description</th>
<th>QTY</th>
<th>Price</th>
<th>Ex Tax</th>
</tr>
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<tbody>
<tr>
<td>C99-170-3103</td>
<td>3000X-Series A, MAXPRO/P4, 3x500GB, WINXP, SCPE Upgrade MAX-PRO from Windows XP to Windows 2008 Server with 10 CALs, Upgrade MAX-PRO or MAX-PRO QuickCore VoIP to SQL Server 2008 with 5 CALs</td>
<td>2</td>
<td>$14,590.00</td>
<td>$19,800.00</td>
</tr>
<tr>
<td>C99-170-3103</td>
<td>3000X-Series A, MAXPRO/P4, 3x500GB, WINXP, SCPE - CAS Upgrade Audiolog 3000X-Series MAX-PRO/P4 at time of order from 1U-4800 to 3U-4600 CPU, Upgrade Audiolog 3000X-Series MAX-PRO/P4 at time of order to QTY 3 of 1TB HDD RAID 0, Upgrade MAX-PRO from Windows XP to Windows 2008 Server with 5 CALs, Upgrade MAX-PRO or MAX-PRO QuickCore VoIP to SQL Server 2008 with 5 CALs</td>
<td>1</td>
<td>$19,500.00</td>
<td>$19,500.00</td>
</tr>
<tr>
<td>C99-170-3252</td>
<td>LINX board, 24 analog ports</td>
<td>4</td>
<td>$4,084.00</td>
<td>$16,816.00</td>
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<tr>
<td>C99-170-3252</td>
<td>NGX/2400 board (NGX with 24 channels digital stations recorder)</td>
<td>3</td>
<td>$3,222.00</td>
<td>$9,666.00</td>
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<tr>
<td>C99-170-3252</td>
<td>Install KX</td>
<td>6</td>
<td>$130.00</td>
<td>$780.00</td>
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<td><strong>Total for Hardware</strong></td>
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<td>$74,982.00</td>
<td>$92,474.00</td>
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## Software

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<th>Ex Tax</th>
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<tbody>
<tr>
<td>C99-170-3305</td>
<td>Upgrade 3.x license w/ QM to offer operational recording seat license - license to record a seat, device, radio or group, or radio analog source. Includes licenses for search and replay, instant recall, mission, etc.</td>
<td>90</td>
<td>$135.00</td>
<td>$12,150.00</td>
</tr>
<tr>
<td>C99-170-3306</td>
<td>Upgrade 3.x license w/ QM to offer QM-Operation Quality Monitoring - In addition to offer, it allows for use of GIS, IAQ, and Screen recording for each seat it is purchased for. Purchased typically for 911 positions.</td>
<td>6</td>
<td>$155.00</td>
<td>$930.00</td>
</tr>
<tr>
<td>C99-170-3321</td>
<td>Upgrade 3.x Server license</td>
<td>1</td>
<td>$625.00</td>
<td>$625.00</td>
</tr>
<tr>
<td>C99-170-3300</td>
<td>Audiolog Operational Recording (per seat or radio channel)</td>
<td>40</td>
<td>$525.00</td>
<td>$21,000.00</td>
</tr>
<tr>
<td>C99-170-3324</td>
<td>Audiolog Server license for version 5</td>
<td>2</td>
<td>$2,503.00</td>
<td>$2,503.00</td>
</tr>
<tr>
<td><strong>Total for Hardware and Software</strong></td>
<td></td>
<td></td>
<td>$112,567.00</td>
<td>$135,042.00</td>
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</table>

## Professional Services

<table>
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<tr>
<th>Part ID</th>
<th>Description</th>
<th>QTY</th>
<th>Price</th>
<th>Ex Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>C99-170-0245</td>
<td>Installation - Web-based 3 hours Application Training - 2nd Tier Maintenance Fee for first year (3% of Product Sub-Total); NO DISCOUNTABLE</td>
<td>1</td>
<td>$3,750.00</td>
<td>$3,750.00</td>
</tr>
<tr>
<td>C99-170-0245</td>
<td>Installation - Web-based 3 hours Application Training - 2nd Tier Maintenance Fee for first year (3% of Product Sub-Total); NO DISCOUNTABLE</td>
<td>1</td>
<td>$4,092.54</td>
<td>$4,092.54</td>
</tr>
<tr>
<td><strong>Total for Professional Services</strong></td>
<td></td>
<td></td>
<td>$7,442.54</td>
<td>$7,442.54</td>
</tr>
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</table>

**Subtotal** | **$120,008.55**  
**Taxes** | **$10,393.05**  
**Shipping** | **$390.00**  
**Total Investment** | **$130,993.46**
Installation Notes

Installation time frame to be scheduled upon receipt of the purchase order & delivery date.

Price quotations are valid for 120 days.

Physical location must be set in the specifications of the site survey guide.

Customers must supply the proper stude and data inputs to the systems physical location.

Customer is responsible for supplying the necessary Link and telephony switch components to interface with the Auditing System.

Customer is responsible for maintenance of all cabling & wiring associated with this equipment.

System must be installed & certified by Auditing Systems designate.

Customer is responsible for installing ArchVue software on the upper with directions from Capture Technologies.

Purchasing Terms and Conditions

Capture Technologies, Inc. (CTI) shall use all reasonable efforts to perform professional services and deliver all materials associated with the attached quote. If the seller has made any material modifications without CTI permission and prior written consent, CTI will be under no obligation to provide any service until such time as the issue is resolved within reasonable satisfaction of CTI. Any delay in the performance of any obligations created by the end-user or the seller shall not delay or extend any term set forth by CTI. If it is determined that any changes to the quoted hardware and/or software are required, the customer shall submit a Change Request Form. The customer is still liable for all services, hardware/software ordered and the terms set forth below.

It is agreed that the seller will receive all materials that may be furnished until final payment is made, and if shipment is not made as agreed, the seller shall have the right to remove same, and the seller will be held harmless for any damages resulting from the removal/balance, and the promise to pay any attorney fees or court costs as well be judged reasonable in the event that any action is taken by an attorney to enforce collection for the account.

Customer promises to pay any attorney fees and court costs reasonably incurred by Capture Technologies in any action taken to enforce collection on the account. Customer further agrees to pay finance charges in an amount equal to 1.5% per month (18% per annum) on any unpaid balance of this invoice after 30 days... Cancellations & or returns may be subject to a restocking fee of up to 25% of the purchase price, plus any labor, installation, engineering and consulting hours expended, charged at Capture Technologies' current rates. If the equipment was ordered specifically for the Customer and cannot be returned to Capture Technologies' stock, no cancellation or refund for such equipment will be allowed.

PAYMENT TERMS:

DEPOSIT: The customer will be invoiced for 50% of the overall quoted amount by CTI on the date the purchase order is generated.

HARDWARE: The Customer will be invoiced 25% of the overall quoted amount by CTI when the equipment is delivered to the work site. If the hardware is complete and the customer delays the delivery of the hardware, Capture reserves the right to bill the customer.

INSTALLATION AND TRAINING: The Customer will be invoiced by CTI for the balance of the quoted amount (25%) on completion of the project and signature of completion by the customer.

CHANGE ORDERS: The Customer will be invoiced by CTI for any Change Orders when the project is delivered.

PLEASE NOTE: All Capture Technologies invoices are due upon receipt of invoice date.

SERVICE CONTRACTS: CTI will provide services per the attached agreement...

Please send all purchase orders to Capture Technologies via one of the following ways:

1. Email No: peter@capturetech.com
2. Fax to 800-999-999

Please note: A written purchase order, signed purchase order exception form or letter of intent is required prior to the start of any project.

SPECIAL NOTES & COMMENTS

50% minimum deposit required to process order

If you have any questions regarding this quote, please call Peter Vennar @ 800-554-5050 ext. 109

Name: (Please Print)

Signature:

Date:
Technical Specifications:
Audiolog 3000-Series MAX-PRO/P4 Server

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motherboard, Chassis</td>
<td>SUPERMICRO model PDSMA+ Motherboard. SUPERMICRO 4U Rack-Mountable Chassis; Black</td>
</tr>
<tr>
<td>Processor</td>
<td>Intel® CPU 651 (Intel® Pentium® 4 @ 3.40GHz)</td>
</tr>
<tr>
<td>Memory</td>
<td>2GB (DDR2 667)</td>
</tr>
<tr>
<td>RAID controller</td>
<td>Adaptec ASR-3405 PCI Express (PCI-e) 4-Ch RAID controller with battery (uses the PCIe slot on PDSMA+)</td>
</tr>
<tr>
<td>Hard Drive(s)</td>
<td>Standard: 3 x Hot-Swap 250GB 7200 RPM ES SATA (RAID 5, 500GB total storage). Optional: 3 x Hot-Swap 500GB 7200 RPM ES SATA (RAID 5, 1TB total storage).</td>
</tr>
<tr>
<td>Online Recording Storage</td>
<td>500GB total storage: 72,000 channel hours @ 13kbps GSM (default) 120,000 channel hours @ 8kbps G.729a 180,000 channel hours @ 3.5kbps G723.1 1TB total storage: 150,000 channel hours @ 13kbps GSM (default) 245,000 channel hours @ 8kbps G.729a 367,000 channel hours @ 3.5kbps G723.1</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM (removed if optional DVD-ROM is ordered)</td>
</tr>
<tr>
<td>Archive Drive(s)</td>
<td>Optional: Single or Dual 9.4GB Panasonic DVD-RAM</td>
</tr>
<tr>
<td>Audio, Video</td>
<td>Turtle Beach USB audio-output device; Integrated on-board XGI Z7 16MB video</td>
</tr>
<tr>
<td>Network/LAN</td>
<td>Integrated on-board Dual Intel® PCI-e Gigabit LAN Optional: Intel® PRO/1000MT Single Port, PRO/1000MT Dual Port, or PRO/1000GT Quad Port NIC</td>
</tr>
<tr>
<td>Other</td>
<td>Rack-mount ears Included; Optional rail kit: C99-170-0421. Use external USB modem (by others).</td>
</tr>
<tr>
<td>Dimensions (HxWxD), Weight</td>
<td>H 7.0&quot; (178mm) x W 17.2&quot; (437mm) x D 25.5&quot; (648mm) Approx Weight 58 lbs (26.3kg)</td>
</tr>
<tr>
<td>Power Supply, Electrical</td>
<td>Redundant Hot-Swap 800W power supplies w/ PFC; 100 - 240VAC (+/- 10%), 47-63 Hz.</td>
</tr>
<tr>
<td>Environment Requirements</td>
<td>Operating Ranges: Temp 10°C to 35°C (50°F to 95°F); Humidity 20 - 80%, non-condensing Non-Operating Ranges: Temp 40 to +70°C (-40°F to 158°F); Humidity 5 - 95%, non-condensing</td>
</tr>
<tr>
<td>Peripherals Required</td>
<td>SVGA or better color display, keyboard, mouse, amplified external speakers</td>
</tr>
<tr>
<td>RoHS Status</td>
<td>RoHS 5/6 (Server Exemption)</td>
</tr>
<tr>
<td>Verint Order Code</td>
<td>C99-170-3003: Audiolog 3000-Series MAX-PRO/P4 Server</td>
</tr>
<tr>
<td>Channel Capacities</td>
<td>2-Wire Analog: 96 Channels 2-Wire Digital: 120 Channels 4-Wire Digital: 60 Channels ISDN-BRI (Series tap): 60 Channels ISDN-BRI (IN564): 120 Channels (60 BRI Circuits @ 2 B-Channels each) T1 Interception: 240 Channels T1 Termination: 240 Channels E1 Interception: 240 Channels E1 Terminating: 240 Channels PCM32 Terminating: 224 Channels VoIP Interception: Varies depending on RTP media compression and method of acquisition VoIP Delivery: Varies depending on RTP media compression and method of acquisition</td>
</tr>
</tbody>
</table>

Expansion Chassis Availability: See "Expanded Audiolog 3000-series MAX-PRO/P4 server" specifications below.

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