

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

May 24, 2011

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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. Luebbbers
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	

ITEM	DESCRIPTION	QTY	UNIT	UNIT COST	TOTAL
1	Provide Verint Systems Audiolog 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.	120209.51	DLR	\$1.0000	\$120,209.51
2	Sales Tax	10393.95	DLR	\$1.0000	\$10,393.95
3	Shipping Awarded by City Council 5/10/2011, RTC _____.	350.00	DLR	\$1.0000	\$350.00
TOTAL					\$130,953.46



CHARGE/OBJ CODE(S)

021600 5050	\$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



Serving Northern California since 1948
 3575 Alameda Ave
 Oakland, CA 94601
 800.544.5050 x 109
 Email- pvienna@capturet.com



PROPOSAL

DATE 2/14/2011

Bill To:	Sunnyvale Police Gaiping Li 650 West Olive Avenue Sunnyvale, CA 94088 qli@ci.sunnyvale.ca.us 408-730-7779 408-730-7655	Ship To:	Same	
			PHONE #	PO #
FAX #				

REDUNDANCY PLUS CENTRAL ARCHIVE				
PART ID	DESCRIPTION OF ITEMS	QTY	PRICE	EXT AMT
HARDWARE				
C89-170-3203	3000-Series ALMAXPRO/P4, 3x500GB, WINXP, 5PCI Upgrade MAX-PRO from Windows XP to Windows 2008 Server with 5 CAL's Upgrade MAX-PRO or MAX-PRO QuadCore VoIP to SQL Server 2008 with 5 CAL's	2	\$ 14,500.00	\$ 29,000.00
C89-170-3203	3000-Series ALMAXPRO/P4, 3x500GB, WINXP, 5PCI - CAS Upgrade Audiolog 3000-Series MAX-PRO/P4 at time of order from CPU-651 to QuadCore CPU Upgrade Audiolog 3000-Series MAX-PRO/P4 at time of order to QTY 3 of 1TB HDD RAID 5 Upgrade MAX-PRO from Windows XP to Windows 2008 Server with 5 CAL's Upgrade MAX-PRO or MAX-PRO QuadCore VoIP to SQL Server 2008 with 5 CAL's	1	\$ 19,500.00	\$ 19,500.00
C89-170-3253	LD2409 board, 24 analog ports	4	\$ 4,024.00	\$ 16,096.00
C89-170-3252	NGX2400 board (NGX with 24 channels digital station recorder)	3	\$ 3,222.00	\$ 9,666.00
	Install Kit	6	\$ 120.00	\$ 720.00
Total For Hardware				\$ 74,982.00
SOFTWARE				
C89-170-3305	Upgrade 3.x license w/o QM to oRec :Operational Recording seat license -- license to record a seat, device, radio talkgroup, or radio analog source. Includes licenses for search and replay, instant recall, inlogon, ect.	90	\$ 135.00	\$ 12,150.00
C89-170-3306	Upgrade 3.x license w/ QM to oQM:Operation Quality Monitoring -- In addition to oRec, it allows for use of IRIS, AIQ, and Screen recording for each seat it is purchased for. Purchased typically for 911 positions.	6	\$ 185.00	\$ 1,110.00
C89-170-3321	Upgrade 3.x Server license	1	\$ 625.00	\$ 625.00
C89-170-3300	Audiolog Operational Recording (per seat or radio channel)	40	\$ 525.00	\$ 21,000.00
C89-170-3324	Audiolog Server license for Version 5	2	\$ 2,500.00	\$ 2,500.00
Total For Hardware And Software				\$ 112,367.00
PROFESSIONAL SERVICES				
Installation	Installation	1	\$ 3,750.00	\$ 3,750.00
Training	Application Training - Web Based 3 hours			no charge
C89-170-0345	2nd Tier Maintenance Fee for first year (3% of Product Sub-Total); NON-DISCOUNTABLE	1	\$ 4,092.51	\$ 4,092.51
Total For Professional Services				\$ 7,842.51
			SUBTOTAL	\$ 120,209.51
			TAXES	\$ 10,393.95
			Shipping	\$ 350.00
			TOTAL INVESTMENT	\$ 130,953.46



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3575 Alameda Ave
Oakland, CA 94601
800.544.5050 x 109
Email: pvienna@capturet.com



PROPOSAL

DATE 2/14/2011

Installation Notes

Installation time frame to be finalized upon receipt of the purchase order & delivery date.
Price quotations are valid for 120 days.
Physical location must be set to the specifications of the site survey guide.
Customers must supply the proper audio and data inputs to the systems physical location.
Customer is responsible for supplying the necessary LAN and telephony switch components to interface with the Audiolog System.
Customer is responsible for maintenance of all cable & wiring associated with this equipment.
System must be installed & certified by Audiolog Systems designate
Customer is responsible for installing AntiVirus software on the Logger with direction 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 end user 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+CTO user or the reseller shall not delay or extend any terms 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 in full for any services/hardware/software originally ordered and the terms set forth below.

It is agreed that the seller will retain title to any equipment or material that may be furnished until final payment is made, and if settlement 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 thereof. We promise to pay any attorney fees or court costs as may be judged reasonable in the event that any action is taken by an attorney to enforce collection of this account.

Customer promises to pay any attorney fees and court costs reasonably incurred by Capture Technologies in any action taken to enforce collection on this 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 Product 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' supplier, 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 Order when the product / services are delivered.

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

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

Please remit all purchase orders to Capture Technologies through one of the following ways:

1. E-mail to pvienna@capturet.com

2. Fax to 888-450-9555 Attn: Pete Vienna

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

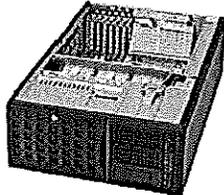
50% minimum deposit required to process order
If you have any questions regarding this quote
please call Peter Vienna @ 800-544-5050 ext. 109

Name: (Please Print) _____

Signature: _____

Date: _____

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



Motherboard, Chassis	SUPERMICRO model PDSMA+ Motherboard. SUPERMICRO 4U Rack-Mountable Chassis; Black	
Processor	Intel® CPU-651 (Intel® Pentium® 4 @ 3.40GHz)	
Memory	2GB (DDR2 667)	
RAID controller	Adaptec ASR-3405 PCI Express (PCI-e) 4-Ch RAID controller with battery (uses the PCIe slot on PDSMA+)	
Hard Drive(s)	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).	
Online Recording Storage (for analog & digital recording)	500GB total storage: 73,000 channel hours @ 13Kbps GSM (default) 120,000 channel hours @ 8Kbps G.729a 180,000 channel hours @ 5.3Kbps G723.1	1TB total storage: 150,000 channel hours @ 13Kbps GSM (default) 245,000 channel hours @ 8Kbps G.729a 367,000 channel hours @ 5.3Kbps G723.1
Optical Drive	DVD-ROM (removed if optional DVD-RAM is ordered)	
Archive Drive(s)	Optional: Single or Dual 9.4GB Panasonic DVD-RAM	
Audio, Video	Turtle Beach USB audio-output device; Integrated on-board XGI Z7 16MB video	
Network/LAN	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	
Other	Rack-mount ears included; Optional rail kit: C89-170-0421. Use external USB modem (by others).	
Operating System, Database	Standard: Microsoft® Windows® XP Professional SP2, with MSDE Database. Optional: Microsoft® Windows® Server 2003 Std Edition w/5 CALs, with MSDE Database. Optional: Microsoft® Windows® Server 2003 Std Edition w/5 CALs, with SQL Server 2000/5 CALs.	
Dimensions (HxWxD), Weight	H 7.0" (178mm) x W 17.2" (437mm) x D 25.5" (648mm) Approx Weight 58 lbs (26.3kg)	
Power Supply, Electrical	Redundant Hot-Swap 800W power supplies w/ PFC; 100 - 240VAC (+/- 10%), 47-63 Hz.	
Environment Requirements	Operating Ranges: Temp 10° to 35°C (50° to 95° F); Humidity 20 - 80%, non-condensing Non-Operating Ranges: Temp -40 to +70°C (-40° to 158° F); Humidity 5 - 95%, non-condensing	
Peripherals Required	SVGA or better color display, keyboard, mouse, amplified external speakers	
RoHS Status	RoHS 5/6 (Server Exemption)	
Verint Order Code	C89-170-3003: Audiolog 3000-Series MAX-PRO/P4 Server	
Channel Capacities	2-Wire Analog: 96 Channels 2-Wire Digital: 120 Channels 4-Wire Digital: 60 Channels Mitel Digital (Series tap): 60 Channels ISDN-BRI (INS64): 120 Channels (60 BRI circuits @ 2 B-Channels each) T1 Interception: 240 Channels T1 Terminating: 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
Expansion Chassis Availability	See "Expanded Audiolog 3000-series MAX-PRO/P4 server" specifications below.	

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