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Tooele County Council Agenda Item Summary

Department Making Request:

Sherriff

Meeting Date:

Sept 7th

Item Title:

VoiceProducts Annual Maintenance Agreement

Summary:

The County has been using this recording system for the radio & phone for a very long time. This is an annual maintenance cost for the server and all costs associated with it. \$13,316 for five days a week service.

VoiceProducts

EST. 1990

CORPORATE HEADQUARTERS | (800)466-1152 | 8555 E. 32ND ST. N. WICHITA KS. 67226 | FAX (316)263-1823

Maintenance Quote

Prepared For: Tooele County Sheriff's Office

Contact: Regina Nelson

Address: 47 South Main Street
Tooele, UT 84074

Phone: 435-833-8320

Fax:

Email: rnelson@tooeleco.org

A. Maintenance Levels:

One Year General Maintenance Agreement		
Gold	\$13,316.00	Five (5) days per week. (8-5) Monday --- Friday

B. Maintenance Notes:

- Contract Period is: 12/27/2021 – 12/26/2022
- Maintenance is to include labor, parts travel and software maintenance agreement.

C. Equipment:

Description
(71) Primary Inform Pro Audio Channel License including Inform Pro Applications, (1) MS SQL 2016 64 bit Server Client Access License, (5) MS SQL 2016 64 bit User Client Access License, (1) MYSQL Server License (Standard Edition), (1) NICE Inform Recording Unified up to 120 Channels Rack Mount RAID1, (7) Inform Pro Text Recording Channel License. (1) NICE Inform API for integration with AQUA - Single concurrent user connection, (1) Contact Closure Board for up to 96 Channels, (3) NICE NRX Analogue board with Beep Tone for up to 24 channels.

D. Approval

James A. Welch
Signature

County Manager
Title

James A. Welch
Print Name

8/27/21
Date

NICE AUTHORIZED™
PLATINUM PARTNER