

SPECIAL CITY COUNCIL MEETING

MONDAY, APRIL 4, 2011 – 6:15 PM

COUNCIL CHAMBERS, CITY HALL

AMENDED TO ADD ITEM #6 04/01/2011 1:45 PM
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AGENDA

1. Mayor Connors calls the meeting to order
2. Pledge of Allegiance
3. Roll Call
4. Comments from the public as allowed by Wis. Stats. §19.84(2), limited to items on this agenda, except for public hearing items. Comments will be limited to 5 minutes.
5. Discussion/Action on replacement of Police Department Dictaphone
6. Discussion/Action on Resolution 11-R23, authorizing the transfer of \$19,316.00 from the Contingency Account to the Police Department Dictaphone Account
7. Adjournment

4/1/2011 1:50 PM

Requests from persons with disabilities, who need assistance to participate in this meeting or hearing, should be made to the City Clerk's office in advance so the appropriate accommodations can be made.

CC:
Mayor & Council
Administrator, Attorney, Treasurer, Department Heads, Media

CITY OF LAKE GENEVA

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LAKE GENEVA, WISCONSIN 53147
(262) 249-4098 • Fax (262) 248-4715
www.cityoflakegeneva.com



DENNIS E. JORDAN
CITY ADMINISTRATOR

TO: MAYOR CONNORS AND COMMON COUNCIL

FROM: CITY ADMINISTRATOR, DENNIS JORDAN

DATE: APRIL 4, 2011

RE: REPLACEMENT OF POLICE DEPARTMENT DICTAPHONE

Background: The Police Chief has been alerting the Common Council during budget sessions that the Dictaphone in the Police Department needs to be replaced. The Common Council did approve to purchase a new Dictaphone in the upcoming borrowing. However, the Dictaphone has had an untimely demise. The Dictaphone needs to be replaced as soon as possible. The Department has received four quotes and they are attached. The department is recommending that the City purchase the NICE Mirra IV system through Word Systems, Inc. The bids received were (all were bid with a 5 year maintenance agreement):

Applied Digital Solutions -	\$22,490
Loffler -	\$26,300
Replay Systems -	\$24,137
Word Systems, Inc. -	\$19,316

The Comptroller will have a Resolution to transfer the amount from the Contingency Account to the Police Department Capital Projects Account.

Recommendation: Purchase the NICE Mirra IV Dictaphone from Word Systems, Inc., for \$19,316.

CAPITAL PROJECTS REQUEST: 2011 BUDGET

DICTAPHONE RECORDING SYSTEM

The current Dictaphone recording system was purchased in 2000 and is no longer be supported by the Dictaphone/Word System.

The recording system is a vital part of our communications department and must be recording properly at all times. The recording system records and date/time stamps all phone calls that are placed into the Dispatch Center to include all administration lines and 911 lines. All radio transmissions are also recorded for the Lake Geneva Police Department radio frequencies, Lake Geneva Fire, Public works frequency, Walworth County Muni Channel and Walworth County Fire frequency.

Dictaphone/Word System charges for all calls to their customer support help desk that can often solve the software type of problem without calling a technician. However, they charge for a minimum of 1/2 hour at a cost of \$115.00, with an after hours cost of \$350.00 per hour.

Sixteen hours of phone tech support alone, with no on site visits, no updates, and no parts, would be \$3,440.00

To recap, with the current system being 10 years old and with technology changing on a yearly basis, I believe it would be an overall cost saving to purchase a new one rather the investing any money into the current one that will have to be replaced anyway.

- (1) Current Dictaphone recording system support ended on March 1, 2010.
- (2) 12 Channel Digital Voice Logging System, from Word Systems, Inc. Proposal

Cost - ~~\$14,269.00~~

Warranty (5 yrs) 5,947.00

Total Cost of \$ ~~\$20,216.00~~

See attached proposal

*13,369.⁰⁰ per Mike Sievert
4-1-11
D.ulisniowski*

Warranty will be locked in at this rate also.

NICE**WORD SYSTEMS, INC.**

Est. 1977

Indiana • Illinois • Wisconsin • Florida



Mirra IV™

Digital Voice Logging System

PREPARED FOR: Lake Geneva Police Department

PREPARED BY: Mike Sievert

DATE: February 25, 2011

Incentive Quote

12 Channel Analog System
Expandable to 48 Channels

QTY	DESCRIPTION	PART #	UNIT PRICE	EXTENDED
HARDWARE / SOFTWARE BUNDLE FOR:				
1	<u>Logging System Software Bundle:</u> Recording platform including Mirra IV ver 3.0 software, Total G.729a, up to 50,000 on-line hours (G.729a Compression is default) Playback over LAN, License for 2 offline storage devices. One Concurrent user license for Mirra IV application suite; Recorder Status, Live Monitor, My Calls, Query Builder, Configuration Tools, Alarm monitor Requires Server Provided By <u>WSI</u> or <u>Customer</u> . (See Exhibit C)	RA-MRIVSOFTB	\$500	\$500
3	4 Channels IV Software License	RA-MRIVSOFT04	\$1,200	\$3,600
1	Up to 24 2-wire Analog channels or 12 4-wire channels	RA-MRIVANAB	\$2,000	\$2,000
1	Support synchronize playback and Multi channel live monitor	RA-MRIVMULCHAN	\$1,500	\$1,500
1	ANA Card w/Activity Detection by Ext Trigger (per 24 input) (Analog Only)	RA-MRIVSQCH	\$0	\$0
1	NICE Software Maintenance Standard Program on above items. (First 12 Months)	RA-PSMNTSTDINDS	\$364	\$532
ADDITIONAL HARDWARE / SOFTWARE				
1	Capture Hardware RAID 1, Dual PSU, Rack mountable CPU with; DVD Drive, MS Server 2003 Standard x32 R2 SP2 Part number- MSSVR03STDOS software. (See Exhibit C)	WSI-CUSTSVR	\$4,550	\$4,550
1	Keyboard, 17" Flat Screen Monitor, and Mouse	MKM17LCD	\$425	\$425
1	Computer Speakers	COMPSPKRS	\$20	\$20
ACCESSORIES / SUPPLIES				
1	Dual Side 4.7 DVD RAM Media for Software Bundle Systems package of five(use for software bundle)	RA-GRA098NC	\$30	\$30
1	Centronics 50 Pins, Male to Male - 5m long	RA-CA20	\$210	\$210
1	Relay Rack Shelf 20" Deep, 150lb Capacity, Solid	2USHL020FULL20S	\$150	\$150
			Sub-Total	\$13,517
PROFESSIONAL SERVICES				
Installation and training				
0	Pre-Paid Four Year Extended Warranty Coverage = Total of Five years warranty	PLUS-4-GMA	\$5,947	\$
12	\$500 Incentive, \$350 Service Call Credit, \$650 Channel Allowance		\$50	(\$1,500)
			Order Total	\$13,369
LEASE INFORMATION				
Standard Third Party Five Year Lease, Annual Payments, with \$1.00 buyout at the end.				\$3,377
				<div style="border: 1px dashed black; width: 80px; height: 30px; margin: 0 auto;"></div> Initial Above if Electing Lease
TERMS AND CONDITIONS:				
A Please see Exhibit A for sample Statement of Work -To be reviewed at Pre-installation meeting.				
B WARRANTY INFORMATION: System fully warranted for 12-Months, parts and labor See Exhibit B.				
C Server /Recorder Specs on Exhibit C.				
D DELIVERY: Please allow estimated 30-60 days from date of written purchase order (or date of first payment when applicable) for delivery.				
E Custom equipment orders may not be returned. Stock merchandise and accessories may be returned if in the original packaging provided a restocking fee of not less than twenty-five percent (25%) or such greater restocking fee as determined by WSI's supplier is paid by customer.				
F This quote does not include State and Local taxes. Customer to provide tax exempt certificate or taxes will be added to the invoice.				
G Payment terms; 50% of order before Equipment is ordered, 50% upon system installation.				
H QUOTATION IS VALID THRU March 31, 2011. Please mail purchase orders to Word Systems, 9225 Harrison Park Court Indianapolis, IN 46216 or FAX-317-544-2192				
APPROVED BY	TITLE	PO#	DATE	



Price Proposal 4.0



9-1-2011

Mr. Sullivan
Said the co.
would hold to
these numbers
5% max
increase on
warranty

Date: 8/12/2010

Proposal # ES081210

Prepared For

Company: Lake Geneva PD
Contact: Jean Froggatt
Install
Address: 626 Geneva St.
Lake Geneva, WI 53147
Phone: 262-248-4455
Email: jfroggatt@genevaonline.com

Prepared By

Company: Replay Systems
Contact: Eric Sullivan
Address: 6555 NW 9th Ave - Suite 105
Fort Lauderdale, FL 33309
Phone: (800) 722-3472 or (954) 267-9199
Email: eric.sullivan@replaysystems.com

Number of Channels:	12	Number of Positions:	2
		Number of Instant Recall Licenses:	2

NOTES: PSAP: Prioriti 4.x includes Incident Recreation and Pack & Go. 12 channels analog voice recording. PSAP Package includes ANI/ALI, Caller ID (if available); Live Monitor over LAN (requires sound card on workstation) and Instant Recall.

Quantity	Part Number	Description	List Price	Total Price
12	VP-CEVR	VPI CAPTURE EXPRESS: Voice Recording License. Per Activated Channel. **PSAPs under 64 channels. (Includes three concurrent licenses of Priority Playback.)	\$ 399	\$ 4,788
1	VP-PSAP	PSAP Enhanced Package: 6 Positions of Instant Recall, ANI/ALI	\$ 2,100	\$ 2,100
1	RPL-RAS	License of Remote Access Software for Service. ** (No Charge)	\$ -	\$ -
Software Subtotal:				\$ 6,888
1	VP-CS	Server Activation License for each capture server (voice or screen captures)	\$ 939	\$ 939
1	RPL-SVR-VP4-TWR-RAID1	Super Quiet Mid Tower: 3 GHz Intel CPU, 2 GB RAM, Hot Swap 250 GB RAID 1, 3 PCI-E expansion slots Windows 2003 Server OS (Note: Hot swap power not available on this model), 1 DVD/RAM multi-drive.	\$ 3,250	\$ 3,250
1	RPL-PERIPHERALS	Monitor, Keyboard, Mouse and Speakers Package	\$ 400	\$ 400
2	VP-Analog-8	8 Port Analog Interface Card.	\$ 1,880	\$ 3,760
2	RPL-Cable15	15FT 25-Pair Cable	\$ 48	\$ 96
Hardware Subtotal:				\$ 8,445

Rev: 072810_11032009

Subtotal	\$ 15,333
Warranty	First Year Warranty Included
Installation & User Client Training	\$ 2,020
Discount	\$ 1,208
Trade In Credit	\$ 1,208
Make and Model of Trade In	Dictaphone Freedom
Total	\$ 14,937

1st Year Warranty included in Total cost.

Replay's Prepaid Performance Plans: Please check the plan you would like to purchase. (optional)

- \$4,600 Prepaid Year 2-3 Assured Performance Plan (includes warranty plus 2 years of maintenance)
- \$6,900 Prepaid Year 2-4 Assured Performance Plan (includes warranty plus 3 years of maintenance)
- \$9,200 Prepaid Year 2-5 Assured Performance Plan (includes warranty plus 4 years of maintenance)

Level 3: 24/7 phone support, parts, onsite M-F 8am-5pm service. Amount quoted for budgetary purposes. May be added to total at customer's discretion.

- I would not like to purchase an extended maintenance plan.

Customer Signature*: _____
 Date: _____
 PO Number: _____

- x Payment Terms: NET 30 (U.S., State, and Local Governments)
- x Payment Terms: Leasing Options available upon request

Quote is valid for 90 days from date quoted above.

Please read and initial the attached 'Installation Assumptions'. These conditions apply to any purchase.

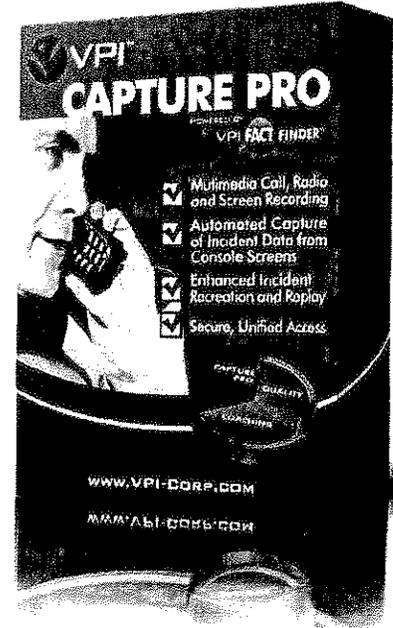
Assured Performance Plan includes one year of warranty plus two, three or four additional years of support respectively.

VPI CAPTURE PRO™

Multimedia Recording of IP, TDM, Radio & Screen Interactions
Automated Capture of Incident Data from Console Screens
Enhanced Incident Recreation & Robust Instant Recall
Secure, Unified Access Across Any Number of Locations

The Next Generation of Public Safety Recording

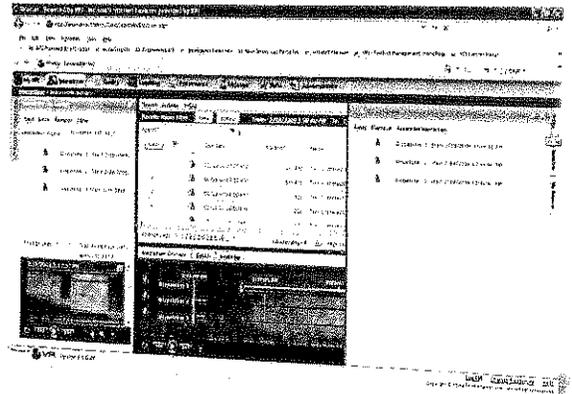
Trusted and proven reliable for over a decade, **VPI CAPTURE PRO™** is the most secure and feature-rich audio and data recording solution available today. Government agencies, emergency service providers, security companies, first responders, and many other organizations worldwide rely on VPI's award-winning recording solutions to seamlessly capture, assess, assemble, and share their recorded communications from a combination of radio, CAD and telephone systems – traditional and VoIP. In addition to risk management and evidentiary purposes, **VPI CAPTURE PRO** enables federal, state, local, and private organizations to improve the quality of their mission-critical voice and data interactions and deliver first-rate public safety services.



Reliably and Securely Record Call, Radio and Data Communications

Robust, resilient and configurable for any degree of redundancy, **VPI CAPTURE PRO** has been designed specifically for high-volume recording of mission-critical telephone, radio, and CAD screen communications. The system tirelessly collects, processes and safeguards critical evidence without exposing your data to unauthorized access.

- **Record 100 percent of call and radio communications enhanced with CAD data, across any number of locations** – you can now capture audio and data from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems, while automatically collecting and appending CAD data from call taker console screens to voice recordings via **VPI Fact Finder™**. Centralized storage configurations are available for seamless access to recordings that originate from any number of locations. Optionally record one or multiple console screens to evaluate synchronized audio and screen playback.
- **Guard your data from unauthorized access** – with strong user authentication management, comprehensive audit trails, granular definitions of user access rules down to specific functions and channels, and end-to-end AES 256 encryption of the application and data with key management. Every call record within the VPI application is watermarked in real time to ensure authenticity and preserve the integrity of your evidence.



VPI CAPTURE PRO, powered by VPI Fact Finder™, tags valuable incident data from console screens to help automatically assemble incidents.

Rapidly Find, Assemble and Analyze High-Value Recordings for More Accurate

Enhanced with **VPI Fact Finder**, **VPI CAPTURE PRO** enables you to improve precision of search and retrieval of your recorded call and radio communications. Whether for investigative or training purposes, it's vital to be able to quickly and accurately recreate an entire incident from beginning to end. By leveraging **VPI CAPTURE PRO**'s advanced search interface and automated call categorization by case numbers, incident IDs, and other valuable CAD parameters, you can easily find and visualize high-value recordings and reconstruct incidents, regardless of the number of channels, recording servers, or sites involved.

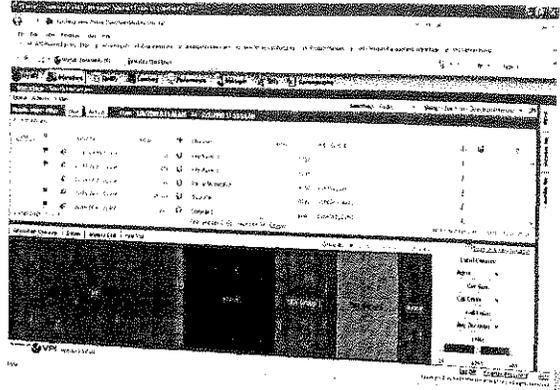
- **Freely search, locate, playback and share** – with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters. Authorized users can share recordings via email or export onto removable media.
- **Easily reconstruct and analyze incidents** – search by any captured data and graphically visualize call and radio recordings to rapidly assemble, save and deliver incident evidence. Whether saved scenarios are accessed within the application or exported, you review both the audio and graphical representation of recordings and events as they occurred during the incident.
- **Rapidly playback the most recent calls or radio transmissions via software-based Instant Recall** – even those that are still in progress! Configure Instant Recall for access to any number of recordings.

- **Quickly recognize and analyze call patterns** – assess your center's capacity and call volumes, compare the call handling patterns of your operators, analyze frequency and outcomes of different types of incidents, and much more! Visualize data in dynamic, easy to understand heat maps, charts, and reports that allow for easy navigation through layers of information. Customize your interface for instant access to the most important charts.

Proactively Improve Service Quality and Citizen Experience

Whether or not you use a formalized quality evaluation process, **VPI CAPTURE PRO** allows you to monitor and improve the quality of service delivered by your call takers or dispatchers, focusing on the most important types of calls.

- **Monitor live calls across multiple locations** – with VPI's real-time streaming technology.
- **Conveniently locate and playback coachable call or radio recordings** – either by using Search and Discover interface, or directly from a variety of standard reports, or even by navigation through graphical Heat-Maps!
- **Leverage best practice calls for training** – recordings are highly portable in small file sizes and can be delivered as files embedded with convenient self-contained graphical player interface.

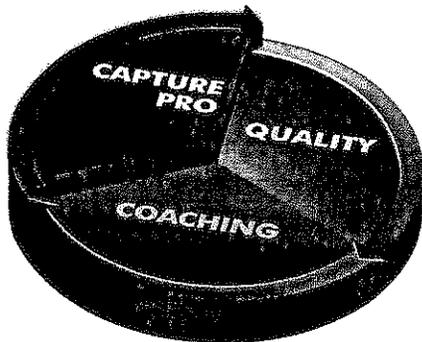


VPI CAPTURE PRO enables you to quickly identify and listen to the most important calls via interactive Heat Map reports.

Achieve Future-Ready Efficiency

Currently, there is a growing emphasis upon the adoption of flexible, adaptable, enabling technologies. Some of the reasons for this trend towards truly open, non-proprietary solutions include advances in technology, changes to the legal and regulatory environment, changing government funding programs, and growing pressures on emergency service providers to be more effective and reduce costs. VPI's open standards recording technology comes with many options for fast and cost-effective reconfiguration that will satisfy your evolving needs and requirements.

- **Attain hassle-free transition from recording traditional to IP-based communications.** VPI CAPTURE PRO supports both types of interactions, even co-existing in the same system as a hybrid recording solution. Regardless of the source, all recordings are consolidated and stored in the same file format and can be accessed and analyzed in a unified fashion via the single interface.
- **VPI CAPTURE PRO leverages open architecture and is platform independent** – it can reside securely behind your firewall and work in harmony with your network operations. Choose from a variety of standards-based hardware platforms that leverage off-the-shelf components. This design equips your center for the greatest degree of cost-effective growth in both functionality and capacity, allows for archiving onto any standards-based devices, and supports the ease of prompt component-level service.



Establish a Foundation for Focused Quality Assurance

When an emergency call goes unanswered or is poorly handled, it may mean the difference between life and death. In order to maximize service quality and comply with the latest state and local standards, today's progressive emergency service providers objectively assess and improve the skills and attitude of their call takers and dispatchers through the periodic, form-based evaluation of recorded calls and targeted training.

- With the **VPI QUALITY** module, you can accelerate quality improvements, while gaining objectivity and efficiency in the quality evaluation process. **VPI QUALITY** automatically delivers call or radio recordings for evaluation, based on rules defined by your organization.
- Enhanced **VPI CAPTURE PRO** with **VPI COACHING** for automated delivery of personalized, electronic training assignments that maximize each call taker's potential.

Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development

1.800.200.5430 INFO@VPI-CORP.COM WWW.VPI-CORP.COM

VPI

VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.

QUOTATION

Proposed Work:	12 analog channel MIRRA IV recording solution with one concurrent user license, single DVD Drive with package of 5 DVD Archive disks.
Quotation Date:	February 25, 2011
Sales Representative:	Stacey Stover
Prepared By:	Stacey Stover

Prepared For: Lake Geneva Police Department

Attn:

Address:

Phone:

Email:

Install Location Contact:

Phone:

Email:

Part Number	h/w/s/w lic	Quantity	Description	Price	Total
System Specifications					
RA-MRIVSOFTB	hw	1	Logging System Software Bundle includes one concurrent user license	\$575.00	\$575.00
RA-MRIVANA-B	HW	1	UP to 24 2 wire Analog or up to 12 4 wire analog channels	\$2,250.00	\$2,250.00
RA-CA03	hw	1	Open leads Cable for up to 24 extensions-5m long	\$225.00	\$225.00
RA-MRIVSOFT4	sw	3	4 channels IV software License	\$1,275.00	\$3,825.00
RA-MRIV-MUL-CHAN	sw	1	Support Synchronized playback and Multi channel live monitor	\$1,600.00	\$1,600.00
Upgrade Sub Total:					\$8,475.00

Part Number	h/w/s/w lic	Quantity	Description	Price	Total
Ancillaries and Hardware					
RAGRA98	hw	1	Dual side 9.4 DVD archive disks, package of five	\$35.00	\$35.00
WSI-CUSTSVR	hw	1	Capture Hardware RAD I, Dual PSU, Rack Mountble CPU with dual DVD, MS Server 2003,	\$5,025.00	\$5,025.00
MKMI7LCD	hw	1	17" Flat Screen Monitor, Keyboard, mouse	\$500.00	\$500.00
COMPSPKRS	hw	1	Computer Speakers	\$30.00	\$30.00
2USHL020FULL20S	hw	1	Relay Rack Shelf 20"Deep, 150 lb Capacity	\$175.00	\$175.00
Ancillaries Sub Total:					\$5,765.00

Part Number	h/w/s/w lic	Quantity	Description	Price	Total
Professional Services					
Install	svc	1	Installation during normal business hours includes Training	\$1,750.00	\$1,750.00
Plus-4-GMA	svc		Extended five year warranty	6,500.00	
Services Sub Total:					\$1,750.00
				Shipping:	\$200.00
QUOTATION TOTAL:					\$16,190.00

By signing below, you are authorizing purchase for materials and/or services quoted herein. Your signature authorizes Applied Digital Solutions to proceed with your order and invoice accordingly. Please provide a copy of your company's purchase order along with the signed quotation and fax to 480-247-5270 or email to info@applied-ds.com.

Terms:

Payment Terms: Upon Installation

Delivery: CFR - Factory

Validity of quotation: 30 Days

Estimated Delivery: 4 Weeks ARO

(Delivery is contingent upon stock availability at the time of order placement)

Approved by: _____

Approved Date: _____

Purchase Order Number _____

Lake Geneva Police Department

Propose: Nice Mirra IV – 12 channels, turnkey solution with installation, training and maintenance.

- NICE Mirra IV Recorder with 50,000 on-line hours with G.729 compression rate
- 12 channels
- Single source power supply
- On/Off hook detection
- Analog DTMF detection
- Beep Tone insertion and tone cancellation for analog interface Loggers
- Playback over LAN
- Mirra IV Application Suite includes:
 - Recorder Status
 - Live Monitor
 - My Calls
 - Query Builder
 - Media Management
 - Configuration Tools
 - User's manual CD
 - DVD Drive
 - Incident Recreation

System	\$15,000.00
Installation and Training	\$2,000.00 *
Trip Charge	\$380.00
Year 1 Maintenance Contract	\$1,800.00
Total	\$19,180

*2 days on site

RESOLUTION NO: 11-R23

WHEREAS, the Common Council approved the 2011 Operating Budget for the City of Lake Geneva, and

WHEREAS, the operating budget included a contingency account for unforeseen expenses, which had an original budget of \$83,000.00,

WHEREAS, the Police Department's Dictaphone has stopped functioning and is irreparable because of its age, and

WHEREAS, it is a necessary and integral piece of equipment for the operations of this Department,

BE IT THEREFORE RESOLVED, that the Common Council adopt a budget amendment allowing for a transfer from the 2011 Operating Budget to the Capital Projects Fund as follows:

Decrease Acct # 11-10-00-5780, Contingency Account, by \$19,316, and
Increase Acct # 41-21-00-0112, Police Dept. Dictaphone, by \$19,316.

Adopted this 4th day of April, 2011.

APPROVED:

James R. Connors, Mayor

ATTEST:

Jeremy A. Reale, City Clerk