



Contra
Costa
County

To: Board of Supervisors
From: David O. Livingston, Sheriff-Coroner
Date: September 27, 2016

Subject: Carousel Industries - VPI Digital Logging Recorder

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Sheriff-Coroner, or designee, to execute a purchase order to Carousel Industries of North America Incorporated in the amount of \$135,000 and a Software and Services Agreement with Voice Print International, LLC, for the term of September 27, 2016 through September 26, 2019.

FISCAL IMPACT:

\$135,000.00 General Fund; Budgeted.

BACKGROUND:

The Office of the Sheriff Communications center is a 24 hour Public Safety Answering Point (PSAP) with a legal obligation to preserve recordings for a minimum of 180 days. The center is currently recording telephonic records on a Nice Industries product that is no longer supported by the vendor. It is necessary to replace this system as soon as possible to be able to comply with the legal obligation to preserve these records. The VPI recorder to be implemented and provided by Voice Print International will provide improved redundancy, more storage space, and the ability to record calls while they are on hold. The product also includes a Quality Assurance module which will enable the center to review and critique

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **09/27/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Mary N. Piepho, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: September 27, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Sandra Brown
925-335-1553

cc:

calls, and provide better customer service to the community.

CONSEQUENCE OF NEGATIVE ACTION:

The current Nice voice recorder is no longer supported by the vendor. If no action is taken to purchase the new recorder there is the possibility that the current recorder may fail and not be able to make recordings.

CHILDREN'S IMPACT STATEMENT:

None.