



Agenda Report

21-1341

Agenda Date: 11/16/2021

REPORT TO COUNCIL

SUBJECT

Action on Agreement with Motorola Solutions to upgrade the Neptune Intelligence Computer Engineering (NICE) Local Logging Recorder System Including Three Years of Maintenance and Support

COUNCIL PILLAR

Enhance Community Engagement and Transparency

BACKGROUND

Public Safety Answer Points (PSAP), such as the City of Santa Clara's Communications Center, have a logging system that automatically records all phone calls to 9-1-1 centers and voice radio communications. These recordings can be instantly played back by public safety officials in a public safety environment and are routinely used to provide information for:

- Reconstruction and debrief of a critical incident
- Responding to citizen complaints about service
- Training, coaching and evaluating staff
- Quality assurance review of medical dispatch
- Improving PSAP processes
- Use in investigation / case building (e.g. evidence)
- Responding to subpoenas and use in a court of law
- Responding to California Public Records Act requests

DISCUSSION

The City of Santa Clara is seeking a logging solution that seamlessly addresses its' recording needs from call inception through radio transmission.

Joint Powers Authority

The need to possess an interoperable radio communications system that enables public agencies to communicate directly during a critical incident is recognized nationally.

In 2010, 18 Santa Clara County public agencies entered into a Joint Powers Agreement (JPA) to form the Silicon Valley Regional Interoperability Authority (SVRIA). The purpose of the JPA is to enhance and coordinate regional public safety data and radio communications systems with a focus on interoperability and strategic planning in the event of emergencies or disasters. SVRIA owns and operates the system for the benefit of the members and is managed by a Board of Directors that oversees the financial, technical, and operational aspects of the radio communications system.

Through significant collaboration by participating members and stakeholders, SVRIA has developed a regional interoperable communications network known as Silicon Valley Regional Communications System (SVRCS). Motorola Solutions constructed SVRCS. This system consists of a three cell, multi-site P-25 Phase 2 TDMA 700/800 MHz Trunked Radio Simulcast Communication System.

A portion of the initial communication system was funded through Bay Area Urban Area Security Initiative grant funds from the Federal Department of Homeland Security and the State Homeland Security Grant Program. Participating agencies executed a Memorandum of Understanding to ensure adequate operation, support and financing of the system. SVRIA maintains, insures and operates the system on behalf of the JPA. In turn, each jurisdiction is responsible for their proportionate share of the infrastructure costs, and on-going user fees are charged for each radio used on the system.

SVRIA Agreement for Centralized Logging Recording of Radio Transmissions

SVRIA has an agreement with Motorola Solutions (Motorola) to host two Centralized Logging Recorders (primary and backup) through a partnership with Neptune Intelligence Computer Engineering (NICE). The Centralized Logging Recorders are hosted in the Santa Clara County Communications Center and participating agencies have access to the recordings through a desktop application, named Inform. All public agencies in the JPA interface with the SVRIA Centralized Logging Recorder for radio transmissions.

The 10-year maintenance and operations plan with Motorola includes upgrade(s) to the latest version of NICE. In November 2020, the NICE Centralized Logging Recorder was upgraded to Motorola Version 9. The JPA member agencies have been encouraged to do the same. The existing Communications Equipment and Services Agreement between Motorola and SVRIA offers incentives to SVRIA agency members.

Agreement for Local Recordings of Phone Transmissions and Legacy Analog Radio Transmissions

The City of Santa Clara has 951 P-25 digital radios in the interoperable system. In addition, the City maintains a legacy, analog, radio system as a redundant option should the digital interoperable system fail.

The City's Communications Center received 151,615 emergency and non-emergency calls in 2020. This was down from 179,736 in 2019 as a result of the pandemic.

All calls made to 9-1-1, the seven-digit fire (408-296-1515) and police emergency (408-296-2236) phone lines, and the non-emergency phone number (408-615-5580) are recorded. The Communication Center currently utilizes NICE Version 7 to facilitate its' logging recorder of the phone lines. The City's maintenance contract with NICE expired in 2016; this situation has been problematic when access to the System Support Center is needed.

The proposed agreement also includes maintenance and support with Motorola for the City's NICE telephone and legacy, analog, radio systems to resolve any issues related to NICE. Proposed pricing includes NICE software, licenses and implementation services totaling \$58,500 that includes a discount based on the purchase of Year 1. The maintenance costs to support the application totals \$56,707 over three-years (Year 1, \$17,989; Year 2, \$18,887; Year 3, \$19,831). The Communications Division contractual services account will be utilized to fund the upgrade and subsequent years maintenance expenses.

This Agreement also includes a software upgrade. The existing hardware was purchased in 2016 and will be utilized through July 2023. Server manufacturer Hewlett Packard has informed the City that they will not support the hardware after that time. The Police Department is working with the Information Technology Department on a long-term strategy for replacing the servers.

By entering into this agreement, Motorola will handle the maintenance and upgrades of the City's telephone and legacy radio recordings through NICE. This logging solution seamlessly addresses the City of Santa Clara's recording needs from call inception through radio transmission. Without upgrading to the latest version of NICE, agencies will be required to seek out a separate third-party solution for our phone recordings.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

The cost to upgrade NICE is \$58,500, plus \$56,707 in maintenance costs over three-years.

There are sufficient funds in the Police Department's Communications Division contractual services budget to fund the upgrade and subsequent years maintenance expenses.

COORDINATION

This report was coordinated with the Information Technology Department, Finance Department and the City Attorney's Office.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>>.

RECOMMENDATION

1. Authorize the City Manager to execute an Agreement with Motorola Solutions to upgrade the NICE Local Logging Recorder System, including a maintenance and support contract, for the term starting on or about November 2021 and ending or about November 2024; not to exceed \$115,207; and subject to the appropriation of funds;
2. Approve a contingency amount of up to \$50,000 to cover any unforeseen circumstances that may arise during the software upgrade, subject to the appropriation of funds; and
3. Authorize the City Manager to extend software maintenance and support beyond the initial three-year term, for as long as the software is in use and maintenance and support is required by the City, subject to the appropriation of funds.

Reviewed by: Pat Nikolai, Chief of Police
Approved by: Deanna J. Santana, City Manager

ATTACHMENTS

1. Silicon Valley Regional Interoperability Authority Resolution #2020-02
2. NICE Upgrade Proposal from Motorola, including Maintenance Contract