



# City of Pflugerville

## Legislation Text

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**File #:** 2022-0027, **Version:** 1

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Authorizing the City Manager to approve the purchase of the Motorola Solutions NICE Inform Recorder logging solution (NICE) upgrade in the amount of \$215,846.

The NICE system records and stores all 9-1-1 and administrative phone calls coming into the Pflugerville Police Department communications along with all police radio transmissions. These recordings are then attached to police reports for their use in investigations and become evidence as part of the criminal case file. The system also supports providing records for open records requests. The current NICE system was reached end-of-life in 2019 and can no longer be serviced or updated. The upgraded NICE system will replace all existing hardware and provide for the required updated software which will allow for compatibility with Next Generation 9-1-1 and recording of multiple platforms, to include analog phone lines, Voice-Over-IP, SMS text, and can integrate these recordings into the NICE evidence management. The purchase also includes 5 years of maintenance support. For this current fiscal year, the NICE system was budgeted for \$288,650, however, the City will only be spending \$215,846 due to the savings received by utilizing the City of Austin Motorola Communications System Agreement Contract.

### **Prior City Council Action**

N/A

### **Deadline for City Council Action**

Action is requested on January 11, 2022

**Funding Expected:** Revenue  Expenditure  N/A

**Budgeted Item:** Yes  No  N/A

**Amount:** \_\$215,846.00

**1295 Form Required?** Yes  No

**Legal Review Required:** N/A  Required  Date Completed: December 22, 2021

### **Supporting documents attached:**

N/A

### **Recommended Action**

Authorize the City Manager to approve the purchase of the Motorola Solutions NICE Inform Recorder logging solution upgrade in the amount of \$215,846 using FY22 budgeted funds and existing City of Austin Motorola Communications System Agreement Contract #NS160000056.