



Date: April 10, 2017

To: Stephen Williamson, President and CEO
Kent Torrence, CFO

From: Frank Gresh, CIO

Re: Voice Products Emergency and Sole Source Recommendation

We have been utilizing a NICE 56 channel Analog recorder to capture vital information from our 9-1-1 calls and radio traffic. On March 10, 2017, the analog machine experienced a critical hardware failure wherein the CPU fan stopped working and the CPU itself began to overheat. After several attempts, it was determined that the system was unrecoverable and there are no spare parts available to repair it. Voice Products (our recording systems dealer/integrator) provided a loaner recorder which is in place and recording presently. We will need to purchase new hardware for a permanent solution.

We have had a longstanding relationship with Voice Products Inc. (VPI) dating back over 14 years. Our entire recording system for the EMSA enterprise utilizes technology and equipment from Nice Systems Inc. VPI is the only authorized and contracted dealer for Nice Systems in the state of Oklahoma (see attached attestation letter from Nice). VPI has the only Nice certified sales and support staff in the region as well. In addition, VPI presently supports the Nice Systems 9-1-1 recording operations for the City of Tulsa and Tulsa County (sole source documentation from 2016 from Tulsa County included for reference).

I am recommending we purchase a new NICE NRX 56 channel recorder from VPI. This updated hardware will set us up for growth, and will enable us to incorporate the newer technology to our 9-1-1 system. I further recommend we acquire this equipment from VPI and Nice as a departure from our existing systems would result in an inability to recover previously recorded traffic from our phone, 9-1-1, and radio systems. Also, adding another recording vendor (i.e. other than Nice) would create tremendous interoperability issues between multiple recording scenarios (800Mhz radios, VHF radios, analog phones, digital phones) and prohibit reconstruction of incidents via a common platform (which we presently have with Nice).

Emergency Medical Services Authority

Purchase Requisition

Date: 4/7/2017

Purchase Requisition #

Type: Other If Other (description) Recording Equipment for Radio and Phone

Budgeted: ☒ Yes ☐ No Acct:

Sole Source: ☒ Yes ☐ No
(Attach Reasons)

Purchase Order Required: ☒ Yes ☐ No #

Quotes obtained (\$2,500-\$24,999): ☐ Yes ☒ No Sole Source
(Attach) Reason

Emergency Purchase: ☒ Yes ☐ No
(Attach Reason)

Description	Qty.	Unit Price	Extended Price	*Reason (Detail Explanation, Attach Documentation if necessary)
NICE 56 Channel Inform Recording System	1	\$56,837.00	\$56,837.00	See attached documentation
Total Requisition			\$56,837.00	

Requested By: 

Date: 4/7/2017

*Also note if there are any ongoing related costs such as maintenance, etc

Approved By: _____
President

Executive VP

CFO

Other

VOICE PRODUCTS INC.



Proposal Prepared for:

EMSA

1111 Classen Drive, Oklahoma City, OK 73103



Presented to:

Frank Gresh Phone: 405-297-7053 Email: greshf@emsa.net

Marian Nolen Phone: 405-202-7974 Email: nolenm@emsa.net

Date: March 21, 2017

Submitted by:

Pat Teschke

Regional Sales Manager

Phone: 800-466-1152

Email: pteschke@voiceproducts.com

Record. Replay. Resolve.

NICE®

Premier
Partner



VOICE PRODUCTS INC.



We would like to thank you for the opportunity to submit this proposal. Based on our discussions, we've identified a number of ways Voice Products Inc. can help your organization meet your unique requirements. This proposal outlines our recommendation for an offering tailored to your needs and provides a summary of the initial estimated investment.

We look forward to receiving your feedback on this proposal and we appreciate the opportunity to work with EMSA's team to ensure the long-term success of the project.

For any questions or additional information, please feel free to contact me. Thank you for your time and consideration of this proposal.

Sincerely,

Pat

Voice Products Inc.



U.S. General Services Administration



Proposed Solution

The following offering is based on EMSA's stated requirements, and on the Voice Products Inc. team's experience with projects of a similar size and scope.

NICE Recording with Inform Professional Package

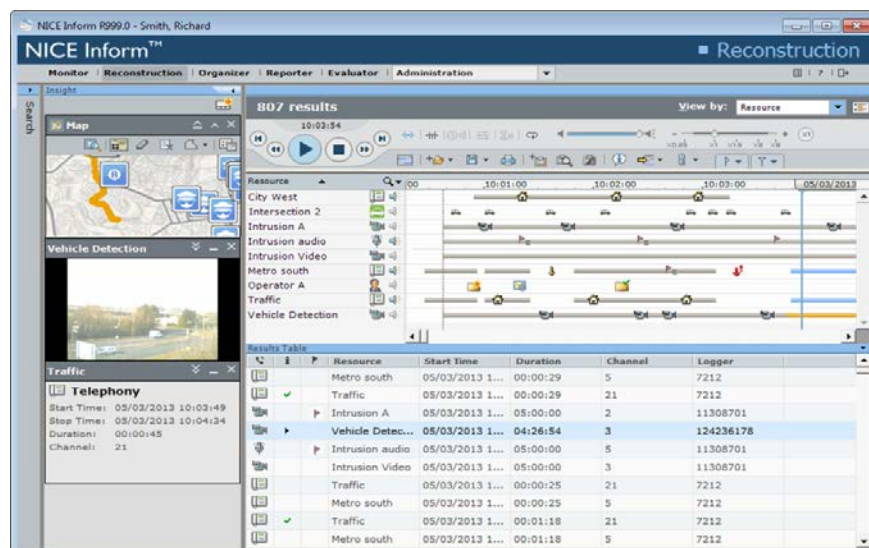
NICE Recording with Inform Next Generation Emergency Center solution enables organizations to generate accurate event reconstructions, ensuring the right information is in the right place, at the right time to handle investigative inquiries.

System Solution Summary

Key capabilities of the ***NICE Recording with NICE Inform*** package includes:

NICE Recording eXpress Software Package Includes:

- 56 X Recording channel licenses for Analog devices.
- 6 X Text-to-911 Recording Licenses = NICE Media Vault allows you to Search and Review captured Text Interactions with Inform Reconstruction.
- My Account = overview of your account settings.
- System Installation = recorder settings, content rules, etc.
- User Administration = User, Group and permission settings.
- System Status = Recorder Status, Media Management, Channel Overview, Monitor, Alarms & Audit Trail.
- Recorded Calls = Search and Replay.
- ANI/ALI Tagging Software = associates ANI/ALI information from the 911 system to recordings.
- Contact Closure = True Start / Stop recording signals for the 911 consoles.
- Legacy Playback of audio from previous NICE System.



Implementation and Services

This offering includes turnkey project management: Professional implementation, complete training package and ongoing support.

Implementation

The implementation approach may include a technical needs identification, coordination of pre-install activities, confirmation of services, site preparation, installation, testing and “go live.” The actual implementation project scope and dates are determined and confirmed once the order is formally accepted.

Investment Proposal

NICE Recording with Inform package for EMSA

System Pricing			
56 Channel NICE Recording with: NICE Inform Professional System Upgrade	NRX-INF-PRO-UPG	1	\$44,251.00
Total System Hardware/Software:			\$44,251.00
Services Pricing			
Voice Products Inc. Installation Services: Includes Project Management	VP-INST-NRX-INF	1	\$10,100.00
Voice Products Inc. Training Services	VP-TRN-NRX-INF	1	Included
Total Services:			\$10,100.00
First Year Software Assurance			
One time Software Assurance fee: Allows for major version upgrade during first year.	PS-MAINT-NICE-IND-STD	1	\$2,486.00
Total Non-Recurring Engineering:			\$2,486.00
System Price:			\$56,837.00
Total Cost of Ownership:			\$56,837.00
Quote valid if purchase order is received by 6/21/2017			

Payment terms:

- Orders placed with receipt of 50% down.
- Balance due at completion of system delivery and installation.

Voice Products Inc. Support Program

Voice Products Inc. is committed to providing customers outstanding service and support. Two levels of support are offered in order to best suit your organization's needs:

Standard Support:

- Provides coverage from Monday through Friday, 8 AM to 5 PM local time, excludes holidays.

Extended Support:

- Provides support coverage 24 hours per day, 7 days a week and 365 days a year.

General Maintenance Agreement (GMA) Software and Hardware	Standard (M-F 8-5)	Extended (24 X 7)
Year One (1) ----- Warranty	Included	\$2,012.00
Year Two (2)	\$8,049.00	\$10,061.00
Year Three (3)	\$8,612.00	\$10,765.00
Year Four (4)	\$9,214.00	\$11,518.00
Year Five (5)	\$9,858.00	\$12,323.00

NICE System Training

The NICE Recording with Inform system training may be conducted at Customer site or via Remote Session (depending on customer requirements), for a maximum of ten (10) students, providing instruction with the agency's data. The following courses are included as part of the total purchase price:

EMSA's Training Package will include:

Course Description
System Overview
Understanding and Navigating the Browser Based Interface
For Supervisors and Administrators - How to Perform User Management and Designate Permissions
How To Search and Replay Interactions with the NICE Inform Reconstruction Software

Additional Information

Pricing

- This proposal has been prepared and is being provided by Voice Products Inc. to EMSA for budgetary purposes only. The information contained in this proposal is subject to change due to factors that include, but are not limited to, quantity of products or services desired to be purchased by EMSA.
- EMSA's purchase from Voice Products Inc. of products and services is subject to: (a) the parties entering into and executing Voice Products Inc. Purchase and Services Agreement (b) EMSA issuing a purchase order to Voice Products Inc. for the products and services desired to be purchased by Customer
- The software pricing information contained in this proposal is firm for 90 days from the date of this proposal.
- The pricing contained in this exhibit is valid for this order only. Additional features and services are available at an additional cost. For more details or a quotation, please contact your Voice Products Inc. sales representative.
- Prices set forth in this proposal are exclusive of, and the customer will be responsible for, any and all excise, sales, import and/or use taxes, and like charges imposed with respect to the products licensed or services provided by Voice Products. All prices quoted in U.S. Dollars.
- The total cost of the Services is exclusive of travel and out-of-pocket expenses incurred by Voice Products Inc. in connection with its performance of the Services ("Expenses"). Voice Products Inc. shall invoice Customer for Expenses monthly in arrears. Any Expenses incurred by Voice Products Inc. shall conform to Voice Products' Expense Reimbursement Policy and shall be invoiced at cost without mark-up.
- Applicable shipping charges for software, hardware and services are in addition to prices listed.

Integration

- The customer is responsible for hardware, software, interfaces and other related fees associated with enabling the integrations and other servers or systems to communicate with the NICE solution i.e. PBX, ACD, ANI/ALI, etc.
- Licenses, connectors or reports for the contact router, ANI/ALI, ACD or PBX systems are NOT provided. The customer should contact the respective vendor for information related to those fees. Integrations with certain vendors may also require additional fees.
- For integrations that NICE Systems does not currently support, the customer maybe requested to initiate discussions between the Voice Products Inc. Professional Services team and the respective vendor. Please note that additional charges may be incurred.

Purchase and Services Agreement

Bill To:	
Company:	
Attention:	
Telephone:	
Fax:	
Address:	
City:	
State:	Zip:
Date:	PO#:

Ship To:	
Company:	
Attention:	
Telephone:	
Address:	
City:	
State:	Zip:

Order Approved By: (Customer)	Title:	Date:	Sales Subtotal	\$
Received By: (Customer)	Title:	Date:	Sales Tax	
Firm Name: (Account Name)	Tax Exempt #		Shipping & Handling	
Please Include Maintenance after Warranty Period: (Initial for approval):			Misc.	
Order Accepted By: (VPI Representative)	Title:	Date:	Sales Total	\$

THIS ORDER IS PLACED IN ACCORDANCE WITH THE FOLLOWING TERMS: The Salesperson does not have the authority to accept this order. It must be signed by an officer of Voice Products, Inc. Title is and shall remain in Sellers name until the entire purchase price is paid. Seller shall maintain a purchase money security interest in all the collateral described in this document and Seller shall also have security interest in all equipment, fixtures and accounts receivable of Buyer to secure the payment of the sum here under. In the event of any default in payment by Buyer, Buyer agrees to pay all costs of collection including, but not limited to, reasonable attorney's fees and all court costs. This Agreement is non-assignable and the property here under, until paid for, non-transferable. Seller reserves the right to re-enter the premises of Buyer at any time and repossess any equipment that has not been for in full per the agreement of the parties. All sales are final, all sales are unconditional, and Seller offers no return policy. The parties agree that this sales order includes the entire agreement of the parties and neither party is relying on verbal statements by the other in any respect. The terms of the warranty are _____. There is a 20% restocking fee for items returned after the warranty period.

ALL ACCOUNTS ARE DUE AND PAYABLE IN FULL UPON RECEIPT OF YOUR INVOICE. ANY AMOUNT NOT PAID WITHIN 30 DAYS SHALL BE SUBJECT TO A DELINQUENCY CHARGE OF 1.5% PER MONTH UNTIL PAID IN FULL.



Updated March 24, 2017

To: Whom it may concern

Dear Customer,

Thank you for your consideration of Nice Systems Inc., Voice Products Inc. and our NICE recording solutions.

Please be advised, Voice Products Inc. is the only NICE contracted public safety dealer for sales and support of NICE public safety / communication center recording systems in their NICE contracted territory of Kansas, Missouri Oklahoma, Iowa, Nebraska, Arkansas, Utah, Idaho, and Nevada.

As required by NICE, Voice Products has personnel who are certified NICE trained and experienced for sales and support services of NICE public safety audio recording products. Voice Products has direct access to NICE support services, spare parts and ongoing technical training.

Voice Products has been a Contracted Dealer since 1992 and has always been in the top 3 performing dealers in the US and Canada each year for sales and support services.

Please contact me if you have any questions or need assistance.

Sincerely,

A handwritten signature in blue ink that reads "Terry St. Pierre". The signature is fluid and cursive, with the first name "Terry" and last name "St. Pierre" clearly distinguishable.

Mr. Terry St.Pierre
Partner Relationship Manager, USA and Canada
Nice Systems, Inc.
Office: 508-832-6215
Mobile: 703-626-9965
terry.stpierre@nice.com

TULSA COUNTY

**PURCHASING
DEPARTMENT**

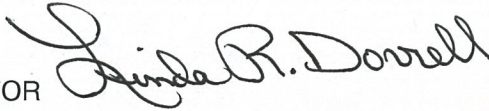
BID#: 1445
VENDOR#: 17729
CC#: 2125 016 0000

MEMO

DATE: JULY 27, 2016

TO: BOARD OF COUNTY COMMISSIONERS

FROM: LINDA R. DORRELL
PURCHASING DIRECTOR



SUBJECT: SOLE SOURCE DESIGNATION-VOICE PRODUCTS, INC.

THE TULSA COUNTY PURCHASING DEPARTMENT AND TULSA COUNTY INFORMATION TECHNOLOGY RESPECTFULLY REQUESTS THE BOARD OF COUNTY COMMISSIONERS TO APPROVE THE ATTACHED "REQUEST FOR WAIVER OF SOLICITING BIDS OR QUOTES" AND SOLE SOURCE DESIGNATION TO VOICE PRODUCTS, INC.

VOICE PRODUCTS, INC.
461 FROM ROAD
PARAMUS, NJ 07652
ATTN: TERRY ST. PIERRE

VOICE PRODUCTS, INC. IS THE SOLE SOURCE PROVIDER FOR THE NICE PUBLIC SAFETY CERTIFIED SALES, PARTS AND SUPPORT OF NICE AUDIO PRODUCTS IN THE STATE OF OKLAHOMA.

THIS REQUEST IS RESPECTFULLY SUBMITTED FOR YOUR APPROVAL.

LRD/sks

ATTACHMENT

ORIGINAL: PAT KEY, COUNTY CLERK FOR THE AUGUST 1, 2016 AGENDA

COPIES: COMMISSIONER JOHN M. SMALIGO
COMMISSIONER KAREN KEITH
COMMISSIONER RON PETERS
MICHAEL WILLIS, CHIEF DEPUTY
VICKI ADAMS, CHIEF DEPUTY
DAN PEASE, DIRECTOR, IT

REQUEST FOR WAIVER OF SOLICITING BIDS OR QUOTES

DATE: JULY 27, 2016

TO THE BOARD OF COUNTY COMMISSIONERS

It is recommended that soliciting bids/quotes be waived on the following request of
TULSA COUNTY INFORMATION TECHNOLOGY for the reason(s) stated below:

REQUESTING DEPARTMENT


PURCHASING DIRECTOR

LINDA R. DORRELL

↑ Emergency

↑ Sole manufacturer (*must* be documented).

■ Sole supplier (*must* be documented).

↑ Other products of similar nature are incompatible with existing products.

↑ Purchase of similar products will adversely affect warranty, guarantee or service agreement on existing products.

↑ _____

Description:

VOICE PRODUCTS, INC. IS THE SOLE SOURCE PROVIDER FOR THE NICE PUBLIC SAFETY CERTIFIED SALES, PARTS AND SERVICE OF NICE AUDIO PRODUCTS IN THE STATE OF OKLAHOMA.

VOICE PRODUCTS, INC.
461 FROM ROAD
PARAMUS, NJ 07652
ATTN: TERRY ST. PIERRE

(800) 466-1152 PHONE
(508) 832-6215 PHONE
(703) 626-9965 MOBILE
Terry.St.Pierre@nice.com

↑ Waiver of bidding or quoting process is approved.

↑ Waiver of bidding or quoting is *not* justified.
Standard bidding or quoting will be followed.

CHAIRMAN, BOARD OF COUNTY COMMISSIONERS

DATE



Updated July 15, 2016

To: Susanne Poindexter
Senior Buyer
Tulsa County Purchasing Department
500 S. Denver Avenue, Room 322-A
Tulsa, Oklahoma 74103-3832
spoindexter@tulsacounty.org

Dear Customer,

Thank you for your consideration of Nice Systems Inc., Voice Products Inc. and our NICE recording solutions.

Please be advised, Voice Products Inc. is the only NICE contracted public safety dealer for sales and support of NICE public safety / communication center recording systems in their contracted territory. Their contracted territory includes the states of Kansas, Iowa, Oklahoma, Missouri, Nebraska, Iowa, Nevada, Utah, and Idaho.

As required by NICE, Voice Products has personnel who are certified NICE trained and experienced for sales and support services of NICE public safety audio recording products. Voice Products has direct access to NICE support services, spare parts and ongoing technical training.

Voice Products has been a Contracted Dealer since 1992 and has always been in the top 3 performing dealers in the US and Canada each year.

Voice Products' performance has been excellent for providing recording systems and support services that meet customer needs and expectations.

Please contact me if you have any questions or need assistance.

Sincerely,

A handwritten signature in blue ink that reads "Terry St. Pierre". The signature is fluid and cursive, with the first name "Terry" and last name "St. Pierre" clearly legible.

Mr. Terry St.Pierre
Partner Relationship Manager, USA and Canada
Nice Systems, Inc.
Office: 508-832-6215
Mobile: 703-626-9965
terry.stpierre@nice.com