

# Request for Legislative Action

Resolution No.: 21238  
Sponsor: Sean E. Smith  
Date: April 17, 2023

Completed by County Counselor's Office			
Action Requested:	Resolution	Res.Ord No.:	21238
Sponsor(s):	Sean E. Smith	Legislature Meeting Date:	4/17/2023

Introduction
<b>Action Items:</b> ['Authorize']
<b>Project/Title:</b>
Authorizing the County Executive to enter into an agreement with the Mid-America Regional Council (MARC) for the purpose of purchasing an automated abandoned 911 call-back software in the amount of \$120,645 for the Kansas City Police Department from previously appropriated County 911 funds.

Request Summary
This resolution requests that the Legislature approve an agreement with the Mid-America Regional Council (MARC) for the purpose of reimbursing MARC for the expense of \$120,644.68 for the purchase of automated 911 abandoned call-back software for use by the Kansas City Police Department. This software will automatically call-back any callers into 911 who subsequently hang-up or abandon the call. The source of these funds is the \$3 million in available County 911 funds that were designated in the 2023 budget for improvements in the County's 911 system. The KCPD identified this need to use technology to offset their continued difficulty in hiring and retaining 911 dispatchers. MARC managed the procurement to insure that the technology is consistent across the metropolitan area.

Contact Information			
<b>Department:</b>	County Executive Office	<b>Submitted Date:</b>	4/3/2023
<b>Name:</b>	Troy Schulte	<b>Email:</b>	TSchulte@jacksongov.org
<b>Title:</b>	County Administrator	<b>Phone:</b>	816-881-1079

Budget Information			
Amount authorized by this legislation this fiscal year:			\$120,645
Amount previously authorized this fiscal year:			\$ 0
Total amount authorized after this legislative action:			\$120,645
Is it transferring fund?			No
Single Source Funding:			
<b>Fund:</b>	<b>Department:</b>	<b>Line Item Account:</b>	<b>Amount:</b>
031 (E-911 System Fund)	5031 (Emergency 911 System)	56430 (Telephone Utility)	\$120,645

## Request for Legislative Action

<b>Prior Legislation</b>	
<b>Prior Ordinances</b>	
Ordinance:	Ordinance date:
<b>Prior Resolution</b>	
Resolution:	Resolution date:

<b>Purchasing</b>	
Does this RLA include the purchase or lease of supplies, materials, equipment or services?	No
Chapter 10 Justification:	
Core 4 Tax Clearance Completed:	
Certificate of Foreign Corporation Received:	
Have all required attachments been included in this RLA?	

<b>Compliance</b>	
<b>Certificate of Compliance</b>	
In Compliance	
<b>Minority, Women and Veteran Owned Business Program</b>	
Goals Not Applicable for following reason: Not bid by the County	
MBE:	.00%
WBE:	.00%
VBE:	.00%
<b>Prevailing Wage</b>	
Not Applicable	

<b>Fiscal Information</b>	
<ul style="list-style-type: none"> <li>There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered.</li> </ul>	

## Request for Legislative Action

### History

Submitted by County Executive Office requestor: Troy Schulte on 4/3/2023. Comments:

Approved by Department Approver Sylvya Stevenson on 4/3/2023 5:03:48 PM. Comments:

Not applicable by Purchasing Office Approver Barbara J. Casamento on 4/4/2023 10:26:27 AM. Comments:

Approved by Compliance Office Approver Jaime Guillen on 4/4/2023 1:06:31 PM. Comments:

Approved by Budget Office Approver Mark Lang on 4/4/2023 3:42:48 PM. Comments:

Approved by Executive Office Approver Sylvya Stevenson on 4/4/2023 3:48:25 PM. Comments:

Approved by Counselor's Office Approver Jamesia Manning on 4/13/2023 11:12:34 AM. Comments:



NOV 03 2022

RECEIVED  
LOGISTICAL SUPPORT  
DIVISION

DATE: 11-01-22

ITEM: #1

FISCAL DIVISION OFFICE

MEMORANDUM

October 31, 2022

TO: Major Tim Hernandez, Commander, Logistical Support Division

FROM: Steve Hoskins, A/W-II Commander, Communications Unit

Executive Services  
Bureau (2)

SUBJECT: 911 Funding request – Jackson County MO

NOV 02 2022

**Overview**

Funding for 911 in the MARC region is provided by tax dollars collected from telephone users, including wireless telephones. Each County in Missouri sets the tax rate and by legislation, may collect up to \$1 per telephone device or active telephone line. Jackson County collects the maximum of \$1 per line. In the MARC region, all 911 equipment and networking costs are paid based upon population in each county. All regional 911 equipment is owned by the regional 911 system, installed and supported by MARC technical staff. Each Emergency Communications Center pays for all other costs through our normal budget processes. One of the allowable expenses outlined in the 911 funding statute is software or hardware that connects to the 911 system. Attached are quotes for two items that are eligible for 911 funding that we are requesting Jackson County consider paying for to directly support Kansas City, MO 911 operations.

**Requested Item #1**

The first item is equipment and software that connects to the 911 system. It is an Automatic Abandoned Callback module from Motorola VESTA 911 systems. Abandoned calls are 911 calls where the caller hangs up prior to the Calltaker answering the call. In 2021 we had 98,742 abandoned 911 calls, each of which had to be manually called back by our calltakers. As of September 2022, we have taken 89,477 abandoned calls.

This additional equipment/software will automatically call back an abandoned 911 call and give the caller the option to push one (1) if the call was a mistake and they do not need first responders. They will also have the option to push two (2) if they do need police, fire, or EMS assistance. If no one answers or they do not make a selection, the call is put back into the Calltaker queue for them to manually call back and/or enter a call for service.

**Item #1 Fiscal Information**

Since we are the only agency that will benefit directly from this callback module, it is our responsibility to pay for the initial purchase and implementation. Ongoing maintenance costs will be submitted to MARC requesting they be cost-shared as part of the regional 911 system operational budget. This is a formal process outlined in the Interlocal agreements that establish the MARC regional 911 system. The cost-share request will be submitted to the Public Safety Users Committee for vetting and then sent to the Public Safety Communications Board for final determination.

The initial purchase and implementation cost along with four (4) years of ongoing maintenance by Motorola comes to \$128,676.87. Attached is a letter to Mr. Eric Winebrenner, the Director of Public Safety at the Mid-America Regional Council formally requesting cost-share consideration for ongoing maintenance cost of the callback module. The cost-share would be

implemented after the initial four (4) years of warranty coverage included in the purchase. Warranty cost are listed at \$14,985.66 annually. It is anticipated that there would be a minimum of a 10% increase in the annual cost so the estimated cost share request to MARC would be approximately \$16,484.23.

Implementation of this module will require an additional phone trunk at HQ and at SPD with a monthly total cost for KCPD of \$1,576.94. This will provide an additional 23 talk paths at each location for the new callback module to use while making the automated calls. Ongoing costs for these additional telephone lines to support the module are not allowable cost-share items and will need to be paid out of the department budget.

## **Request Item #2**

The second item for consideration is a software component added to our NICE Inform 911 logging recorder that would add a Quality Assurance module. This would provide QA module capability to the 911 recorder at Headquarters and the 911 recorder at the backup center at South Patrol. The attached quote is from Voice Products, the company that provides and supports our voice logging recorders for both Headquarters and South Patrol.

This component will allow us to formalize the Quality Assurance process within the Communications Unit by randomly selecting 911 calls received based upon the employee identification number. It will include forms we can use for the QA process as well as implement an objective level of review for all Calltakers. A manual process to review radio dispatching will be implemented that mirrors the automated process provided by this software module. It is very important that KCPD Communications provide a more formal process of Quality Assurance reviews to provide the opportunity to improve the service provided to our citizens by our unit members.

## **Item #2 Fiscal Information**

The QA module for the Headquarters recorder is price listed at \$68,700. We receive a Maintenance Customer Discount of \$51,600 and gives us a purchase and implementation price of \$17,100. There is an option for screen recording that will provide a video recording of the 911 phone and CAD monitors at a cost of \$45,197. This optional component is not necessary to provide a quality review process and I do not recommend it be included. Total cost for the HQ installation is \$17,100.

The QA module for the South Patrol location is priced at \$15,150 with a Maintenance Customer Discount of \$10,320. The optional video recording portion is priced at \$43,917 and I do not recommend it be implemented. Total cost for the SPD installation is \$4,830.00. Total cost for both locations is \$21,930.

These components will be added to our current maintenance contract with Voice Products and includes Software Upgrade Assurance and will increase the annual cost by \$12,690.

## **Fiscal request from Jackson County MO**

Mr. Winebrenner from the MARC Public Safety Program had a conversation with Jackson County Manager Troy Schulte who indicated Jackson County would consider expending 911 funds to cover these costs. Total cost for the QA Modules and the Automated Abandoned Callback system is \$150,606.87.

Recommendations

Upon approval, I recommend KCPD reach out to Jackson County Manager Troy Schulte and formally request Jackson County MO expend 911 funds to cover the attached quotes for a total of \$150,606.87. Doing so will require a formal letter authorizing the expenditure to be submitted to MARC Public Safety along with our cost-share request.

Respectfully,



Steve Hoskins  
A/Watch II Commander  
Communications Unit

Colonel,

Both these request would benefit our operations in the communication unit. I recommend forwarding to FSU for their assessment.

Major T. Akerman

11/01/22

Approved and forward to fiscal to make the official request.

DC Doug N... 4553

# VoiceProducts

Proposal #Q-40118 Prepared on 8/16/2022 for:

**Kansas City Missouri Police Department**

**Backup Site / South Patrol**

*9701 Marion Pkwy, Kansas City, MO 64137*



**Presented to:**

Contact Name: Jeffery Brame

Phone: 816-482-8510

Email: [jeffery.brame@kcpd.org](mailto:jeffery.brame@kcpd.org)

Submitted by:

Bob Farrell

Regional Sales Manager

Phone: 800-466-1152

E-mail: [bfarrell@voiceproducts.com](mailto:bfarrell@voiceproducts.com)

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**NICE**<sup>®</sup>

Premier  
Partner



# VoiceProducts



We want to thank you for the opportunity to submit this proposal. We've identified ways Voice Products Inc. can help your organization meet your unique requirements based on our discussions. This proposal outlines our recommendation for an offering tailored to your needs and summarizes the initial estimated investment.

We look forward to receiving your feedback on this proposal. We appreciate the opportunity to work with the Kansas City Missouri Police Department's team to ensure the project's long-term success.

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

Sincerely,

**Bob**

Voice Products Inc.



Contract Holder



Texas Department of Information Resources

## Proposed Solution

We based the following offering on the Kansas City Missouri Police Department’s stated requirements and the Voice Products Inc. team's experience with projects of a similar size and scope.

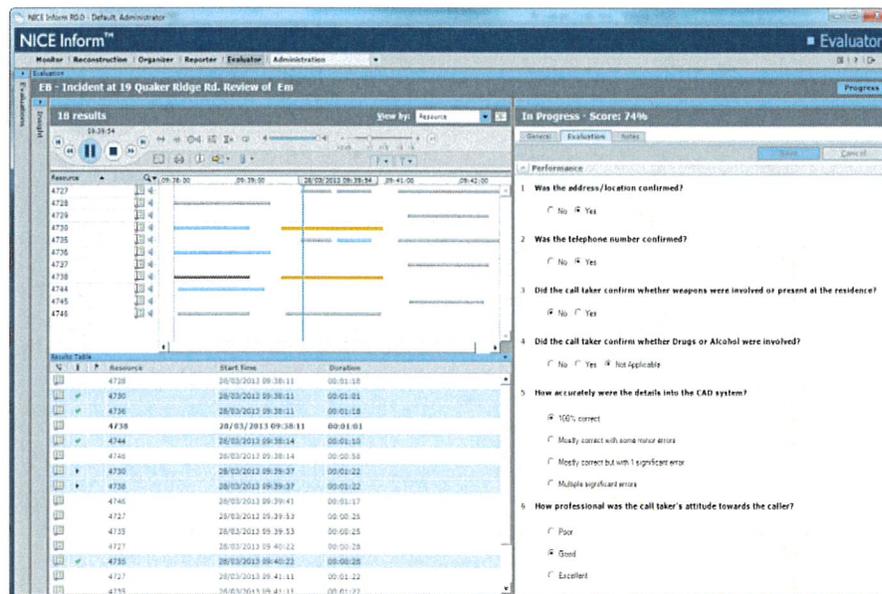
### NICE Inform Recording Professional Package

NICE Inform Recording is the Next Generation Emergency Center Solution that 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

Add the NICE Inform QA Pack to KCMO PD System:

- Quality Assurance Pack = Enables you to evaluate performance and quickly impact the overall quality of service. Includes Licenses for Supervisors and named agents/dispatchers.
- Reporter = With the Quality Assurance Pack as part of the system, several reports specific to completed evaluations will also be available.



## Implementation and Services

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

### Implementation

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

### Investment Proposal

#### NICE Inform Recording Next Generation Emergency Center Solution for Kansas City Missouri Police Department

Software Pricing				
QA Pack	NPS-INFRM-QAPACK-PPC	1	\$12,000.00	\$1,680.00
Total System Software:			\$12,000.00	\$1,680.00
Services Pricing				
Voice Products Inc. Installation Services: Includes Project Management	VP-INST-NIR	1	\$750.00	\$750.00
Voice Products Inc. Training Services: Available any time during maintenance coverage.	VP-TRN-NIR	1	\$1,200.00	\$1,200.00
Total Services:			\$1,950.00	\$1,950.00
Non-Recurring Charges				
One-time Software Assurance fee: One version upgrade during the first year if available.	PS-MAINT-NICE-IND-STD	1	\$1,200.00	\$1,200.00
Total Non-Recurring Charges:			\$1,200.00	\$1,200.00
Total List Price for System:				\$15,150.00
Maintenance Customer Discount:				\$10,320.00
Total Cost of Ownership:				\$4,830.00
Quote valid if a purchase order is received by 11/16/2022				

Payment terms:

- Order placed with receipt of 50% down and signed Purchase & Services Agreement
- Balance due upon completion of system delivery and installation

## Voice Products Inc. Support Program

Voice Products Inc. is committed to providing customers with outstanding service and support and therefore offers three levels of support to best suit your organization's needs:

### Silver Support

- This option is our Remote Only Support package that Includes coverage from Monday through Friday, 8 AM to 5 PM local time, excludes holidays.

### Gold Support

- This option is our Standard Support package that Includes coverage from Monday through Friday, 8 AM to 5 PM local time, excludes holidays.

### Platinum Support

- This option is our Extended Support package that Includes coverage for 24 hours per day every day of the year.

Voice Products Inc. recommends the standard “Gold” support maintenance package for Kansas City Missouri Police Department.

General Maintenance Agreement (GMA) Software & Hardware	Gold On-site (8 X 5) Including Software Upgrade Assurance
Next Annual GMA Amount	<b>\$2,160.00</b>

## NICE System Training

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

### Kansas City Missouri Police Department’s Training Package will include:

Course Description
How to Perform Quality Management with the NICE Inform Evaluator Package
How to Generate Data with the NICE Inform Reports Package

## Additional Information

### Pricing

- This proposal has been prepared and is being provided by Voice Products Inc. to Kansas City Missouri Police Department for budgetary purposes only. The information contained in this proposal is subject to change due to factors that include, but are not limited to, the number of products or services desired to be purchased by Kansas City Missouri Police Department.
- Kansas City Missouri Police Department'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) Kansas City Missouri Police Department 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 outlined in this proposal are exclusive of, and the customer will be responsible for, any excise, sales, import and use taxes, and like charges imposed concerning the products licensed or services provided by Voice Products. All prices are 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 the Customer for Expenses monthly in arrears. Any Expenses incurred by Voice Products Inc. shall conform to Voice Products' Expense Reimbursement Policy and are invoiced at cost without markup.
- "Ground Shipping" charges for software and hardware are included. "Expedited Shipping" at the customer's request may incur additional charges.

### Integration

- The customer is responsible for hardware, software, interfaces and other related fees associated with enabling an integration or other servers or systems for communication with the NICE solution such as PBX, ACD, ANI/ALI, Text, and so forth.
- Licenses do not include connectors or reports for the contact router, ANI/ALI, ACD or PBX systems, etc. The customer should contact the respective vendor for information related to those fees. Integrations with certain vendors may also require additional costs.
- For integrations that NICE Systems does not currently support, the customer may be requested to initiate discussions between the Voice Products Inc. Professional Services team and the respective vendor. Please note that additional charges may occur.

## Purchase and Services Agreement (Required)

<b>Bill To:</b>	
Company:	
Attention:	
Telephone:	
Fax:	
Address:	
City:	
State:	Zip:
Date:	PO#:

<b>Ship To:</b>	
Company:	
Attention:	
Telephone:	
Address:	
City:	
State:	Zip:

Order Approved By: (Customer, Print Name)	Title:	Sales Subtotal	\$
Order Approved By: (Customer, Signature)	Date:	Sales Tax	
Trade-in Approved by: (Initial for approval):	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. The title is and shall remain in Seller's 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 a security interest in all equipment, fixtures, and accounts receivable of Buyer to secure the payment of the sum hereunder. 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 hereunder, 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 paid 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 one (1) Year from the date of the order. 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.**

## Optional Inform Professional Feature Pricing

### Screen Recording

Requested Optional Pricing			List Price	Final Price
Inform Professional/Elite Software Screen Recording channel license. <b>Triggered by Audio activity.</b> <b>Price is per PC, not per monitor/screen. Only one PC per position.</b>	NPS-INF-SCREEN-1CH	12	\$500.00	\$6,000.00
NICE Inform Recording Unified up to 192 channels Rack Mount RAID5 w/ 160TB	VP-HW-NIR192R5-160TB	1	\$30,116.00	\$30,116.00
Install and configure optional features.	VP-ADD-OPT	1	\$700.00	\$700.00
One-time Software Assurance fee: One version upgrade during the first year if available.	PS-MAINT-NICE- IND-SA-PS	1	\$600.00	\$600.00
Additional Year Two (2) VP Maintenance.	VP-GMA	1	\$6,501.00	\$6,501.00
<b>Total for Optional Items</b>				<b>\$43,917.00</b>

This pricing is only budgetary. The quoted server may not be large enough. Voice Products will need to run a “screen storage calculation tool” to determine the actual minimum storage needed. This software will be installed onsite with a PC that is in service and handling the average amount of call activity. The technician will need administrator privileges to the PC for the installation of this software tool.

While Voice Products does sell physical servers, we recommend a Virtual Machine for screen logging for additional space to be added if / when required for video storage.

Voice Products recommends a 30-day retention policy for screens as they are used for QA and not as evidence.

# VoiceProducts

Proposal #Q-40126 Prepared on 8/16/2022 for:

**Kansas City Missouri Police Department**

*1125 Locust St., Kansas City, MO 64120*



**Presented to:**

Contact Name: Jeffery Brame  
Phone: 816-482-8510  
Email: [jeffery.brame@kcpd.org](mailto:jeffery.brame@kcpd.org)

Submitted by:  
Bob Farrell  
Regional Sales Manager  
Phone: 800-466-1152  
E-mail: [bfarrell@voiceproducts.com](mailto:bfarrell@voiceproducts.com)

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**NICE**<sup>®</sup>

Premier  
Partner



# VoiceProducts



We want to thank you for the opportunity to submit this proposal. We've identified ways Voice Products Inc. can help your organization meet your unique requirements based on our discussions. This proposal outlines our recommendation for an offering tailored to your needs and summarizes the initial estimated investment.

We look forward to receiving your feedback on this proposal. We appreciate the opportunity to work with the Kansas City Missouri Police Department's team to ensure the project's long-term success.

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

Sincerely,

**Bob**

Voice Products Inc.



Contract Holder



## Proposed Solution

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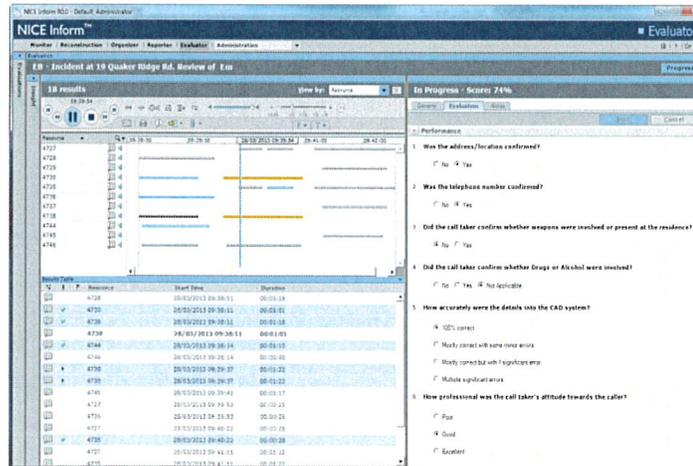
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## Implementation and Services

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Services Pricing				
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Voice Products Inc. Training Services: Available any time during maintenance coverage.	VP-TRN-NIR	1	\$1,200.00	\$1,200.00
Total Services:			\$2,700.00	\$2,700.00
Non-Recurring Charges				
One-time Software Assurance fee: Version upgrades during the first year if available.	PS-MAINT-NICE-IND-STD	1		\$6,000.00
Total Non-Recurring Charges:				\$6,000.00
Total List Price for System:				\$68,700.00
Maintenance Customer Discount:				\$51,600.00
				\$17,100.00
Quote valid if a purchase order is received by 11/16/2022				

#### Payment terms:

- Order placed with receipt of 50% down and signed Purchase & Services Agreement
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Voice Products Inc. recommends the standard **“Gold”** support maintenance package for Kansas City Missouri Police Department.

<b>General Maintenance Agreement (GMA) Software &amp; Hardware</b>	<b>Gold On-site (8 X 5) Including Software Upgrade Assurance</b>
This is in addition to the next annual GMA Payment	<b>\$10,800.00</b>

## NICE System Training

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- Prices outlined in this proposal are exclusive of, and the customer will be responsible for, any excise, sales, import and use taxes, and like charges imposed concerning the products licensed or services provided by Voice Products. All prices are quoted in U.S. Dollars.
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### Integration

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- For integrations that NICE Systems does not currently support, the customer may be requested to initiate discussions between the Voice Products Inc. Professional Services team and the respective vendor. Please note that additional charges may occur.



## Purchase and Services Agreement (Required)

<b>Bill To:</b>	
Company:	
Attention:	
Telephone:	
Fax:	
Address:	
City:	
State:	Zip:
Date:	PO#:

<b>Ship To:</b>	
Company:	
Attention:	
Telephone:	
Address:	
City:	
State:	Zip:

Order Approved By: (Customer, Print Name)	Title:	Sales Subtotal	\$
Order Approved By: (Customer, Signature)	Date:	Sales Tax	
Trade-in Approved by: (Initial for approval):	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. The title is and shall remain in Seller's 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 a security interest in all equipment, fixtures, and accounts receivable of Buyer to secure the payment of the sum hereunder. 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 hereunder, 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 paid 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 one (1) Year from the date of the order. 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.**

## Optional Inform Professional Feature Pricing

### Screen Recording

Requested Optional Pricing			List Price	Final Price
Inform Professional/Elite Software Screen Recording channel license. <b>Triggered by Audio activity.</b> <b>Price is per PC, not per monitor/screen. Only one PC per position.</b>	NPS-INF-SCREEN-1CH	14	\$500.00	\$7,000.00
NICE Inform Recording Unified up to 192 channels Rack Mount RAID5 w/ 160TB	VP-HW-NIR192R5-160TB	1	\$30,116.00	\$30,116.00
Install and configure optional features.	VP-ADD-OPT	1	\$700.00	\$700.00
One-time Software Assurance fee: One version upgrade during the first year if available.	PS-MAINT-NICE- IND-SA-PS	1	\$700.00	\$700.00
Additional Year Two (2) VP Maintenance.	VP-GMA	1	\$6,681.00	\$6,681.00
<b>Total for Optional Items</b>			<b>\$45,197.00</b>	

This pricing is only budgetary. The quoted server may not be large enough. Voice Products will need to run a “screen storage calculation tool” to determine the actual minimum storage needed. This software will be installed onsite with a PC that is in service and handling the average amount of call activity. The technician will need administrator privileges to the PC for the installation of this software tool.

While Voice Products does sell physical servers, we recommend a Virtual Machine for screen logging for additional space to be added if / when required for video storage.

Voice Products recommends a 30-day retention policy for screens as they are used for QA and not as evidence.

## Heinen, Joshua A

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**From:** Hoskins, Stephen  
**Sent:** Wednesday, March 1, 2023 1:48 PM  
**To:** Heinen, Joshua A  
**Subject:** FW: NICE QA add on

Here is the email from the sales rep at Voice Products verifying those quotes are still good.

Steve

---

**From:** Bob Farrell <[bfarrell@voiceproductsinc.com](mailto:bfarrell@voiceproductsinc.com)>  
**Sent:** Wednesday, March 1, 2023 1:47 PM  
**To:** Hoskins, Stephen <[Stephen.Hoskins@kcpd.org](mailto:Stephen.Hoskins@kcpd.org)>  
**Subject:** RE: NICE QA add on

Hi Steve,

That is great news and yes they are still good.

Thanks,  
Bob

Bob Farrell  
Voice Products Inc.  
P 800.466.1152 | F 316.263.1823  
[bfarrell@voiceproducts.com](mailto:bfarrell@voiceproducts.com)

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**From:** Hoskins, Stephen <[Stephen.Hoskins@kcpd.org](mailto:Stephen.Hoskins@kcpd.org)>  
**Sent:** Wednesday, March 1, 2023 1:43 PM  
**To:** Bob Farrell <[bfarrell@voiceproductsinc.com](mailto:bfarrell@voiceproductsinc.com)>  
**Subject:** RE: NICE QA add on

Bob, we are finally getting movement on the funding for the QA modules. Just verifying those quotes are still good.

Steve Hoskins

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**From:** Bob Farrell <[bfarrell@voiceproductsinc.com](mailto:bfarrell@voiceproductsinc.com)>  
**Sent:** Thursday, December 1, 2022 10:56 AM  
**To:** Hoskins, Stephen <[Stephen.Hoskins@kcpd.org](mailto:Stephen.Hoskins@kcpd.org)>  
**Subject:** RE: NICE QA add on

Thank you for the update. Yes, quote is still good.

Bob Farrell  
Voice Products Inc.  
P 800.466.1152 | F 316.263.1823  
[bfarrell@voiceproducts.com](mailto:bfarrell@voiceproducts.com)

**From:** Hoskins, Stephen <[Stephen.Hoskins@kcpd.org](mailto:Stephen.Hoskins@kcpd.org)>  
**Sent:** Thursday, December 1, 2022 10:39 AM  
**To:** Bob Farrell <[bfarrell@voiceproductsinc.com](mailto:bfarrell@voiceproductsinc.com)>  
**Subject:** RE: NICE QA add on

Bob, Jackson County is going to pay for this for us out of county 911 funds. Because of that, it is taking a long time as we have to make a formal request which their county manager then has to take to the legislature for approval. As long as the quote will stay good, we are good to go, just taking a while.

**From:** Bob Farrell <[bfarrell@voiceproductsinc.com](mailto:bfarrell@voiceproductsinc.com)>  
**Sent:** Thursday, December 1, 2022 10:37 AM  
**To:** Hoskins, Stephen <[Stephen.Hoskins@kcpd.org](mailto:Stephen.Hoskins@kcpd.org)>  
**Subject:** NICE QA add on

Hi Steve,

I hope you had a great Thanksgiving and just checking in on the status of adding Evaluator and get a feel where we at before years end. Look forward to hearing from you.

Thanks,  
Bob



<b>BOB FARRELL</b> REGIONAL SALES MANAGER <a href="mailto:bfarrell@voiceproducts.com">bfarrell@voiceproducts.com</a> <a href="http://www.voiceproducts.com">www.voiceproducts.com</a>	8555 E. 32 <sup>nd</sup> St. N. Wichita, KS 67226 P 800.466.1152 C 816.898.2909
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