

DEPARTMENT: Sheriff

BY: Byron Robles PHONE: 966-3615

RECOMMENDED ACTION AND JUSTIFICATION: Resolution authorizing Sheriff Muller to purchase an emergency communications, Higher Ground, Voice Logger from Commercial Electronics Corporation for \$16,181.46. *approve budget action (\$16,182)*

The Mariposa County Sheriff's Office receives funding from the California 9-1-1-Emergency Communications Office. These funds accumulate and every five years become available for communication equipment upgrades. These funds could be utilized at this time for the purchase of a new Voice Logger but would create shortfalls when a significant upgrade within the Dispatch Center becomes necessary. Funding for this piece of equipment already exists within the Sheriff's budget and therefore no additional funding is being requested.

The current recorder (Dictophone) has been in place for 10 years and the maintenance contract expired in February of 2010 with no option for renewal. Research has revealed a variety of companies that offer the recorder (Voice Logger). Through this research estimates ranging from \$32,000 to \$16,200 were received.

Based on the needs of the Mariposa Sheriff's Dispatch Center, Commercial Electronics Corporation offered a Higher Ground Voice Logger for \$16,181 that will meet our needs and can be upgraded in the future as technology changes. Higher Ground has also partnered with (NENA) National Emergency Number Association, working to develop the solutions for NG9-1-1.

BACKGROUND AND HISTORY OF BOARD ACTIONS: Mariposa County has used funding to maintain, purchase and upgrade software for the Mariposa County Sheriff's Dispatch Center.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION: Mariposa County Sheriff's Office is responsible for receiving 911 Emergency calls and responding to them. The ability to record voice data is vital to the operations of the Communication Center. Not being able to record and retrieve voice data would jeopardize the safety of deputies responding to calls for service and limit the District Attorneys' ability to successfully prosecute criminal cases.

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|---|--|---------------------------|
| Financial Impact? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Current FY Cost: \$ | Annual Recurring Cost: \$ |
| Budgeted In Current FY? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Partially Funded | | |
| Amount in Budget: <u>\$16,182</u> | List Attachments, number pages consecutively | |
| Additional Funding Needed: <u>\$ -0</u> | _____ | |
| Source: | _____ <i>Budget Action</i> | |
| Internal Transfer <u>X</u> | _____ <i>Product info sheet</i> | |
| Unanticipated Revenue _____ 4/5's vote | _____ | |
| Transfer Between Funds _____ 4/5's vote | _____ | |
| Contingency _____ 4/5's vote | _____ | |
| () General () Other | _____ | |

CLERK'S USE ONLY:
 Res. No.: 10-107 Ord. No. _____
 Vote - Ayes: 5 Noes: _____
 Absent: _____
 Approved _____
 () Minute Order Attached () No Action Necessary

COUNTY ADMINISTRATIVE OFFICER:
 Requested Action Recommended
 No Opinion
 Comments: _____

The foregoing instrument is a correct copy of the original on file in this office.
Date: _____
Attest: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
By: _____
Deputy

CAO: *Byron Robles*

BUDGET ACTION FORM

| FUND | DEP/DIV | ACCOUNT | DESCRIPTION | PROJECT | INCREASE | DECREASE |
|--------|----------|-----------|-----------------------------|---------|----------|----------|
| 001 | 0216 | 521.06-80 | Fixed Assets / Voice Logger | | 16,182 | |
| 001 | 0216 | 521.04-80 | Equipment | | | 16,182 |
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| 001 | 0104-414 | 1090 | GENERAL CONTINGENCY | | | |
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| TOTALS | | | | | 16,182 | 16,182 |

| TRANSFER BETWEEN FUNDS | | | | | DEBIT | CREDIT |
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| TOTALS | | | | | | |

ACTION REQUESTED: (Check all that apply)

() Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or transferring appropriation from Contingencies

(X) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

JUSTIFICATION Refer To Attached Board Agenda Item Explanation

| | | | |
|---------------------|---------------------|-------|----------------|
| DEPT HEAD SIGNATURE | <i>Brian Muller</i> | DATE | <i>2-26-10</i> |
| APPROVED BY RES NO. | <i>10-107</i> | CLERK | <i>mm</i> |
| | | DATE | <i>3-9-10</i> |

DEPARTMENT: Sheriff's Office

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| AUDITOR'S USE ONLY BA # |
|----------------------------|

Budget Revision Form Revised 07/2000

Why choose HigherGround's Next Generation Capture911 incident re-creation solution



Capture911 incident re-creation

HigherGround's NextGen Capture911™ solution integrates data from multiple sources into a single synchronized event. Media sources can include voice interactions, screen captures, ANI/ALI data, GIS data, text messages, video, and more.

One Recorder for ALL Audio

NextGen Capture911 records analog, digital, and VoIP phones, as well as analog and digital (T-1) trunks, analog radios, and consoles into a single recorder chassis. Access data from any position on your network (LAN/WAN/VPN) with unlimited instant playback licensing.

Report on ANY Collected Data

Select any data you choose with the click of a button for instant reports – NO programming knowledge required. Record, Retrieve, Replay, Report....It's that simple.

Customizable Search Data

Use over a dozen search options for instant retrieval of archived data and media recordings including customized annotations, flagging, and time indexed tagging information

I'm Alive

Ensure your system is up and running 24/7. HigherGround's exclusive "I'm Alive"™ is a pro-active notification service that calls our server each day. If feedback is not received, our technicians receive an alert and take immediate actions to guarantee uptime.

Service Reliability

NextGen Capture911 monitors over 350 alarms and critical applications. In most cases our certified technicians notify you of any potential problems before they have occurred.

Encryption

NextGen Capture911 utilizes multi-layer encryption algorithms on all network communication between the client and the server.

Digital Signature

Allows you to verify authenticity and ensure recordings have not been tampered with or altered.

"Stand-Alone CD"

Enables you to burn recorded incidents and playback software onto a portable CD. This securely locks the recordings on the CD with pass code permissions, flags, tags, digital signature, and data associated with the original recording. The CD will play back from any PC with the same functionality that you would have on your NextGen Capture911 system.

Replication Software

Automated online storage for instant access to redundant data locations for disaster recovery.

True Open Architecture

HigherGround's hardware platform is developed with non-proprietary, standard PC components providing PSAPs with flexibility and significant cost-savings.

HigherGround's Instant Retrieval software

"IRR" has been a proven industry standard for call recording in the public safety market for over a decade. It is used by both Motorola and Plant/CML in their 9-1-1 dispatch consoles.

HigherGround Support:

Commercial Electronics Corporation and HigherGround's approach to support is unique in the liability recording industry. We take into consideration all aspects of the recording process; from hardware and software architecture to the disaster recovery of your data. We conduct real-time alarm monitoring of the system and it tells us what to fix. If there is a catastrophic failure like lightning, we offer a recording loaner until we get your recorder repaired or insurance replaces it. We also have proprietary software that we developed to automate your backup to a remote network location that provides a speedy recovery and age retention flexibility.

Post Warranty Service Options Summary

Your initial warranty provides 24/7 support and covers all software and hardware for one year from date of installation. There are four levels of coverage from which to choose:

Tier I - The Software Only option is a 24-hour remote maintenance and software update plan. Most problems can be corrected quickly through dial-up access into the voice logging server. If a dedicated phone line is provided, the system will also automatically report any malfunction directly to HigherGround. The problem may even be corrected before it becomes evident to you. As new software features come available, they will be automatically downloaded to the system. *If a dedicated phone line is not available, a shared line could be switched as needed (perhaps a fax line). However, there is a possibility that automatic trouble reporting may not occur. (11% of list price of the recording system)

Tier II - Exchange service includes the software maintenance above and defective board / module exchange of otherwise warrantable parts. Parts identified by the customer as defective will be pre-shipped by Commercial Electronics for immediate replacement. On-site labor required to replace parts is provided by the customer. (14% of list price of the recording system)

Tier III - Standard service continues the same service as that provided during the warranty period; i.e. 24-hour monitoring*, remote* software updates, and all system hardware. Most malfunctions are typically not hard equipment failures, and can be corrected by reinitializing programs remotely. However, should an otherwise warrantable failure occur to the hardware, this plan covers all parts, labor and mileage during normal business hours. (16.5% of list price of the recording system). Should after-hours service be required, the customer would be responsible for additional labor charges of \$112.50 per hour.

Tier IV - Our 24-Hour service option extends the standard service to full 24-hour response for equipment failures or other situations requiring an on-site technical presence. Standard repair service is provided from 8:00 a.m. to 4:30 p.m., Monday through Friday. 24-hour service covers repair actions necessary to restore primary operation after normal business hours. (25% of list price of the recording system)

*All extended support agreements are locked for years 2 to 5. No Inflation.

Quotation includes all items listed:

- **I'm Alive 24 hour alarm monitoring**
- **ANI/ALI integration**
- **Port Alert digital data monitor**
- **Replication backup software**
- **24 x 7 Real-Time Alarm Monitoring**
- **Free software updates**
- **Catastrophic recorder loaner**
- **Alarm Monitor - remote software.**
- **Installation**

Below is an expanded list of our support features and process:

- **Made in the USA:** All HigherGround software is written and supported in the USA.
- **Perpetual License Agreement (exclusive):** The ability to retain retail value of the software investment for life of the system. Five to seven years from now when hardware technology has improved, we will reload you HigherGround software image and licensing to the new recording hardware server. If you migrate to Avaya's VOIP technology, we will transfer any existing TDM recording licensing to a VOIP phone.
- **"I'm Alive" (exclusive):** 1). "I'm Alive" calls home to our mainframe every 24 hours to acknowledge that your recorder is "Alive". We also keep a log for any recording chassis that does not call home. We do not allow any assumptions that a recorder is OK just because we have not received any alerts or notifications. 2). "I'm Alive" monitors over 200 unique performance conditions about your system and notifies us and your technical staff real-time 24 x 7 and tells you what to fix. One alert that is most useful when recording analog is the "Idle Channel" alert. This feature can be set on a per channel basis so that it will notify you if it has not sensed any audio within a pre-set period of time like 15, 30 minutes, 1 hour, 1 day etc. Even though we seldom have a channel card fail, majority of our clients use this to a variety of purposes to provide an additional "piece of mind". With the "I'm Alive" HigherGround software, we will know before you ever realize that you have a problem with notification to us in 1 to 5 minutes because of process and access timing. The notifications are also about software issues that are not reported on other systems and are not pro-actively monitored.
- **Port Alert:** HigherGround's unique and exclusive "Port Alert" (**exclusive**): We developed proprietary software that monitors any digital connected signal that is attached to the recorder. If we loose the **digital hand-shake from a digital phone** (if you are recording them), you will know about it. If the recorder looses any **data stream** like the ANI/ALI feed for playback, you will be notified. This is a very powerful exclusive feature that we offer to help you help yourselves on your side of the recorder to maintain a higher reliability to the recorder for a positive long term support relationship.
- **Redundant Local Alarm Monitoring:** What if your system has a catastrophic event and is down and not recording? If your system is a single chassis recording solution, how can we know what is going on with your recorder if it is completely down? The recorders "I'm Alive" software will not call home and no one will know until our technician checks the "I'm Alive" log to see what systems did not report in the next morning. This only holds true if it failed before its predetermined time to call home that night. Understand, this system would be dead in the water and there is no communications going out. Wouldn't you like for someone to know sooner?

We have an answer for that also. We provide the HigherGround "Alarm Monitoring" software as a stand alone application so that you can load it on an existing server and it can "ping" the recorder and call us as a redundant alarm monitoring server **for FREE**. It can be setup to ping as often as you like but you have to provide a way for it to call out to us and you if you like.

- **Catastrophic Loaner when available:** Commercial Electronics offers a catastrophic failure recorder loaner for all contract customers at no additional cost if they are available in inventory.
- **Hardware Refresh:** With the Perpetual License Agreement from HigherGround, when you ever need to upgrade your hardware, you will not have to repurchase any software. We will recommend the appropriate configuration and reload your software profile from

the original HigherGround software investment that you made. This means that your cost of ownership is greatly reduced over 10+ years not 5.

- **Replication Software:** HigherGround Replication Software (**exclusive**): This software will backup your data from the recorder to up to two remote network attached storage locations automatically. It will also setup those locations up as automatic search groups. This means that no matter where the data is, it is seamless to the user whom requested it. Age retention levels can be set independent to the recorders retention down to the channel level.
- **Security:** Every HG recording server embeds a digital signature within each recording so that you can verify if a recording integrity has been compromised. Encryption is a standard option within each recorder and can be activated by the customer. All recording data is encrypted down to the server file level and labeled by a Hex Code. All access and operations by person is tracked and logged for later review. The exclusive HG "Stand Alone CD" is a site license that enables a manager to burn and encrypt a CD with the HG playback software, recordings, ANI/ALI, tags/flags and any other data onto a secured CD with a user name and password.
- **Software:** The system was designed as a "Thin-Client Architecture" which simply means that you do not load any software on the remote desktop to play back anything and our level of technology does not require a dongle on the server or on any PC to control our security or licensing function. You simply double-click on the icon and the HG application executes from the server and appears on your desktop. All playback seat licensing is free for all applications. We do not require a web interface to operate our software yet you can access the recorder remotely with full functionality when you access your network. Web interfaces DO NOT normally allow full feature playback functionality versus the full featured functionality of "Thin-Client" architecture. We offer a HigherGround "Web Portal" on a separate server for security when accessing remotely. With proper security practices with remote access to your network, the Web Portal is not necessary and is a preference. No customer has ever configured one. HIGHERGROUND PLAYBACK LICENSING PROVIDES UNLIMITED ACCESS AND IS FREE FOR ALL APPLICATIONS.
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| TOTALS | | | | | 16,182 | 16,182 |

| TRANSFER BETWEEN FUNDS | | | | | DEBIT | CREDIT |
|------------------------|--|--|--|--|-------|--------|
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| TOTALS | | | | | | |

- ACTION REQUESTED:** (Check all that apply)
- Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or transferring appropriation from Contingencies
 - Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

JUSTIFICATION Refer To Attached Board Agenda Item Explanation

DEPT HEAD SIGNATURE Brian T. Mueller DATE 2-26-10

APPROVED BY RES NO. CLERK DATE

DEPARTMENT: Sheriff's Office

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|-----------------------------------|
| AUDITOR'S USE ONLY BA # |
|-----------------------------------|