

Anderson, Jeff

From: Lori Walker <lwalker@wsystems.com>
Sent: Thursday, September 9, 2021 11:57 AM
To: Anderson, Jeff
Cc: Jim Halsmer; Mitch Thompson; Wade Myers
Subject: Technical Support - NICE and iRecord

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Good Morning Jeff:

Thank you for reaching out to Word Systems regarding the technical support agreements for both the NICE Voice Logging and iRecord Interview and Interrogation Systems for Aurora Police Department. We are happy to provide you with a couple of options and have provided some key points for your review. Let us know if you would like to get on a call to discuss any questions or concerns you may have after review.

I would personally like to thank you for your continued support of Word Systems and the NICE Voice Logging and iRecord Interview and Interrogation Room Systems. We have had a long standing relationship with Aurora Police Department and look forward to our continued partnership.

For a little background, we have over the last 5 years done a complete upgrade to the hardware and software of the NICE Voice Logging System. In approaching this new contract, we want to focus on staying proactive with Internal Audit's twice a year, and the addition of proactive tools for both IT and the Communications Center. We will be providing a new tool for monitoring the system called Health Manager. This will provide a detailed alarm system with the ability to contact key users via e-mail should the system need attention. This could be anything from a down channel to a system warning. This is a customizable monitoring system. Additionally, we would like to provide software assurance for (1) Inform Version upgrade during the 3 year contract and an integration with Rapid SOS software. This will bring the Rapid SOS Integration directly into the timeline for a better 360 view of the incident. And, last but not least, will continue with our current 24/7, 365 on-site Technical Support. We continue to have a team of local technical support available for Aurora Police Department.

With respect to the iRecord System. The approach will be similar. We will stay proactive with Internal Audit's twice a year. By maintaining a technical support agreement, we will be able to provide Version upgrades to the system when available. Just recently we set up a new monitoring system. We are able to remotely access your system to allow for a quicker turn around time when it comes to technical support. New to iRecord is the ability to share interviews in the Cloud. We are currently using the Microsoft Azure Cloud which is a CJIS compliant cloud. We would like to offer Aurora PD a 90 day pilot program as part of your contract. This will allow your Detectives to upload an interview into the cloud and share it with any team member outside your agency. This is done via a password protected link that can be customized for a specific length of time. This gives Aurora PD control over who has access and for how long to the interview. The goal is to provide a way to quickly share, without having to make a copy and deliver, an interview to all parties involved in the investigation. Additionally, we will continue the 24/7, 365 onsite technical support that is currently being used.

You had requested numbers for a (3) Three Year Maintenance Agreement as well as options for (2) additional (1) year contracts. The numbers for the agreements are as follows:

1. Should you wish to purchase with one upfront payment for the entire (3) Three years for both systems, the costs would be - \$134,878.70. One upfront payment provides a savings of \$7,500 over paying annually;
2. Should you wish to purchase the (3) year agreement for both systems and make yearly payments the cost would be - \$47,459.00;
3. For the additional (1) year agreements, the renewal would be - \$47,459.00.

The numbers stated above reflect a savings of \$10,825.00 a year by combining the agreements over purchasing them individually.

Should you need me to provide this information in a more bulleted, highlight, benefits format for presentation to the Board/Council, just let me know. I will also be available if you would like me to attend any presentation meeting.

I will put together Technical Support Agreements based on your choice above and have them sent to you for signature.

Once again, we appreciate our partnership and look forward to working together over the next 3 years.

Thank you,

Lori Walker, ENP

d/b/a RDD Technologies

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Click here to take a test drive: [iRecord Is](#)

Technical support – 800-425-7637 ext. 1131 or helpdesk@wsystems.com