

An aerial view of a city skyline at sunset, with a large, colorful square graphic (green, blue, yellow, pink) centered over the text.

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Where Local Governments Find, Validate and Procure Great Technology

Aurora, IL

Dispatch Recording System Final Briefing Packet

Project Sequence



The City of Aurora seeks a partner to provide a modern, highly resilient Public Safety Dispatch Recording and Multimedia Logging System. This critical system will maintain discrete recordings of incident-initiation calls between the public, APD dispatchers, and first responders. Beyond hosting these multimedia files, seamless linkage to Aurora's Records Management System for organization and retrieval will be required from the selected partner.

Process Overview:

- After several meetings to discuss the City's needs and specific timeline, Marketplace.city drafted the [Solicitation](#) for vendors to complete to be included in the reporting and selection process.
 - It was publicly posted on 3/2/26 and closed 3/23/26.
- There were 5 responses completed by the deadline – [Raw Data File Here](#).
- 3/25 – Met to review Vendor Response Data
 - A Summary of the 5 submitted responses can be found on the following page – [Full Vendor Response Analysis Here](#)

Initial Submission Summary



Company	Solution	Please provide a 1-page Solution Narrative describing your proposed solution and how it fits the City of Aurora's needs	Please provide an example of your system's navigation menu user interface.	Deployment - how is the core recording engine hosted?	Has your recording system integrated with Mark43 CAD/RMS before?	Please provide references for comparable police department deployments for the City of Aurora.	Simplified 3 Year Pricing	Please estimate (in months) the duration from contract signature to go-live.
Axon Enterprise, Inc.	Prepared Logging Recorder	Solution Narrative	Navigation Menu UI	Hybrid	No	SE Massachusetts Regional 911 District Jeffcomm 911 City of Nashville	\$841,400 <i>Assuming < 250k Call Volume Tier Mark43 Integration: \$10,000 One-Time Evidence.com Integration: \$0 Once live</i>	1-2 months on average.
Equature	Equature	Solution Narrative	Navigation Menu UI	Hybrid	Yes	Kankakee County Combined (KanCom), IL Southland Communication Center, IL Southwest Central Dispatch, IL Boulder Regional Emergency Telephone Authority, CO Paducah-McCracken County 911, KY	\$191,078 <i>Includes Integrations</i>	8-10 Weeks (Estimated)
EXACOM, INC	Exacom HindSight	Solution Narrative	Navigation Menu UI	Hybrid	Yes	Jeffcom 911, CO Arapahoe 911 Authority City and County of Honolulu, HI Aurora, Colorado, Police Depart Chicago Office EM&C	\$317,837.67 <i>Mark43 Integration: \$7,496.25 One-Time Evidence.com Unscoped/Unprovided</i>	Approximately 45-60 days.
Nelson Systems	Eventide NexLog DX-Series 740	Solution Narrative	Navigation Menu UI	100% On-Premise (Local Servers)	No	DU-COMM / ACDS (Dupage County) Northwest Central Dispatch Systems St. Louis Metropolitan Police Department McHenry County (SEECOM, NERCOM, MCSO)	\$404,145.43 <i>Evidence.com Integration: \$25,000 Annually Mark43 Integration: \$20,000 One-Time</i>	2 Months
Valsoft Corp. dba WSI Technologies	NiCE Inform Elite	Solution Narrative	Navigation Menu UI	100% On-Premise (Local Servers)	Yes	Will County ETSB Peoria County ETSB McLean County ETSB Lake County ETSB/LakeComm	\$453,000 <i>Upfront Payment Discount: \$30,000 All Integrations Included</i>	Right now it is 60 days

Project Sequence Continued



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- Demos occurred between April 6 – 16
 - Demos conducted with Equature, Exacom, WSI (Nice Inform), and Nelson (Eventide)
 - Axon did not advance due to prohibitive cost.
- 4/20 – after meeting, the team identified Equature & WSI as finalists. Equature for their all-inclusive pricing, simpler User Interface, and direct-vendor model, and WSI to continue to evaluate the improved version of the status quo Nice Inform system.
- Finalists were sent final clarifying questions to confirm remaining items on User Interface, system resiliency, and pricing structure – [Full Finalists Comparative Analysis Here](#).
- 5/1 – the project team submitted final scoring by department for a recommended partnership.

Finalists Pricing Breakdown



Company	Solution	Quote Link for 132 Channels	Year 1	Year 2	Year 3	3-Year Total	Option Year 4	Option Year 5	5-Year Total	Notes
Equature	Equature	Original Quote (Confirmed)	\$91,078.90	\$50,000.00	\$50,000.00	\$191,078.90	\$55,000.00	\$55,000.00	\$301,078.90	*Also an outright purchase + Maintenance option if desired. *Years 4 & 5 optional, pre-priced. *Equature seeks to do a full technical review of the environment, but confirms "the investment reflects the 132 device count."
WSI	Nice Inform	Updated Quote	\$318,000	\$84,750	\$84,750	\$487,500.00	\$84,750.00	\$84,750.00	\$657,000.00	*Offers \$34.5k discount for immediate purchase rather than 3-year purchase cycle. \$453k vs \$487.5k.
Comparison Line			\$226,921	\$34,750	\$34,750	\$296,421	\$29,750	\$29,750	\$355,921	

Final Scoring



Scoring Criteria	Weight	Vendor Evaluation	
		Equature	WSI (Nice Inform)
Capabilities / Solution	25%	8.17	5.67
Experience and Qualifications	20%	8.08	7.75
Approach, Services, Implementation Methodology	10%	7.75	5.67
Pricing and Contract Model	20%	8.75	2.83
Additional Services / Innovation	25%	7.42	4.58
Weighted Scoring		8.04	5.25



Recommendation – Equature

The project team recommends Equature as the Aurora Police Department's next dispatch recording platform. Following a competitive review leading solutions, the team is confident that Equature's modern cloud architecture and favorable pricing represent the strongest long-term investment for the City.

DECISION FACTORS

Significant Cost Savings – Equature delivers the 132-channel solution at \$191,078.90 over three years, more than 60% below WSI’s \$487,500 for an equivalent system. Optional Years 4–5 are pre-priced at \$55,000/year, giving the City long-term budget certainty without a mandatory multi-year obligation.

Modern Platform with Built-In Intelligence – Equature includes Communications Intelligence (automatic transcription, AI-generated call summaries, and AutoQA) at no additional cost. These are paid add-ons under the competing final proposal. Equature’s direct-vendor model and VoIP/RoIP architecture are purpose-built for today’s dispatch environment.

Active/Active Redundancy Eliminates Recording Loss – Unlike on-premises systems that remain vulnerable to recording loss during hardware failure, Equature’s Active/Active architecture maintains separate connections, databases, and access paths simultaneously — ensuring recordings are preserved even during a system disruption.

Direct-Vendor Model – Unlike WSI, which resells and supports the NICE Inform platform on behalf of a third-party manufacturer, Equature is the developer and owner of its own platform. This means Aurora engages a single accountable party for licensing, support, and product development.

CONTRACT DETAILS

CONTRACT MODEL	Subscription as a Service
CONTRACT DURATION	3 Years 5 Years
ESTIMATED TOTAL COST	\$191,078.90 \$301,078.90
DOCUMENTS	