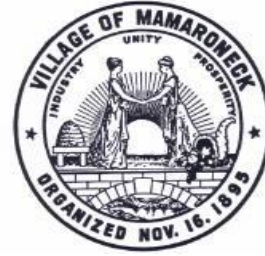


MEMORANDUM



To: Chief Sandra DiRuzza, VMPD

From: Joseph Marselle, Technical Support Specialist

Re: Verint System

Date: January 6, 2022

P 914-777-7703

F 914-777-7760

www.villageofmamaroneck.org

The Verint System is responsible for recording all of our main phone lines, both 911 lines, and all radio channels. It is also responsible for organizing all recordings in a manner that makes it extremely simple for users to access the recordings when needed. Anytime a transmission over a radio channel or a phone call is made/received the system begins recording, creates a .wav (sound) file, and then places that file within a folder structure that corresponds with the radio channel or phone number that the call was made on.

During 911 calls, the system will actually record the person on the other end of the line before the PD even picks up the phone. Along with Verint, audiolog is the current software we use to access the recordings on our work computers (NICE CALL Recorder does the same thing). Audiolog is a desktop application that must be installed to access any recordings. Once logged in to the application the system breaks all recordings down by phone number/radio channel and then the date. It is very easy to navigate through the recordings as everything is broken down into a very simple folder structure, which the Verint server is responsible for. Users (with the correct permissions) can export the recordings off of the system.

Our current system has reached its end of life and is no longer supported. As such, staff reached out to our current vendor, BEI, to review options for a new recording system. Based on our discussions, staff has identified the NICE Inform turnkey solution on a WIN2019 server with (34) channel licenses for Communications recording. NICE Inform Browser-based Incident Reconstruction Search & Playback application will be installed and programmed. BEI will also train all users.

The system is available through NY Office of General Services (OGS) State Contract # PM68145. The price for the new system is a one-time payment of \$28,340.00. The quote is attached.