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From the Director, Office of Emergency Management, requesting authorization to execute a contract with Word Systems, Inc., in an amount not-to-exceed \$44,405 per year for digital voice recordings of the 9-1-1 Communications Center for the period effective January 1, 2018, through December 31, 2021, by recommending adoption of the following:

A RESOLUTION

WHEREAS, the Office of Corporation Counsel opinion of March 3, 2017, regarding procurement services contracts under Chapter 32 of the Milwaukee County Code of General Ordinances requires full Milwaukee County Board of Supervisor’s approval on multi-year budget contracts; and

WHEREAS, Word Systems, Inc., has provided a proprietary digital voice recording system known as NICE Inform, which has supported the 9-1-1 Communications Center operations for six years; and

WHEREAS, the Office of Emergency Management (OEM) executed a one-year agreement with Word Systems, Inc., on December 20, 2016, to replace end-of-life hardware and to enhance disaster recovery survivability through redundancy; and

WHEREAS, the digital voice recording system provided by Word Systems, Inc., supports life-saving actions in the 9-1-1 and Emergency Medical Services operations center, to include recordings of 9-1-1 emergency calls and 9-1-1 dispatcher-assisted cardio pulmonary resuscitation calls; radio transmissions with Milwaukee County Office of the Sheriff Deputies, District Attorney Investigators, countywide paramedics, and physicians from the Medical College of Wisconsin; and

WHEREAS, the annual cost of \$44,405 is included in the four-year 2018 through 2021 Information Technology spend budget to support and maintain the proprietary digital voice recording system; and

WHEREAS, the Committee on Finance and Audit, at its meeting of October 30, 2017, recommended adoption of File No. 17-669 (vote 7-0); now, therefore,

BE IT RESOLVED, the Milwaukee County Board of Supervisors hereby authorizes the Director, Office of Emergency Management, to execute a four-year contract with Word Systems, Inc., for a yearly not-to-exceed value of \$44,405 and a total contract value of \$177,620 to ensure continuity of service for digital voice recordings of the 9-1-1 Communications Center for the period effective January 1, 2018, through December 31, 2021.

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