



# TOWN COUNCIL – AGENDA REQUEST FORM

THIS FORM WILL BECOME PART OF THE BACKGROUND INFORMATION USED BY THE COUNCIL AND PUBLIC

Please submit Agenda Request Form, **including back up information**, 8 days prior to the requested meeting date. **Public Hearing requests must be submitted 20 days prior to requested meeting date to meet publication deadlines** (exceptions may be authorized by the Town Manager, Chairman/Vice Chair).

## MEETING INFORMATION

Date Submitted: 4-27-2023

Date of Meeting: 05-11-2023

Submitted by: Chief Brian Levesque

Department: Communications

Time Required: 10 minutes

Speakers: Captain Eric Marquis

Background Info. Supplied: Yes:  No:

## CATEGORY OF BUSINESS (PLEASE PLACE AN "X" IN THE APPROPRIATE BOX)

Appointment:	<input type="checkbox"/>	Recognition/Resignation/Retirement:	<input type="checkbox"/>
<b>Public Hearing:</b>	<input checked="" type="checkbox"/>	Old Business:	<input type="checkbox"/>
New Business:	<input type="checkbox"/>	Consent Agenda:	<input type="checkbox"/>
Nonpublic:	<input type="checkbox"/>	Other:	<input type="checkbox"/>

## TITLE OF ITEM

Withdraw request from Capital Reserve Fund of \$30,358 for the purchase of a new ComLog Recorder.

## DESCRIPTION OF ITEM

A replacement ComLog Recorder is due. This device records telephone calls at the police department. It also records radio communications for police and fire. Several compaines gave demonstrations of their products. It was decided that the product from Excacom would be the most suitable for the Town. The total cost is \$30,358.

## REFERENCE (IF KNOWN)

RSA:	Warrant Article:	_____
Charter Article:	Town Meeting:	_____
Other:	N/A	

## EQUIPMENT REQUIRED (PLEASE PLACE AN "X" IN THE APPROPRIATE BOX)

Projector:	<input type="checkbox"/>	Grant Requirements:	<input type="checkbox"/>
Easel:	<input type="checkbox"/>	Joint Meeting:	<input type="checkbox"/>
Special Seating:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Laptop:	<input type="checkbox"/>	None:	<input type="checkbox"/>

## CONTACT INFORMATION

Name:	<u>Brian Levesque</u>	Address:	<u>Police</u>
Phone Number:	<u>603.420.1854</u>	Email Address:	<u>blevesque@merrimacknh.gov</u>

## APPROVAL



# MERRIMACK POLICE DEPARTMENT

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31 Baboosic Lake Road • Merrimack, NH 03054  
(603)424-3774 • Fax (603)424-1760  
[www.merrimackpd.org](http://www.merrimackpd.org)

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## MEMO

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**DATE:** APRIL 27, 2023  
**TO:** MEMBERS OF THE TOWN COUNCIL  
**CC:** PAUL MICALI, TOWN MANAGER  
**FROM:** BRIAN LEVESQUE, POLICE CHIEF  
**RE:** AGENDA REQUEST

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The agenda request before the Town Council is to remove \$30,358 from the Capital Reserve Fund to purchase a new ComLog Recorder. This device is responsible for recording telephone calls at the police department along with radio transmission for police and fire. This device is essential in the Communications Department. A committee was formed and saw demonstrations from three companies. It was determined that Exacom was the best product for the Town of Merrimack. Technology Coordinator Jonathan Dias led the committee.



QUOTATION

Quote No: Q-2023-EXA-0007 Rev 2.1

Date: 2/21/2023

HindSight 4 - Multimedia Logging Recording System

For: Jonathan Dias
Technical Coordinator
Merrimack NH PD
31 Baboosic Lake Road
Merrimack, NH 03054
Desk: (603) 423-8557
JDias@merrimacknh.gov

Purchaser: Brian Levesque
Chief of Police
Merrimack NH PD
31 Baboosic Lake Road
Merrimack, NH 03054
Desk: 603-424-3774
Cell: 603-423-8541

Customer Requirements

The Merrimack NH Police Department would like to replace their current ComLog Recording system. This Rev2 is a result of 2/21/23 DEMO.

There are currently two (2) Motorola MCC7500 dispatch consoles.

Merrimack has an analog requirement for: 10 total Motorola channels 2 for PD and 8 for FD; and 6 for the pots phone lines. Thirteen (13) to be used with initial installation.

The Mitel 6920 Minet phone system supports: 30 IP phones that require recording.

Two (2) simultaneous / concurrent Playback Licenses are required.

CSI Technology is the current CAD System and interface Licensing is being investigated by Merrimack for

Exacom Proposed Solution Summary

Table with 6 columns: Qty, Part No., Model No., Description, Unit Price, Qty Sub-Total. It lists various recording system components like HSM-60, HS-S-Analog, HS-D-Nic, etc.



1	9002289	ExaBackup	ExaBackup: Backup software for HindSight.	\$	-	\$	-
				Equipment List Price:	\$	32,225.00	
				Government Discount:	\$	(8,056.25)	
				Equipment Sub-Total:	\$	24,168.75	
				Installation, Configuration and Training:	\$	2,000.00	
1	9004000	HS-SUP-E	ExaCare: HW/SW Warranty/Service Year 1 (Remote support - Essentials)			\$	4,189.25
				<i>ExaCare Extended Warranty Hardware &amp; Software Support: per year for add'l years</i>	\$	4,189.25	
				<i>automatically renewable at annual rate of</i>			
				<b>Solution Sub-Total:</b>	\$	30,358.00	
				<b>Sales Tax (See note 9):</b>	\$	-	
				<b>Solution Total:</b>	\$	30,358.00	

Exacom recommends NAS option OR customer-provided NAS for backup of recordings

Qty	Part No:	Model No:	Description	Unit Price	Qty Sub-Total
1	9002247	HS-I-SC	HindSight Screen Capture Integration	\$ 9,995.00	\$ 9,995.00
15	9002606	HS-Scr-CL	Per Screen Capture License (see note 2)	\$ 325.00	\$ 4,875.00
<b>Requested Options:</b>					
1	9000161	HSM-60	HindSight 60 Series Multi Media Recording Platform (includes HindSight Core Software, 8GB RAM, 2-1TB Drives - 1 TB RAID 1, Windows	\$ 7,200.00	\$ 7,200.00
1	9002302	HS-I-Rapid	HindSight RapidSOS Integration	\$ 9,995.00	\$ 9,995.00
1	9002200	HS-I-ANI-ALI	HindSight ANI/ALI Serial Interface	\$ 2,495.00	\$ 2,495.00
1	9000517-0	HS-MS-BU2	HindSight LT/60 series Storage Backup (NAS) Solution w/ HS Backup Software - Minimum 2TB	\$ 3,495.00	\$ 3,495.00
				NAS Addition List Price:	\$ 38,055.00
				Government Discount:	\$ (9,513.75)
				<b>NAS Addition Subtotal:</b>	<b>\$ 28,541.25</b>
1	9004000	HS-SUP-E	ExaCare HW/SW Warranty/Service Year 1 for NAS (Remote support)		\$ 4,947.15
				<i>ExaCare Extended Warranty Hardware &amp; Software NAS Support: per year for years 2-6</i>	\$ 4,947.15
				Sales Tax (See note 9):	\$ -
				<b>Options plus NAS Addition TOTAL</b>	<b>\$ 33,488.40</b>
				<b>Total Solution Cost including Recommended NAS</b>	<b>\$ 63,846.40</b>



**Exacom Proposed Solution Specific Notes:**

- 1. It should be noted that Rapid SoS is available on this platform with no changes to initial hardware.
- 2. Additional Server would be required for adding Screen Capture feature; costs shown are for 3 positions of 5 screens each.
- Note that Screen Capture supports 30 day screen retentions of recording
- 3. Merrimack is expected to provide analog outputs of radio to recorder.
- 4. We are providing this quote without a DEMO: we recommend a demo to dive deeper into system operation

**General Notes:**

- 1. Prices are in US dollars, FOB Manchester, NH
- 2. Shipping charges will be prepaid by Exacom and added as a separate line item on your invoice unless otherwise indicated in MPA. Customer is responsible for all customs and duties. All government tariffs, identified before and/or after the quote process and paid by Exacom will be passed onto the End Customer at cost, with no Exacom mark up.
- 3. Quotation is valid for 45 days.
- 4. ExaCare will auto-renew annually until the server reaches 6 years old age (based on ship date). Please indicate this on PO.
- 5. Software patches and minor releases are only available with current and up-to-date support contract.
- 6. A hardware / software refresh must be purchased before the server has reached 6 years of age (based on ship date) to continue with Exacom's full level of ExaCare support.
- 7. A HW/SW Refresh is only available when ExaCare is purchased for each server for years 1-6.
- 8. HW/SW Support is delivered remotely, only, via telephone, email and VPN, if available.
- 9. Sales Tax can only be waived if purchaser provides Exacom with a copy of their Tax Exemption Certificate prior

Submitted: By: 

<i>Thomas Mihalko</i>	Date: 2/21/2023
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Thomas Mihalko - Exacom, Inc.

Approved By: 

Signature:	Date:
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Signature of Authorized Personnel

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Printed Name and Title

Approved Total Cost: 

\$
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Select Solution Total cost with or without Recommended Options



Extended warranty plans for years 2 – 6:

Qty	Part No:	Model No:	Description	Unit Price	Qty Sub-Total
1	9004000	HS-SUP-E	EXACOM/1-Year Ext-Warranty Hardware and Software Maintenance - Support per year for	\$ 4,189.25	\$ 4,189.25
1	9004000	HS-SUP-E	EXACOM/1-Year Ext-Warranty Hardware and Software	\$ 9,136.40	\$ 9,136.40

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**COVID-19 and Exacom Status**

Exacom is monitoring the COVID-19 situation closely and has put in place the necessary measures to protect its employee owners and customers. These measures follow the recommendations of our Federal and State government agencies, as well as the relevant Government recommendations in the countries where we do business. Until now, the COVID-19 virus has had limited impact on Exacom's orders and ability to service our customers. We have identified supply chain risks for all recording product lines, and we are actively working with our suppliers to mitigate these risks. However, we want to be up-front about the way this unusual circumstance is affecting our business and customers.

Our on-site install and training services will be conducted when permitted by local, state and federal guidelines allow. For areas where that is not permitted, we will work with our customers to either reschedule on-site install at dates to be determined or to help our customers to self-install remotely whenever possible.

Regarding our new orders, the impact on our deliveries has been very limited up until now. However, without good visibility on the availability of the necessary components to build our keys, we are investigating various contingency plans. If required.

Due to these unusual circumstances, we suggest that our customers share with us their forecasted recordings needs as soon as they are able. This will help us forecast demand and coordinate supply to mitigate any delays and ensure the best service possible.

**Quote Tabulation - Call Recorder**

Part Number	<u>Exacom</u>		<u>Verint</u>		<u>Eventide</u>	
	<u>Cost per Unit</u>	<u>Cost of 2 Firewalls</u>	<u>Cost per Unit</u>	<u>Cost of 2 Firewalls</u>	<u>Cost per Unit</u>	<u>Cost of 2 Firewalls</u>
Call Recorder	\$24,168.75	\$24,168.75	\$34,760.00	\$34,760.00	\$27,336.42	\$27,336.42
Install	\$2,000.00	\$2,000.00	\$3,050.00	\$3,050.00	\$1,800.00	\$1,800.00
1 Yr Support	\$4,189.25	\$4,189.25	\$1,625.00	\$1,625.00	\$4,987.50	\$4,987.50
Mitel Call Licenes	\$1,663.20	\$1,663.20	\$1,663.20	\$1,663.20	\$1,663.20	\$1,663.20
5 Yr	\$16,757.00	\$16,757.00	\$12,400.00	\$12,400.00	\$19,950.00	\$19,950.00
		\$32,021.20		\$41,098.20		\$35,787.12
	<b>Total 1 Yr</b>	\$32,021.20	<b>Total 1 Yr</b>	\$41,098.20	<b>Total 1 Yr</b>	\$35,787.12
	<b>Total 5 Yr</b>	\$48,778.20	<b>Total 5 Yr</b>	\$53,498.20	<b>Total 5 Yr</b>	\$55,737.12