



## Consent Item

**RE:** RFP 20-20 Voice Recorder for Police Department

**Department/Program:** Police / Dictaphone

**Recommendation:** Budgeted Item. It is recommended to purchase the new PD voice recording system from Tech Electronics In the amount of **\$17,457**.

**Explanation:** The existing Nelson Systems Eventide voice recorder is an analog only system and has reached its end of life. RFP 20-20 was advertised in the St. Louis Business Journal and 7 bids were received.

The Tech Electronics MiVoice Call Recording System proposal was not initially the lowest bidder when comparing the straight vendor system pricing (see attached). However, in reviewing the bids, it was determined that because the Mitel voice IP stream was encrypted, the City would be responsible for preparing the integration for the third party vendors from their proposed systems to the Mitel system. In order to do this integration, additional hardware (Linux-based Virtual Machine with acting role as border gateway), and licensing/software (Secure Reporting Connector) would have to be purchased and configured by Tech Electronics, the preferred Mitel vendor. Tech Electronics submitted a proposal of \$4,549 (also see attached).

The Mitel MiVoice Call Recording licensing is built into the Tech Electronics' proposal and the City's existing MiCollab voicemail system can be used as the hardware border gateway. No additional hardware required.

Tech Electronics provides telephony and data services to many municipals in our area and the City has partnered with them since 1996. This new Voice Recording system would be fully integrated with the existing Mitel systems and Tech Electronics will provide the required local onsite support.

**Submitted By:** Paula Reeds

**Date:** 10-7-2020

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**RFP 20-20 Voice Recorder  
Bid Opening: Sept 25th, 2020**

Vendor	Product	Amt w/ yr 1	**Mitel PBX Integration	Install Total	Maint yr 2	Maint yr 3	Maint yr 4	Maint yr 5	Bid Total w/ Maint. 5 yr Total
<b>Voice Products</b>	NICE Inform Recording	<b>\$13,584.00</b>	\$4,549.00	<b>\$18,133.00</b>	\$1,926.00	\$1,926.00	\$1,926.00	\$1,926.00	<b>\$25,837.00</b>
<b>Nelson Systems</b>	Eventide	<b>\$15,584.00</b>	\$4,549.00	<b>\$20,133.00</b>	\$2,904.00	\$2,977.00	\$3,052.00	\$3,130.00	<b>\$32,196.00</b>
RevCord	RevCord	<b>\$16,539.21</b>	\$4,549.00	<b>\$21,088.21</b>	\$2,492.00	\$2,492.00	\$2,492.00	\$2,492.00	<b>\$31,056.21</b>
<b>Tech Electronics</b>	MIVoice Call Recorder	<b>\$17,457.00</b>	<b>\$0.00</b>	<b>\$17,457.00</b>	\$1,491.00	\$1,491.00	\$1,491.00	\$1,491.00	<b>\$23,421.00</b>
Equature	Equature	<b>\$23,841.67</b>	\$4,549.00	\$28,390.67	\$3,576.00	\$3,576.00	\$3,576.00	\$3,576.00	<b>\$42,694.67</b>
Warner Communications	Komutell	<b>\$25,200.00</b>	\$4,549.00	\$29,749.00	\$2,750.00	\$2,805.00	\$2,860.00	\$2,920.00	<b>\$41,084.00</b>
BusComm	Verint Recording	<b>\$45,463.73</b>	\$4,549.00	\$50,012.73	\$5,638.24	\$5,920.15	\$6,216.16	\$6,526.97	<b>\$74,314.25</b>

\*\* Mitel licensing (Secure Recording Connector) must be installed by the Mitel vendor, Tech Electronics, AND a Linux Virtual Machine (vm) must be provided to run the Border Gateway. Tech Electronics estimate is \$4,549 (Hardware, Software, Labor Hours).



6437 Manchester Avenue, St. Louis, MO 63139  
 PHONE: (314) 645-6200 | FAX: (314) 951-7750

Request No.	Line No.	Order Type	Created	Sales Rep.
FQ2010060010	1	Field Quotation	10/06/2020 at 9:23 AM	Steve Becnel

Bill To	Ship To	Site
City of Ballwin 1 Government Center Ballwin, MO 63011	City of Ballwin 14811 Manchester Rd. Ballwin MO 63011	City of Ballwin 1 Government Center Ballwin, MO 63011

Requestor: Paula Reeds      Phone: 636-227-8580      Fax: 636-207-2320

Work Performed On:	Model	ID:	Version:
	Mitel NuPoint MAS	PJ1810180003-1	

Location:

**Scope of Work**  
 Furnish, Install, Program and Test new Mitel Secure recording connector system to allow recording equipment to securely access encrypted Mitel encrypted voice streams. Initial licensing is for base system and up to 10 Mitel IP telephones. System to be installed on customer provided virtual infrastructure.

Qty	Part Number	Description
1.00	Goods	Appliance, Virtual, Mitel Border Gateway (MBG)
1.00	Goods	Pack, 10 License, SRC
1.00	Goods	SWA, Perm 1Y MI BG System
1.00	Goods	SWA, Prem 1 Year, MiV BG SRC Tap
12.00	Labor	Service

X _____ Customer Signature	<b>Subtotal:</b>	<b>\$4,549.00</b>
	<b>Special Freight:</b>	<b>\$0.00</b>
	<b>Tax:</b>	<b>\$0.00</b>
	<b>Total:</b>	<b>\$4,549.00</b>

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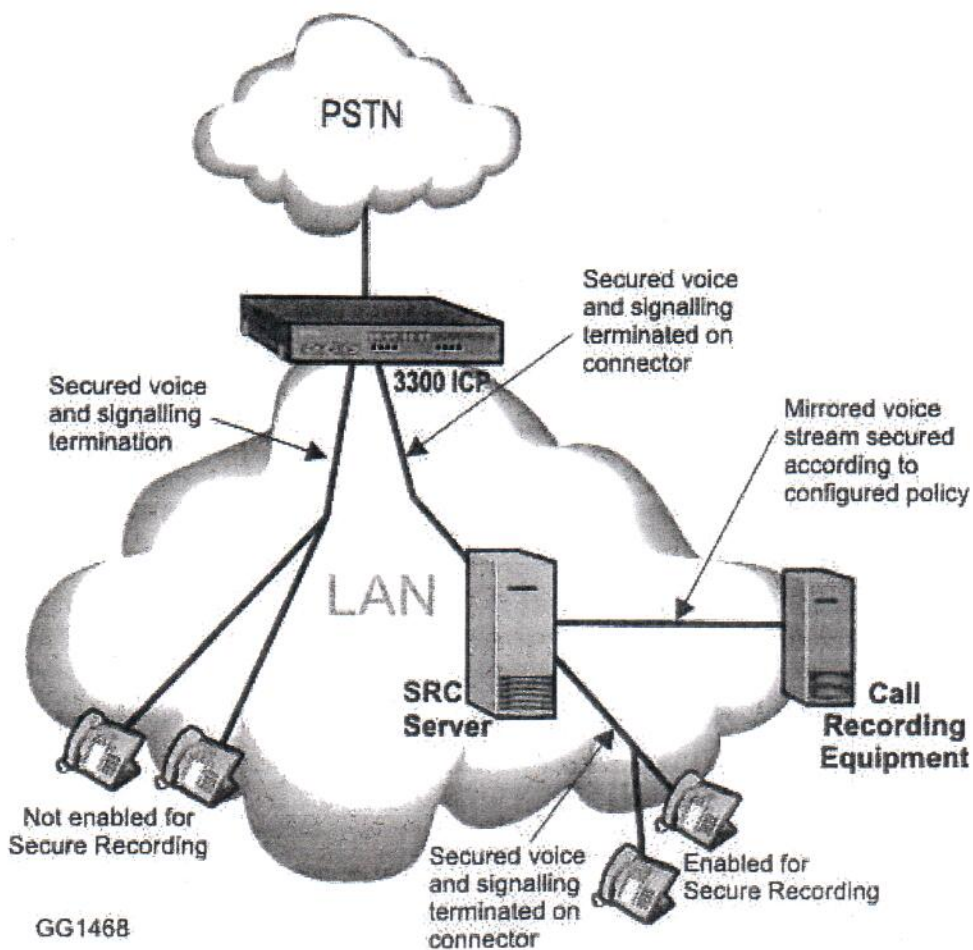
For Terms And Conditions please refer to URL:

[http://www.techelectronics.com/wp-content/uploads/2018/11/field\\_quote\\_terms\\_conditions.pdf](http://www.techelectronics.com/wp-content/uploads/2018/11/field_quote_terms_conditions.pdf)

Mitel's VoIP solution uses Secure RTP and TLS/SSL(128 bit RC4 or 128 bit AES encryption) to ensure the confidentiality and integrity of all voice and signaling communication.

## Secure Recording Connector

The Secure Recording Connector (SRC) service is a software solution that facilitates the recording of Mitel encrypted voice streams by third-party call recording equipment (CRE). The Mitel Border Gateway (MBG) server with SRC service is positioned on the LAN between the ICP and the sets to be recorded. It accepts requests from an authorized CRE to establish taps in the voice stream. These taps are separate (mirrored) streams from the SRC to the CRE.



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