



STAFF REPORT

DATE: January 27, 2026

FROM: Nathan Cooke, Interim Director

BY: Damian Parsons, Finance/Administrative Director

Erika Torres-Murillo, Staff Analyst II

TO: CONFIRE Administrative Committee

SUBJECT: NICE Telephony Upgrade- Purchase

Recommendation

Approve the purchase to upgrade the NICE Telephony System to support the Communications Telephony call recording redundancy in a not to exceed amount of \$105,000.

Background Information

The current NICE system records all 911 calls; it does not provide redundancy. For instance, when the NICE system at the Valley Center fails the NICE system at the Desert location is not capable of recording at the Valley and vice-versa.

The NICE Telephony purchase upgrade of our current system will provide that recording capability.

Fiscal Impact

The not to exceed amount of \$105,000 will be funded from the Equipment Reserves Fund (5009).

This purchase meets the sole source purchasing requirements as the County has standardized on Motorola's equipment and products for its Public Safety Radio System, including the dispatch console systems used for dispatch services. Our current NICE system, which is covered under an existing agreement with NICE, is specifically designed for close integration with Motorola dispatch console equipment, ensuring seamless interoperability and compliance with the County's standardized platform.

Attachments

- Non-Competitive Procurement Justification Form (Sole Source)