

RESOLUTION OF THE CITY COUNCIL

No. 262

Approved June 12, 2024

RESOLVED, That the Members of the Providence City Council
hereby Authorize approval of the following Contract Award by the Board of
Contract and Supply in accordance with Section 21-26(b)(2) of the Code of
Ordinances.

Interaction Insight Corporation
(Department of Telecommunications)

\$23,772.00


IN CITY COUNCIL

JUN. 06 2024
READ AND PASSED


RACHEL M. MILLER, PRESIDENT

CLERK

I HEREBY APPROVE.


Mayor

Date:

6/12/24



OFFICE OF THE INTERNAL AUDITOR
City of Providence

May 1, 2024

Ms. Tina Mastroianni
City Clerk's Office
City of Providence
25 Dorrance Street
Providence, RI 02903

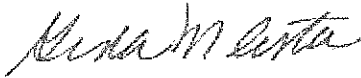
Dear Tina:

I am writing to request that the following requested contract award be submitted to the City Council and the Finance Committee for approval:

- **Department of Telecommunications**
 - Request to pay Interaction Insight Corporation for Support Maintenance in the amount of \$23,772 in accordance with the Code of Ordinances, Section 21-26 (b) (2).
 - Request approval to Piggyback the State MPA #395 with Motorola Solutions Inc. for Public Safety Communication Equipment in the amount of \$511,986.77 in accordance with the Code of Ordinance, Section 21.26 (b) (2).
- **Department of Finance**
 - Requesting Approval to enter into a contract with Banc of America Public Capital Corp (BAPCC) for Master Lease Financing in the amount of \$20,000,000.00 in accordance with the Code of Ordinances, Section 21-26 (b) (3)
- **Department of Information Technology**
 - Requesting approval to pay BSI for Software Support and Maintenance to calculate Tax Withholding Rates for City Payroll in the amount of \$14,298.64. In accordance with the Code of Ordinances, Section 21-26 (b) (2).
 - Request approval to pay Infor US, LLC for Annual Licenses and Support for the Infor/Lawson Platform in the amount of \$335,815.59. In accordance with the Code of Ordinances, Section 21-26 (b) (2).

- **Department of Public Safety, Police Department**
 - Request approval to pay Central Florida Yamaha, Inc. for Outboard Engines in the amount of \$66,483.00 in accordance with the Code of Ordinances, Section 21-26 (b) (2).
- **Department of Public Property**
 - Requesting Approval of an encumbrance with NRG Business Marketing, LLC for Natural Gas Service Bills for all Public Owned Building in the amount of \$450,000.00 in accordance with the Code of Ordinances, Section 21-26 (b) (4).
- **Department of Public Works**
 - Approval to amend the cap of Sidewalk, Road and Drainage Construction for Option Year 1 in the amount of \$250,000.00. In accordance with the Code of Ordinances, Section 21-26 (b) (5).

Sincerely,



Gina M. Costa
Internal Auditor

Cc: John Arzoomanian, Department of Public Property
Alejandro Tirado, Director of Purchasing
Shomari Husband City Treasurer
Lawrence Mancini, Chief Financial Officer
Patricia Coyne-Fague Director of Public Works
Oscar Perez Chief of Police
Jim Silveria, Chief Information Officer
Joseph Migliaccio, Director of Telecommunications



City of Providence
Brett P. Smiley, Mayor

April 19, 2024

The Honorable Brett P. Smiley
Chairman, Board of Contract and Supply
City Hall
Providence, RI 02903

RE: Requesting Approval to Pay Interaction Insight Corporation for Support Maintenance

ID: 45063

Minority Participation: 0 % MBE, 0%WBE

Account Code: 101-304-52911
Amount: \$23,772

Dear Mayor Smiley:

The Department of Telecommunications respectfully requests approval to Pay Interaction Insight Corporation for Support Maintenance on the Eventide recording system in a total amount not to exceed \$23,772 for FY 2025 (Pending Budget Approval).

Interaction Insight Corporation (IIC) is the sole local service provider of Eventide recording solutions and supporter of Motorola P25 Trunked Radio Systems. The Eventide recording system is currently utilized by all Public Safety Departments as a 24/7 remote monitoring system requiring on-site support within a two-hour time frame. Additionally, this vendor is also the sole provider of services to the State of Rhode Island E-911 call center.

Funding of \$23,772 is available in account number 101-304-52911.

Interaction Site Corporation
125 Half Mile Road
Suite 200
Red Bank, NJ 07701

Respectfully Submitted,


Director Joseph Migliaccio


Financial Approval:

Enc:

TELECOMMUNICATIONS DEPARTMENT
Department of Public Safety | 1 Communications Place | Providence, Rhode Island 02903
401-274-1160 phone | 401-243-6445 fax
www.providenceri.gov



4/17/2024

To Whom It May Concern,

This letter is to confirm that the Interaction Insight Corporation (IIC) is the sole source local provider of Eventide recording solutions that meets the product and servicing requirements of Providence PD

The must haves:

- An Eventide "Top Tier " service provider of Eventide products and services <https://www.eventidecommunications.com/sales-partners/>
- A certified Eventide installer and maintainer of the Motorola AIS P25 integration
- A certified supporter of the NICE INFORM system required for maintaining the legacy NICE recorder for playback purposes.
- 24/7 Monitoring of the system via the NexLog Monitoring Appliance provided by the vendor with remote access for real-time support

Providence PD is requiring that the system be locally serviced by a factory trained certified dealer. IIC is the only "Top Tier" Eventide dealer in the state of Rhode Island that employs factory trained technicians and that can respond with on-site support within the 2 hour requirement. In addition, IIC is one of only four service providers in the US that is capable of 24/7 remote monitoring the system via a VPN monitoring of the system health with automated alerting and remote accessibility.

In additional information is desired, please contact me at (800) 285-2950 X120 at any time.

Sincerely,

Richard Geremia
Managing Director
(203) 452-9732
Interaction Insight Corporation
rgeremia@interactionic.com

Interaction Insight Corporation
125 Half Mile Road, Suite 200, Red Bank NJ 07701



SUPPORT AGREEMENT GENERAL TERMS & CONDITIONS - Platinum Package

Interaction Insight Corporation
125 Half Mile Road, Suite 200
Red Bank NJ 07701
Tel.: +1 800.285.2950
www.interactionic.com

This Platinum Support Agreement ("Agreement") made as of July1, 2024 ("Effective Date") between Interaction Insight Corporation ("IIC") located at 125 Half Mile Road Suite 200, Red Bank NJ 07701, and its affiliates ("Customer" or "Licensee"), Providence PD, RI located at 1 Communications Place , Providence, RI 02903 for the provision of Support Services for Customer where IIC will provide the Platinum Support Package based on the terms and conditions set out below. As used herein, the term System shall refer to the equipment set forth in Section 5.

- a. Remote Support: Advice and assistance through telephone, internet, and e-mail support available 24/7 with a 2-hour response time
- b. Onsite Support: Onsite services are included as part of this Agreement available 24/7 with a 4-hour response.
- c. Hardware Warranty: IIC will repair or replace any defective hardware components during the terms of this Agreement. Please Note: Archive drives and cables are considered disposable products and are not covered by this Agreement. Lost dongles are not covered by this Agreement. Components damaged by acts of God (i.e. fire, lighting, and water damage) are not covered by this Agreement. The licensee will be responsible for shipping charges, if necessary, to IIC. Return shipping will be covered under this Agreement.
- d. Software Maintenance: With your Eventide Voice Recorder, you have the software license release X.X.X. During the terms of this agreement, IIC will provide all feature packs and service repairs if deemed necessary, including installation for release X.X.X at no extra charge (i.e. X.X.X). Please note that major new software releases are not covered by this agreement and are considered software upgrades that must be purchased (i.e. upgrading from release X.X to release X.X).
- e. Preventative Maintenance: One preventative maintenance inspection will be performed, via remote access connection, per annum at no additional charge.

1. Licensee Obligations

- a. All Services are to be used for the sole purpose of maintaining or upgrading existing systems for which the Licensee has a valid Support Agreement.

2. Duration and Consideration

- a. This Agreement shall commence on the date July 1, 2024, and will initially run for twelve consecutive months. IIC will inform Licensee within ninety (90) days before renewal is due. IIC shall not increase any fee set forth during the initial term of the Agreement. Thereafter, and in the event, Licensee renews the Agreement, IIC shall have the right to increase the fees for the Services to be provided.
- b. If the Licensee fails to remit charges due to IIC by the due date and does not cure such payment failure within thirty (30) days of receiving written notice thereof, IIC obligations to the Licensee under the terms of this Agreement will cease immediately.
- c. This agreement shall renew automatically if not specifically terminated in writing by Licensee at least 30 days prior to the end of the term
- d. If this Agreement lapses, IIC reserves the right to charge a one-time reinstatement fee of \$1,500.00 for the reinstatement of the Agreement

3. Conditions Precedent

- a. IIC shall have no responsibility for correcting, curing, or otherwise remedying any nonconformity or defect in the System (or any other breach with respect to the condition, or operation of the System) if: (1) the System is not maintained and operated normal conditions, as communicated to Licensee, by qualified IIC service personnel; (2) the System incorporates spare or replacement parts other than those purchased under this Agreement or otherwise through IIC (3) the system has been altered, abused, misused, or taken apart by a party other than IIC, its employees, agents, and subcontractors; (4) the Customer uses the system in connection with components, parts, programs or equipment that are unauthorized or not recommended by IIC; or (5) the nonconformity or defect (or other breach with respect to the condition or operation of the system) has arisen as a result of physical damage to the system occurring subsequent to delivery thereof to the installation site, including "acts of God". Notwithstanding the foregoing, IIC shall bear responsibility for

correcting, curing or otherwise remedying any nonconformity or defect in the System resulting from the fault or negligence by IIC, its employees, agents, and subcontractors.

- b. This agreement does not cover the replacement of any lost "software" dongles, or license Interface DSC cards.

4. Disclaimer

- a. IIC shall perform all Services in a workmanlike manner and in accordance with standard industry practices.

5. Equipment Covered:

Specific Terms:

- Annual Support Fee: \$23,772.00
- Hours of Support: 24 hours per day, 7 days per week
- Service Commencement Date: July 1, 2024
- Payment Terms: Net 30.
- Customer must supply and maintain the proper audio, AC, and data connections to the System's physical location
- Charges shown do not include state sales tax, if applicable