



DEPARTMENT OF PUBLIC SAFETY

BUREAU OF POLICE
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DAVID GIBSON
INTERIM POLICE COMMISSIONER

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DEPUTY COMMISSIONER

MARCEL OLIFIERS
CHIEF OF OPERATIONS

SHAWYN PATTERSON - HOWARD
MAYOR

01/07/2025

Honorable Members of the City Council
Through the Office of the Mayor
City Hall - Roosevelt Square
Mount Vernon, New York 10550

Subject: Legislation for Contract renewal - Interaction Insight Corporation

Dear Council Members:

This letter comes to request that legislation be enacted that will enable the Mayor to continue an agreement with **Interaction Insight Corporation**. This is a renewal of the current agreement, passed by City Council on January 24, 2024 and by the Board of Estimate and Contract on January 30, 2024. This agreement will run from April 1, 2025 to March 31, 2026 with the cost being **\$7,604.00** for annual renewal. Funds will be satisfied from **Budget Line A1680.216**.

Interaction Insight's NICE Voice Recording System allows for the recall of all inbound and outbound telephone conversations coming into the police department. This agreement allows for remote and onsite support.

We respectfully request legislation from Your Honorable Body authorizing the above agreement.

Requested: Contract renewal Interaction Insight Nice Inform V7 Plan
(April 1, 2025 - March 31, 2026)

Cost: \$7,604.00 (Total) from Budget Line A1680.216

David Gibson
Interim Commissioner of Public Safety

Juan Perez, Commissioner
Management Services

cc: Mayor
Law Department
Comptroller