



CLARENDON COUNTY INVITATION FOR BID

Clarendon County is accepting bids for an **ADVANCED NG-911 READY IP ENABLED DIGITAL LOGGING RECORDER SYSTEM**. Specifications are not intended to be restrictive but will define the minimum requirements of a mission critical, public safety multi-media logging recording system for the Clarendon County E-911 Dispatch system.

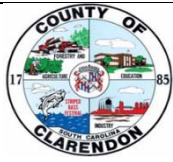
An On-site pre-bid meeting will be held on **Tuesday, October 21, 2014 at 10:00 a.m.** at Clarendon County Emergency Services Complex, 217 Commerce Street, Manning, SC. Please park in rear of building for entrance to the 911 Dispatch area. Although not mandatory, all potential contractors are encouraged to attend in the event important information is exchanged. Clarendon County assumes no responsibility for any claim that information is not fairly disseminated.

OWNER'S RIGHTS: Clarendon County reserves the right to accept or reject any, all or any part of bids received as a result of this request, to waive any informalities or to cancel in part or in its entirety this request, if it is in its best interest to do so. Clarendon County will be sole judge as to whether bids submitted meet all requirements. This solicitation does not commit Clarendon County to award a contract, to pay any cost incurred in the preparation of bids or to procure for goods or services. Clarendon County is an equal opportunity employer.

BID PACKAGES: Must be requested in writing, via fax, mail or e-mail to: procurement@clarendoncountygov.org

DEADLINE TO SUBMIT: Sealed BIDS must be received by **2:00 P.M., local time, October 31, 2014** in the Clarendon County Procurement Department, 411 Sunset Drive, Manning, SC 29102.

Submit sealed bids to: Tamika Malone, Procurement Director
Clarendon County Procurement Department
411 Sunset Drive Room 603
Manning, SC 29102



**CLARENDON COUNTY
PROCUREMENT
INVITATION FOR BID
BID SUBMITTAL FORM**

Solicitation
Number

Buyer

**ADVANCED NG-911 READY IP ENABLED
DIGITAL LOGGING RECORDING SYSTEM**

Tamika Malone
Procurement Director
procurement@clarendoncountygov.org

AWARD &
AMENDMENTS

DESCRIPTION: ADVANCED NG-911 READY IP ENABLED DIGITAL LOGGING RECORDING SYSTEM

*******INSTRUCTIONS*******

NUMBER OF COPIES TO BE SUBMITTED: ONE (1) EACH. Please use this page (page 2) as your SUBMITTAL FORM, this form must be signed. Required verification sources from Page 7 and pages 8-20 must be submitted. Please show project solicitation number on envelopes. Clarendon County assumes no responsibility for unmarked or improperly marked envelopes. All confidential information which is considered to be exempt from disclosure should be marked as propriety. The County reserves the right to determine which information is considered propriety. The award, this solicitation, and any amendments will be posted on the Clarendon County website at <http://www.clarendoncounty.sc.gov>

DEADLINE TO SUBMIT: October 31, 2014 at 2:00 p.m.

NAME OF OFFEROR (Full legal name of business submitting the offer)

OFFEROR'S TYPE OF ENTITY: (Check one)

- Sole Proprietorship Partnership
- Corporation _____ State of Incorporation
- Government entity (federal, state, or local) Other
- DBE/MBE SC RESIDENT VENDOR
- CERTIFICATE OF INSURANCE ENCLOSED**

AUTHORIZED SIGNATURE

(My signature indicates I am authorized to enter into a binding contract on behalf of Offeror named above.)

TITLE (Business title of person signing above)

TAX PAYER ID _____ DUNS _____

PRINTED NAME (Printed name of person signing above)

DATE

ACKNOWLEDGEMENT OF ADDENDUMS:

- ADDENDUM #1 ADDENDUM #2

OFFEROR'S ADDRESS

CITY/STATE

ZIP CODE

PHONE

FAX

E-MAIL

I hereby certify that **BID PRICE BELOW** for all cost to provide items contained herein, and in accordance with all applicable local, state and federal rules and regulations. **Do not include any tax.**

BID

DESCRIPTION

1. \$ _____

ADVANCED NG-911 READY IP ENABLED DIGITAL LOGGING RECORDING SYSTEM

2. \$ _____

INSTALLATION *indicate if installation will be completed by a different vendor

3. \$ _____

WARRANTY

4. \$ _____

LUMP SUM BID AMOUNT FOR ALL

ACCEPTED BY: _____

PROCUREMENT DIRECTOR

DATE

SECTION I: GENERAL INFORMATION

The purpose of this INVITATION FOR BID is to establish a source for the purchase of an **ADVANCED NG-911 READY IP ENABLED DIGITAL LOGGING RECORDER SYSTEM** for the Clarendon County E-911 Dispatch Center. The County reserves the right to use multiple contractors if it is in the best interested of the County to do so.

All bids must be complete and must convey all of the information requested in order to be considered responsive. If the bid fails to conform to the essential requirements of this IFB, Clarendon County and Clarendon County alone will be the judge as to whether that variance is significant enough to consider the bid non-responsive and therefore not considered for award.

Unless stated otherwise herein, the basic and governing language of the contract resulting from this solicitation shall be comprised of the IFB documents, including any attachments and amendments, and the successful offeror's signed bid. In the event of a conflict between the two documents, the IFB shall govern. Should any disputes regarding compensation of any kind arise, which cannot be handled within the County Administration office, shall be heard in front of a judge in Clarendon County, South Carolina.

ADDENDUMS: All Addendums to and interpretations of this solicitation shall be in writing from the Procurement Director, Clarendon County. Any errors or omissions requiring correction shall be brought to the Procurement Director's attention immediately. The Procurement Director shall not be legally bound by any Addendum or interpretation that is not in writing. Bids, Addendums or withdrawal request must be received by the BID deadline date. It is the offeror's sole responsibility to ensure that these documents are received by the Procurement Director (or office) any time prior to the advertised deadline. No BID may be withdrawn after that time.

CANCELLATION/REJECTION: Clarendon County reserves the right to accept or reject any, all or any part of the proposals received as a result of this request, or to cancel in part or in its entirety this request if it is in the best interest of the County to do so. Clarendon County will be sole judge as to whether proposals submitted meet all requirements contained in this solicitation. Clarendon County will not be responsible for any cost incurred in the preparation of this proposal. Clarendon County reserves the right to negotiate final price subsequent to the submission of qualified proposals.

CERTIFICATE OF INSURANCE: Successful offeror(s) shall name the County as additional insured on the contractor's insurance policies. Contractor will be required to provide a '**Certificate of Insurance** for **any CONTRACTOR** visiting on-site in Clarendon County and those that are so located, and those that provide on-site equipment maintenance, evaluation, or other services for the protection of Clarendon County, contractor shall maintain throughout the performance of its obligations under this Agreement a policy or policies of Workers' Compensation Insurance with such limits as may be required by law, and a policy or policies of general liability insurance with limits sufficient to cover any loss or potential loss resulting from this contract insuring against liability for injury to and death of persons and damage to and destruction of property arising out of or based upon any act or omission of the CONTRACTOR or any of its subcontractors or their respective officers, directors, employees or agents and a policy or policies of Automobile Liability Insurance with such limits as may be required by law insuring against liability for injury to and death of persons and damage to and destruction of property arising out of or based upon any act or omission of the CONTRACTOR or any of its subcontractors or their respective officers, directors, employees or agents while operating their vehicle(s) on Clarendon County property.

COMPETITION: This solicitation is intended to promote competition. If the language, specifications, terms and conditions, or any combination thereof restricts or limits the requirements in this solicitation to a single source, it shall be the responsibility of the interested offerer to notify the Procurement Director in writing so as to be received five (5) days prior to opening date. The solicitation may or may not be changed but a review of such notification will be made prior to award. Each offeror shall fully acquaint himself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this solicitation. The failure or omission of an offeror to acquaint himself with existing conditions shall in no way relieve him of any obligation with respect to offer or to the contract.

CONTRACT ADMINISTRATION: Questions or problems arising after award of this contract shall be directed in writing to the Clarendon County Procurement Office, 411 Sunset Drive, Room 203, Manning, SC 29102.

CORRECTION OF ERRORS ON RESPONSE FORM(S): All prices and notations should be printed in ink or typewritten. Errors should be crossed out, corrections entered and initialed by the person signing the proposal. Erasures or use of typewriter correction fluid may be cause for rejection. No proposal shall be altered or amended after specified time for reviewing.

DEFAULT: In case of default by the contractor, Clarendon County reserves the right to purchase any or all services in default in the open market, charging the contractor with any additional costs. The defaulting contractor shall not be considered a responsible bidder until the assessed charge has been satisfied. **Compliance with Laws.** Contractor agrees to comply with any applicable federal, state and local laws and regulations. **Termination--Breach.** Should Contractor fail to fulfill in a timely and proper manner its obligations under this contract or if it should violate any of the terms of this contract, Clarendon County shall have the right to immediately terminate the contract. Such termination shall not relieve Contractor of any liability to Clarendon County for damages sustained by virtue of any breach by Contractor. **Termination--Funding.** Should funding for this contract be discontinued, Clarendon County shall have the right to terminate the contract immediately upon written notice to Contractor. **Termination--Notice.** Clarendon County may terminate this contract at any time upon written notice to Contractor. **Warranty and Responsibilities.** Any failure of Contractor to provide goods or services or otherwise perform pursuant to this contract, including, without limitation, interruption or delay, that is due to failure of any services, individually or in combination, to successfully transition and/or to provide correct results as set forth in this document, shall not be *force majeure*, and shall be a breach of this contract. This applies to any failure of Contractor to perform and/or subcontractors that are due to perform any services, individually or in combination.

DISPUTES: The laws of South Carolina shall govern this Agreement. All litigation arising under said Agreement shall be litigated only in a nonjury hearing in the Circuit Court within the Third Judicial Circuit of Clarendon County, South Carolina. Upon approval of the Circuit Court, any such action shall be referred to the Master-in-Equity for Clarendon County. The prevailing party shall be entitled to recover attorney's fees and the costs of said litigation.

EQUAL OPPORTUNITY: Contractor is referred to and shall comply with all applicable provisions, if any, of Title 41, Part 60 of the Code of Federal Regulations, including but not

limited to Sections 60-1.4, 60-4.2, 60-4.3, 60-250.5(a), and 60-741.5(a), which are hereby incorporated by reference.

FALSE CLAIMS: According to the S.C. Code of Laws § 16-13-240, "a person who by false pretense or representation obtains the signature of a person to a written instrument or obtains from another person any chattel, money, valuable security, or other property, real or personal, with intent to cheat and defraud a person of that property is guilty" of a crime.

FIXED PRICING REQUIRED: Any pricing provided by contractor shall be fixed. This clause does not prohibit contractor from offering lower pricing after award.

INDEMNIFICATION: Any term or condition is void to the extent it requires the County to indemnify anyone.

LIQUIDATED DAMAGES: The failure to perform work as specified herein, shall be subject to the possibility of damages assessed and may be deducted from any payments due to the Contractor.

NON-APPROPRIATIONS: Any contract entered into by Clarendon County or its departments, institutions, agencies, political subdivisions or other entities resulting from this bid invitation shall be subject to cancellation without damages or further obligation when funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period or appropriated year.

PROTECTION OF HUMAN HEALTH & THE ENVIRONMENT: The County of Clarendon requires all contractual activities to be in compliance with local, state, and federal mandates concerning "Protection of Human Health and Environment". Any contractor doing business with the County will be required to document compliance and to specify prudent practices used by the contractor to address applicable mandates including, but not restricted to "The Hazard Communication Standard" OSHA CFR 1910.1200 (scrr article 1,71-1910.1200). By submission of this proposal, the vendor agrees to take all necessary steps to insure compliance with these requirements.

PUBLICITY: Contractor shall not publish any comments or quotes by Clarendon County employees, or include the County in either news releases or a published list of customers, without the prior written approval of the Procurement Director.

REJECTION/CANCELLATION: Clarendon reserves the right to accept or reject any, all or any part of the statements received as a result of this request, or to cancel in part or in its entirety this request if it is in the best interest of the County to do so. Clarendon County will be sole judge as to whether statements submitted meet all requirements contained in this solicitation. Clarendon County will not be responsible for any cost incurred in the preparation of qualification statements. All statements shall become the property of Clarendon County upon submission.

QUALITY OF PRODUCT: Unless otherwise indicated in this bid it is understood and agreed that any item offered or shipped on this bid shall be new and in first class condition, that all containers shall be new and suitable for storage or shipment, and that prices include standard commercial packaging. If items that are other than new (i.e. remanufactured or refurbished) are desired to be bid, the bidder must obtain written permission to bid such items

at least 5 days in advance of bid opening from the person to whom inquiries are to be directed as listed on the front page of this invitation for bid.

SECTION II: SPECIAL CONDITIONS

- 1. CLARENDON COUNTY** desires that the successful BID award be made to contractor who can provide an **ADVANCED NG-911 READY IP ENABLED DIGITAL LOGGING RECORDING SYSTEM** which would meet or exceed specifications contained herein.
2. All bidders must include with their bid, the most current illustrated catalog data sheets with manufacturer's printed specifications covering the specifications in this bid request. The material should be sufficiently detailed to permit the county to properly evaluate the bid. If for any reason the manufacturer's literature does not cover, or is not detailed enough to identify all features/options shown in the specifications, a letter will be required with your bid stating that those items are included, and that the products offered meets the specifications.
3. Deliveries shall be FOB destination, freight prepaid. It is agreed by the parties hereto that delivery by the provider to a common carrier does not constitute delivery to the County. Any claim for loss or damage shall be between the contractor and the carriers.
4. Any deviation from specifications indicated herein must be clearly pointed out; otherwise, it will be considered that items offered are in strict compliance with these specifications, and successful bidder will be held responsible therefore. Deviations must be explained in detail.
5. Clarendon County desires that successful offeror(s) is a full service vendor/manufacturer with the capability to produce and make available any upgrades in technology as available. Full descriptive literature shall be included with your offer.
6. Minimum specifications for this equipment are included. In all cases equipment must be furnished as requested, but unless noted otherwise, if brand names are used, consider the term "equal" to follow. However, written approval for any proposed substitution must be obtained by the bidder prior to the close of bids. Requests for approved equals and / or clarification of specifications must be received in writing, by the **PROCUREMENT DIRECTOR**, requests for approved equal must be fully supported with technical data, test results, or other pertinent information and evidence that the substitute offered is equal to, or better than the specification requirement.
7. Changes to specifications will be made by written addendum. Bidders failure to request approved equals, etc, will be interpreted as the bidders intent to comply fully with the requirements as written. Conditional or qualified bids shall be subject to rejection in whole or in part.
8. Blanket exceptions will not be accepted. Each exception must be clearly identified and explained. The fire department / clothing safety and selection committee will have the final authority in accepting or rejecting any exceptions taken.

SECTION III: REQUIRED VERIFICATION SOURCES:

REFERENCES: Please provide references who can verify similar work.		
COMPANY:	CONTACT NAME:	PROJECT:
ADDRESS:	PHONE: ()	Was project completed within budget and minimum change orders?
E-MAIL:		<input type="checkbox"/> Yes <input type="checkbox"/> No
COMPANY:	CONTACT NAME:	PROJECT:
ADDRESS:	PHONE: ()	Was project completed within budget and minimum change orders?
E-MAIL:		<input type="checkbox"/> Yes <input type="checkbox"/> No

SUBCONTRACTORS LIST: All Subcontractors in excess of 1/2 of 1% of total Offer must be listed. Clarendon County reserves the right to approve all subcontractors; any subcontractor not listed herein must be approved with a written consent from Procurement Director. Please attach any additional numbered pages as required		
SUBCONTRACTOR:		ITEM OF WORK:
LOCATION/ADDRESS:		E-MAIL
LICENSE NO. CLASS:	EXPIRATION DATE: / /	PHONE: ()
SUBCONTRACTOR:		ITEM OF WORK:
LOCATION/ADDRESS:		E-MAIL
LICENSE NO. CLASS:	EXPIRATION DATE: / /	PHONE: ()

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

SECTION IV: SPECIFICATIONS

Objective:

To establish minimum specifications to meet the requirements for an advanced NG-911 ready IP Enabled digital logging recorder system for the Clarendon County E-911 Dispatch system. Specifications are not intended to be restrictive but will define the minimum requirements of a mission critical, public safety multi-media logging recording system for the Clarendon County E-911 Dispatch system. The recording system must have the capability to expand our existing system, which is the **NICECALL FOCUS III, 32 Channel recorder**

**Model number NC 2000
Serial Number 43678001**

1. MINIMUM SPECIFICATION REQUIREMENTS

- 1.1. Recorder will be located at the Clarendon County E-911 Dispatch Center, 219 Commerce Street, Manning, SC shall be provided in a single 4U rack mounted recorder/server platform and initially configured with a minimum of 32 channels capable of recording public safety radio, telephone, video, and data communications in one system, with future expandability.
- 1.2. The Recorder being proposed by vendor must be sold, installed and supported locally by the same organization. There will be absolutely no 3rd party installation or support provided for proposed equipment. Please fill in the information below:
- 1.3. The Recorder shall be provided with a minimum of 190,000 channel-hours of on-line redundant storage for supporting instant recall, archival storage, and other on-line storage requirements. System must come in a RAID 5 configuration, with a minimum of four (4) 1TB hard drives.
- 1.4. The Recorder shall be site licensed for all Administrator, Playback, and Instant Recall, and Live Monitoring software. Software must be capable of utilizing existing network PC's with Windows XP, Windows 7 (32 or 64 bit) Windows 2008 Server (32 or 64 bit).
- 1.5. The Recorder manufacturer should be located in the United States, please identify the following locations for confirmation:
 - Corporate Headquarter:
 - Manufacturing location for proposed equipment
 - Shipping Location of proposed equipment
 - Tech Support Contact Center
- 1.6. The Recorder shall provide Browser Based instant recall capability for network access users, such that a user can access and playback any part of a call from the beginning of the

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

call to real-time while the call is still in progress. Automatic refreshing of completed calls is mandatory to ensure true instant access for dispatchers. Audio shall be retrieved from the voice recorder via the network, and no additional hardware shall be required.

2. SPECIFIC REQUIREMENTS OF LOGGING RECORDER

2.1. Recorder System Design

2.2. The Recorder shall be provided in a commercial-off-the-shelf (COTS) platform, and assembled in the United States.

2.2. The Recorder must provide a commercial grade server in a 4U x 19" rack mounted configuration.

2.3. The Recorder shall utilize the latest Microsoft Windows operating system, in this case that would be Windows 7 (32 or 64 bit) or Windows 2008 Server (32 or 64 bit), please note which is included by including details for Operating System.

2.4. The Recorder must utilize internally integrated Microsoft SQL Server 2005 or better database without use of an external server.

2.5. The Recorder shall have a simple and user friendly Browser Based operation. GUI must allow the user to select from a minimum of three different browsers.

Please list three available browsers that responding product is compatible:

1. _____
2. _____
3. _____

2.6. The Recorder shall provide the following functions ALL from the Browser Based GUI at both the recorder and remote user PC:

1. Search and Playback
2. Live Monitor
3. User Account Setup
4. Creation of Scenario Playlists
5. Instant Recall
6. Dispatcher Evaluations
7. Advanced Reports
8. Dispatch Evaluation
9. Evaluation Reports

2.7. The Recorder shall be supplied with Dual- Hot Swappable Power supplies, with

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

independent power cables.

2.8. The Recorder Browser shall allow for the definition of groups, users and channels folders in a similar and simple to use manner as the Windows Explorer application. Please provide 1-3 screen shots of this feature.

2.9. The Recorder Browser Based software will allow the system administrator to configure all the recording channel parameters from a single system administrator screen.

2.10. The Recorder shall be provided with a minimum of two (2) NICs, 100/1000Base-T Ethernet Network Interface, and be TCP/IP network compatible.

2.11. The Recorder shall support remote maintenance via the internet. Due to the security of the NG911 network, please provide how this will be accomplished.

2.12. The Recorder shall Instant Recall for dispatcher's quick retrieval of phone and radio conversations. MUST utilize browser based technology, as loading client software is not acceptable.

2.13. The Recorder must support the Network Attached Storage (NAS) for geo-diverse storage redundancy. Note: Blue Ray DVD or DVD-Ram archive devices are not desirable for this application.

2.14. The Recorder shall have an archival storage manager/library to manage the NAS, please provide screen 1-3 shots of this function.

2.15. The Recorder shall come with one DVD Drive installed; however this device is NOT for long-term storage of calls.

2.16. The Recorder shall be provided with commercial off-the-shelf interface cards which use PCI or PCIe bus interfaces.

2.17. The Recorder shall not require any external workstations in order to perform basic operating functions, such as system management, maintenance, call search/monitoring/playback and call archiving.

2.18. The Recorder provided shall come with a one year warranty; warranty must cover ALL parts and onsite labor 24 x 7, and remote system diagnostics with E-Mail alert notification.

3.1. Recorder Control and Operations

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

- 3.1.2. The Recorder shall be capable of functioning as a stand-alone unit for recording, archiving, searching and playback. No additional workstation will be required.
- 3.1.3. The System shall provide access from the server and from the users' PC workstations with their browser via the Local Area Network (LAN). Depending upon the access levels assigned, individual users can access the total System's functionality from the single browser GUI or be limited to only the functionality assigned by the Administrator. Please note compliance on each operation from the user's workstation:
1. Search and Playback
 2. Live Monitor
 3. User Account Setup
 4. Creation of Playlists
 5. Reports
 6. Dispatcher Evaluations
 7. Instant Recall
- 3.1.4. The Administrator will have the ability to assign as many users as desired and no "seat license" for users, vendor shall provide a site license for the following functions:
1. Search and Playback
 2. Live Monitor
 3. User Account Setup
 4. Creation of Scenario Playlists
 5. Reports
 6. Instant Recall
 7. Dispatcher Evaluations
- 3.1.5. The System must have multiple levels of security with the Administrator being capable of assigning or withdrawing User ID and Passwords and assigning access rights relative to channels and functionality of Search and Playback, Live Monitor, Reports, Evaluation, and User Settings tabs.
- 3.1.6. The Recorder shall be able to show on a single screen a multi-channel time line view of calls, a list of calls, player controls, and search results.
- 3.1.7. The Recorder shall be able to display, and search by, call records information for each call; including call type (audio, video, SMS,E-Mail, Screens) number, name of channel, time, date, telephone number, duration of recorded message, start and end time, DTMF, Caller ID, Radio Channel and VoIP attributes as provided.

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

3.1.8. The Recorder shall provide the capability to save any recorded call in standard WMA or WAV file format for playback on any multimedia Windows PC without the need of proprietary software.

3.1.9 The Recorder shall capture audio for both phone and radio traffic in a protected file format, systems saving audio in a WAV format are not acceptable. Please explain how the call integrity is protected with proposed system.

3.1.10 The System will record all audio in a secure digital DSF or other proprietary format that will be extremely difficult if not impossible for a layman too manipulate. Compression for analog connectivity will be G.723.1 and G.729 for digital connectivity. Recording settings will be based on individual channels with recording triggers allowing for VOX, loop start or continuous recording

4.1. Recorder System Networking Capabilities

4.1.1. The Recorder GUI shall be capable of real time live monitoring over the LAN from any XP/Vista/W7 (32 or 64 bit) or Windows 2008 Server (32 or 64 bit) workstation(s). This remote live monitoring shall be accessed from a Browser, as loading an additional piece of software is not desirable.

4.1.2. The Recorder shall be compatible with Customer's current Anti-Virus protection Software.

4.1.3. The Recorder shall be capable of viewing, and retrieving from multiple channels in a unified manner from a single client workstation PC.

4.1.4. The Recorder shall permit all channels to be simultaneously live monitored from the Browser Based GUI. The Live Monitoring function shall be available via the recorder or remote users PC.

4.1.5. The Recorder network access shall be controlled by the Windows Server 2008 robust security scheme.

4.1.6. The Recorder server is also to employ its own security access control mechanism which limits functionality such as playback, live monitoring, instant recall, and reporting control per channel.

4.1.7 The Recorder must support a unified multi-recorder architecture, such that multiple recorders can be accessed for search, playback and monitoring with a single log-on.

5.1. Recorder System Expandability

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

- 5.1.1. The System must be capable of connection to analog, digital or VoIP inputs or any combination thereof within the same chassis. The System software must be pre-configured with the capability for channel expansion with analog and/or digital capture cards thereby allowing for “field” expansion if required. The System software will have the capability for VoIP connectivity and future expansion of VoIP channels via software download only.
- 5.1.2. The Recorder shall be NG911 ready for multi-media recording, by supporting a mix of recording types within single chassis (Analog, Digital, VoIP/RoIP, Video SMS, E-Mail and Dispatch Screen recording) with proposed system.
- 5.1.3. The Recorder manufacture shall have someone involved in the NG911 ICE Collaboration.
- 5.1.4. The Recorder must support future expansion to VoIP Phone System for major providers such as Cisco, Avaya, Nortel and other SIP based vendors.

6.1. Recorder Media Storage

- 6.1.1. The Recorder shall be capable of recording to various Microsoft supported removable and/or on-line storage devices including USB-Storage Devices, CD/DVD/DVD-Ram, RAID-1 (Mirrored), RAID-5/6/10 disk arrays, SANS or NAS.
- 6.1.2. The Recorder shall provide for over record and write protection such that data will not be accidentally overwritten.
- 6.1.3 In the event Clarendon County would like the long-term call storage to be uploaded to a cloud environment or secure off site location, can the proposed
- 6.1.4 The Recorder must provide for Cloud storage in addition to any other storage capabilities. Please provide a cost breakdown if not included.

7.1. Recorder System Recording Capabilities

- 7.1.1. The Recorder shall be a stand-alone recorder and shall not require a separate workstation for operation or maintenance.
- 7.1.2. The Recorder shall record directly to non-volatile storage.
- 7.1.3. The Recorder shall be able to simultaneously record and play back or live monitor.
- 7.1.4. The Recorder channels shall support various activation methods, such as VOX activation with adjustable timing and level thresholds, CLI, ring, DTMF and

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

off-hook. Channels must have individually selectable and adjustable AGC (Automatic Gain Control).

- 7.1.5. The Recorder must provide an internal RMS (Remote Monitoring System) that provide designated users with alarms upon the failure of any critical system. This notification should be sent to designated users, and shall also provide E-Mail alerts.
- 7.1.6. The Recorder must support NENA standard ANI/ALI integration with any major PSAP system.
- 7.1.7. The Recorder and remote PC must provide the capability of adding notes to calls being “live monitored”, thus making call retrieval simple after an incident is complete.
- 7.1.8. The Recorder shall be capable of providing non-volatile audio buffering on the hard-drives in order to protect against data loss when an archive drive or other on-line storage device is taken off-line or is out of service for any reason.
- 7.1.9. The Recorder shall be capable of buffering audio for multiple archive drives simultaneously.
- 7.1.10. Recorder shall supply the capability to have Record on Demand for designated staff. Recording can be controlled via software from the user desktop for their phone only.
- 7.1.11. The Recorder shall be capable of performing automatic data transfer from the hard drive to the archive drive(s).
- 7.1.12. The Recorder shall be capable of an orderly shutdown if interfaced to a standard UPS System. If there is a power outage, all audio will be buffered to a non-volatile hard disk drive.
- 7.1.13. The Recorder shall provide an automatic restart capability to return the system to its previous operating state without user intervention.
- 7.1.14. The Recorder shall be provided with computer program protection to prevent over-record or erasure for a user settable period.
- 7.1.15. The Recorder shall be time synchronized with customer provided, network time clock (Netclock).
- 7.1.16 The Recorder shall provide a the ability of Free Seating for dispatch, thus providing the option of searching calls based on who answered the call

Specifications for Clarendon County E-911

**Bidder
Complies**

Yes No

8.1. Recorder System Security Features

- 8.1.1. The Recorder shall allow authorized access of selected-recorded audio either at the recorder or remote PC
- 8.1.2. The Recorder shall provide playback audit reporting.
- 8.1.3. The Recorder shall provide security mechanisms that limit access to authorized recordings.
- 8.1.4. The Recorder shall allow any number of authorized remote workstations access and play the same or different conversations simultaneously by use of Browser Based Playback, client applications are not acceptable.
- 8.1.5 The Recorder shall provide ability to invoke SHA256 Water marking for all Recorded inputs (phone, radio, video, text, screens) to ensure the file(s) have not been tampered with.

9.1. Recorder Media Management Capabilities

- 9.1.1. Recorded calls must be stored on the local RAID5, and simultaneously be uploaded to NAS or other storage.
- 9.1.2. The Recorder shall upload all calls and associated data to NAS (Network Attached Storage) automatically. Upload software must provide alarms and error logs in the event the upload stops, or is delayed.
- 9.1.3. The Recorder shall be provided with an archive media management function.

10.1. Recorder Search Capabilities

- 10.1.1. The Recorder must utilize Browser Based technology. Systems that require the loading and maintaining of client software will not be considered.
- 10.1.2. The Recorder shall be capable of searching for audio recorded to an archive device or to other on-line storages, such as NAS, SANS, RAID.
- 10.1.3. The Recorder shall provide a site license for Browser Based playback. Concurrent licenses are not acceptable.
- 10.1.4. The Recorder shall support search ability for all fields within the database from a single data entry field, designed to simplify searches.
- 10.1.5. The Recorder shall include a site license for remote live monitoring via the Browser Based application, the loading and maintaining of client software is

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**Bidder
Complies**

Yes No

not desirable.

- 10.1.6. The Recorder shall provide all remote functionality from one user friendly Browser Based application. Systems that require multiple windows or applications will not be acceptable.
- 10.1.7. The Recorder shall provide for the customized naming of channels.
- 10.1.8. The Recorder shall be capable of searching for messages by dialed digits outbound (DTMF) or inbound Caller-ID, and ANI/ALI information.
- 10.1.9. Live Monitor at the recorder or remote will allow the user will have the ability to rewind live calls on the fly, allowing users to listen to calls already in progress.
- 10.1.10. The Browser Based remote live monitoring must provide the ability to add call comments during a live monitoring session, and comments become visible and searchable parameters from the Browser Based Playback.
- 10.1.11. The Recorder shall provide the capability of searching by time/date or call and call duration by themselves or in conjunction with other criteria.
- 10.1.12. The Recorder shall provide the capability for a user to insert call comments which become searchable parameters, and the use of wildcard searches of inserted comments.
- 10.1.13. The Recorder shall provide the capability of “bookmarking” a call. The bookmarking will provide a tic that is visible by the user during playback. Bookmarks must also provide users to right click each tic and see notes that have been previously typed.
- 10.1.14. The Recorder shall provide remote users the ability to create a Scenario Playlist. This Scenario Playlist is designed to allow users to add a variety of data (audio, video, SMS, E-Mail or Screen Captures) to create a true event reconstruction.
- 10.1.15. The Recorder shall provide the Browser Based application to save calls to WMA or WAV format with a single click of the mouse.
- 10.1.16. The Recorder shall provide Scenario Playlists to be saved and exported, these Scenario Playlists shall not be limited to audio; but shall include all NG911 required inputs.
- 10.1.17. The Recorder shall provide the ability to search notes typed inside any bookmark.

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Bidder Complies

Yes No

- 10.1.18. The Recorder shall be able to automatically associate search criteria such as DTMF or Caller ID within the filename structure when saving calls for external use such as e-mailing the call as an attachment.
- 10.1.19. The Recorder shall provide for catalogued unified search and playback capability when multiple recorders are accessed with a single logon.
- 10.1.20. The Recorder shall allow user with permission to E-mail selected calls straight from Browser Based application.
- 10.1.20. The Recorder must allow the user to save multiple call files into a single file straight from the Browser Based Playback, this feature is mandatory, and this single file shall have the option of being saved as a WMA or WAV format.
- 10.1.21. The Recorder must provide a multi-channel playback from the browser based GUI, and must allow all channels of simultaneous playback for scenario playback of events inside dispatch.
- 10.1.22 The Recorder must be capable to add bookmarks to calls that are being live monitored by the user.
- 10.1.23 The Recorder must provide the capability to “segment” a call. This function shall provide the user the ability to save a certain portion or portions of a call, and is designed to keep critical data from the public domain. This feature shall not in any way alter the original call record.
- 10.1.24 The Recorder must provide the capability of E-Mailing call segments straight from the Browser Based GUI.
- 10.1.25. The Recorder shall offer software with the capability of alerting a user, via a LAN connection, of a total system failure i.e. the recording system operating software has locked up the voice recorder software or if the hard drive fails or the power supply fails, this would initiate an alarm to a remote PC, with the appropriate software loaded on it, that there is no response from the voice recorder.
- 10.1.26 The Browser Based GUI must contain all functionality inside a single browser session, which includes Search, Playback, Live Monitor, Reporting, Evaluation, Playback, Reports & Statistics, Screen Capture Playback, and Settings.
- 10.1.27 The Recorder must offer a comprehensive reporting package at no additional cost, please provide detailed information, and documentation of the proposed systems reporting capabilities.

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**Bidder
Complies**

Yes No

10.1.28 The Recorder and Remote Playback must provide a simple and easy to use Call Redaction feature. Call Redaction shall be part of the software offering, as 3rd party applications are not acceptable.

10.1.29 The Redaction feature must include a minimum of three (3) methods to remove desired audio from the copy of the call.

10.1.30 The Redaction feature must include the ability to add a voice annotation to the saved call copy.

10.1.31 The GUI must provide the ability to add documents, or pictures to the final saved project, allowing user to E-mail, copy or burn to a CD/DVD.

11. Recorder Media Management Capabilities

11.1.1. The Recorder shall allow the ability to create supervisors, groups, and assign dispatchers to those groups.

11.1.2. The Recorder shall support all features of WINDOWS security.

11.1.3 The Recorder shall support RMS (Remote Monitoring Service). This software Can manage on to multiple recorders and will monitor all critical services. The list will generate both a visual and audible alarm on the recorder, and Where ever the RMS client resides. In addition the RMS must be capable of sending E-Mail alerts if an SMTP server is specified.

- _____ CPU Usage
- _____ Memory Usage
- _____ Hard Drives (total space, available space, usage)
- _____ Network Connection(s) traffic
- _____ All Recorder software applications

11.1.4 The Recorder shall provide a 24 x 7 x 365 Heartbeat monitoring solution to Provide E-Mail alerts to the vendor's technical support staff.

12. Optional Items

12.1 Please provide cost for years 2 through 5 in the response, broken on a per year basis.

12.2 In the event Clarendon County decides not to purchase an annual maintenance contract after the first year, please provide the cost for time and materials. Include the procedure(s) if different from being under maintenance (4 hour minimum, trip charges, remote support charges, loaner policy etc....).

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**Bidder
Complies**

Yes No

- 12.3 The existing recording system will need to keep the past 36 months of recordings accessible to the users. Can your company provide support for this in the event there is an issue? If yes, please provide the cost on a per year basis.
- 12.4 Please provide the cost for adding screen capture.
- 12.5 Please provide the cost for adding Dispatcher Evaluation software, include all setup, training, and hardware costs associated with the evaluation implementation.
- 12.6 Please describe an option for mobile phone recording per handset, and automatic Up-loading to the recorder.
- 12.7 Please describe how CAD integration is provided, and list any costs associated.

13. Vendor Requirements

- 13.1. The vendor shall certify that all equipment provided shall be completely operational when installed, and ensure all Clarendon County staff is fully trained.
- 13.2. The vendor shall provide parts for a period of one year and shall replace any parts which become broken or defective, except by reason of accident, misuse, or any casualty, during such period.
- 13.3. The vendor shall make all necessary adjustments to this system, not required by reason of accident, misuse, casualty or act of nature, at the vendor's expense for a period of one year from the date of installation.
- 13.4. The vendor shall have a minimum of one technician stationed within four hours to ensure required response times are met. Please provide name and address for this technician.
- 13.5. The vendor shall provide a factory authorized service technician to respond on-site service within four hours of dispatch request (24 hours per day, seven days per week) at no additional cost for the term of the initial one-year warranty.
- 13.6. The vendor shall stock and provide a free of charge loaner recording systems in the event of catastrophic event, or if current system can't be repaired within a reasonable time frame. These loaner machines are not cost to customer while under a Maintenance Agreement.
- 13.7. The vendor shall provide factory authorized personnel for on-site training and instruction for all operators covering all equipment supplied under this specification.

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**Bidder
Complies**

Yes No

Additional training shall be available at no additional cost to the purchaser for a period of one year from installation.

13.8. The vendor shall be responsible for installation and warranty of all equipment covered by these specifications, no third party installations or support will be allowed.

13.9. The vendor shall deliver and install all equipment specified within 30 days after receipt of an authorized purchase order.

13.10. The vendor shall provide a one-year warranty to the purchaser, warranty shall be 24 x 7 x 365 onsite support, as 8-5 warranties are not acceptable for the first year.