INVITATION TO BID

The Peach County Board of Commissioners will be accepting Sealed Bids for the next two weeks, pertaining to DIGITAL VOICE LOGGER FOR E-911.

Bid Closing date May 7, 2015 @ 2:30 pm.

Bid opening for Sealed Bid # 15-003 shall be May 7, 2015 @ 3:00 pm in the Peach County Commissioners meeting room, 213 Persons Street, Fort Valley, GA 31030.

Specifications available by contacting, Clarice Davis at (478) 825-2535 – clarice-davis@peachcounty.net , or Sheryl Roland at Peach County E-911, (478) 822-9111 or sheryl-roland@peachcounty.net

Specifications available at www.peachcounty.net

Peach County reserves the right to reject all bids, to waive informalities, to readvertise and/or to award in the best interest of the County, and to retain all bids for a period of thirty (30) days after the date of bid opening.

MAIL BIDS TO:

Peach County Commissioners Office
Attn: Sealed Bid #15-003
213 Persons Street
Fort Valley, GA 31030

Peach County E911
Voice Logger Bid Request

General Required Specifications:

This specification covers the requirements for an advanced NG-911 ready IP Enabled digital logging recorder/reproducer designed to provide recording a minimum of 32 channels of audio plus the time & date data and expandable in 8/16/24 channel increments to at least 96 hard wired channels & 96 VoIP Channels.

Analog	Digital	VoIP	T1/PRI
32			

The equipment furnished under this specification shall be designed for Public Safety operations performing continuous duty operation, 24 hours per day, 365 days per year. The proposed equipment shall be based on current technology with future expansion and upgrade capability.

The digital logger should be capable of standalone operation with an integrated front panel mounted GUI control. Requirements for a keyboard, mouse and monitor for local operation will be considered but is not a desired mode.

The logging system shall provide network server functionality for remote access from any Windows PC Workstation on the network.

1.0. Central System

1.1. The system architecture shall be based on an industrial rack mount server - client design where all calls are maintained on a central server. Access from PC/clients shall be over an Ethernet connection.
Comply? **Yes** **No** **Comments:**

1.2. The system shall be equipped with a minimum 2TB Raid1 hard drive buffer array to support a minimum of 165,000 channel hours of data for instant recall playback and buffering.
Comply? **Yes** **No** **Comments:**

1.3. The system shall be equipped with a dual DVD-RAM drive.
Comply? **Yes** **No** **Comments:**

1.4. The system shall be equipped with hot swap redundant power supplies.
Comply? **Yes** **No** **Comments:**

1.5. The system shall support Network Attached Storage of calls to a Microsoft based NAS server or Storage unit with an option for SAN support.
Comply? **Yes** **No** **Comments:**

1.6. The system should support central archiving from multiple recording systems to one centrally located unit.
Comply? **Yes** **No** **Comments:**

1.7. The system should be equipped with an integrated color touch screen front panel mounted with a user GUI for ease of media change out, configuration, status readout, call playback and CD burning. The system shall be equipped with a speaker and manual volume control. [If a keyboard/monitor are required, the preferred solution is a 1U rack mount sliding tray with integrated monitor, keyboard and mouse/pad. Please state the rack mounting space required for server and monitor.

Comply?   Yes   No   Comments:

1.8. It is preferred that the system use an embedded Linux operating system that can update both the operating system and firmware application directly from a distribution media in a simple process. There should be no requirement for operator intervention except loading media and restarting the logger. Note: We prefer a Linux OS because of the reliability, it does not constantly update like Windows OS, and it is not as susceptible to viruses like a Windows OS.

Comply?   Yes   No   Comments:

1.9. The system shall have a relational SQL database of all recorded calls. A no license fee relational SQL database is preferred that provides:
  - Relational SQL database of all call records
  - Up to 12 million calls may be indexed in the call records database
  - Programmable retention period
  - ODBC (database access) driver available

Comply?   Yes   No   Comments:

1.10. The system shall keep its time synchronized to a master clock. The acceptable time codes are NTP over Ethernet or NENA Standard Format 0, 1, or 2 over RS-232. There should be an option for IRIG B.

Comply?   Yes   No   Comments:

1.11. The vendor shall confirm that most major components are COTS non-proprietary parts.

Comply?   Yes   No   Comments:

1.12. The system should support Hot Swap Raid1 and Hot Swap Raid5 options within the system chassis. *Please provide optional pricing for a 2TB Hot Swap RAID1 setup.*

Comply?   Yes   No   Comments:

1.13. The system shall support multiple 10/100/1000MB Base-T interfaces for remote Ethernet access and be equipped with dual bondable NIC cards.

Comply?   Yes   No   Comments:

1.14. The system shall capture and store important information to facilitate management. This history & error log information will include alerts, user passwords and profiles, deck status, user access audit trail, media library records etc.

Comply?   Yes   No   Comments:

1.15. The system shall provide buffering of all recordings on the hard disk and automatically transfer the recording to the archive media. The transfer will be automatic on a programmable basis.

Comply?   Yes   No   Comments:

1.16. The system shall also provide backup buffering once the media is full or removed from the archive drive up to the full amount of record storage on the hard disk. This backup buffering will be for all archive drives in the system. The buffered recordings shall be automatically transferred to the archive media when the archive drive or drives are returned to the ready to record mode.

Comply?   **Yes**   **No**   **Comments:**

1.17. The system shall provide the ability to playback from one archive drive while others continue to record.

Comply?   **Yes**   **No**   **Comments:**

1.18. The system shall provide for orderly shutdown upon complete power outage when equipped with a smart UPS unit. The system shall also automatically restart and return to last operating mode upon power restoration.

Comply?   **Yes**   **No**   **Comments:**

1.19. The system shall display the recording space left on record archive media in use.

Comply?   **Yes**   **No**   **Comments:**

1.20. The system shall allow remote monitoring & configuration via a web-based application from any Windows workstation through a LAN connection.

Comply?   **Yes**   **No**   **Comments:**

1.21. The system shall be Next Generation 9-1-1 compatible.

Comply?   **Yes**   **No**   **Comments:**

2.0. System Networking Capabilities

2.1. The system shall allow for a minimum of 8 simultaneous remote client connections to the central server.

Comply?   **Yes**   **No**   **Comments:**

2.2. The system shall allow for a Live Monitor function from each client or Web-based application with a minimum of 16 simultaneous channels selected.

Comply?   **Yes**   **No**   **Comments:**

2.3. The Live Monitor function access shall be limited to only authorized channel access based on a user account profile.

Comply?   **Yes**   **No**   **Comments:**

2.4. The system shall allow for an Instant Recall (IR) function from each client. The IR function should support a minimum buffer size of 12 hours to support recall of up to a full shift. 5 positions will need the capabilities to access IR.

Comply?   **Yes**   **No**   **Comments:**

2.5. The instant Recall function access shall be limited to only authorized channel access and timeframe based on a user account profile.

Comply?   **Yes**   **No**   **Comments:**

2.6. If multiple digital recorders are employed in the installation, the system should provide viewing and retrieval from, all recorders in a unified manner from one user interface.

Comply?   **Yes**   **No**   **Comments:**

2.7. The user client software or web-based software shall be able to retrieve calls for playback from a Network Attached Storage server.

Comply? **Yes** **No** **Comments:**

3.0. Record Storage

3.1. The system shall be able to archive to USB flash drives. There should be optional archiving to removable hard disk, USB hard drive, Blu-ray Discs, and Network storage archiving as well.

Comply? **Yes** **No** **Comments:**

3.2. The system shall provide at least 165,000 channel hours available for instant access on a hard disk independent of the archive drives. These recordings must be duplicated on a second hard disk providing a 100% mirrored copy that will be available should the 1st hard disk fail for any reason.

Comply? **Yes** **No** **Comments:**

3.3. The system shall offer options for larger hard disks to provide more on line recording for instant access.

Comply? **Yes** **No** **Comments:**

3.4. The system shall optionally provide the ability to have up to 4 hard disks and be able to configure them in a RAID5 system. The RAID5 configuration shall support hot swap functionality.

Comply? **Yes** **No** **Comments:**

3.5. The archive media shall be user-formatable & only needs to be formatted once when new.

Comply? **Yes** **No** **Comments:**

3.6. The system shall provide for the connection of USB based mass storage devices for making additional backup copies of calls.

Comply? **Yes** **No** **Comments:**

3.7. The system shall be able to restore calls to the master database from an archive media, NAS server or USB mass storage device.

Comply? **Yes** **No** **Comments:**

3.8. The system and media shall provide for protection against accidental over recording. The USB archive media shall have a mechanical based write protection facility. The system shall have a programmable media retention period from 1 to 365 days and prevent any media recorded within the retention time from being recorded over or reformatted.

Comply? **Yes** **No** **Comments:**

4.0. Recording Capabilities

4.1. The digital recorder module shall be capable of field expansion of record channels to 96 hard wired channels and 96 soft IP channels.

Comply? **Yes** **No** **Comments:**

4.2. The system shall display which channels are recording, ready to record or selected for live monitor through a color coded channel status display.

Comply? **Yes** **No** **Comments:**

4.3. Any channels that have been idle for a user programmed length of time shall cause a system alert. The system alert shall be delivered via email to vendors support as well as any user setup to receive alerts.

Comply?   **Yes**   **No**   **Comments:**

4.4. The system shall provide analogue record activation by VOX, On/Off Hook detection, external command, or continuous on a per channel basis.

Comply?   **Yes**   **No**   **Comments:**

4.5. The system shall provide true digital to digital PBX record activation by VOX, continuous, or D Channel command selectable on a per channel basis. Pseudo digital boards with embedded D-A converters will not be considered

Comply?   **Yes**   **No**   **Comments:**

4.6. The system shall provide front panel color touch screen determination of line status through a built-in voltmeter and audio level meter.

Comply?   **Yes**   **No**   **Comments:**

4.7. The system shall provide web-based remote determination of line status through a built-in voltmeter and audio level meter.

Comply?   **Yes**   **No**   **Comments:**

4.8. The system shall provide an option for "recording on demand". The on demand record activation will be initiated at an attached PC workstation or telephone DTMF signal. This feature must be able to be activated during a call and save it from the beginning in case of a threat.

Comply?   **Yes**   **No**   **Comments:**

4.9. The system shall provide for call audio suppression function based on a common suppression list to allow for suppressing personal calls or privileged calls with predefined lawyers. This function shall be selectable on a per channel basis.

Comply?   **Yes**   **No**   **Comments:**

4.10. The system shall provide a protection facility to tag a call to prevent deletion from the call record database in the event the database is full and purging the oldest calls. The call shall remain within the database until it is un-protected.

Comply?   **Yes**   **No**   **Comments:**

4.11. The system must have the ability to provide screen recording on 10 PCs with multiple monitors. Screen recording must have the following trigger methods: Constant, Manual, Mouse/Keyboard movement, and an active call trigger (ability to initiate screen recording based on a channel's activity)

Comply?   **Yes**   **No**   **Comments:**

5.0. System Search & Play Capabilities

5.1. The system shall provide search and retrieval of recorded audio from an archive media or from the on line hard disk or from a remote archive NAS or Network central archive storage unit.

Comply?   **Yes**   **No**   **Comments:**

5.2. The system shall provide for at least 8 simultaneous search and retrieval sessions from separate stations. The vendor is to describe the limits on the number of simultaneous sessions.
Comply? **Yes** **No** **Comments:**

5.3. The system shall provide the ability to playback up to all installed channels simultaneously.
Comply? **Yes** **No** **Comments:**

5.4. Once the calls have been selected and found, they shall displayed in a call list and shall simultaneously be displayed in a graphical time line display for easy movement between messages.
Comply? **Yes** **No** **Comments:**

5.5. Search shall be initiated by multiple user selectable views or keys in a standard relational database format. Search criteria shall be at least:
- Time/Date
- DTMF telephone number
- Caller ID telephone number
- Calls between certain times
- Calls in the past relative to current time
- Call duration
- Call direction
- Channel name
- Tagged/protected calls
- ANI/ALI Data
  - Name
  - Street Address
  - Telephone Number
  - Lat/Long
Comply? **Yes** **No** **Comments:**

5.6. The resulting searched audio shall be in a proprietary format that will play at the system front panel or at an attached workstation.
Comply? **Yes** **No** **Comments:**

5.7. It shall be possible to convert the audio to standard .WAV file format or Audio CD format to be used as PC compatible audio files for emailing and copying to a CD-R or other recording media at the PC workstation or at the unit front panel with the color touch screen GUI.
Comply? **Yes** **No** **Comments:**

5.8. The system shall provide for channel naming from the front panel color touch screen or from an attached workstation with the web-based application in order to facilitate the search and retrieval process.
Comply? **Yes** **No** **Comments:**

5.9. The system shall provide for fast forward and fast rewind during playback.
Comply? **Yes** **No** **Comments:**

5.10. The system shall provide for the continuous playback looping of an audio segment within a call.
Comply? **Yes** **No** **Comments:**

5.11. The system shall provide the capability to skip forward to the next message or skip back to the previous message.
Comply? **Yes** **No** **Comments:**

5.12. The system shall provide for the extraction of a portion of a call to a .wav file.
Comply? **Yes** **No** **Comments:**

5.13. The system shall provide for a recording to a CD as individual calls
Comply? **Yes** **No** **Comments:**

5.14. The system shall provide for the recording to a CD in either a sequential call by call or in a parallel timeframe mode in a merged file.
Comply? **Yes** **No** **Comments:**

5.15. The system shall provide the capability to append notes to a message and save them with the message. Whenever the message is played back the notes shall display. No special word processor software shall be required for this function.
Comply? **Yes** **No** **Comments:**

5.16. The system shall provide the ability to playback a call or make a rerecording with spoken time.
Comply? **Yes** **No** **Comments:**

5.17. The system shall provide a redaction feature for making copies of incidents for distribution. This redaction feature shall have the ability to mute, tone, obfuscate, or boost volume of the redacted section of the audio.
Comply? **Yes** **No** **Comments:**

5.18. The system shall provide a speed control with pitch correction while playing messages.
Comply? **Yes** **No** **Comments:**

5.19. The system must have the ability to play back screen recordings and call/radio audio simultaneously.
Comply? **Yes** **No** **Comments:**

5.20. The system must provide for Geo based location searching which includes the ability to search for calls based on a user selected graphical area. Only calls in the user defined area shall populate in search results. The search results shall include pin points of each call within Google Maps.
Comply? **Yes** **No** **Comments:**

5.21. The system must provide a Quality Assurance feature to perform evaluations on up to 20 agents. The Quality Assurance software must include the following features:
- Ability to randomly select calls for evaluating
- Ability to tag agents name to position traffic to make finding calls to be evaluated easier
- Ability to group agents and associate groups with completed Evaluations for reporting purposes
- Ability to associate agents with their completed Evaluations so the agent can review their completed evaluation via the evaluation software
- Ability for agent to comment on completed evaluation
- Ability to create and revise an unlimited number of evaluation forms
- Ability to associate a skill group with each question and the ability to run reports based on skill group
- Drag and Drop functionality when creating a form
- Ability to have questions flagged due to low results
- Auto fail feature based on user selected questions and scores

Comply?   Yes   No   Comments:

5.22. Please provide optional pricing for a voice analytics (speech to text) feature that will enable the end user to search by spoken words. If your solution does not provide a voice analytics option, please specify that in the comments section below.

Comply?   Yes   No   Comments:

6.0.   System Security Requirements

6.1. The system shall provide for multiple user profiles control access permissions down to the channel level and user role.

Comply?   Yes   No   Comments:

6.2. System shall provide Password complexity enforcement (Minimum Length, Minimum Digits, Minimum Lowercase Characters, Minimum Uppercase Characters, Minimum Special Characters)

Comply?   Yes   No   Comments:

6.3. System shall provide Programmable password aging and expiration, with option to force password change after user's first login.

Comply?   Yes   No   Comments:

6.4. System shall provide Account lockout after "n" failed login attempts

Comply?   Yes   No   Comments:

6.5. System should provide an Option to authenticate logger users via external SMB service

Comply?   Yes   No   Comments:

7.0.   System Diagnostics/Alert Capabilities

7.1. The system shall provide boot up system test and ongoing self checking tests.

Comply?   Yes   No   Comments:

7.2. The system shall maintain an internal error log for all system alerts and error messages.

Comply?   Yes   No   Comments:

7.3. The system shall provide the capability to automatically send any alerts via email and automatically notify that an alert has occurred.
Comply?   **Yes**   **No**   **Comments:**

7.4. The system shall advise logged in Administrative level users of an alert by pop up notification on the workstation.
Comply?   **Yes**   **No**   **Comments:**

7.5. The system shall provide the ability for on line remote diagnostics via a USB modem or Internet connection.
Comply?   **Yes**   **No**   **Comments:**

7.6. The system shall monitor all channels for a preprogrammed time frame of inactivity (No record audio) and generate an alert for any channels that exceed this time frame. This alert shall be visible within the playback software as well as be sent via email to an unlimited number of email addresses.
Comply?   **Yes**   **No**   **Comments:**

8.0. Physical Characteristics

8.1. The system shall be a standard 19 inch rack mount configuration and not exceed 3U's in height.
Comply?   **Yes**   **No**   **Comments:**

8.2. The system rack space required shall be a maximum 19"W X 24"D X 5.25"H.
Comply?   **Yes**   **No**   **Comments:**

8.3. System weight shall not exceed 65 pounds.
Comply?   **Yes**   **No**   **Comments:**

8.4. System power requirements shall be a maximum 350W @ 115VAC, 15 Amps
Comply?   **Yes**   **No**   **Comments:**

8.5. The System shall have the audio inputs cabled to a demarcation point within 6 feet of the chassis. The input cables shall terminate to a 66 block. The vendor shall provide all required blocks, cables & cross connect jumpers.
Comply?   **Yes**   **No**   **Comments:**

9.0. System Electronics – Input Boards

9.1. System frequency response shall be 200 to 3400Hz.
Comply?   **Yes**   **No**   **Comments:**

9.2. System signal to noise shall be at least -50dB.
Comply?   **Yes**   **No**   **Comments:**

9.3. System Crosstalk shall be -60db or greater.
Comply?   **Yes**   **No**   **Comments:**

9.4. System AGC shall be selectable on a per channel basis and provide this minimum operation:
- Range of 24 dB boost
- Attack time of less than 20 msec.
- Recovery time of 200 msec.

Comply?   **Yes**   **No**   **Comments:**

9.5. System input impedance shall be 10Kohm, balanced bridge & DC blocked.

Comply?   **Yes**   **No**   **Comments:**

9.6. The system shall accept audio levels between -40dB to +10dB.

Comply?   **Yes**   **No**   **Comments:**

9.7. The system shall have record activation methods selectable on a per channel basis. These shall be:
- VOX sensing
- Off Hook sensing
- Continuous record
- Digital telephone signaling

Comply?   **Yes**   **No**   **Comments:**

9.8. All electronic circuits shall be of modern design and construction, arranged for quick replacement on plug-in cards.

Comply?   **Yes**   **No**   **Comments:**

9.9. The system analog telephone input shall have an internal "beep" generator that can be enabled on a per channel basis, if automatic notification of recording is required.

Comply?   **Yes**   **No**   **Comments:**

9.10. The channel capacity of the system shall be from 8 to 96 hard wired and up to 96 soft IP sources in a single chassis.

Comply?   **Yes**   **No**   **Comments:**

9.11. The system shall be capable be add-on and direct connect to various record inputs, all from one chassis as the needs of the agency change. These inputs shall be:
- Analog Telephone Lines/Stations
- Analog 2-way Radio
- Digital PABX Telephone Stations
- Digital T1/E1/ISDN PRI Telephone Circuits
- Digital ISDN BRI Telephone Circuits.
- VoIP Telephone Stations
- IP Console Feeds
- Screen Capture Feed
- NG-911 SIP Invite
- Mapping Feed

Comply?   **Yes**   **No**   **Comments:**

9.12. The system shall support an automatic gain control (AGC) function to provide leveling of near end and far end talkers. The AGC function shall be selectable on a per channel basis.

Comply?   **Yes**   **No**   **Comments:**

9.13. When AGC is not desired during normal operation, it shall be possible to activate AGC during playback only.

Comply? **Yes** **No** **Comments:**

10.0. System Support

10.1. The vendor shall provide training on Administrative and Playback operations.

Comply? **Yes** **No** **Comments:**

10.2. The vendor must have factory certified technicians for the installation, commissioning, and user training.

Comply? **Yes** **No** **Comments:**

10.3. The vendor must have factory certified technicians on call on a 24/7 basis for support. The vendor must provide an onsite response time of 4 hours or less.

Comply? **Yes** **No** **Comments:**

10.4. The vendor shall provide annualized costing for site service within 4 hours of determination of the need for the deployment of a certified technician.

Comply? **Yes** **No** **Comments:**

10.5. The vendor shall confirm availability of common repair parts.

Comply? **Yes** **No** **Comments:**

10.6. The vendor shall supply the manuals in a PDF softcopy and grant unlimited user copy privileges.

Comply? **Yes** **No** **Comments:**

10.7. The vendor shall document all systems settings and leave a hard copy record on site with the manuals.

Comply? **Yes** **No** **Comments:**

10.8. The vendor must provide a loaner system in the event the system goes down and cannot be repaired in a timely manner. Once the original system has been fixed or replaced, the vendor must load all of the calls from the loaner system back onto the original system.

Comply? **Yes** **No** **Comments:**

10.9. The system shall come with a one year warranty which covers all parts and 24/7 labor.

Comply? **Yes** **No** **Comments:**