

SULLIVAN COUNTY PURCHASING

REQUEST FOR PROPOSALS

#2019-544(KD)

RECORDING SYSTEM

FOR SULLIVAN COUNTY 800 MHz TRUNKED RADIO SYSTEM

**Proposals to be received by 2:00 p.m., Eastern Time
April 3, 2019**

Submit Proposals to:
Sullivan County
Purchasing Department
Suite 201
3411 Hwy 126
Blountville, TN 37617

**SULLIVAN COUNTY PURCHASING DEPARTMENT
REQUEST FOR PROPOSALS
#2019-544(KD)**

Proposals Due By: Tuesday, April 3, 2019 @ 2:00 p.m.

VENDOR INFORMATION

Company Name _____

Address _____

City _____ State _____ Zip _____

Contact Person & Title _____
(Please Print)

Federal Tax ID # _____

Telephone Number _____ Fax Number _____

Email of Contact Person _____

Authorized Signature _____

Date of Signature: _____

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Bidders are asked to review the bid package to be sure that all applicable parts are included. If any portion of the package is missing, notify the Purchaser immediately. It is the Bidder's responsibility to be thoroughly familiar with all the Requirements and Specifications. Be sure you understand the following before you return your proposal.

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1. **Purpose and Objective**

General

1.1 The Offices of the Sullivan County Purchasing Agent on behalf of the Sullivan County EMA Department requests sealed bids for a Recording System for the Sullivan County 800 MHz Trunked Radio System with the intent to either ***purchase or lease*** the system along with the annual maintenance fees. A bid proposal must include the total price for a turnkey recording system, quoting both a full outright purchase price as well as a leasing plan. Listed below are the PSAPs and tower locations the system is to be purchased for and the radio talk groups as well as the conventional channels required to record at each:

- PSAPs
 - City of Bristol Police Department, 801 Anderson Street; Bristol, TN – 4 Consoles
 - City of Kingsport Police Department, XXX Unicoi Ave, Kingsport, TN – 6 Consoles
 - Sullivan County Sheriff’s Office, XXX Blountville Blvd, Blountville, TN – 5 Consoles
- Radio Talk groups
 - 200 – 800 MHz Trunked Simulcast (encrypted talk groups)
 - 11 – Conventional 800 MHz Channels (optional)
 - 10 – Local VHF Frequency Channels (optional)
 - 20 – State VHF Frequency Channels (optional)

2. **RFP Time Line**

Availability of RFPMarch 7, 2019

Deadline for questions to be submitted in writing to the
Purchasing Department.....March 27, 2019

Proposals Due Date.....April 3, 2019

This timetable is for the information of submitting entities. These dates are subject to change. However, in no event shall the deadline for submission of the proposals be changed except by written modification from the Sullivan County Purchasing Department.

3. **Instructions to Bidder**

3.1 The Bidder is advised to read this RFP in its entirety. Failure to read and/or understand any portion of this RFP shall not be cause for waiver of any portion of this RFP.

3.2 As for the Response Format Requirements in the section of this RFP all line items shall be responded to by inserting either **“In Compliance or Exception”** directly below each line item within this document. The words “must” and “shall” are both used to indicate mandatory requirements. The word “should” be used to indicate a desirable feature or characteristic. Responders taking exception to any requirements set forth herein shall be specific in each regard documenting each Non-compliance or Exception in a document titled “Exceptions”. A separate page should be used for each item number in non-compliance. Following this format for consistency and ease of evaluation, there should be no change in the number of pages in this RFP document. The Exceptions document will be considered as part of the overall proposal evaluation.

All bids shall be submitted as follows:

- RFP
This document
- Price Proposal
This section is to include an itemized list of equipment and associated costs for the proposed turnkey solution.
- Exceptions
- Brochures, pamphlets, etc.
- Warranty / Service
- Company Profile
- References
- Compliance Affidavits

3.3 Sullivan County reserves the right to conduct a pre-award survey or to require other evidence of technical, production, managerial, or other vendor abilities prior to the award of the contract.

3.4 The Bidder must offer a turnkey project, assuming full responsibility for providing a fully-functional recording system. No 3rd party installation, training, warranty, or future maintenance.

3.5 The Bidder shall be financially responsible for all materials, equipment, and software of the voice logger systems until Sullivan County accepts the completed and fully operational system.

- 3.6 Sullivan County will not be responsible for any costs incurred by the Bidder in preparing and submitting its response to this RFP.
- 3.7 Failure to provide adequate information to enable a proper evaluation of Bidder's company, proposed system, and system features, will be considered unresponsive, and may result in the elimination of Bidder's proposal from consideration.

4. **Proposal Process**

- 4.1 This Request for Proposal has been sent through mail or e-mail to qualified Bidders this March 7, 2019.
- 4.2 This RFP will be made available to all interested Bidders upon request.
- 4.3 In order to receive consideration, the sealed proposal must be delivered to the Office of the Sullivan County Purchasing Agent on or before the day/time indicated and shall meet the requirements as described herein. Any inquiries or requests concerning interpretations, clarification or additional information pertaining to this proposal must be e-mailed to Kristinia Davis @ kris.davis@sullivancountyttn.gov **by 5:00 p.m. Eastern time on March 27, 2019.** In no case will verbal communication override written communication or documentation.

All Bidders have the sole responsibility to provide sealed proposals by mail or hand delivery by (April 3, 2019 at or before 2:00 p.m., Eastern time, to the following address:

**Sullivan County Purchasing Department
Attn: Kristinia Davis
3411 Hwy 126, Suite 201
Blountville, TN 37617**

- 4.4 The Bidder whose proposal for hardware, software, system engineering, systems integration, training, maintenance, labor and installation for 800 MHz Simulcast Trunked Radio System recording system that best meet the needs and objectives of Sullivan County will be selected.
- 4.5 Proposals received prior to **April 3, 2019 at 2:00 p.m.** Eastern time, will be kept secure and unopened. Sullivan County shall determine when the

specified opening time has arrived. No proposal received after the above-specified deadline will be considered and will be returned to the bidder unopened.

5. **Withdrawal of Bids**

- 5.1 Any submission of proposals may be withdrawn and/or resubmitted up until the date and time for opening of the bids. Any submission not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of ninety (90) calendar days following the bid date.
- 5.2 **Each mailing envelope or carton containing a proposal or multiple copies of the proposal must be sealed and plainly marked on the outside “RECORDING SYSTEM FOR SULLIVAN COUNTY 800 MHz TRUNKED RADIO SYSTEM.”** Proposers are reminded that the Purchasing Department receives many bids and proposals for any number of solicitations; **unlabeled submissions are extremely difficult to match to their appropriate solicitations and therefore may be rejected.**
- 5.3 Any proposal received after the time and date on the cover sheet will not be considered. It shall be the sole responsibility of the submitting entity to have the proposal delivered to the Sullivan County Purchasing Department on or before that date. Proposals that arrive late due to the fault of the United States Postal Service, United Parcel Service, DHL, FEDEX, any delivery/courier service, or any other carrier of any sort are still considered late and shall not be accepted by the County. Such proposals shall remain unopened and will be returned to the submitting entity upon request.
- 5.4 All costs related to the preparation, submission, or presentation of this proposal shall be borne by the submitting entity.
- 5.5 Unless otherwise specified, **all formal bids submitted shall be binding for ninety (90) calendar days following the bid date.**
- 5.6 No responsibility will attach to Sullivan County for unintentional premature opening of a proposal not properly addressed and identified as stated above. No bidder may withdraw a proposal within 90 days after the actual date of the opening thereof. All requests to withdraw a proposal must be made in writing.

- 5.7 The Bidder must submit a proposal with an itemized information list and itemized price quote, which must include all hardware, software, system engineering, systems integration, training, training manuals, training aids, maintenance, maintenance manuals, labor, and other anticipated costs for the installation of the complete and operating 800 MHz Simulcast Trunked Radio System recording system that meet initial requirements and provide for any stated projected growth requirements.
- 5.8 By submission of a signed bid, the bidder certifies total compliance with Title VI and Title VII of the Civil Rights Act of 1964, as amended, and all regulations promulgated thereunder.
- 5.9 **NO CONTACT POLICY:** From the period beginning on the date of the issuance of the RFP and ending on the date of the award of the contract, no candidates submitting in response to this RFP, nor any individuals, consultants, or affiliates of such candidates shall contact through any means or engage in any discussion regarding this RFP, the selection process, or contract award with any member of the County Commission, County Mayor, EMA Department, apart from the designated point of contact referenced above in regard to clarification requests. Any such contact may be grounds for the disqualification of the submittal. Proposals must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).

6. **Insurance**

- 6.1 The successful Contractor shall provide proof of and shall always during the term hereof, maintain valid and in-force insurance policies and with coverage limits as set forth below:
 - 6.1.1 Worker's compensation and employer's liability insurance with statutory coverage limits for the protection of all of Contractor's employees, including, without limitation, executive, managerial and supervisory employees, whether or not engaged in the performance of the Work.
 - 6.1.2 Such policies of insurance for each and every motor vehicle to be used by the Contractor in the performance of the Work (the "Motor Vehicles"), with such policies of insurance for Contractor's Motor Vehicles to include no less than \$1,000,000 in liability coverage.
 - 6.1.3 A policy of general liability insurance covering loss resulting from the Contractor's direct and indirect activities hereunder (including those activities of any of its subcontractors) and covering property damage and injury to any person (including death) which or who

might be damaged or injured as a result of, in conjunction with, or arising out of Contractor's performance of the Work. Bodily Injury Liability coverage (including death) and Property Damage Liability coverage shall be a minimum of \$1,000,000 per occurrence and \$2,000,000 in the aggregate per jobsite, project or location. This coverage shall be primary and non-contributory.

6.1.4 Coverage requirements shall be evidenced by one or more certificates of insurance naming Owner as an additional insured, which certificates or policy endorsements shall provide that the policies represented thereby may not be (i) canceled, (ii) allowed to expire, or (iii) altered with respect to the substantial terms thereof except upon thirty (30) days prior written notice to Owner. For purposes of this paragraph, "substantial terms" shall be deemed to include, but shall not be limited to the coverage limits and deductible of the applicable policy.

6.1.5 Contractor shall deliver the certificate(s) of insurance concurrently with its execution hereof. Any breach of the insurance provisions of this Agreement shall be a material breach hereof, and entitle Owner, at its discretion, to the immediate termination of same, without compliance with any of the advance-notice requirements imposed elsewhere herein.

7. **Primary Insurance and Waiver of Subrogation**

7.1 Contractor (and its insurers) shall be primarily liable for the defense and payment of any claims as a result of, in conjunction with, or arising out of the performance of the Work. Contractor waives any and all of its subrogation rights against Owner, and any and all of its insurers in any such claims.

8. **Patent**

8.1 The Contractor shall hold and save Sullivan County, its officers and employees, harmless from liability of any nature or kind, including costs and expenses, for, or on account of, any patented or unpatented invention, process, article, or appliance manufactured or used in the performance of the Contract, including its use by Sullivan County, unless otherwise specifically stipulated in the specifications.

9. **Inclement Weather**

9.1 During period of inclement weather, the Purchasing Department will enact the following procedures with regard to solicitations and weather delays:

9.1.1 If County offices are closed due to inclement weather on the date that bids/proposals/qualifications/letters of interest are due into the Purchasing Department, all solicitations due that same day will be moved to the next operational business day.

9.1.2 The County shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

10. **Terms and Conditions of Award**

General

10.1. The terms and conditions imposed herein shall govern in all cases, and conflicting terms and conditions submitted by the Bidder may constitute enough grounds for rejection of the bid.

10.2 Sullivan County reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, any technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interest of the County. Sullivan County shall be the sole judge of the proposals, and the resulting agreement that is in the best interest, and its decision shall be final. The County also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the County deems necessary to make this determination shall be provided by the submitting entity.

10.3 It is anticipated that this RFP and the Bidder's response will form the basis of a mutually negotiated contract entered into with the successful Bidder.

10.4 Sullivan County may award a contract, based on proposals received, without further discussion of such a proposal. Accordingly, each proposal should state the most favorable terms from a price, technical, and functionality standpoint, which the Bidder can submit.

10.5 The successful Bidder agrees to adhere to proposed and contracted schedules. The Bidder, however, will not be liable or deemed to be in

default for any delays or failure in performances resulting directly or indirectly from any cause or circumstances beyond the Bidder's reasonable control.

11. **Evaluation Criteria**

- 11.1 The final review of Bidder's proposal will evaluate the technical content of the offerings to determine which proposal best meets the needs and objectives of Sullivan County.
- 11.2 The ability of Bidder to meet or exceed the functional requirements of the Request for Proposal will be evaluated.
- 11.3 Confidence that Bidder will be able to carry out all installation plans in a timely and efficient manner will be evaluated.
- 11.4 User-friendliness of system functions, will be evaluated.
- 11.5 Ease of phase-in of system improvements and enhancements will be evaluated.
- 11.6 The ability of the proposed system to meet future software enhancements without replacement of hardware components will be evaluated.
- 11.7 Sullivan County reserves the right to reject any and/or all proposal(s) and negotiate with any Bidder in order to secure the systems which best meet the needs and objectives of the County.

12. **Vendor Selection**

- 12.1 Proposals will be evaluated by the County for conformance to the specification requirements. Major consideration will be given to those Bidders providing demonstrated capability and experience in the design and implementation of similar systems.
- 12.2 Proposals will be studied by an evaluation committee. Finalists *may* be invited to an interview. Selection of the successful vendor will be based upon the proposal submitted and the results of the interview, if one is conducted. The evaluation committee's final recommendations will be based upon an analysis of the system offered; the vendor's demonstrated

capability to provide superior maintenance support, **and not merely the lowest price as indicated.**

- 12.3 The terms and conditions for contract award imposed herein shall govern in all cases, and conflicting terms or conditions submitted by the bidder may constitute enough grounds for rejection of the bid.

13. **Bidder Qualifications**

- 13.1 The Bidder should have a minimum of five (5) years' experience working with public safety communications in the installation and service of 800 MHz Simulcast Trunked Radio System recording system. All bidders must provide at least five (5) locations where their recording application is recording RoIP utilizing the Motorola AIS/VPM solution.
- 13.2 The Bidder must provide their validation certificate from Motorola. The Bidder must have the ability to meet or exceed the functional requirements of this RFP.
- 13.3 The Bidder must have support capabilities for on-going maintenance and enhancement of the system purchased.
- 13.4 During the evaluation, validation, and selection process, Sullivan County *may* desire a Bidder's representative answer specific questions, orally and/or in writing. Sullivan County will not be liable for Bidder's cost incurred for preparation or presentation in this regard. Therefore, the Bidder must have the means and motivation to fulfill this requirement.
- 13.5 The Bidder or manufacturer of the 800 MHz Simulcast Trunked Radio System recording system recording system must engineer, manufacture, and quality test the system in the United States, to the extent possible.

14. **Installation Requirements**

General

- 14.1 The Bidder must appoint a project manager who will be responsible for all aspects of the recorder project within Sullivan County. This person will be available at all times during the course of the project if required.
- 14.2 The Project Manager for the Bidder will coordinate all phases of the installation process with Jim Bean, EMA Director.

- 14.3 The Bidder must provide qualified and experienced engineering, implementation, training, and service personnel to satisfy any engineering or service problem that may arise during the installation, warranty, and maintenance periods.
- 14.4 All 800 MHz Simulcast Trunked Radio System recording system components in this specification must be delivered, installed and completely operational within ninety (90) days after receipt of signed contract.
- 14.5 The Bidder will be responsible for the cleanup of any and all waste, extraneous material, packing material, shipping support structures, spillage, or any other by-product resulting from the delivery, unloading and/or installation of the recording system components.
- 14.6 The Bidder must provide qualified and experienced engineering, implementation, training, and service personnel to satisfy any engineering or service problem that may arise during the installation, warranty, and maintenance periods.

15. **Scope**

- 15.1 This specification defines the minimum requirements of a mission critical, public safety multi-media logging recording system. Features designated in this specification are intended to define a comprehensive fault-tolerant recording solution to support the current radios and telephone requirements. The recording system must be offered in a fault-tolerant recording system configuration featuring geo-diverse redundant storage to support 24/7/365 recording. This specification covers the requirements for an advance NG-911 ready IP Enabled digital logging recorder.

16. **General Recorder Specifications**

- 16.1 The recorder to be located at the Sullivan Co. Sheriff's Office and shall be provided in a single 4U rack mounted recorder/server platform and initially configured with **200** talk group channels, **41** analog conventional channels. System must be capable of adding NETTN, and VOIP licenses for recording public safety telephone, and data communications in one system, with future expandability.

Comply: _____Exception:_____

- 16.2 The Recorder being proposed be 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.

Responding Vendor: _____

Installing Vendor: _____

Comply: _____ Exception: _____

16.3 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 on-line storage requirements. System must come in a RAID 5 configuration, with a minimum of four (4) 2TB hard drives.

Comply: _____ Exception: _____

16.4 The Recorder shall be site licensed for all Administrator, Playback, Instant Recall, Live Monitoring, and advanced reporting software. Remote GUI must utilize HTML5, allowing user's access to the call recording system from any HTML5 compliant browser. Remote access shall not require any downloading of active X files, use of any 3rd party add-on or plugin.

Comply: _____ Exception: _____

16.5 The Recorder manufacturer should be located in the United States, please the following locations for confirmation:

- Corporate Headquarters: _____
- Manufacturing location for proposed equipment: _____
- Shipping Location of proposed equipment: _____
- Tech Support Contact Center: _____

Comply: _____ Exception: _____

16.6 The Recorder shall provide instant recall capability for network access users via HTML5 compliant browser, such that a user can access and playback any part of a call from the beginning of the 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.

Comply: _____ Exception: _____

16.7 Recording system must have a standard integration with the Motorola AIS and remain outside the Motorola Firewall.

Comply: _____ Exception: _____

16.8 Recording system must be capable of custom naming convention for each talk group.

Comply:_____Exception:_____

16.9 The Voice Recorder should be configured in a 4U Rackmount chassis that provides for maximum air flow. Please note the measurements of the proposed chassis.

Measurements:_____

Comply:_____Exception:_____

16.10 The Voice Recorder must be configured with Dual Hot-Swap power supplies with independent power cords, allowing power from two (2) sources.

Comply:_____Exception:_____

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

Comply:_____Exception:_____

16.12 The Recorder shall provide for the uploading all phone and radio traffic to the current or any future NAS device and keep the last two (2) years of call information on the local machine.

Comply:_____Exception:_____

16.13 The Recorder shall provide the option for Cloud Based Storage. The EMA Department is requesting that 365 days of all phone radio traffic be stored securely in the Cloud. This Cloud Based storage is in addition to any local storage or backup.

Comply:_____Exception:_____

16.14 The Cloud Based storage shall allow any designated user with proper security credentials to query call information for remote playback anywhere internet access is available. Playback must be allowed via devices that provide an HTML5 Compliant Browser. Such devices include Android or iOS mobile phones, tablets, iPads, laptops or desktop PC's.

Comply:_____Exception:_____

16.15 Recording system must be capable of recording talk groups and conventional channels on the same recording server.

Comply:_____Exception:_____

16.16 The Recorder shall be capable of recording the 911 phone traffic being provided via the State of Tennessee via NETTN.

Comply:_____Exception:_____

16.17 Recording system must be capable of recording secure (encrypted) radio calls from the AIS integration.

Comply:_____Exception:_____

16.18 The Recorder maintenance package must include proposed version to version software Upgrades, patches and hot-fixes. The EMA Department will receive these upgrades at no additional cost while under maintenance.

Please specify what Software Version is being proposed:_____

Comply:_____Exception:_____

17. **Specific Requirements of Logging Recorder**

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

Comply:_____Exception:_____

17.2 The Recorder must provide a commercial grade server in a 4U x 19" rack mounted configuration with Dual Hot-Swap power supplies.

Comply:_____Exception:_____

17.3 The Recorder shall utilize the latest Microsoft Windows operating system, please note which is included for this response.

Comply:_____Exception:_____

Please Note Operating System Included:_____

17.4 The Recorder must utilize internally integrated Microsoft SQL Server 2008 or better database without use of an external server.

Comply:_____Exception:_____

17.5 The Recorder shall have a simple and user friendly HTML5 compliant Browser Based operation. GUI must browser agnostic.

Comply:_____Exception:_____

17.6 The Recorder shall provide the following functions ALL from the HTML5 compliant Browser Based GUI at both the recorder and remote user PC:

- | | |
|--|----------------------------|
| 1. Search and Playback Voice and Screens | Comply_____ Exception_____ |
| 2. Live Monitor of Voice and Screens | Comply_____ Exception_____ |
| 3. User Account Setup | Comply_____ Exception_____ |
| 4. Creation of Scenario Playlist(s) | Comply_____ Exception_____ |
| 5. Instant Recall | Comply_____ Exception_____ |
| 6. Dispatcher Evaluations | Comply_____ Exception_____ |
| 7. Advanced Reports | Comply_____ Exception_____ |
| 8. Map Reports | Comply_____ Exception_____ |
| 9. Redaction | Comply_____ Exception_____ |

17.7 The Recorder 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.

Comply:_____ Exception:_____

17.8 The Recorder HTML5 compliant browser-based software will allow the system administrator to configure all the recording channel parameters from a single system administrator screen.

Comply:_____ Exception:_____

17.9 The Recorder shall be provided with a minimum of two (2) NICs, 1Gbit Ethernet Network Interface, and be TCP/IP network compatible.

Comply:_____ Exception:_____

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

Comply:_____ Exception:_____

17.11 The Recorder shall provide Instant Recall for dispatcher's quick retrieval of phone and radio conversations. Must utilize HTML5 compliant browser-based technology, as loading client software is not acceptable.

Comply:_____ Exception:_____

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

Comply:_____ Exception:_____

17.13 The Recorder shall be provided with commercial off-the-shelf interface cards which use PCI or PCIe bus interfaces. No proprietary manufactured capture cards will be accepted.

Comply:_____ Exception:_____

17.14 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, or E-mail alerts.

Comply:_____ Exception:_____

17.15 The Recorder provided shall come with a one (1) year warranty; warranty must cover all parts and onsite labor 24 x 7 x 365, remote system diagnostics with E-Mail alert notifications.

Comply:_____ Exception:_____

18. **Recorder Control and Operations**

18.1 The Recorder shall be capable of functioning as a stand-alone unit for recording, archiving, searching and playback and remote maintenance. No additional workstation will be required.

Comply:_____ Exception:_____

18.2 The System shall provide access from the server and from the users' PC workstations with their HTML5 compliant 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 Voice and Screens | Comply_____ Exception_____ |
| 2. Live Monitor Voice and Screens | Comply_____ Exception_____ |
| 3. User Account Setup | Comply_____ Exception_____ |
| 4. Creation of Playlists | Comply_____ Exception_____ |
| 5. Reports | Comply_____ Exception_____ |
| 6. Dispatcher Evaluations | Comply_____ Exception_____ |

- 7. Instant Recall Comply_____ Exception_____
- 8. Redaction Comply_____ Exception_____

18.3 The Administrator will have the ability to assign as many users as desired with no “seat license” limitations for users; vendor shall provide a site license for the following functions:

- 1. Search and Playback Voice and Screens Comply_____ Exception_____
- 2. Live Monitor Voice and Screens Comply_____ Exception_____
- 3. User Account Setup Comply_____ Exception_____
- 4. Creation of Scenario Playlists Comply_____ Exception_____
- 5. Reports Comply_____ Exception_____
- 6. Instant Recall Comply_____ Exception_____
- 7. Dispatcher Evaluations Comply_____ Exception_____
- 8. Dispatcher Screen Capture Comply_____ Exception_____

18.4 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.

Comply:_____ Exception:_____

18.5 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.

Comply:_____ Exception:_____

18.6 The Recorder shall provide the capability to save any recorded call in standard MP3 or WAV file format for playback on any multimedia Windows PC without the need of proprietary software.

Comply:_____ Exception:_____

18.7 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.

Comply:_____ Exception:_____

18.8 The System will record all audio in a secure digital file 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.

Comply:_____Exception:_____

19. **Recorder System Networking Capabilities**

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

Comply:_____Exception:_____

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

Comply:_____Exception:_____

19.3 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.

Comply:_____Exception:_____

19.4 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.

Comply:_____Exception:_____

20. **Recorder System Expandability**

20.1 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.

Comply:_____Exception:_____

20.2 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.

Comply:_____Exception:_____

20.3 The Recorder shall be capable of recording NETTN inputs.

Comply:_____Exception:_____

21. **Recorder Media Storage**

21.1 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.

Comply:_____Exception:_____

21.2 The Recorder shall provide for over record and write protection such that data will not be accidentally overwritten.

Comply:_____Exception:_____

21.3 The Recorder shall provide the previous two (2) years of call information on the local system and the previous five (5) years on the backup device, in this case is the NAS device.

Comply:_____Exception:_____

21.4 The Recorder shall provide an option for Cloud based storage, providing the last 365 days of recording to be accessed via any device with HTML5 browser capabilities.

Comply:_____Exception:_____

22. **Recorder System Recording Capabilities**

22.1 The Recorder shall be a stand-alone recorder and shall not require a separate workstation for operation, maintenance or alarming functions.

Comply:_____Exception:_____

22.2 The Recorder shall record directly to non-volatile storage.

Comply:_____Exception:_____

22.3 The Recorder channels shall support various activation methods, such as VOX activation with adjustable timing and level thresholds, CLI, ring, DTMF and off-hook. Channels must have individually selectable and adjustable AGC (Automatic Gain Control).

Comply:_____Exception:_____

22.4 The Recorder must provide an internal RMS (Remote Monitoring System) that provides 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 for vendor tech support.

Comply:_____Exception:_____

22.5 The Recorder must include NENA standard ANI/ALI integration with any major PSAP system.

Comply:_____Exception:_____

22.6 The Recorder shall provide a unique ID number for every phone call and radio transmission recorded.

Comply:_____Exception:_____

22.7 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.

Comply:_____Exception:_____

22.8 The Recorder shall be capable of performing automatic data transfer from the hard drive to the archive drive(s).

Comply:_____Exception:_____

22.9 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.

Comply:_____Exception:_____

22.10 The Recorder shall provide an automatic restart capability to return the system to its previous operating state without user intervention.

Comply:_____Exception:_____

22.11 The Recorder shall provide backup manager software protection to prevent over-record or erasure for a user settable period.

Comply:_____Exception:_____

22.12 The Recorder shall be time synchronized with customer provided, network time clock (Netclock).

Comply:_____Exception:_____

22.13 The Recorder shall provide the ability of Free Seating for dispatch, thus providing the option of searching calls based on who answered the call-in addition to the channel name.

Comply:_____Exception:_____

23. **Recording System Security Features**

23.1 The Recorder shall allow authorized access of selected-recorded audio either at the recorder or device on the LAN.

Comply:_____Exception:_____

23.2 The Recorder shall provide playback audit reporting. Reporting shall detail all activity of users, along with the IP address accessed from. This report must be exportable to an Excel spreadsheet.

Comply:_____Exception:_____

23.3 The Recorder shall provide security mechanisms that limit access to authorized recordings. This access shall be down to the channel and defined time frame.

Comply:_____Exception:_____

23.4 The Recorder shall allow any number of authorized remote workstations access and play the same or different conversations simultaneously by use from any HTML5 compliant browser-based playback, loading of client applications are not acceptable.

Comply:_____Exception:_____

23.5 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.

Comply:_____Exception:_____

24. **Recorder Media Management Capabilities**

24.1 Recorded calls must be stored on the local RAID5, and simultaneously be uploaded to NAS or other storage.

Comply:_____Exception:_____

24.2 The Recorder shall upload all calls and associated data to NAS (Network Attached Storage), external or internal drive automatically. Upload software must provide alarms and error logs in the event the upload stops or is delayed.

Comply:_____Exception:_____

24.3 The Recorder shall provide as an option the ability to maintain a duplicate phone, radio, video and data in a cloud-based environment. This cloud base storage shall provide a single year of call information that can be accessed no matter the recorder or dispatch operational status. Access can be from a PC, tablet or smartphone using any HTML5 compliant browser via the internet.

Comply:_____Exception:_____

25. **Recorder Search Capabilities**

25.1 The Recorder must utilize HTML5 browser-based technology including tablets or smartphones. Systems that require the loading and maintaining of client software will not be considered.

Comply:_____Exception:_____

25.2 The Recorder shall be capable of searching for audio recorded to an archive device or to other on-line storages, such as NAS or the Cloud.

Comply:_____Exception:_____

25.3 The Recorder shall provide a site license for HTML5 compliant browser-based playback. If using concurrent licenses, please include the equivalent of ten (10) concurrent users.

Comply:_____Exception:_____

25.4 The Recorder shall support search ability for all fields within the database from a single data entry field, designed to simplify searches.

Comply:_____Exception:_____

25.5 The Recorder shall include a site license for remote live monitoring via the HTML5 compliant browser-based application, the loading and maintaining of client software is not desirable. If using concurrent licenses, please include the equivalent of ten (10) concurrent users.

Comply:_____Exception:_____

25.6 The Recorder shall provide all remote functionality from one user friendly HTML5 compliant browser-based application.

Comply:_____Exception:_____

25.7 The Recorder shall provide for the customized naming of channels.

Comply:_____Exception:_____

25.8 The Recorder shall be capable of searching for messages by dialed digits outbound (DTMF) or inbound Caller-ID, and ANI/ALI information.

Comply:_____Exception:_____

25.9 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.

Comply:_____Exception:_____

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

Comply:_____Exception:_____

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

Comply:_____Exception:_____

25.12 The GUI must provide the ability to add documents, or pictures to the final saved project. Please provide screen shot(s) showing this capability.

Comply:_____Exception:_____

25.13 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.

Comply:_____Exception:_____

25.14 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. Please provide screen shot(s) from the proposed solution.

Comply:_____Exception:_____

25.15 The Recorder shall provide the HTML5 compliant browser-based application to save calls to MP3 or WAV format with a single click of the mouse.

Comply:_____Exception:_____

25.16 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.

Comply:_____Exception:_____

25.17 The Recorder shall provide the ability to export the Playlist to include the player from which the playlist was created, making playback simple and easy for the recipient.

Comply:_____Exception:_____

25.18 The Recorder shall provide for catalogued unified search and playback capability when multiple recorders are accessed with a single logon.

Comply:_____Exception:_____

25.19 The Recorder shall allow user with permission to E-mail selected calls straight from HTML5 compliant browser-based application.

Comply:_____Exception:_____

25.20 The Recorder must allow the user to save multiple call files into a single file straight from the HTML5 compliant browser Playback, this feature is mandatory. This single file shall have the option of being saved as a MP3 or WAV format.

Comply:_____Exception:_____

25.21 The Recorder must provide a multi-channel playback from the HTML5 browser-based GUI and must allow all channels of simultaneous playback for scenario playback of events inside dispatch.

Comply:_____Exception:_____

25.22 The Recorder shall provide dashboard page providing real-time information regarding such items as total calls, videos, text, screen captures, inactive channels, playlists, and evaluation information.

Comply:_____Exception:_____

25.23 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. This feature shall not in any way alter the original call record.

Comply:_____Exception:_____

25.24 The Recorder shall provide the user the ability to perform a “loop playback”, thus allowing the user to continuously play a section of the call repeatedly.

Comply:_____Exception:_____

25.25 The HTML5 compliant browser must contain all functionality inside a single HTML5 compliant browser session, which includes Search, Playback, Live Monitor, Reporting, and Evaluations.

Comply:_____ Exception:_____

25.26 The Recorder must offer a comprehensive reporting package. Please provide detailed information, and documentation of the proposed systems reporting capabilities.

Comply:_____ Exception:_____

26. **Vendor Requirements**

26.1 The vendor shall certify that all equipment provided shall be completely operational when installed, and ensure the staff is fully trained.

Comply:_____ Exception:_____

26.2 The vendor shall provide parts for a period of one (1) year and shall replace **any parts** which become broken or defective, except by reason of accident, misuse, or any casualty, during such period. For first year support will be 24 hours, 7 days a week, 365 days of the year, including all parts, onsite labor and remote monitoring with alerts.

Comply:_____ Exception:_____

26.3 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 (1) year from the date of installation. This includes onsite and remote remedies.

Comply:_____ Exception:_____

26.4 The vendor shall have a minimum of one (1) technician stationed within four (4) hours to ensure required response times are met. Please provide the address for the closest technical support location that is not a 3rd party employee or sub-contractor.

Comply:_____ Exception:_____

Address:_____

26.5 The vendor shall stock and provide a free of charge loaner recording system in the event of a catastrophic event, or if current system cannot be repaired within a reasonable time frame. There will be no cost associated with these loaner machines to the EMA Department while under a Maintenance Agreement.

Comply:_____ Exception:_____

26.6 The vendor shall provide factory authorized personnel for on-site training and instruction for all operators covering all equipment supplied under this

specification. Additional training shall be available at **no additional cost** to the purchaser while under maintenance.

Comply: _____ Exception: _____

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

Comply: _____ Exception: _____

26.8 The vendor shall deliver a quarterly maintenance service report, providing detailed information about alerts received.

Comply: _____ Exception: _____

27. **Maintenance and Support**

27.1 Vendor shall include the first year of 24 hours a day, 7 days a week, 365 days a year support, and must include remote and onsite labor, parts, remote monitoring with E-Mail alerts.

Comply: _____ Exception: _____

27.2 Vendor shall provide the capability for users to easily establish a secure remote connection to the user desktop for trouble shooting and support. This connection shall be a one-time session and not remain active after session has ended.

Comply: _____ Exception: _____

27.3 Vendor shall include all recorder software updates, version to version software upgrades as part of the maintenance agreement.

Comply: _____ Exception: _____

27.4 Vendor shall provide the maintenance cost for years 2-5 as part of the recorder pricing, broken out for simple comparison.

Comply: _____ Exception: _____

27.5 Recorder shall be capable of creating and sending all alerts, no additional PC's or servers shall be required.

Comply: _____ Exception: _____

28. **Training**

General

- 28.1 End-user and administrator training will be provided by the vendor of the system.
- 28.2 All training for end-users and administrators must be on site, hands-on training.
- 28.3 The Bidder must provide in the response to this RFP an outline of all end-user and administrator training.
- 28.4 The Bidder must provide refresher training as required by the County through the warranty and any extended warranty/maintenance contract periods. Bidder shall provide cost for on-site refresher training class.

29. **Warranties and Service**

General

- 29.1 The successful Bidder must include a one-year warranty with the system. The warranty must include parts, labor, and software from date of acceptance. Warranty hours are 24/7 to include monitoring and alarms.
- 29.2 No 3rd party service for warranty or maintenance. The same vendor that sold the system must also install, warranty, and maintain the system.
- 29.3 The maintenance contracts must include updates to recording software in order to maintain that software to its most current level, at no additional cost during the life of the contract.
- 29.4 The successful Bidder shall perform at least 2 Preventive Maintenance (PM) visits per year while under warranty or extended service agreement.

30. **References**

- 30.1 The vendor must provide a list of all Public Safety sites using the same proposed platform as the one proposed in this RFP which the vendor is responsible for servicing. The list should include end-user name and telephone number. This information will be considered confidential and used only for the purpose of evaluating the vendor's expertise in systems integration and service response capability.

Sullivan County
Recording System
For Sullivan County 800 MHz Trunked Radio System
Cost Analysis

This section is to include an itemized list of equipment and associated costs for the proposed turnkey solution. Pricing must be good for ninety (90) calendar days following the bid date.

Total Purchase Price for Turnkey Recording System \$_____

Leasing Option (please attach separate page to explain) \$_____

Maintenance per year after one-year warranty \$_____

“EXCEPTIONS TO RFP”

“BROCHURES/PAMPHLETS”

“WARRANTY / SERVICE”

“COMPANY PROFILE”

“REFERENCES”

No Contact/No Advocacy Affidavit

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of _____
_____, the Proposer that has submitted the attached Proposal;

(2) The Proposer _____ swears or affirms that he/she will abide by the following "No Contact" and "No Advocacy" clauses:

a) **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any Sullivan County representative concerning this proposal is strictly prohibited, unless such contact is made with the Sullivan County Purchasing Agent. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.

b) **NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting proposals for any part of this project, as well as those persons and/or companies representing such proposers, may not lobby or advocate to Sullivan County staff including, but not limited to, members of Sullivan County Commission, Sullivan County Office of the Mayor, Sullivan County School Board or any other Sullivan County staff.

Any company and/or individual who does not comply with the above stated "No Contact" and "NO Advocating" policies may be subject to having their proposal rejected from consideration.

Signed: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20__

_____, Notary Public

My Commission expires: _____

NON-COLLUSION AFFIDAVIT

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

- (1) He/She is the _____ of _____, the firm that has submitted the attached Proposal;
- (2) He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said firm nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other vendor, firm or person to submit collusive or sham proposal in connection with the contract or agreement for which the attached Proposal has been submitted or to refrain from making a proposal in connection with such contract or agreement, or collusion or communication or conference with any other firm, or , to fix any overhead, profit, or cost element of the proposal price or the proposal price of any other firm, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against Sullivan County or any person interested in the proposed contract or agreement; and
- (5) The proposal of service outlined in the Proposal is fair and proper and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties including this affiant.

Signed: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____,

_____, Notary Public

My Commission expires: _____

IRAN DIVESTMENT ACT AFFIDAVIT

As per Tennessee Code Annotated, Title 12, and effective July 1, 2016:

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to §12-12-106.

Signature

Date