

**REQUEST FOR PROPOSALS  
DIGITAL LOGGING RECORDER  
FOR  
NEW HANOVER COUNTY EMERGENCY OPERATIONS CENTER  
RFP # 14-0292**

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**WOODY WHITE, CHAIRMAN  
BETH DAWSON, VICE-CHAIRMAN  
JONATHAN BARFIELD, JR.  
BRIAN BERGER  
TOM WOLFE  
CHRIS COUDRIET, COUNTY MANAGER**

**REQUEST FOR PROPOSALS**  
**DIGITAL LOGGING RECORDER**  
**FOR**  
**NEW HANOVER COUNTY EMERGENCY OPERATIONS CENTER**  
**RFP # 14-0292**

In accordance with North Carolina General Statutes § 143-129.8- Purchase of information technology goods and services, sealed proposals addressed to Lena Butler, Purchasing Supervisor, New Hanover County Finance Office, 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403 and marked “**DIGITAL LOGGING RECORDER-RFP # 14-0292**” will be accepted until **5:00 P.M. EST, APRIL 15, 2014.**

Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

Instructions for submitting bids and complete requirements and information may be obtained by visiting the County’s website at <http://www.nhcgov.com/Finance/Pages/CurrentBids.aspx>.

New Hanover County reserves the right to accept or reject any or all bids and to make the purchase which will be in the best interest of the County.

Lena Butler, Purchasing Supervisor

New Hanover County

(910) 798-7190

Released:      Monday, March 17, 2014

## Section 2 Instructions to Bidders

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### 2.1 Schedule

<b>ACTION</b>	<b>DATE</b>
Release of RFP	March 17, 2014
Deadline for Questions	March 27, 2014 by 5:00 PM EST
Response to Questions	April 3 , 2013 by 5:00 PM EST
Deadline for Proposals	April 15, 2014 by 5:00 PM EST

### 2.2 Preparation of Proposal

2.2.1 **Proposal:** Bidders are instructed to submit the original and (5) five copies of their proposal along with one (1) electronic copy on either a CD or a flash drive. All prices and notations shall be written in ink or typed. Discrepancies between words and numerals will be resolved in favor of words. Discrepancies between the multiplication of units of work and unit prices will be resolved in favor of the unit prices. Changes or corrections made in the proposal must be initialed by the individual signing the proposal. **PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.**

No telephone, electronic or facsimile proposals will be considered. **Proposals received after the time and date for closing will be rejected.**

2.2.2 **Deviations:** New Hanover County reserves the right to allow or disallow minor deviations or technicalities should the County deem it to be in the best interest of the County. New Hanover County shall be the sole judge of what is to be considered a minor deviation or technicality.

### 2.3 Submission of Bid Proposal

Submit one (1) original and five (5) copies of the proposal with attachments in a sealed envelope properly marked “**DIGITAL LOGGING RECORDER-RFP # 14-0292**” and addressed to:

New Hanover County Finance Office  
Attn: Lena Butler, Purchasing Supervisor  
230 Government Center Drive, Suite 165  
Wilmington, NC 28403

**2.3.1** Any inquires, requests for interpretation, technical questions, clarification, or additional information shall be directed to **Lena Butler, Purchasing Supervisor** by emailing [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) or faxing (910) 798-7806. All questions concerning this proposal shall reference the section number and paragraph. Questions and responses affecting the scope of the services will be provided to Proposers by issuance of an Addendum. **All questions shall be received no later than 5:00 P.M., EST, March 27, 2014.**

**2.3.2** Bidders may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any bidder attempts or completes any unauthorized communication, the County will reject the Bidder's proposal.

**2.3.3** All bidders who intend to submit a proposal on this project should send an email to [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) including pertinent contact information. This will ensure that you receive all addenda issued for this RFP.

## **2.4 Cost of Preparation of Response**

Costs incurred by prospective Bidders in the preparation of the response to this Request for Proposals are the responsibility of the responding Proposers and will not be reimbursed by the County.

## **2.5 Execution of Agreement**

The successful Proposer will be required to enter into a formal agreement that is consistent with the bid package outlined within. The Proposer to whom the Contract is awarded by County shall within 15 days after notice of award and receipt of Agreement forms from the County, sign and deliver to the County all required copies of said Agreement.

## **2.6 Trade Secret Confidentiality**

All bid proposals received are considered public record and available for public inspection after award of contract and/or purchase order. According to General Statutes 132 - 1.2, trade secrets contained in a bid may be kept confidential if the bidder, at the time the bid is submitted, designates the secret and requests that it be kept confidential. This right of privacy will be construed as narrowly as possible to protect the interests of the BIDDER while attempting to maximize the availability of information to the public.

## **2.7 Time for Opening Bids**

Pursuant to North Carolina General Statutes § 143-129.8, Proposals submitted under this section shall not be subject to public inspection until a contract is awarded; therefore, there will be no formal opening of these proposals. Any proposal received after the scheduled closing time for the receipt of proposals will be rejected.

## **2.8 Withdrawal of Proposals**

Proposers may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

## **2.9 E-Verify**

Pursuant to N.C.G.S 147-33.95(g), New Hanover County shall not enter into a contract unless the Bidder and each of its sub-contractors comply with the E-Verify requirements of N.C.G. S. Chapter 64, Article 2. Bidders are directed to review the foregoing laws. The successful Bidder must submit a certification of compliance with E-Verify to the County, and on a periodic basis thereafter as may be required by the County.

## **2.10 Equal Opportunity**

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County invites and encourages participation in this procurement process by businesses owned by minorities, women, and handicapped.

## **2.11 Indemnity**

Successful Proposer shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Bidder hereunder, resulting from the negligence of or the willful act or omission of the Contractor, his agents, employees and subcontractors.

## **2.12 Insurance**

Before commencing any work, the successful Bidder shall procure insurance in the Bidder's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in the Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Bidder, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

## **2.13 Minimum Scope and Limits of Insurance**

### **2.13.1 Commercial General Liability (CGL)**

- 2.13.1.1 Bidder shall maintain CGL and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.
- 2.13.1.2 CGL insurance shall be written on Insurance Services Office (ISO) "occurrence" form CG 00 01 covering CGL or its equivalent and shall cover the liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract including the tort liability of another assumed in a business contract.
- 2.13.1.3 County, its officers, officials, agents, and employees are to be covered as additional insured under the CGL by endorsement CG 20-26 and CG 20-27 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of the Contractor, products and completed operations of the contractor, premises owned, leased or used by the contractor, and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to County, its officers, officials, agents, and employees.

2.13.1.4 The Contractors CGL insurance shall be primary as respects County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by County, its officers, officials, and employees shall be in excess of and not contribute with the Contractor's insurance.

### **2.13.2 Workers Compensation and Employers Liability Insurance.**

2.13.2.1 Bidder shall maintain Workers' Compensation as required by the General Statutes of the State of North Carolina and Employer's Liability Insurance.

2.13.2.2 The Employer's Liability; and if necessary, Commercial Umbrella Liability insurance shall not be less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit.

2.13.2.3 The insurer shall agree to waive all rights of subrogation against the County, its officers, officials, and employees for losses arising from work performed by the Contractor for County.

### **2.13.3 Business Auto Liability.**

2.13.3.1 Bidder shall maintain Business Auto Liability; and if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.

2.13.3.2 Such insurance shall cover liability arising out of any auto, including owned, hired, and non-owned autos.

2.13.3.3 Business Auto coverage shall be written on ISO form CA 00 01, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in ISO form CA 00 01.

2.13.3.4 Bidders Business Auto Liability insurance shall be primary as respects County, its officers, agents, and employees. Any other insurance or self-insurance maintained by County, its officers, officials, agents and employees shall be excess of and not contribute with Bidders insurance.

#### **2.13.4 Technology Errors & Omissions**

- 2.13.4.1 Bidder shall maintain in force for the duration of this Contract technology errors and omissions coverage professional liability or errors and omissions liability insurance appropriate to the Bidder's profession. Coverage as required in this bid shall apply to liability for a professional error, act, or omission arising out of the scope of the Bidder's services as defined in this bid. Coverage shall be written subject to limits of not less than \$ 1,000,000 per loss.
- 2.13.4.2 If coverage is written on a claims-made basis, the Bidder warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this contract; and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning from the time that work or services under the Contract is complete.

#### **2.13.5 Deductibles and Self-Insured Retentions**

- 2.13.5.1 Any deductibles or self-insured retentions must be declared to and approved by County. At the option of County, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects County, its officer, officials, agents, or employees or the Bidder shall procure a bond guaranteeing payment of deductibles of self-insured retentions.
- 2.13.5.2 The Bidder shall be solely responsible for the payment of all deductibles to which such policies are subject, whether or not County is an insured under the policy.

#### **2.13.6 Miscellaneous Insurance Provisions**

- 2.13.6.1 The policies are to contain or be endorsed to contain the following provisions:
- 2.13.6.2 Any failure to comply with reporting provisions of the policies listed in this agreement shall not affect coverage provided to County, its officers, officials, and employees.
- 2.13.6.3 Each insurance policy required by this contract shall be endorsed to state that coverage shall not be canceled by either party except after 30 days prior written notice has been given to County, 230 Government Center Drive, Suite 128, Wilmington, NC 28403.

2.13.6.4 If Bidder's liability policies do not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

**2.13.7 Acceptability of Insurers**

2.13.7.1 Insurance is to be placed with Insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless County has granted specific approval.

**2.13.8 Evidence of Insurance**

2.13.8.1 The Bidder shall furnish County with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing the work, and thereafter upon renewal or replacement of each certified coverage until all operations under this contract are deemed complete.

2.13.8.2 Evidence of additional insured status shall be noted on the certificate of insurance as per requirements in this agreement.

2.13.8.3 With respect to insurance maintained after final payment in compliance with requirement, an additional certificate(s) evidencing such coverage shall be provided to County with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the period for which such insurance must be maintained.

**2.13.9 Subcontractors**

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificate for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

**2.13.10 Conditions**

2.13.10.1 The insurance required for this contract must be on the forms acceptable to County.

2.13.10.2 Where circumstances warrant, County may, at its discretion subject to acceptance by the Risk Management and/or Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

2.13.10.3 The Bidder shall provide that the insurance contributing to satisfaction of insurance requirements in this agreement shall not be canceled, terminated, or modified by the Contractor without prior written approval of County.

2.13.10.4 The Bidder shall promptly notify the Risk Management Office at (910) 798-7497 of any accidents arising in the course of operations under the contract causing bodily injury or property damage.

2.13.10.5 County reserves the right to obtain complete, certified copies of all required insurance policies, at any time.

2.13.10.6 Failure of County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or failure of County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Bidder's obligation to maintain such insurance.

2.13.10.7 By requiring insurance herein, County does not represent that coverage and limits will necessarily be adequate to protect the Bidder and such coverage and limits shall not be deemed as a limitation of Bidder's liability under the indemnities granted to County in this contract.

2.13.10.8 If Bidder fails to maintain the insurance as set forth herein, County shall have the right, but not the obligation, to purchase said insurance at the Bidder's expense.

2.13.10.9 The Bidder may apply to County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.

2.13.10.10 County shall have the right, but not the obligation of prohibiting Bidder or any subcontractor from entering the project site or withhold payment until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by County.

## **2.14 Addenda**

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Finance Office and posted on the County's website.

You may visit our website at <http://www.nhcgov.com/Finance/Pages/CurrentBids.aspx>, call Lena Butler at (910) 798-7190 or email [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) to check for the issuance of any addenda before submitting your bid proposal.

## **2.15 Compliance With Bid Requirements**

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid.

## **2.16 Successful Proposer**

The successful bidder who is not currently set up as a vendor in County's vendor file will be required to submit a completed Vendor Application, W-9 and EFT form in order to be entered into the County's vendor database.

## **2.17 Right To Reject Bids**

New Hanover County reserves the right to waive any informalities or irregularities in this Request for Bids, or to reject any or all bids; to be the sole judge of the suitability of the materials offered, and to award a contract or contracts for the furnishing of one or more items of the services it deems to be in the best interest of the County.

## **2.18 Proposal Format**

Bidders shall adhere to the proposal format provided below, organized by Section:

1. Section 1: Cover letter
2. Section 2: Table of contents
3. Section 3: Executive summary
4. Section 4: Qualifications

All Bidders shall provide information describing experience and qualifications with similar projects in their proposal, including, but not limited to the following:

- a. Descriptions of the Bidder's qualifications
  - b. Resumes of key personnel
  - c. List two (2) systems of similar size and complexity, successfully completed by the Bidder, including:
    - 1) Name of the system
    - 2) Location
    - 3) Contact person
    - 4) Contact email address and telephone number
5. Section 5: Description of the system, including equipment, software, design, and services to be provided
    - a. Logging Recorder
    - b. Detailed equipment specification sheets for all proposed equipment
    - c. System design information shall include a complete detailed description, block diagrams, equipment layouts, and equipment lists necessary to provide a complete and comprehensive description.
  6. Section 6: Preliminary project schedule with detailed Gantt chart
  7. Section 7: Training programs and additional information that is not covered in other sections
  8. Section 8: System warranty, maintenance, and support information
  9. Section 9: All bidders are required to submit a fee proposal for all services outlined in the scope of services. The fee shall include all materials, supplies, software, hardware, training, and whatsoever is necessary to provide and implement the Digital Logging Recorder System as described herein. The County is exempt from the payment of federal excise tax.

New Hanover County is not exempt from NC sales tax; however, when submitting your proposals, bidders **should NOT include NC sales tax in the cost**. The successful bidder will include NC sales tax as a separate line item when invoicing the County.

## **2.19 Evaluation Criteria**

1. Quality, clarity and responsiveness of bid in conformance with instructions, conditions and format contained herein (15)
2. Features and functionality deemed most advantageous and cost effective to the Communication Center. (20)
3. Installation, implementation and training plan (20)
4. Demonstrated performance of proposed system in the public sector (10)
5. Bidder's references, experience, reputation and knowledge (10)
6. Cost of proposed system, implementation, and support services (25)

## **2.20 Award of Contract**

New Hanover County, at its sole discretion, following an objective evaluation, will award the contract to the most responsible, responsive bidder. Price will be a major consideration; however, bids will be evaluated on a "best overall value" basis. New Hanover County reserves the right to accept and award and/or reject any and/or all proposals in whole or in part, and waive and technicalities or irregularities.

**Section 3     Digital Logging Recorder Specifications**

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# New Hanover Digital Logging Recorder RFP

March 4, 2014

Prepared by



Federal Engineering, Inc.  
10600 Arrowhead Dr, Suite 160  
Fairfax, VA 22030  
703-359-8200



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## 1. Digital Logging Recorder Project Overview

New Hanover County (County) requests proposals for a turnkey, IP-based, Digital Logging Recorder System (System) to support mission critical communication systems within the County. The System will replace the existing Verint Audiolog logging recorder installed at the New Hanover County Dispatch Center, located at 230 Government Center Drive, Suite 115, Wilmington, NC 28403.

The County's telephone system uses a Positron VIPER 3.0 controller and is equipped with 12 AT&T E9-1-1 circuits, 16 digital (DS0) circuits, and 42 analog circuits for basic and administrative calls.

The current radio system comprises a four site Motorola 800 MHz P25 simulcast trunking system, consisting of 14 digital trunked radio channels with 233 talkgroups enabled on the system. There are two analog mutual-aid radio channels currently monitored by the 911 dispatch center. The County operates 21 Motorola MCC7500 radio dispatch console positions. The existing logging recorder interfaces with the radio system through connections to a Genesis monitoring system.

Each dispatch position is equipped with a SunGard® Computer Aided Dispatch (CAD) system operating SunGard OSSI 10.6.

The proposed System shall be capable of recording all audio traffic on all incoming and outgoing telephone and radio talkgroups (circuits) from the County's 911 center, as well as recording CAD and console screen data.

- A. The Selected Vendor shall provide the following:
1. All equipment, interfaces, and services necessary to successfully install the proposed System
  2. System implementation, inclusive of equipment testing, installation, operational testing, migration, and decommissioning of the existing system
  3. User and maintenance training in compliance with this RFP
  4. Warranty and maintenance in compliance with this RFP
  5. Detailed as-built rack and engineering drawings of the System



## 2. Digital Logging Recorder General Requirements

The System shall be designed to continuously operate 24-hours per day, 365 days per year providing recording capabilities to the County systems listed in this RFP.

- A. The proposed System shall be equipped to record 233 radio talkgroups, 70 telephone lines, and 21 console positions.
- B. The System as delivered shall be capable of a 10% expansion in total capabilities without the addition or replacement of any hardware or software.
- C. The System shall be scalable and provide the capability to accommodate 25% future growth of the telephone and radio communications system with only the addition of hardware and or software.
- D. The System shall be fault-tolerant to eliminate the possibility of a single point of failure interrupting recording functions. Proposers shall detail their method of fault-tolerance within their response.
- E. The System shall be equipped with dual power supplies per device. The Digital Logging Recorder shall be capable of being rack mounted in a TIA standard 19" equipment rack.
- F. The maintenance/administrative terminal shall be equipped with the following:
  - 1. A Graphical User Interface (GUI)
  - 2. A standard keyboard and mouse
  - 3. A 19" LED rack mounted monitor
  - 4. A currently supported version of Microsoft® Windows Operating System and hardware certified for the most recent version of Microsoft® Windows Operating System
  - 5. Software capable of controlling all functions, features, and capabilities of the Digital Logging Recorder System.
- G. The System shall report the following failures or issues as a minimum:
  - 1. Hardware failure or malfunction
  - 2. Software failure or malfunction
  - 3. Failure to record P25 audio



4. Failure to record analog telephone audio
  5. Failure to record digital telephone audio
  6. Failure to record VoIP audio
- H. In addition to the failures above, the System shall support four methods of alarm reporting as a minimum, including, but not limited to:
1. LED (Local)
  2. Audible Alarm (Local)
  3. Monitoring application
  4. Simple Network Management Protocol (SNMP) with standard Management Information Base (MIB) file
- I. The System shall alarm the user if audio is not successfully being recorded when the record function has been selected.
- J. The System shall be based on a client/server architecture that allows for the secure transfer of digital audio, playback, and secure access.
- K. New Hanover County uses AQUA software for call evaluation. Currently four supervisors perform evaluations of 72 agents. The System shall be capable of recording these evaluation sessions.
- L. The System shall comply with or exceed applicable standards as published by the following organizations (in alphabetical order implying no priority). Proposers shall provide details for the standards met.
1. American National Standards Institute (ANSI)
  2. Association of Public-Safety Communications Officials (APCO)
  3. Federal Communications Commission (FCC)
  4. Institute of Electrical and Electronics Engineers (IEEE)
  5. National Electrical Code (NEC)
  6. National Electrical Manufacturer's Association (NEMA)
  7. Telecommunications Industry Association (TIA)
  8. Underwriters Laboratories, Inc. (UL)



### 3. Telephone System and Interface Requirements

The System shall interface directly with the telephone system as documented below.

- A. Required Telephone System Interfaces:
  - 1. Analog
  - 2. Voice over Internet Protocol (VoIP)
  - 3. Digital PBX
- B. The System shall have the ability to record the inbound and outbound audio from each station and trunk.
- C. The System shall have the ability to record incoming calls using Teletypewriter (TTY) devices.
- D. The System shall be capable of storing up to one year of call data on online hard drives without the use of removable media.
- E. Please reference Appendix A, *Telephone System and Interfaces*, for the number and type of lines associated with the telephone system.

#### 3.1 Analog

- A. The System shall be capable of decoding Caller Line Identification (CLI) information that meets Bellcore GR-30, ISDN BRI, and ISDN PRI.
- B. The System shall be capable of decoding all dialed digits (Dual Tone Multi-Frequency (DTMF)) during recordings. The Digital System shall be capable of storing a string of 48 dialed digits.

#### 3.2 Voice over Internet Protocol (VoIP)

- A. The System shall integrate with the current Automatic Number Identification (ANI)/Automatic Location Identification (ALI) output provided by the 911 service provider.
- B. The System shall have the ability to decode the inbound ANI/ALI data and extract ANI/ALI information from the ANI/ALI controller.
- C. The System shall be capable of storing all ANI/ALI call data.



- D. Please reference Appendix B, *ANI/ALI Data Elements*, for the ANI/ALI information the data shall include.

### **3.3 Digital PBX**

- A. The System shall provide the capability to natively decode and store Call Detail Records (CDR) and Computer Telephony Integration (CTI) data from Avaya and Cisco PBX systems.



## 4. Radio Communications System Interface Requirements

The System must record all analog and trunked radio system traffic as listed below.

- A. Radio Communication System Interfaces:
  - 1. Analog conventional channels
  - 2. Trunked P25 traffic
  - 3. Motorola MCC7500 Console
- B. The System shall be capable of recording encrypted radio system talkgroups.
- C. Please reference Appendix C, *Radio System and Interfaces*, for a detailed breakdown of the radio system channels and talkgroups.

### 4.1 Analog Channels

- A. The System shall be capable of recording two analog mutual-aid radio channels currently monitored by the 911 dispatch center.

### 4.2 Trunked Channels

- A. The System shall be capable of recording 14 P25 digital trunked radio channels with 233 talkgroups enabled on the system.
  - 1. Hanover County understands that some Motorola P25 Trunked systems use a Motorola Archiving Interface Server (AIS) to facilitate recording. Hanover County does not require the use of the Motorola AIS if the Proposer is able to meet the requirements of this RFP without its use.
  - 2. Proposers shall provide a detailed narrative describing the benefits and features of their selected P25 trunked system interface.
- B. Proposers, whose system requires the use of the Motorola AIS, shall provide, as an OPTION, the supply, installation and provisioning the AIS.
  - 1. Should an AIS be required, Hanover County may choose to procure it outside this RFP.
  - 2. Should Hanover County choose to procure an AIS outside this RFP the Selected Vendor shall maintain responsibility for proper operation of the interface with the AIS.



### ***4.3 Console Interface***

- A. The System shall provide the capability to record microphone, select audio, and unselect audio from all 21 Motorola MCC7500 console positions.
- B. The System shall provide the capability to provide screen capturing and recording of console screens.



## 5. CAD Interface

- A. The System shall provide the capability to record data elements from the existing SunGard CAD system.
- B. Proposers shall describe the integration methodology and protocol of the proposed System to the existing CAD.
- C. The System shall provide the capability to record CAD data elements specified in Appendix D.



## 6. Storage Requirements

### 6.1 Online Storage

- A. The System shall utilize a currently supported version of Microsoft® Windows Server.
- B. All computer hardware shall be certified for the most recent version of Microsoft® Windows Server.
- C. Each recording module shall be capable of storing a minimum of 80,000 channel-hours per hard drive.
- D. The System shall automatically archive files unless archiving is disabled.
- E. The System database shall be a non-proprietary database to ensure ease of maintenance.
- F. The System shall be equipped with Redundant Array of Independent Discs (RAID) level 1 or level 5

### 6.2 Archive Storage

- A. The System shall be capable of archiving recordings to a centralized storage unit.
- B. The System shall be fully integrated with the customer-provided EMC Centera storage system for data archiving.
- C. The System shall be capable of supporting single and dual archive devices in the event the County adds additional archive devices.
- D. The System shall support manual archiving.
- E. The System shall support archiving where both recorders archive simultaneously should the fault-tolerant solution require redundant recorders.

### 6.3 Transferable Storage

- A. The System shall have, as a minimum the capability to transfer files by the following methods:
  - 1. USB connected Flash Drive



2. Internally connected CD/DVD Drive
- B. The System shall support the ability to retrieve voice recordings and write them to portable storage media in .wav format.



## 7. Search, Playback, and Instant Recall Requirements

### 7.1 Search

- A. The System shall allow the following search and playback techniques for all console positions for any combination of available data elements of the telephone, radio system:
1. Time & Date
  2. Duration
  3. Channel ID
  4. Console position
  5. Extension Number
  6. Individual Call
  7. Subscriber unit ID
  8. Dialed Number
  9. Calling Number
  10. ANI/ALI data
  11. Incoming or Outgoing Calls

### 7.2 Playback

- A. The System shall provide the capability to combine any number of search criteria into a single search.
- B. The System shall be capable of searching and playing all channels simultaneously.
- C. The System shall allow the user to set markers within a recording and the search and replay function shall be capable of displaying the markers when recording.
- D. Automatic Gain Control (AGC) shall be available for all replayed audio. The system administrator shall have the capability to enable or disable AGC.
- E. The System shall support the ability to display and save all recordings associated with a particular incident to a single directory.



- F. The System shall support the ability to playback recordings in mixed mode, where the recordings are replayed as they occurred or in sequential mode.
- G. The System shall provide the capability to vary the playback speed of each recording without pitch distortion.

### ***7.3 Instant Recall***

- A. The System shall support Instant Recall. The Instant Recall application shall provide users the ability to replay a message from a remote terminal located on the network.
- B. The System Instant Recall shall allow users to skip forward, skip backward, pause, stop, and play recordings.
- C. The System Instant Recall shall allow users to control the speed of the replay without pitch distortion.
- D. The System Instant Recall shall allow users to access all calls recorded within the previous 24 hours.
- E. The System Instant Recall shall be configurable to allow access to a group of channels from each console position.



## **8. Training Requirements**

The Selected Vendor shall develop and conduct a training session providing County dispatch, technical, and supervisory personnel with training on the proper operation and technical aspects of the Digital Logging Recorder.

- A. All training material shall be provided to the County in hard copy and electronic format for future staff training. The County also reserves the right to video record Vendor training sessions for On the Job Training (OJT) and refresher training.
- B. Training materials must include the following:
  - 1. Vendor training manuals
  - 2. Audio and video recordings
  - 3. Microsoft® PowerPoint presentations

### ***8.1 User Training***

The Selected Vendor shall provide comprehensive user training in train the trainer format that covers all features, functions, and operational requirements of the Digital Logging Recorder. This training will take place in the New Hanover 911 Center and will be attended by 12 students between the hours of 8:00 a.m.-5:00 p.m., Monday-Friday.

A sample User Training program must be submitted with Vendor proposals, detailing the course description, course length, and cost of each training session.

### ***8.2 Technical Training***

The Selected Vendor shall provide comprehensive technical training for the County's technical personnel. This training shall provide theory of operation and maintenance training for the Digital Logging Recorder system. This training will take place in the New Hanover 911 Center and will be attended by 4 students between the hours of 8:00 a.m.-5:00 p.m., Monday-Friday.

A sample Technical Training program must be submitted with Vendor proposals, detailing course length, detailed course description, and cost of each training session.



## 9. Warranty and Maintenance Requirements

- A. The Selected Vendor shall provide a warranty period of 3 years which begins upon final acceptance by the County.
- B. The Selected Vendor shall provide optional warranty pricing for years 4 and 5.
- C. The Selected Vendor shall provide toll-free telephone assistance 24 hours per day, 365 days per year, for the entire term of the 3 year warranty. Proposers shall provide pricing for toll-free telephone assistance 24 hours per day, 365 days per year, for optional years 4 and 5.
- D. New Hanover County requires a 4-hour response time for any critical failure. Proposers shall provide the name and address of the organization(s) that will provide warranty service.
- E. The Selected Vendor shall provide any hardware and software upgrades/revisions during the warranty period to maintain features, repair security issues, or repair software flaws to New Hanover County at no additional cost.
- F. If any hardware and software upgrades/revisions provided during the warranty period include enhancements, these enhancements shall be provided at no additional cost to the County.



## 10. Implementation

### 10.1 *Installation and Inspection*

Proposers shall provide New Hanover County with a System Installation Plan and schedule for review and approval.

- A. System installation shall be performed by factory authorized service shops and manufacturer certified personnel. Proposers shall provide names and contact information for all personnel providing services to the County.
- B. The Proposer shall include as part of their proposal, information regarding reference projects, similar in size and scope to this project, completed by the individuals expected to complete this installation. A name, telephone number, and email address shall be provided for the client's point of contact most familiar with the details of these projects.
- C. The Selected Vendor shall provide all materials, equipment, and services necessary to successfully complete the installation, including but not limited to connectors, adapters, power supplies, and mounts.
  - 1. Proposers shall provide a detailed plan to integrate to the County systems mentioned in this RFP. Vendors must document all items needed to meet or exceed document requirements.
- D. The Selected Vendor shall follow Motorola R56 or Harris Site Grounding and Lightning Protection Guidelines and shall follow industry guidelines and best practices for cable and wire management. Proposer shall define the grounding guidelines to be used.
- E. The Selected Vendor shall provide as-built documentation upon installation completion. The as-built documentation shall identify location, interfaces, wire labeling, equipment, and any other equipment used.
- F. The County will conduct an inspection of the installation and document findings in a punch list for correction by the Selected Vendor. The County requires all punch list items to be successfully corrected before acceptance testing begins. The punch list will contain the following:
  - 1. Punch list item number
  - 2. Date identified



3. Item description
  4. Party responsible for resolution
  5. Expected resolution data
  6. Actual resolution data
  7. Resolution details
- G. If responsibility for an item changes, the punch list item shall be appropriately noted and a new punch list entry shall be created.

## **10.2 Cutover and Migration**

Proposers shall provide the County with a cutover and migration plan and schedule for review and evaluation.

- A. No recordings may be lost during the system cutover. Proposers shall provide documentation to the County on the method used to prevent loss of recordings.
- B. The Selected Vendor shall not begin any cutover activities prior to approval from New Hanover County.
- C. The County shall not approve the commencement of cutover until all other final acceptance tasks are completed. (Reference Section 9.1, *Installation and Inspection*, Paragraph E)



## **11. System Testing and Acceptance**

### ***11.1 Operational and Functional Test***

Proposers shall provide the County with a Functional Acceptance Plan (FATP) for review and evaluation.

The Selected Vendor shall conduct a County-witnessed operational and functional test.

- A. The Selected Vendor shall provide a detailed Functional Acceptance Plan (FATP) to the County for approval.
- B. This FATP will ensure the System operates according to the County's requirements and all functionality operates according to the agreement between the County and the Selected Vendor.

### ***11.2 30-Day Burn-In Acceptance Test***

The Selected Vendor shall support a 30-day burn-in acceptance test to ensure the System operates properly.

- A. The Selected Vendor shall provide all personnel, materials, and equipment to conduct and complete the test.
- B. The 30-day burn-in acceptance test and extensions to the burn-in acceptance test for any reason shall not constitute "beneficial use" of the System.
- C. Any critical failure of the System during the test will cause the test to restart after the failure has been repaired or corrected.
- D. The Selected Vendor and New Hanover County will agree on the definition of a critical failure prior to the start of the burn-in test.
- E. All failures shall be documented and repaired. If a function or part fails more than twice during the burn-in test, that part shall be deemed defective and shall be replaced at no cost to the County.



### **11.3 Final System Acceptance**

New Hanover County will provide system acceptance when all tasks have been completed and approved.

- A. The County requires the following documents and services for system final acceptance:
1. System Design and Installation Plan and Schedule
  2. Cutover and Migration Plan
  3. Installation and implementation of System
  4. Punch List completion
  5. As-built documentation
  6. Operational and Functional Test Approval
  7. 30-Day Burn-in Acceptance Test Approval
  8. All training and training materials
  9. Warranty documents
  10. Successful completion of migration and cutover



## Appendix A - Telephone System and Interfaces

Telephone System and Interfaces		
Interfaces	Use	Quantity
Analog	Administration	42 circuits
Digital	Business Trunk	16 DS0 circuits
VoIP	E911 AT&T Positron VIPER circuit	12 circuits



## Appendix B - ANI/ALI Data Elements

ANI/ALI Data Elements	
NPA	Main NPA
Calling Number	Main Number
House Number	County ID
House Suffix Number	Company ID
Prefix Directional	Zip Code
Street Name	Zip + 4
Street Suffix	General Use
Post Directional	Customer Code
Community Name	Comments
State	X Coordinate
Location	Y Coordinate
Customer Name	Dell ID
Class of Service	Sector ID
Type of Service	TAR Code
Exchange	Alternate Number
ESN	



## Appendix C - Radio System and Interfaces

Radio System and Interfaces		
Interfaces	Use	Quantity
Analog	Mutual Aid	2 channels
Trunked	P25 Simulcast 14 Trunked Digital Channels	233 Talk Groups



## Appendix D - CAD Data Elements

CAD DATA ELEMENTS
calltime
Inci_id
console
callertalker
callsource
street
geox
geoy
callernm
calleraddr
callerph
business
nature
firstdisp
firstdtm
firstenr
firstarrv
firsttran
lastclr

