



## Request For Bid #2010-015 Voice Recorder Systems

**RFB DEADLINE: Wednesday, October 6, 2010 at 4:30 p.m.**  
**RFB OPENING: Thursday, October 7, 2010 at 10:00 a.m.**  
**DELIVERY LOCATION: Suite 533 – 280 N. College Avenue, Fayetteville, AR 72701**  
**CONTACTS BIDDING INFO: Jody Gamble, jgamble@co.washington.ar.us 479.444.1707 or**

On questions regarding the specifications contact John Luther @ 479/444-1722

Washington County is accepting sealed bids for Voice Recorder System for various County Departments and Countywide Agencies (ie. Police, Fire, and EMS agencies).

All purchases depend upon reimbursement of funds from the Arkansas Emergency Telephone Services Board.

It is solely and strictly the responsibility of the bidder to ensure that the bid is received by the Washington County Purchasing Department on or before the specified date and time. **LATE BIDS WILL NOT BE ACCEPTED.**

RFB'S shall be submitted in sealed envelopes labeled "RFB 10-15, "Voice Recorder Systems" with the name & address of the respondent.

RFB's shall be submitted in accordance with the attached Washington County specifications and RFB documents attached hereto. Each respondent is required to fill in every blank and shall supply all information requested; failure to do so may be used as basis of rejection.

FOR EVALUATION PURPOSES WE REQUEST THAT YOU SUBMIT ONE (1) ORIGINAL AND FOUR (4) COPIES OF YOUR BID.

The undersigned hereby offers to furnish & deliver the articles and service as specified, at the prices & terms stated herein, and in strict accordance with the specifications and general conditions of the bid, all of which are made a part of this offer. This offer is not subject to withdrawal unless upon mutual written agreement by the Bidder and County.

Name of Firm: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

TERMS AND STANDARD CONDITIONS  
**PLEASE READ CAREFULLY**

1. When submitting a "Bid or Proposal", the bidder warrants that the commodities covered shall be free from defects in material and workmanship under normal use and service. In addition, bidder must deliver new commodities of the latest design and model, unless otherwise specified.
2. Sales or use tax is not to be shown in bid price but is to be added by the vendor to the invoice billing to the County. The County is not exempt from Arkansas Sales and Use Tax. **Vendors are to register and pay both taxes** directly to the Arkansas State Revenue Dept.
3. When bidding other than the brand and/or model specified in the "RFB", the brand and/or model must be listed and descriptive literature attached to the document. County may require examples of product bid.
4. Identical Bids: In the event of two or more identical low bids, Arkansas Code Annotated Section 14-22-111 shall apply.
5. Specifications furnished with this "RFB" are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price. Other than designated brands and / or models approved as equal to designated products shall receive equal consideration.
6. Samples of items when required, must be furnished free and, if not called for within 30 days from the date of the bid opening, will become the property of Washington County.
7. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated facility within Washington County. Charges may not be added after the bid is opened.
8. The Purchasing Department reserves the right to award items, all or none, or by line item(s).
9. Quality, time and probability of performance will be some of the factors in making an award.
10. Guarantees and warranties should be submitted with the RFB, as they may be a consideration in making an award.
11. Any ambiguity in any bid as the result of omission, error, lack of clarity or noncompliance by the bidder with specification, instructions and all conditions of bidding shall be construed in the light most favorable to the County.
12. All terms and conditions stated herein shall constitute a complete and integrated document and the covenants contained herein shall not be altered or modified by parol evidence unless such modifying term, conditions or covenants are in writing and are signed by the vendor and the agent of Washington County.
13. When noted, the Contractor is to supply Washington County with evidence of having and maintaining proper and complete insurance, specifically Worker's Compensation in accordance with the laws of the State of Arkansas, public liability and property damage. The Contractor shall pay all premiums and costs. In no way will the County be responsible in case of accident.
14. When noted, a certified check or bid bond in the amount of 5% of the total bid shall accompany bid.
15. Liquidated damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on the bid form and/or provided for by the plans and specifications.
16. Whenever a bid is sought seeking a source of supply for a specified period of time for materials and/or services, the quantities of usage shown are estimated ONLY. No guarantee or warranty is given or implied by the participants as to the total amount that may or may not be purchased from any resulting contracts. These quantities are for the bidders' information ONLY and will be used for tabulation and presentation of the bid and the participant reserves the right to increase or decrease quantities as required. Bidder agrees to this condition upon the signing of this document.
17. Washington County reserves the right to reject any and all bids, to accept in whole or in part, to waive any informalities or technicalities in bids received, to accept bids on materials or equipment with variations from specifications in those cases where efficiency of operation will not be impaired and unless otherwise specified by the vendor, to accept any item in the bid. If unit prices and extensions thereof do not coincide, Washington County may accept the bid for the lesser amount whether reflected by the extension or by the correct multiple of the unit price.

18. All RFB's must meet or exceed the requirements of the bid documents and must be submitted on the proper bid forms as prepared and provided by the county.
19. No contract or agreement may contain an indemnification clause, or an arbitration clause; if such a clause is present in any contract or agreement, such shall be deemed stricken and null and void.
20. All contracts or agreements shall be governed by the State of Arkansas and venue shall lie in Washington County, Arkansas. Any Provisions to the contrary shall be deemed stricken and null and void.

## GENERAL INFORMATION

### 1. LICENSING REQUIREMENTS, STATE REGULATIONS:

- A. All bidders are required to include a Bid Security with their bid. Make Bid Security payable to Washington County, Arkansas in an amount equal to five percent (5%) of the bid sum. Bid Security may be in the form of a Bid Bond issued by a surety licensed to conduct business in the State of Arkansas or a Certified Check, Bank Letter of Credit or a Cashier's Check. The successful bidder's Bid Security will be retained until he has signed the contract agreement and furnished the required insurance certificates, and a Performance bond.
- D. The owner reserves the right to retain the security of the two next lowest bidders until the lowest bidder enters into a contract or purchase order agreement or until 60 days after bid opening, whichever is shorter. All other bid securities will be returned as soon as possible. If a bidder refuses to enter into a contract, the owner will retain his Security as liquidated damages, but not as a penalty.
- E. Any bidder who is selected to enter into a Contract Agreement is required to provide and any bidder, whose bid exceeds \$20,000.00, must provide a Performance Bond. Each bond shall be for 100% of the contract sum and shall be delivered to Washington County, Arkansas, properly issued by Surety licensed to do business in the State of Arkansas, no later than the time of execution of the Contract Agreement. Failure of vendor to deliver such bond will result in forfeiture of the Bid Security.

### 2. INSURANCE

- A. All proposals must contain a letter of intent from an insurance company authorized to do business in the State of Arkansas stating it willingness to insure the Company pursuant to the terms of any contract resulting from the request for proposal. The Company shall procure and maintain, at the Company's expense, the following insurance coverage for the period of the Contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to Washington County.
- B. Workers Compensation: As required by the State of Arkansas.  
Comprehensive General Liability (Broad Form) coverage in amounts specified under the contract for work at the facility prior to the signing of the contract. Minimum shall be the total amount of contract.

### 3. AFFIRMATIVE ACTION AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES:

Contractor, subcontractor and/or seller agrees that the performance of any work or sale pursuant to this proposal is and shall in all respects be in strict compliance with all local, state and federal laws as well as such rules, regulations, ordinances, proclamations, demands, directive, executive orders or other requirements issued pursuant thereto by the municipal, state and federal governments and all subdivisions thereof which now govern or may thereafter govern the manufacture, sale or delivery of the Goods contemplated by this bid including but not limited to the provisions of (i) Sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and the regulations and executive orders issued thereunder, (ii) the Equal Employment Opportunity clause in Section 202 of Executive Order 11246, as amended, and the implementing rules and regulations (41 CFR, Part 60) and executive orders issued thereunder, (iii) the Affirmative Action Clauses and regulations of Section 503 of the Rehabilitation Act of 1973, as amended, and Section 402 of the Vietnam Era Veterans Readjustment Act of 1974, as amended, and executive orders issued thereunder, and (iv) all laws, interim and permanent standards, rules, regulations and executive orders of the Occupations Safety and Health Act and all state and federal laws and regulations relating to safety and health standards. Seller agrees upon request to furnish Buyer with a certificate of compliance relating to any such laws in such form as Buyer may require. Seller agrees to indemnify and hold harmless from any liability arising from any.

**Part 1 System Design and Architecture**

Recorder minimum hardware specifications:

- 88 channel recorder
- Hardware Raid 6 with a minimum of 2TB usable after the raid
- Minimum expandable capacity within a single chassis – 144 channel
- Unlimited playback licenses (no additional license fee)
- Unlimited licenses “Real-Time Monitoring” (no additional license fee)
- Minimum server specifications: Dual Core Intel Xeon CPU, 4MB Cache 2.00GHz, 1333MHz FSB with 4 GB RAM, Dual power supplies, with front panel access hot-swap drives
- Windows Server 2003
- Sound Card for audio playback on server
- CD/DVD-RW Drive
- Ethernet (100/1000 BaseT)
- Fault Polling Software/Dial-out paging

- 1.02 Explain if the system requires more than one server.
- 1.03 The Operating System hard drives must be Raid 6 with the OS and recordings being stored on redundant drives.
- 1.04 The system shall be compatible with Windows XP, Vista and 2003 Server operating systems.
- 1.05 The operating system for the server must be Windows 2003 Server.
- 1.06 The system shall include a search engine with a user friendly interface that allows at a minimum; audio playback, live monitor and filtering of call recording information with analysis of call volumes and patterns.
- 1.07 The recording chassis must have the ability to capture 88 analog connectivity taps. The system should also have the ability to capture future digital and VoIP connectivity taps all within the same chassis.
- 1.08 The system shall provide the capability to produce copies of audio recordings onto a CD or via e-mail. When burning a CD for playback, the recorder must have the ability to combine the playback executable with all the playback functionality, tagging, queuing with the recordings for security validation.
- 1.09 Backup must be done via NAS/SAN disk based devices.

**Part 2 Playback Specifications**

- 2.01 The system shall provide for the simultaneous replay of previously recorded audio while recording of maximum number of channels and such playback shall not impact recording performance.
- 2.02 The system shall be able to conduct multiple simultaneous playback sessions (multiple remote PC's) with no degradation of speed or quality of audio recording.
- 2.03 The system must include unlimited playback licenses for audio playback via a web browser application with no software having to be loaded on the client PC.
- 2.04 The operator must have the capability of posting an annotation as an attachment to a recording.
- 2.05 Recording module must be capable of decoding all dialed digits (DTMF).

- 2.06 The system must incorporate a window that enables a supervisor to press a button that will embed a predetermined description of the call for a later tag search. You must be able to sort this field by clicking on the header at the playback screen. The button description must be accessible and customizable by the system administrator.
- 2.07 The system must be capable of providing recording statistics (minutes by hour, number of recordings by hour, etc.) by the hour for each channel recorded.
- 2.08 An entire instant search for all the calls must be conducted by the single action of double clicking of the search icon on the desktop screen. By default, all the calls will be listed in chronological order since midnight or by shift in less than 3 seconds.
- 2.09 The system must be capable of selecting multiple calls and play them back in order of occurrence. Must be able to reconstruct the digital time with the voice files to playback activity in real time.
- 2.10 Selected calls for playback must have the ability to skip dead time gaps between calls while playing back continuously.
- 2.11 Selected calls for playback must have the ability to playback with reconstructed silence.
- 2.12 The playback display must have the ability to view and select recordings for playback according to date, start time, channel number and name, call duration, call notations (capable of being edited) and recorded with the call.
- 2.13 The playback display must have the ability to "Auto Refresh" in minutes at the discretion of the operator.
- 2.14 Retrieved recordings within the playback screen must be able to be arranged by "double sort" functionality in any data column (time/date, channel number, duration, station name, attachment or other categories).
- 2.15 Expanded searches shall be conducted by clicking a "Date" button thereupon viewing a calendar display. By clicking on the desired day, all the calls for that day may be viewed in a scrollable format in chronological order.
- 2.16 The system must provide a visual display of which channels are active (have audio present) and which are inactive (have no audio present).
- 2.17 The system must be capable of playing back silent periods and displaying the associated time and date during playback for proof of non-events. The system shall be capable of "real time" playback including the playback of silent periods for the purpose of non-event verification.
- 2.18 The playback software must show start time, running elapsed time and end time of the recording.
- 2.19 The playback software must have the ability to playback and save a verbal digital "Spoken Time" announcement that will verbally announce when the recording is started. The recording will begin to play following the announcement. All recordings must be able to be saved with a "Digital Spoken Time Stamp" in a full or abbreviated state. The "Digital Spoken Time Stamp" must be in the introduction of the recording within an encoded audio file playable with Windows Media Player, saved to removable media or e-mailed.
- 2.20 The workstation must have the ability to synchronize playback from all 88 channels simultaneously.
- 2.21 The workstation must be capable of variable speed playback of voice calls while preserving pitch.

- 2.22 The system must allow the ability to re-record voice calls to a standard recordable CD/DVD. The systems network functionality must allow an individual to have the ability to copy recordings onto his/her re-writable CD drive or the archiving DVD drive at their desk.
- 2.23 The playback software must be able to burn recordings onto a CD-R to enable playback on any standard CD player.
- 2.24 The system must provide authentication technology to verify that all files and recordings are complete and have not been edited or altered in any way. This compilation of recordings must be password protected and include all of the associated data. The playback software must be included with the compilation and allow for all of the normal functionality that would be on the actual recorder. No additional software should be required for playback other than that which is loaded on the medium with the recordings. A certificate of authenticity and a scenario recreation must also be included on the recording medium. Include a sample CD with bid response. Explain in detail how your system can create a recording of records for court presentation.
- 2.25 It must not be necessary to have playback software loaded on a PC to playback a recording from a burned CD with recordings. The wave file will be able to be played back from Windows media player with out any type of Codec or conversion software loaded on the client PC.
- 2.26 The system must have "Real-Time Audio Monitor" licenses to listen to live calls. The monitor must be able to scan active channels and hold for a predetermined time on each channel to allow the supervisor to listen to the live activity before scanning to the next active channel. The supervisor must have the ability to select the channel to monitor. The Audio Monitor must have a 2 to 90 minute buffer to allow the supervisor to go back up to 90 minutes to review previous activity within the buffer.

### **Part 3 Archiving Specifications**

- 3.01 The system will include a rewriteable DVDRW/CDRW drive for archiving selected records as needed.
- 3.02 The system must provide the manual ability to copy or save selected recordings (single or multiple) to DVD and/or CD.
- 3.03 The system must have as an included utility option the ability to enable automated archiving to external storage devices including NAS/SAN, DVD or CD-R discs.
- 3.04 Recording to the on-line storage shall not be interrupted while performing a search.
- 3.05 The recording chassis must be configured with a hardware RAID 6 array. If at any time a failure should occur within a hard drive, recording performance will not be degraded.
- 3.06 The minimum acceptable instant access on hard drive storage will not be less than 40,000 channel hours with software overhead.
- 3.07 Vendor is requested to illustrate/inform the number of hours per 1 Gig of storage space does the recording compression algorithm provide.
- 3.08 The recorder must have the ability to expand archive capacity via external hard disks connected by e-SATA, Firewire or USB.
- 3.09 The system shall maintain a complete library of all archived drives created on the system. The playback software must be able to automatically retrieve and playback the recording based on the library data.

**Part 4 System Interface Design Specifications**

- 4.01 The system must be capable of utilizing an external time source or an existing server on the network for synchronization.
- 4.02 The system must be capable of synchronizing its internal time clock with an external time source within 250 milliseconds.
- 4.03 The system must be capable of attaching caller's number and location to call recordings (ANI/ALI Collection).
- 4.04 ANI/ALI application must support a redundant configuration.
- 4.05 ANI/ALI applications must decode the inbound ANI/ALI information, normalize the information into a static call record, insert the call record into a call record database and associate the call record with the corresponding recording. The Voice Recorder System (VRS) software must be able to report all ANI/ALI information and be able to play the recorded call within the report.
- 4.06 ANI/ALI application must be configurable to either run on the VRS recording module or external server.
- 4.07 The Voice Recorder System (VRS) must provide the capability to accept and store all ANI/ALI call data identified in the NENA ANI/ALI Phase III specifications, as long as the data is provided.

**Part 5 Security**

- 5.01 The system must provide security that can be restricted by function: time of day, archive storage, station, department, division, data source, logging group, peering, monitoring, saving or emailing ability, archive accessibility by individual log-in accounts.
- 5.02 The recording system must provide a System Log and User Log that reports all activity within the recording system. All accesses into the recording system must record the log-in number and what recordings were retrieved by the log-in number by time and date.
- 5.03 The system must be able to provide and create administrative user accounts that control any access to the recorder functions and be able to terminate the access automatically by the a date and time.
- 5.04 Playback access must be able to limit privileges by individual channel, time of day, single station access, department access, division access, data source, Log group and length of time.
- 5.05 The system must provide password protection for access to its shared network drives.
- 5.06 The playback retrieval software shall have the ability to verify authentication of a recording by its digital signature with the original recording secured within the recording folder.

**Part 6 Automatic Gain Control**

- 6.01 Automatic Gain Control (AGC) must be available for replay.
- 6.02 It must be possible for the System Administrator to enable or disable AGC on replay without requiring intervention by supplier.

- 6.03 In order to preserve evidence, the VRS must be capable of recording without modifying input levels; therefore, recorders, which use Fixed AGC as part of the recording process, will not be considered.
- 6.04 The VRS must support the ability to toggle AGC on & off during replay only.

### **Part 7 Diagnostics, Service and Training**

- 7.01 The system shall include built-in diagnostic software that will automatically monitor alarm conditions of the equipment and initiate audible and visual alarms in the event of any failure(s) or disruption of the operation/recording processes.
- 7.02 The system must be capable of automatically dialing out by modem or e-page and making notification to the vendor's diagnostic/repair center in the event of any failure or alert.
- 7.03 The responding vendor must provide a toll free or local phone number for service requests 24 hours a day, 7 days a week. The responding vendor will also provide the location of the service provider to determine a reasonable response time. Additionally, the responder must provide online software and technical phone support 24 hours, 7 days a week for emergency service.
- 7.04 The vendor must provide on-site training and instruction covering all software supplied under this specification. The training shall be a train-the-trainer type program.
- 7.05 The vendor will offer advanced training for Key System Administrators. Help desk support for trainees must be provided for a limited time and at no charge immediately following training.
- 7.06 As an option, the vendor will offer on site factory training for first line internal technical support personnel.
- 7.07 The vendor will inform Washington County 911 Operations and it's (FPD, SPD, CEMS) authorized PSAP System Administrators of all software upgrades with an e-mail explaining the improved features with each upgrade. This will be done on a quarterly basis (minimum).
- 7.09 System must have the ability to page out and e-mail "administrative determined" alarms based on type and/or frequency.
- 7.09 Vendor must be able to download software updates remotely with regards to software maintenance or upgrades. This will also be a part of the maintenance agreement.
- 7.10 The system shall be capable of detecting a failure of the on-line media and archive facility and notify the user with both visual and audible alarms. These alarms shall be made available at both the system chassis and at any designated workstation.
- 7.11 Vendor must be able to provide statistics on the type of alarms received from the proposed system. Please provide a screen picture of such log.
- 7.12 System must have a "Task Master" software system that will monitor all active tasks on the system and confirm that they are operational. Please provide a screen picture of such log.
- 7.13 The system must provide dial-in field diagnostics and software programming via WAN or dial-up connection to facilitate remote servicing of the recorder, if required. The system must have dial-out paging and email functionality to communicate any fault tolerant alarms. Vendor must have the ability to access the system 24 hours a day to correct all software issues arising from a failure or to perform upgrades. Any such access shall be initiated by authorized personnel within the authorized Washington County 911 Operations PSAP ie.. Fayetteville Police Department.

- 7.13.1 The names and addresses of all proposed subcontractors shall be furnished in writing. Every subcontractor shall be bound by the terms and provisions of the contract documents as far as applicable to his work.
- 7.13.2 All voice recording and call data produced by the voice recording system remain the property of the Washington County 911 and its PSAP's for their use in the course of operations. The responding vendor may at any time during this contract be required to supply this information in an unencrypted form to any other vendor which we request.
- 7.13.3 The vendor is required to supply to any vendor an open API which may be available to interface other systems critical for the dispatch operation. The vendor must include in their proposal the costs relevant to supplying this API information or making this data available to other vendors.

**Part 8 Additional Items and Features**

- 8.01 Must be able to record from Plant Equipment Co., Motorola 800 trunking systems, Trident Passport 450 trunking systems, AWIN 700/800 trunking system and conventional radio or phone systems. Please include references.
- 8.02 The VRS must be capable of recording TDD/TDY.
- 8.03 A Quality Assurance feature that allows the user to create custom forms.
- 8.04 Provide an implementation plan.
- 8.05 Describe your process for providing system upgrades and change notifications. Please identify which of these if any is included in the maintenance fees.
- 8.06 Describe your training process and what is included in the proposal.
- 8.07 Provide a brief summary of your company's history.
- 8.08 Any exceptions to the specification requirements must be noted on the Bid Form.

**BID FORM      BID # 2010-15**

**DUE IN:** WEDNESDAY, OCTOBER 6, 2010 by 4:30 p.m.  
**BUYER:** Washington County Arkansas    **DATE AND TIME OF OPENING:** 10:00 p.m., Thursday, October 7, 2010

**PHONE #** (479) 444-1707      **DATE REQUIRED:** 30 DAYS ARO

**F. O. B.** Fayetteville AR      **GUARANTEED DELIVERY DATE:**

ITEM #	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
	<b>Per Attached Specifications</b>			
1	<b>Voice Recording System (VRS) for Washington County</b>			
	<b>88 Channel Recorder</b> Expandable increments and cost per increment	1 or more		
	<b>64 Channel Recorder</b> Expandable increments and cost per increment	1 or more		
	<b>72 Channel Recorder</b> Expandable increments and cost per increment	1 or more		
	<b>8 Channel Recorder</b> Expandable increments and cost per increment	1 or more		
	<b>List minimum expandable capacity within a single chassis for each recorder.</b>			
2	<b>Quality Assurance Software</b>	4		
3	<b>Shipping</b>	4		
4	<b>Installation 4 separate sites</b>	4		
5	<b>Warranty/Maintenance</b>			
	<b>3 Year - 24/7 onsite service</b>	4		
	<b>3 Year - 8a-5p onsite service</b>	4		
	<b>5 Year - 24/7 onsite service</b>	4		
	<b>5 Year - 8a-5p onsite service</b>	4		
	<b>RESTRICTION OR EXCEPTIONS TO THE BID MUST BE NOTED:</b>			

**EXECUTION OF BID**

Upon signing this Bid, the bidder certifies that they have read and agree to the requirements as set forth in this bid proposal, including specifications, terms and standard conditions, and pertinent information regarding the articles being bid on, and agree to furnish these articles at the prices stated.

NAME OF FIRM:	PHONE:	FED. ID#
BUSINESS ADDRESS:	CITY AND STATE:	ZIP:
AUTHORIZED SIGNATURE:	TITLE:	DATE:

UNSIGNED BIDS WILL BE REJECTED