

## City of Morrow Request for Bids

### E911 Recording System

**Bid Deadline May 29, 2012, 12pm**

*Be advised that any conversations (in reference to this bid) between bidders and any City employee or City official outside of the contact identified in this bid during the entire competitive bidding process is strictly prohibited. Such actions will result in removal of the vendor from the bidder's list and rejection of the vendor's bid. The ONLY official position of the City is that position which is stated in writing in this document. No other means of communication, whether written or oral, shall be construed as a formal or official response statement.*

**Purpose:** The City of Morrow is seeking bids for an E911 Recording System as described throughout this document. The E911 Recording System will capture high volume recording of mission-critical telephone and radio communications.

The City of Morrow will hereinafter be referred to as the "City." Respondents to the RFB shall be referred to as "Bidders." The Bidder to whom the contract is awarded shall be referred to as the "Contractor."

### Scope:

#### System Design and Architecture

##### **Recorder minimum hardware specifications:**

- A redundant 16 channel recorder
- Raid 1 with a minimum of 1 Terabyte usable after raid (raid array 1 hot spare)
- Rack mount chassis for an industry-standard 19" four post rack
- Minimum expandable capacity within a single chassis to be at least 24 channels
- Unlimited playback licenses
- Unlimited "Real-Time Monitoring" licenses
- At least 4GB of RAM
- Windows Server 2008 OS (minimum)
- Sound Card
- CD/DVD-RW
- Ethernet (100/1000 BaseT)
- Fault Polling Software/Dial-out paging capability

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1. The system must be covered by a full one year warrant for hardware and software from date of system acceptance.
2. The Operating System hard drives must be at least Raid 1, with the OS and recordings being stored on redundant drives.
3. The system must be compatible with Windows XP, Vista, 7, 2008 Server and Workstation operating systems.
4. The operating system for the server must be Windows 2008 Server. *Linux operating system may be considered.*
5. The system must include a search engine with a user friendly interface that allows, at a minimum: audio playback, live monitoring and filtering of call recording information with analysis of call volumes and patterns.
6. The channel capacity must be expandable to 24 channels within the same recording chassis. The recording chassis must have the ability to mix **digital, analog, VoIP**, and multimedia connectivity taps within the same chassis.
7. Recordings will be stored online internally. Online storage is defined as hard drive capacity only. If desired, the recordings may be capable of replicating to a redundant location locally or on the LAN-WAN network.
8. The system must provide the capability to produce copies of audio recordings onto a CD, DVD, or email. When burning a CD or DVD for playback, the recorder must have the ability to "Pack" the playback executable with all the playback functionality, tagging, and queuing with the recordings for security validation.
9. Backup must be done via NAS/SAN, External Hard Drive(s), or USB drives.

**Playback Specifications:**

1. The system must provide for the simultaneous playback of previously recorded audio and multimedia interactions while recording the maximum number of channels, and shall not degrade recording performance.
2. The system must be able to conduct multiple simultaneous playback sessions (multiple remote PC's) with no degradation of speed or quality.
3. The system must have unlimited playback seat licenses and must use a thin client application with no software loaded or residing on the client PC. However, mapping/GIS capabilities may require desktop applications to be installed.
4. The system must be capable of providing recording statistics (minutes by hour, number of recordings by hour, etc.) for each channel recorded.
5. The system must be capable of selecting multiple interactions and playing them back in order of occurrence. The system must be able to reconstruct the digital time with interaction files to play back an entire activity in real time.

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6. Selected interactions for playback must have the capability to skip dead time gaps between interactions while playing back continuously.
7. Selected interactions for playback must have the capability to be played with reconstructed silence.
8. The playback display must have the ability to view and select interactions for playback according to date, start time, channel number, channel name, duration, and notations (capable of being edited) recorded with the interaction.
9. Retrieved interactions within the playback screen must be capable of being arranged by "double sort" functionality in any data column (time/date, channel number, duration, station name, attachment or other categories).
10. The system must be capable of playing back silent periods and displaying the associated time and date during playback for proof of non-events.
11. The playback software must show start time, running elapsed time and end time of each recorded interaction.
12. The playback software must have the ability to playback and save a verbal digital "Spoke Time" announcement that will verbally announce when the interaction is started. The interaction will begin to play following the announcement. All audio recordings must be able to be saved with a "Digital Spoken Time Stamp" in a full or abbreviated state.
13. The workstation must be capable of variable speed playback of voice interactions while preserving pitch.
14. The playback software must be able to burn recordings onto a CD-R to enable playback on any standard CD player.
15. When burning CD for playback, the recorder must have the ability to "Pack" the playback executable with all the playback functionality, tagging, and queuing with the recordings for security validation.
16. **For court presentation**, 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 able to 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 onto the medium with the recordings. A certificate of authenticity and a scenario recreation must also be included on the recording medium.
17. It must not be necessary to have playback software loaded on a PC to play back a recording from a burned CD with recordings. The wave file will be able to be played back from Window Media Player without any type of codec or conversion software required to be loaded on PC.
18. 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

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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.

19. The Real-Time Monitor must have a "Last Call Button". The Last Call Button must be able to allow the user to playback and listen to the last call(s) taken on a specific channel by the click of a mouse button. The Last Call Button must have a 2 to 90 minute buffer to allow the user to go back up to 90 minutes to review previous activity.

**Security:**

1. The system must provide security access (that may be time sensitive), that addresses, at a minimum: archive storage, by station, department, division, data source, and logging group, peering, monitoring, saving or emailing ability, archiving accessibility by individual log-in password.
2. 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. The identification of which recording was retrieved must only be identified by a Hex code within the Log record.
3. 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 that access automatically by date and time.
4. Playback access must be able to secure privileges by individual channel, time of day, single station access, department access, division access, data source, Log group and length of time.
5. The system must provide password protection for access to its shared network drives.
6. The playback retrieval software must have the ability to verify authentication of a recording by its digital signature with the original recording secured within the recording folder.

**Diagnostics, Service and Training**

**Diagnostic:**

1. The system must 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 or disruption of the operation/recording processes.
2. 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.
3. The system must conduct a fault tolerance check and place a call to the vendor's support system to log a system status report nightly. This report will be reviewed on a daily basis by the vendor's technical support staff as a preventive maintenance and proactive service log. A

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phone call and email will follow upon completion of the service being performed to the customer.

4. The vendor must provide training and instruction for all operators covering all software supplied under this specification.
5. The vendor must 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.
6. The vendor must inform City of Morrow Emergency 911 Communications Center's Administrators of all software updates with an email explaining the improved features with each update.
7. 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 updates.
8. System must have the ability to page out and email "administrative determined" alarms based on type and/or frequency. The system must 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 must be made available at both system chassis and at any designated workstation.
9. Vendor must be able to provide statistics on the types of alarms received from the proposed system.
10. 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.
11. System must have a "Task Master-Type" software system that will monitor all active tasks on the system and confirm that they are operational.

**System Maintenance and Service:**

1. Due to the nature of emergency communications, the Bidder or manufacturer must provide technical support 24/7 365.
2. The system must not be rendered inoperable for the purpose of routine maintenance, or system software updates.
3. The Bidder must provide remote support within 4 hours to all priority service calls. Minor issues will require next day support.
4. Service provided by maintenance and service coverage plans must be provided by factory trained technicians.

**Call Reporting and Data Integration:**

1. The reporting interface must be capable of integration multiple databases into one report with the interactions as an attachment to the call record.
2. Staff must be capable of accessing the report manager at their desktop, enter passwords and access custom reports, design reports, review interactions, and monitor systems.

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3. The system's reporting capabilities must be designed to enable authorized users the ability to drill up/drill down and slice/dice the information to enable various agents, managers, supervisors, and executives to answer virtually any interaction question in exactly the level of detail necessary to support a given administration decision.
4. The system must have the ability to support the above outlined reporting and analysis capabilities through a graphical user interface.
5. The report manager must be able to design, save, schedule, and email custom reports.
6. The report manager must be able to save a customized report as a browser type favorite for quick execution.
7. The record manager must be able to include the types of calls within a report for example: PBX data - Incoming Answered, Incoming Unanswered, Outgoing In-State, Outgoing Out-of-State, Outgoing International. Trunk-to-Trunk In, Trunk-to-Trunk Out, Station-to-Station, Network (Station-to-Station over a Trunk) if required.

**Quality Monitoring:**

1. The Quality Monitoring software must include customizable reports.
2. Forms must be able to be customized without having to rely on the manufacturer.
3. The forms must be able to be tested before being locked for production.
4. Forms must be able to be copied for revised versions.
5. The forms must have the ability to have a comments field.
6. The system must have the ability to support the above outlined reporting and analysis capabilities through a graphical user interface.
7. The system must be able to track the call taker where ever they sit by logging in to one of the following: Phone, PC, or auto record task.
8. Random selection of interactions must be able to be scheduled based on the data collected, such as call taker ID, type of interaction or any other data collected.
9. The system must have the ability to capture and store all desktop activity from workstations with multiple screen if required. These screen captures shall be played back with any interaction.
10. The system must have the ability for anyone with the correct permissions to generate and customize reports without having to have any programming skills.

**ANI/ALI Capturing:**

1. ANI/ALI must be captured and stored with each 9-1-1 interaction.
2. The following items from the ANI/ALI data stream must be capture and stored in their own individual database fields of appropriate size that is sortable and searchable:
  - Originating Phone Number (ANI)
  - Address or Coordinate (ALI)

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- Caller Name
- ANI/ALI Time of Initiation
- ANI/ALI Time of Pickup
- ANI/ALI Time of Disconnect
- ANI/ALI Date
- ESN
- Class of Service
- LEC

**Training:**

1. End-user and administrator training will be provided by the vendor of the system not less than one week prior to the cutover date.
2. All training for end-users and administrators must be on-site. If required, web based training using Go To Meeting or Webex shall be provided.
3. The Bidder must provide in response to this RFP an outline of all end-user and administrator training.
4. The manufacturer must provide web based training for all telecommunicators, system administrators and supervisors of the City of Morrow Emergency 911 Communications Center.

**Warranty and Service**

1. The successful Bidder must include a one year warranty with the system and an optional warranty to show up to 5 years coverage. The warranty must include parts, labor, and software from date of acceptance. Warranty hours are 24/7 365 and 24/7 monitoring and alarms.
2. No third (3rd) party service for warranty or maintenance. The same vendor that sold the system must also install, warranty, and maintain the system for the life of it.
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.

**Qualifications:**

All bidders must be qualified to assemble and install this equipment.

**Executive Summary:**

Every copy of the proposal should include an executive summary inserted as the first page following any bid package covers and table of contents that clearly state

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the name of the company, the contact for the bid process including name, phone number, email and mailing address and any price quotes for services and or equipment.

**Communication:**

It is the responsibility of the bidder to inquire about any requirement of this RFB that is not understood. Responses to inquiries, if they change or clarify the RFB in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFB. The City will not be bound by oral responses to inquiries or written responses other than addenda. Inquiries about the RFP must be made to:

Max Tran, Director Emergency Communications  
mtran@cityofmorrow.com

**The deadline for all inquiries is May 24, 2012.**

**Evaluation:** Award will be made to the bidder considered most qualified who will act in the best interest of the City and whose proposed system meets the demands of the City's services. Bid packages must include references. These references should represent agencies utilizing the similar equipment outlined in the proposal. Provide company names with contact person and telephone number.

*Evaluation Criteria:* Proposals will be evaluated on many criteria deemed to be in the City's best interests to include but are not be limited to:

- Ability to meet specifications
- Pricing
- Responsiveness to proposal terms and conditions
- References
- Business location
- Experience in providing the services specified in this RFB.

**Award:** It is the intent of the City to award this bid all to one bidder. The City reserves the right to conduct any tests it may deem advisable and to make all evaluations. The City reserves the right to reject any or all bids, in whole or in part and is not necessarily bound to accept the lowest bid but instead will accept the bid that best suites the City and the City's services. The City reserves the right to waive minor irregularities. A bid may be rejected if it is in any way incomplete or irregular. When there are tie bids, there shall be a preference for local.

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It is the responsibility of the bidder to inquire about any details of this RFB that are not understood. All inquiries must be submitted by email. Responses to inquiries, **if they change** the RFB in a substantial manner, will be forwarded by email addenda to all parties that have received a copy of the RFB. Therefore, it is the responsibility of the bidder to ensure an email address has been provided.

**Submission:** A **SIGNED** original and three (3) copies of the bid must be received at Morrow City Hall, 1500 Morrow Road, Morrow, GA 30260. **Deadline for submittals is May 29, 2012, 12pm.** The bid must be date/time stamped by Morrow City Hall in order to be considered. Bidders are strongly encouraged to submit bids in advance of the due date/time to avoid the possibility of missing the deadline due to unforeseen circumstances. Bidders assume the risk of the methods of dispatch chosen. The City assumes no responsibility for delays caused by any package or mail delivery service or unforeseen condition. A postmark on or before the due date **WILL NOT** be a substitute for receipt of bid. Bids received after the due date and time will be not be returned. Additional time will not be granted to any single bidder, however, additional time may be granted to all bidders when the City determines that circumstances require it. **FAXED OR E-MAIL BIDS WILL NOT BE ACCEPTED.**

**Envelope:** The signed bid should be submitted in an envelope or package, sealed and identified on the outside of the envelope with contact name, contact email, contact phone number, company name and due date.

**Bid Opening:** The bid packages will be opened and bid amounts recorded 30 minutes after the deadline for submittal at Morrow City Hall, 1500 Morrow Road, Morrow, Georgia 30260. For all bids that clearly identify a primary contact, provide an email address for the primary contact, a list of the submitted bids with company name, and bid amount will be sent via email.

**Materials to Include:**

1. Contact Information (please include number and email and on the envelop)
2. Description of Company
3. Executive Summary
4. Project Proposal
5. Credentials of Relevant Staff
6. List of Proposed Subcontractors (if any)
7. Basis of Pricing
8. E Verify Affidavit or Statement
9. Certificate of Insurance
10. Professional Certifications
11. References as previously described

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- Selection:** All of the bids are due on or before **May 29, 2012**. Each proposal will be evaluated by the appropriate staff. Three (3) bidders will be placed on a “short list” and may be asked to come in for an interview. The bidders that are selected to come in for an interview may be asked to submit additional information. You will be notified within one (1) week prior to the interview date of any additional information that will be needed from our office. We reserve the right to ask for clarification or additional information contained so that a fair and comprehensive evaluation of all proposals can be conducted. If only 3 bids or fewer are received, the City reserves the right to terminate this process and begin again or to choose from the submissions.
- Debarment:** Submission of a signed bid in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the City will be notified of any change in this status.
- E-Verify:** All bidders must submit an affidavit to certify that they participate in the Federal Employment Eligibility Verification. If a bidder does not participate in this free program, they must submit a statement that they will sign up for the program before the contract commences. (Morrow’s Human Resource Department is available to assist in this process).