



RFP #774
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

Clark County Washington

RELEASE DATE: WEDNESDAY, FEBRUARY 12, 2020
DUE: WEDNESDAY, MARCH 4, 2020 by 3:00 p.m.

Request for Proposal for:

CRESA P25 RADIO and i3 TELEPHONE LOGGING SYSTEM

Submit one (1) original printed copy, four (4) printed copies and one (1) digital copy of the Proposal to:

Proposals must be date and time stamped by Purchasing staff before 3:00 p.m. on due date.

Clark County
Office of Purchasing
P.O. Box 5000
1300 Franklin Street, 6th Floor, Suite 650
Vancouver, Washington 98660
564-397-2323

Refer Questions to Project Manager:

Katy Myers
Technical Division Manager / CRESA
kathleen.myers@clark.wa.gov
360-992-9204

General Terms and Conditions

ADMINISTRATIVE REQUIREMENTS - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of CRESA and Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. CRESA and Clark County has the right to reject or accept proprietary information.

AUTHORSHIP - Applicants must identify any assistance provided by agencies or individuals outside the proposers own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

CANCELLATION OF AWARD – CRESA and Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, CRESA and Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

CONFIDENTIALLY - Proposer shall comply with all applicable state and federal laws governing the confidentiality of information."

CONFLICT OF INTEREST - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

CONSORTIUM OF AGENCIES - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

COST OF PROPOSAL & AWARD - The contract award will not be final until CRESA and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. CRESA is not responsible for any costs incurred prior to the effective date of the contract. CRESA reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

DISPUTES - Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS - It is the policy of CRESA and Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2)

renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <http://www.clark.wa.gov/general-services/purchasing/erp/environmental.html>

INDEPENDENT PRICE DETERMINATION - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

INTERLOCAL AGREEMENT – CRESA and Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore the bidder may, at the bidders' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to CRESA and Clark County.

LIMITATION - This RFP does not commit CRESA to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

ORAL PRESENTATIONS - An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

OTHER AUDIT/MONITORING REQUIREMENTS - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of CRESA or Clark County: Fund accountability; Contract compliance; and Program performance.

PRICE WARRANT - The proposer shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor, in a similar socioeconomic, geographical region.

PROTESTS - Must be submitted to the Purchasing Department.

PUBLIC SAFETY - May require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. CRESA project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

REJECTION OF PROPOSALS - CRESA reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of CRESA to do so.

SUBCONTRACTING - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of CRESA. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

VERBAL PROPOSALS - Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

WORKERS COMPENSATION INSURANCE – The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS
Clark County ADA Office: V: 564-397-2025
TTY: 564-397-2445 ADA@clark.wa.gov

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CRESA P25 Radio and i3 Telephone Logging System

Part I Proposal Requirements

Section IA General Information

1. Introduction

The purpose of this RFP is to solicit proposals for an NG911, NENA i3 compliant telephone and P25 radio media recording system that meets the agency's need to record, archive, search, retrieve, and redact media files and data. Proposers are encouraged to propose creative solutions that meet the objectives and requirements for replacing the current geodiverse recording system with the best value while ensuring resiliency, redundancy, and survivability.

CRESA reserves the right to refrain from contracting with any and all Vendors. Neither the release of this RFP nor the execution of subsequent contracts obligates CRESA to make any purchases. CRESA additionally reserves the right to purchase similar services/equipment from other sources, at its sole discretion.

CRESA and Clark County have made this Request for Proposal subject to Washington State statute RCW 39.34. Therefore the proposer may, at the proposers' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this bid will issue a purchase order (or contract) binding only their agency. Each contract is between the bidder and the individual agency with **no** liability to CRESA or Clark County.

2. Background

Clark Regional Emergency Services Agency (CRESA) is the regional public safety agency that provides 911 dispatch, emergency management, and public safety radio system management for Clark County, WA. The 911 Operations division takes nearly 400,000 incoming telephone calls a year, serving a population of approximately 475,000 people and service 26 law, fire and EMS agencies.

CRESA is in the process of replacing their current telephone system with the Solacom Guardian system; tentative scheduled go-live is April 30, 2020. The purchase, installation and go-live of the telephone logging and recording system must be in conjunction with the phone system go-live.

CRESA is currently operating a Motorola P25 Astro Core via AIS connection. Current release 7.15 with a planned upgrade to Version 7.19 or 7.20 to be completed in October 2020.

CRESA is expecting to upgrade their CAD system from Hexagon 9.3 to Hexagon 9.4 in December 2020.

3. Scope of Project

Proposers must respond to this RFP with appropriate information to determine how the solution is deployed and priced. Proposals must describe all components, services, and tasks required to implement a working, fully functional system, and clearly state whether said components and services are to be furnished by the vendor or not. Any and all components, whether hardware or software, required to make the system usable and fully operational that are not described in the proposal documents as being necessary shall be provided at the vendor's expense. The price listed in the vendor's proposal shall be the delivered price including tax, freight, and installation at the work sites.

Proposed solutions must be NENA i3 Standard for Next Generation 911 STA 010 Compliant.

Proposals must include answers to the requirements matrix (Attachment C NG911 Recording System Requirements). Proposals must include detailed answers to the following sections. Additional information may be included but answers must speak to the identified items below.

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Geo-Diversity, Resilience and Survivability

The current recording system is geo-diverse in that primary servers are at the CRESA location and backup servers are located off site within the city of Vancouver. Primary and alternate recording systems are required to record independently and be accessible independently.

Proposed solution shall provide automatic failover to redundant systems and/or components within five seconds of a failure and will not impact any in progress recording. Redundant systems and/or components will not require human intervention to achieve failover. The proposer shall describe how this is accomplished and any limitations requiring human intervention either in an onsite or remote capacity.

The proposer shall describe if and what elements of the solution can be deployed in a virtualized manner. Proposer will disclose any licensing or costs associated with this type of deployment.

The proposer shall specify the intra-PSAP and inter-PSAP data network bandwidth requirements to support the normal operations of the back end computers and servers including all updating and synchronization of all database and real time overhead.

Proposals must include information on how the system may be monitored and how notifications may be made for system failures or failovers.

System must sync time with all integrated systems.

The System must be fault tolerant with redundancy built-in, including RAID-configured hard drives, power supplies, fans, and CPU drives and power supply modules should be hot-swappable.

System Access

Describe the ability to provide multiple levels of user access to the recordings and functions of the browser based software.

Describe the ability to provide audit reports related to each individual user's access to and use of the system and recordings.

CRESA is interested in the ability to send a temporary link and code to a user outside the network which allows the receiver to listen to that event or scenario. The link and code would expire at a specified time or after one use.

If determined to be needed, access to the system can be made to users outside of the network.

Creating, editing and deleting users in the primary system along with other system changes and updates are mirrored automatically on the back-up system.

Capable of single sign-on using active directory accounts for internal users.

Time out for logged in users is customizable.

Telephone Voice Logging and Recording

The recorder shall allow individual recording settings per channel, allowing for voice recording start and stop to be triggered in multiple ways (such as by VOX levels, loop start, on-hook/off-hook, timing, etc.) or be configured for continuous recording. Channels should also have individually adjustable AGC (automatic gain control).

Describe if and how the system accurately records volume as heard by the call taker or dispatcher at the time of the event versus having the volume normalized for ease of playback.

Identify where recording is done, at the back room, the position or both.

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Logging shall be in compliance with NENA i3 Standard for Next Generation 911, STA 010 current version. Explain how the solution meets the current version and will update the system to maintain compliance with STA 010 as versions are published without additional costs to the agency.

System must support SIP REC where the SRC acts as an RTP Endpoint (section 8.2.3 RFC 7866) where the metadata to attach to the recordings is obtained from the Solacom logging interface. The Solacom logging interface is a web service that uses http post and is an extension of the logging services proposed in the NENA i3 v1 functional specifications (NENA STA-010.1 formally 08-003 V1).

Voice recordings are held for six months, but can be flagged to be held indefinitely.

Radio Logging and Recording

Proposers must separate out costs to interface with current release 7.15 and costs to interface with 7.19 or 7.20 at a later date. Depending on costs and options CRESA may or may not choose to interface with the 7.15 release. The interface with 7.19 or 7.20 will be required at the time of the radio system upgrade. Proposals must include any impacts to interfacing with 7.15 and then 7.19 or 7.20, as well as impacts to not interfacing with 7.15.

System must include the ability to record up to 96 talkgroups, and 5 analog channels via either AIS connection or analog audio card. Radio recordings are saved for 90 days but are able to be flagged to be held indefinitely.

Proposer must include their ability to gather radio information and metadata from the P25 system and include costs to do so.

Must be able to record simultaneous ingoing and outgoing traffic on the same talkgroup.

Identify where recording is done, at the AIS, the position or both.

Instant Recall and Live Monitoring

The ability to search, retrieve, playback, and export recordings from across the existing Ethernet network, utilizing browser based software and existing PCs.

Live monitoring allows the user to see all the incoming data (calls, texts, video calls, radio traffic as used in the center) at one time for up to the last 30 minutes.

The recorder shall be capable of simultaneously recording while playing back recordings or live monitoring.

Instant recall for radio playback.

Can live monitor a phone position and show what telephone queue the person being monitored is logged in to.

Archive of Current Recordings

CRESA requires access to archived recorded materials following this conversion. The vendor must provide and maintain the mechanism to retrieve recorded materials from the current system for use in the future according to retention schedules. VPI by Nice release 5.5.14336.2 is the current voice logging recorder. Any conversion of recorded materials must preserve all the information currently available in the system.

Other Data Recordings

While CRESA is not currently using integrated text or video in the phone system, the solution must have the ability to record these additional pieces of data. Additionally, include how the solution manages or will manage file attachments via the phone system or in the CAD system.

Any and all data received or retrieved from an additional data repository must be logged and

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recorded.

Screen Capture, Redaction and Review

Proposals shall include the system's ability to capture CAD and Phone screens. Include the method or methods used to capture data, any requirement for installation on the location machines and costs for the option, including the cost structure and incremental prices for additional screens or positions to be captured. CRESA may choose to capture only CAD or Phone or both systems, and may choose to capture at only specific positions, however it is expected the initial cost for this option includes all positions, with CAD and Phone capture.

There are 16 positions on the dispatch floor. Each position includes a CAD system with two 32 inch monitors with maximum screen resolution of 2325x1350 on Windows 10. The phone system will include at least one 16 – 21 inch touch screen, some or all may have two screens. Screen captures may not slow down the performance of the CAD or phone systems.

The recorder should be capable of showing on a single screen a multi-channel time line view of audio, video, and screen recordings.

The recorder should provide the capability of creating a scenario playlist, where multiple recordings of varying types (including audio, video, SMS, screen recordings, etc.) can be played back together to create a true event reconstruction. The recorder should also provide the capability of adding other supporting files, such as body camera or other external recordings, to these scenario playlists.

The recorder shall provide the capability for redaction of portions of recordings. The redaction feature should allow for the addition of notes to the saved or exported recording copy.

Describe how a user can flag multiple non-consecutive recordings to compress into one file.

When saving a file the system must allow an agency customized pre-recorded message that includes the date and local time of the recording start time.

Playback option allows user to compress so that blank times are skipped.

Playback window shows the current minutes and seconds into the event the user is while playing back. If able to highlight specific sections of the full file for export or playback the system shows how long that specific time is.

Search Capabilities / Other Integrations

CRESA is interested in the ability of the system to integrate with the radio, CAD, and telephone, including ANI/ALI, systems for the ability to maximize search and retrieval. Proposers should include if and how the proposed solutions integrate with the following primary and secondary functional elements, what fields, data and metadata they can consume and how their systems collate the data for quick search retrieval. The users would like a simple, streamlined interface that requires as few mouse clicks and keypresses as possible.

Primary:

- Hexagon CAD version 9.4 (upgrading to 9.6 December 2020)
- Motorola P25 Astro Core via AIS connection version 7.15 (upgrading to 7.19 or 7.20 October 2020)
- Solacom Guardian

Secondary:

- Emedia texting solution from Comtech, reporting via ECATS
- Smart911 from Rave
- RapidSOS currently integrated into Smart911, will also be integrated into Solacom Guardian

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Describe any integration the solution has with AQUA quality assurance and report software from IAED.

Confirm the ability for the search mechanism to search on the following:

1. Incoming 911 telephone number (ANI)
2. Outgoing number dialed
3. Outgoing contact name dialed
4. Call taker name or personnel number
5. Date range
6. Time range
7. Administrative or ring down lines
8. Linked CAD:
 - a. Event numbers
 - b. Case numbers
 - c. Responder Unit number
 - d. Call back number
 - e. Position number
 - f. CRESA personnel name
 - g. CRESA personnel number
 - h. Event type and sub type
 - i. Event location field
9. Radio information:
 - a. Radio ID
 - b. Emergency alert indicator
 - c. Talkgroup name

Save individual's search criteria to re-search at a later time.

Ability to export search results into an excel spreadsheet.

Flagged calls are easy for the user to find, perhaps in their dashboard.

Customizable dashboard with 'widgets' that show a variety of data, can be customized by agency or individual.

Quality Assurance / Review Process

CRESA uses AQUA for medical call taking case reviews. CRESA is interested in other quality assurance applications available in the proposed solution. CRESA is interested in customized forms, automatic flagging of calls for review, supervisor dashboards, and integrated signoff by the employee with the system. CRESA is also interested in the ability to have a link to the recording for the employee to listen to when accepting and signing off the review.

Problem Reporting & Response

Describe the Proposers support plan, including how continuity of operations is assured, maintenance of the system and the criteria for issue prioritization and service level time assurances.

Training

Describe your initial training program or plan for call takers, supervisors, training officers, system administrators, and managers. Describe any training resources available for PSAP telecommunicators and system admins as they onboard after cut-over.

4. Project Funding

Funding for this project will be from funds approved by the CRESA board.

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5. Timeline for Selection

The following dates are the **intended** timeline:

Questions and Requests for Clarification	February 18, 2020
Pre-Submittal Conference Call	February 21, 2020
Addendum of Substantive Clarification if needed	February 24, 2020
Proposals Due	March 4, 2020
Finalists' Demonstrations	March 10-11, 2020
Board Approval & Finalists Notified	March 13, 2020
Phone & Logging System Cutover	April 30, 2020

6. Employment Verification

Effective November 1st, 2010, to be considered responsive to any formal Clark County Bid/RFP or Small Works Quote, all vendors shall submit before, include with their response or within 24 hours after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, whichever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: www.dhs.gov/E-Verify

How to submit the MOU in advance of the submittal date:

1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;
2. E-mail: koni.odell@clark.wa.gov or priscilla.ricci@clark.wa.gov

Note : Sole Proprietors shall submit a letter stating exempt.

Section IB

Work Requirements

1. Required Services

This procurement is structured to provide Proposers with considerable flexibility to offer cost-effective solutions to meet the agency's business needs. Attachment C – P25 Radio and i3 Telephone Logging System Requirements provides a list of system requirements. Proposers must complete the requirements spreadsheet and return with their proposal. The spreadsheet is broken down into multiple tabs representing various categories with tabs having multiple requirement items. Complete each tab by identifying if the solution fully meets the item (Y), does not meet (N), or partially meets (O). Notes can be added to the comment column to support the answer or provide additional information. Do not alter the sheets or the summary page.

This presentation of requirements is not intended to be all-inclusive nor is it the agency's intent to limit the Proposer's response. CRESA encourages innovation and creativity in providing its proposed commercial off the shelf system/software/solution (COTS) and relies upon the Proposer's experience and knowledge to define and address any additional functionality it deems necessary in satisfying the objectives and requirements of the agency.

The focus of the business requirements is to:

- 1) Ensure that the current and future logging and recording needs are met for the agency;
- 2) Ensure the transition activities are transparent to the users;
- 3) Take advantage of increased NG9-1-1 functionality to expand the usability of recording system; and,
- 4) Install a standards-compliant NG9-1-1 recording system to take advantage of state of the art NG9-1-1 technologies.

Additional options included in the proposal will not be evaluated against the requirements; they will be considered in the evaluation of the Proposer's overall capabilities.

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2. County Performed Work
CRESA will designate a Project Manager and ensure connectivity from the back rooms and to each of the connected positions.

3. Deliverables & Schedule
Due to time constraints, the project schedule calls for CRESA to cut-over by April 30, 2020 when their cut-over for the new phone system is scheduled. Additional integrations with radio and CAD may be scheduled post phone cut-over as necessary.

4. Place of Performance
Contract performance may take place in any of CRESA's facilities, the Proposer's facility, a third-party location, or any combination thereof.

5. Period of Performance
A contract awarded as a result of this RFP is for 5 years and is intended to begin in March of 2020, and end in March of 2025.

CRESA reserves the right to extend the contract resulting from this RFP for a period of one (1) five (5) year period with the same terms and conditions by service of a written notice of its intention to do so before the contract termination date.

6. Public Disclosure
This procurement is subject to the Washington Public Records Act (the "Act"), chapter 42.56 RCW. Once in the County's possession, all of the RFP Submittals shall be considered public records and available for public records inspection and copying, unless exempt under the Act.

If a Respondent or Proposer considers any portion of an RFP Submittal to be protected under the law, whether in electronic or hard copy form, the Respondent or Proposer shall clearly identify each such portion with the word "PROPRIETARY". If a request is made for disclosure of such a portion, the County will determine whether it should be made available under the Act. If the county determines that such a record(s) is subject to disclosure, the County will notify the Respondent or Proposer in writing of the request and allow the Respondent or Proposer ten (10) days to obtain a court order enjoining release of the record(s). If the Respondent or Proposer does not take such action within the ten (10) day period, the County will release the portions of the RFP Submittal deemed subject to disclosure. All Respondents and Proposers who provide RFP Submittals for this procurement accept the procedures described above and agree that the County shall not be responsible or liable in any way for any losses that the party may incur from the disclosure of records to a third party who requests them.

7. Insurance/Bond
A. **Commercial General Liability (CGL) Insurance** written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and \$2,000,000 in the aggregate for each one year policy period. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County, Washington and Clark Regional Emergency Services Agency (CRESA) on a case by case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability. Clark County, Washington and CRESA shall both be named as an additional insured.

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B. Automobile

If the Proposer or its employees use motor vehicles in conducting activities under this Contract, Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles shall be provided. Coverage shall be at least as broad as Insurance Services Office (ISO) form CA 00 01. Coverage shall be written with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.

C. Professional Liability (aka Errors and Omissions)

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance appropriate to the Proposer's profession. Such insurance shall provide a minimum of \$2,000,000 per occurrence, with a maximum deductible of \$25,000. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

D. Pollution and Asbestos Liability

If hazardous material is encountered during any construction, the Project Manager must be notified immediately, and if any work is done to remove it, any Proposer performing work shall obtain and keep in effect during the term of the contract, Pollution Liability Insurance, including Asbestos Liability covering bodily injury, property damage, environmental damage, including any related clean-up costs. Combined single limit should be a minimum of \$1,000,000.00.

E. Technology Errors & Omissions (E&O) shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

F. Network Security (Cyber) and Privacy Insurance shall include, but not be limited to, coverage, including defense, for the following losses or services:

Liability arising from theft, dissemination, and/or use of Public Entity confidential and personally identifiable information, including but not limited to, any information about an individual maintained by the Public Entity, including (i) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (ii) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information regardless of how or where the information is stored or transmitted.

Network security liability arising from (i) the unauthorized access to, use of, or tampering with computer systems, including hacker attacks; or (ii) the inability of an authorized third party to gain access to supplier systems and/or Public Entity data, including denial of service, unless caused by a mechanical or electrical failure; (iii) introduction of any unauthorized software computer code or virus causing damage to the Public Entity or any other third party data.

Lawfully insurable fines and penalties resulting or alleging from a data breach.

Event management services and first-party loss expenses for a data breach response including crisis management services, credit monitoring for individuals, public relations, legal service advice, notification of affected parties, independent information security forensics firm, and costs to re-secure, re-create and restore data or systems.

Network Security (Cyber) and Privacy Insurance shall be written with limits no less than \$1,000,000 per claim \$1,000,000 policy aggregate for network security and privacy coverage, \$100,000 per claim for regulatory action (fines and penalties), and \$100,000 per claim for event management services.

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G. **All insurance policies and coverage's** required shall contain a waiver of subrogation against the Contracting Agency, any Additional Insured and their respective departments, agencies, boards, and commissions and their respective officers, officials, agents, and employees for losses arising from Work performed by or on behalf of the Contractor.

H. **Umbrella Liability Coverage**

Umbrella Coverage in the amount of \$1,000,000 shall be provided and will apply over all liability policies without exception, including but not limited to Commercial General Liability, Automobile Liability, Employers Liability, and Professional Liability.

I. **Verification of Coverage**

The Proposer shall furnish Clark County and Clark Regional Emergency Services Agency with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Proposer before commencement of the work.

J. **Cancellation of Coverage**

The Proposer shall provide Clark County and CRESA with written notice of any policy cancellation within two business days of their receipt of such notice.

- All policies must have a Best's Rating of A-VII or better.
- Any and all subcontractors will be required to fulfill the same insurance requirements.

PERFORMANCE BOND

A 50% Performance Bond from an approved surety company, as surety in the sum of the full amount of the contract price, in compliance with Sections 39.08.010 to 39.08.060 Revised Codes of Washington, and any amendments thereto, will be required.

8. Plan Holders List

All proposers are required to be listed on the plan holders list.

- ✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:

To view the Plan Holders List, please click on the link below or copy and paste into your browser.

Clark County RFP site:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

- If your organization is NOT listed, submit Attachment B - Letter of Interest to ensure your inclusion.
- Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.

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Part II Proposal Preparation and Submittal

Section IIA Pre-Submittal Meeting / Clarification

1. Pre-Submittal Meeting

To ensure an accurate and complete Proposer response to this RFP, the agency is reliant upon Proposer's thorough understanding of the intended operational needs, functional requirements, and intended application for use of the requested system - as described herein. The agency is further reliant upon the professional, technical, industry, applicable standards, and other required knowledge of the Proposer to ensure a complete and accurate response is provided that meets the intended operational, functional, and other intended purposes and use of the requested NG-911 Recording System solution. Therefore, all prospective Proposers to this RFP are encouraged to attend the Pre-Submittal Conference Call on the date identified in Section 1A – Timeline for Selection and at the time specified below.

The purpose of the Pre-Submittal Conference Call is to provide attending Proposers with updated or additional information regarding the requirements of the Consortium or the procurement process and to provide Proposers with an opportunity to ask questions and/or provide feedback to the Consortium regarding the specifics of the RFP - including the structure, processes, functionality, requested/available technologies, and content.

All qualified Proposers are encouraged to attend the **Pre-Submittal Conference Call** that will convene on **February 21, 2020 at 8:30 a.m. Pacific Standard Time:**

CONFERENCE INFORMATION:

<https://cres.conferencinghub.com/WhiteLionWeb/CRESATech>

Access Number: 720-279-0727

Passcode: 3644234

There will be a **required conference call check-in beginning at 8:15 a.m. Pacific Standard Time**, for attending Proposers. This ***Pre-Submittal Conference Call*** will include an overview of the project.

All questions to be presented during the **Pre-Submittal Conference Call** must be submitted **in advance, in writing**, and are **due by February 18, 2020 by Noon, Pacific Standard Time**, with submissions directed to: **Attn: RFP #774 P25 Radio and i3 Telephone Recording System**, in electronic (MS Word) format. **No verbal inquiries will be accepted.**

All Proposers desiring to attend the Pre-Submittal Conference Call must send a confirming email to CRESA, directed to the Project Manager identified on page one of this document, by the date specified in Section 1A – Timeline for Selection. Confirmations to CRESA shall include the company name, contact name and title, complete address, e-mail address, fax and phone numbers. Also list the names and contact information of any additional personnel your company plans to attend the Pre-Submittal Conference Call.

Your response to CRESA will generate two events:

1. You will be added to the list of recipients to attend the Pre-Submittal Conference Call and will receive a calendar invitation with the conference call information.
2. You will also be added to the potential Proposer's e-mail list to receive any subsequent updates or amendments to the RFP (as they are made available).

Receipt of a request for attendance at the Pre-Submittal Conference Call is deemed confirmation of the Proposer's receipt and review of the RFP, and acknowledgement of the requirements contained therein. Only qualified Proposer's need attend the Pre-Submittal

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Conference Call.

If necessary, at the completion of the Pre-Submittal Conference Call, CRESA may release an Amendment to this RFP containing any material or informational changes it deems necessary, and that do not limit competition.

2. Proposal Clarification

Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page. The deadline for submitting such questions/clarifications is specified in Section 1A-5.

An addendum will be issued no later than six calendar days prior to the proposal due date to all recorded plan holders of the RFP if a substantive clarification is in order.

The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document before submitting their proposal.

Clark County RFP site:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

Section IIB

Proposal Submission

1. Proposals Due

Sealed proposals must be received no later than the date, time and location specified on the cover of this document.

The outside of the envelope/package shall clearly identify:

- 1. RFP Number and;**
- 2. TITLE and;**
- 3. Name and address of the proposer.**

Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.

Respondents may choose to submit multiple proposals in response to this RFP, however, all submittals must include responses to the complete set of RFP requirements, and, each set of Proposals must be submitted under a separate cover, clearly marked and individually enumerated so as to differentiate each Proposal as a separate submission.

Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.

2. Proposal

Proposals must be clear and succinct and not exceed 100 pages, excluding resumes, supporting documentation, E-Verify and coversheet. Proposer's who submit more than the pages indicated may not have the additional pages of the proposal read or considered.

Respondents are encouraged to include supporting documentation for the solution, for example, user manuals, administrative manuals and a variety of examples showing different graphical user interfaces (GUIs) and integrated functionality.

Respondents are to submit one (1) original printed copy, clearly marked as original; four (4) printed copies and one (1) USB flash drive with response in Adobe PDF Format, except the

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Requirements spreadsheet in Excel format.

For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are readily recyclable.

The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.

Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposer's providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

Additional support documents, such as sales brochures, should be included with each copy unless otherwise specified.

Section IIC

Proposal Content

1. Cover Sheet
This form is to be used as your proposal Cover Sheet
See Cover Sheet - Attachment A.
2. Project Team
For the Project Development, Implementation, and Operations phase of this project, the Proposer shall provide the names and resumes of the proposed project manager, key management, support contract manager and technical staff proposed for this RFP.
3. Management Approach
Proposal shall have a project management plan that includes: 1) proposed schedules for completion of each phase of the project, 2) work structure breakdown which identifies work done on-site at CRESA, the CRESA Back-up center and off site efforts, and 3) a description of the Proposer's strategy for the project planning, installation, testing, training, cut-over and post-cut-over follow-up.
4. Respondent's Capabilities
The Proposer is required to demonstrate corporate experience, financial capability, technical capability and team capacity to support this Proposal. Proposers that do not have a geo-diverse recording system operating in a live environment at the time this RFP is published will not be considered.

Please attach one copy of the following documents (or equivalent thereof):

- Statement of financial position
- Statement of activities
- Cash flow statement
- Statement of changes in net assets
- Notes to financial statements, if available
- Organizational chart

Proposer must submit no less than three and no more than five references with contact names,

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titles, addresses and telephone numbers of each organization. Each reference shall also include the following:

- 1) Type of services provided and size of contract
- 2) Term of the contract including effective dates
- 3) Dates services were to be provided and actual dates delivered
- 4) Reason for contract termination/expiration, if contract is no longer in effect
- 5) Two-year history of significant system changes requested by the client, including date of request, date of planned implementation, and date of actual implementation
- 6) Project manager, implementer and sales manager for the project

5. Project Approach and Understanding Proposals shall include a narrative which describes the Proposers understanding of the project, their proposed solution, and assumptions made while drafting the Proposal.

6. Proposed Cost Prices must be detailed and identified as required or optional. In order to allow and provide the agency the most reasonable method for comparing and contrasting proposals, proposers should separate the base voice recording system from all other options, and price each accordingly.

Pricing shall include the proposers recommended 5 year maintenance and support packages that would include anticipated software updates, equipment refreshes, warranties, and maintenance and support for which the PSAP is responsible.

The Proposal shall include a complete, itemized price breakdown, to include project management / admin cost, training, hardware, software, maintenance and support.

The Price Proposal shall be separate from the full proposal so that pricing can be reviewed apart from the narrative response.

7. Employment Verification

Please refer to section 1A.6. – e-Verify

IMPORTANT NOTE: Include this portion of the response immediately **AFTER** the cover page, if not already on file with Clark County. Current vendors on file can be viewed at:

<https://www.clark.wa.gov/general-services/purchasing-overview>

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Part III Proposal Evaluation & Contract Award

Section IIIA Proposal Review and Selection

1. Evaluation and Selection: Proposals received in response to this RFP will be evaluated by the agency.
2. Evaluation Criteria Scoring: Each compliant proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

Scoring criteria is broken up into 4 categories.

Categories for Scoring:

Technical – Functional Specifications, System Design, System Access, Archive, I3 Standard, Project Management Approach, Configurability	35
Operations – User Interface, Features and Functions, Ease of Use, Look and Feel, Training Approach	45
Management – Ability to Meet Timeline, Responsiveness, Product Support, Contract Terms, Viability	25
Pricing	50
Total Points	

Section IIIB Contract Award

1. Consultant Selection: CRESA will award a contract to the highest scoring Proposer. Should CRESA not reach a favorable agreement with the highest scoring Proposer, CRESA shall suspend or terminate negotiations and commence negotiations with the second highest scoring Proposer and so on until a favorable agreement is reached.
2. Contract Development: The proposal and all responses provided by the successful Proposer may become a part of the final contract.

Prior to signing, CRESA may take the final contract to the CRESA Administrative Board for final approval.
3. Award Review: The public may view proposal documents after contract execution. However, any proprietary information so designated by the Proposer as a ‘trade secret’ will not be disclosed unless the Clark County Prosecuting Attorney determines that disclosure is required. At this time Proposers not awarded the contract may seek additional clarification or debriefing, request time to review the selection procedures or discuss the scoring methods utilized by the evaluation committee.
4. Orientation/Kick-off Meeting: Contract negotiations will begin the week following CRESA Administrative Board approval. Following CRESA’s Administrative Board authorization of the contract, a kick-off meeting will be scheduled on or around March 23, 2020.

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.Attachment A: COVER SHEET

General Information:

Legal Name of Applicant/Company/Agency _____

Street Address _____ City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email Address _____

Tax Identification Number _____

ADDENDUM:

Proposer shall acknowledge receipt of Addenda by checking the appropriate box(es).

None 1 2 3 4 5 6

NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Council.

Signature

Date

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Attachment B: LETTER OF INTEREST

Legal Name of Applicant Agency _____

Street Address _____

City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email address _____

- All proposers are required to be included on the plan holders list.
- If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion.

Email Letter of Interest to: Koni.Odell@clark.wa.gov and Priscilla.Ricci@clark.wa.gov

Clark County web link:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.

Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.

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Attachment C: ADDITIONAL ATTACHMENTS

- NG911 Recording Requirements

RFP #774 - Attachment C

Instructions: Complete each tab by identifying if the product can fully meet the requirement without special programming or additional costs (Y), does not meet and is not part of any upcoming release within the next 12 months (N), or partially meets but may require special programming, or additional costs, or other criteria (O)

Add notes to the comment column to support the answer or provide additional information. All answers will be summarized below.

System Architechure	Total	19
	Yes	0
	No	0
	Other	0
	Unanswered	19
Server Architecture	Total	58
	Yes	0
	No	0
	Other	0
	Unanswered	58
Search	Total	49
	Yes	0
	No	0
	Other	0
	Unanswered	49
Quality Assessment	Total	15
	Yes	0
	No	0
	Other	0
	Unanswered	15
Reporting	Total	16
	Yes	0
	No	0
	Other	0
	Unanswered	16
Additional Features	Total	44
	Yes	0
	No	0
	Other	0
	Unanswered	44
NG911 Requirements	Total	39
	Yes	0
	No	0
	Other	0
	Unanswered	39
IRR	Total	18
	Yes	0
	No	0
	Other	0
	Unanswered	18
Radio over IP	Total	15
	Yes	0
	No	0
	Other	0
	Unanswered	15
Manufacture Req.	Total	6
	Yes	0
	No	0
	Other	0
	Unanswered	6

	System Architecture	Y/N/O	Comments
SysA-1	The system can provide a user interface based on Web 2.0/3.0 Architecture for end user interactions including Searching, Reporting, Quality and Auditing.		
SysA-2	The system can utilize js, JSON, ASP.NET and .NET technologies for end user interactions.		
SysA-3	All system server and workstation software shall run on Windows Server 2012 or better, and Windows 10 for any workstations. CRESA does not have resources to manage systems based on other operating systems, and such systems will therefore not be considered.		
SysA-4	The system can support virtualization for VoIP, RoIP and NG9-1-1 content capture.		
SysA-5	The system can support browser based replay as standard without a separate Web Server to operate.		
SysA-6	No system software components shall require any version of DOS in order to function. A system that requires some software component to run in a DOS window on a Windows server would violate this requirement, and will therefore may not be considered.		
SysA-7	No system software components shall require any version or flavor of Unix operating system software in order to function, including, but not limited to, Solaris, Linux, POSIX, and RMX.		
SysA-8	No system software components shall require any Apple or Macintosh operating system software in order to function.		
SysA-10	The user interface system can be browser-based, and cross browser supported using Mozilla FireFox, Chrome, Edge and Internet Explorer .		
SysA-11	The system does NOT require any ActiveX plug-ins to be installed on user's workstations, except those ActiveX plug-ins supplied as part of the workstation's standard operating system.		
SysA-12	The system does NOT require thick client software to be either installed or executed on end user workstations in order to provide Searching, Reporting, Quality or Auditing features..		
SysA-13	The system utilizes a SQL Server 2012 or later database.		
SysA-14	The system can write files in a non-proprietary format. Voice files can be written in compressed .WAV format. Email / Chat files can be written in XML format. These open formats provide flexibility for integration and non-obsolescence. Systems utilizing proprietary headers or file formats, or that require a user-initiated conversion process to output these required non-proprietary formats may not be considered.		
SysA-15	The system can provide a method for data encryption on the file system where files are stored. The key can be flexible and user definable by CRESA		
SysA-16	The system can be able to write to any storage device visible as a mounted Windows Volume including Hard Drives, NAS storage, SAN storage or remote volumes.		
SysA-17	The system can support Mirrored Volumes whereby data is written to two places simultaneously and continuously checked for integrity.		
SysA-18	System software components can communicate via HTTP / HTTPS and not utilize Windows File sharing for access to recorded or captured files. Systems that directly expose the file system to the Windows network may not be considered.		
SysA-19	The system can boot up or recover from a power failure in less than 30 seconds a		
SysA-20	The system uses Windows 10 or later for the operating system for the workstations.		

	Server Architecture	Y/N	Comments
SerA-1	The system can support telephone and radio capture and recording. The system can be capable of capturing Analog, Digital, VoIP, RoIP (Motorola P25, ISSI, Harris VNIC) and T1/E1 simultaneously in the same server. Systems requiring separate servers to capture these disparate audio sources must be identified here.		
SerA-2	The system can support GPU. Systems not supporting GPU may not be considered. GPU is critical for high efficiency video and NG9-1-1 content capture.		
SerA-3	The system can support passive capture via passive network connection for SMS/MMS, RTT & MSRP.		
SerA-4	The system can support screen capture and be capable of simultaneously capturing screens from multiple displays connected to a computer with hi scale resolution supporting 32" or larger multiple monitors.		
SerA-5	The system can be capable of capturing ANI/ALI data and associating that data with the audio recording(s) to which it belongs.		
SerA-6	The system can be capable of capturing CAD data from external data sources and align the data with the appropriate recording.		
SerA-7	The system can support de-trunking of trunked radio communications. De-trunking is the process of utilizing real-time channel/frequency assignment information to follow a conversation on a trunked radio system.		
SerA-8	If the system requires any external radio, receiver, scanner or other transceiver device to acquire trunking information "off the air", no internal modification of the device can be required. Systems that require any internal modification of the device may not be considered.		
SerA-9	The system can support capturing radio communications traffic, both voice and metadata, via major RoIP (Radio over IP) protocols including, but not limited to, P25 ISSI/CSSI and Motorola's MCC 7500, Harris VNIC & Bosch/Telex.		
SerA-10	The system can provide Auto Discovery of phones and users when network capture is being used. Auto Discovery is the capability of a system to recognize and add new phones and users when they first appear on the network, without requiring a person to manually add the phone or user to the system's configuration.		
SerA-11	The system can provide a method for restricting capture of any specific communication types (i.e. email / chat / VoIP, etc.) by individual user and by defined group of users.		
SerA-12	The system can provide a Web Service interface to allow external systems to retrieve significant events, references to Media, and metadata.		
SerA-13	The system can provide "virtual logger" architecture, i.e. where the system can be shared by multiple agencies, but each agency has access to only its own data and configuration.		
SerA-14	The system can perform full-text indexing of all logged textual data, including attachments to communications.		
SerA-15	The system can be capable of performing phonemic indexing of all voice conversation data.		
SerA-16	The system can provide and support a fault-tolerant architecture that allows failover to another Logging Service in the event the primary Logging Service becomes unavailable.		
SerA-17	The system can keep an "audit trail" of all configuration changes and all attempts to access logged data (successful and unsuccessful). This audit trail SHALL contain the type of access or change, the parameter or data accessed, the username, and the date/time of the access or change. The audit trail data constitutes a "chain of custody" record for the referenced data or configuration parameters.		
SerA-18	The system can support user-defined retention policies for all logged data that cause automatic deletion of logged data after a user-defined retention period, without requiring manual deletion.		
SerA-19	These retention policies can be capable of operating in the "virtual logger" architecture as described above.		
SerA-20	The system can not employ a fixed-size database that operates in "ring buffer" fashion, i.e. one that moves the write pointer to the top of the data file when the end of the data file has been reached, thereby overwriting older records in the file. This kind of database does not comply with agency business rules governing retention of data.		
SerA-21	The system can support synchronization to an NG 9-1-1 Master Clock per the NENA NG9-1-1 PSAP Master Clock Standard.		
SerA-22	The system shall provide Instant Recall Recorder functionality via a Web Service interface .		
SerA-23	The system can support Mirrored Volumes whereby data is synchronized and written to two locations simultaneously.		
SerA-24	The system can support writing data from the database to a volume location for redundancy. In the event of a database problem the system can be fully recoverable from the redundant data in the volume location. Thus data can be read from a volume into to an empty database to allow for full metadata recovery as well as content data recovery.		

SerA-25	Retention schedules can be configurable for individual communication types (i.e. 911 call, radio talkgroup, chat, other voice) for any individual user or group.		
SerA-26	The system can support Litigation Hold whereby a subset of communications can be set for "Retention Lock" and not automatically deleted by the retention policy. This is critical, and systems without this functionality may not be considered.		
SerA-27	The retention policy can also be configurable based on communication type. Thus 911 calls will be retained for 6 months, but radio traffic for 90 days.		
SerA-28	The system can support a date based folder structure for the storage of communication content files such that a file is stored in a folder structure that gives the year, month, day and hour that the content was captured. This design is critical for IT and administrative purposes, and for disaster recovery, and systems that do not employ this kind of folder structure may not be considered.		
SerA-29	Filenames of communication content files can consist of the date and time the file was captured. This is critical to disaster recovery in the event of certain types of file system corruption, and systems that do not employ this file naming convention may not be considered.		
SerA-30	The system can support G.711 and GSM 6.10 compression for the .WAV voice files.		
SerA-31	The system can provide a means of verifying that the data in a communication content file has not been modified since the data was first captured and written to the file.		
SerA-32	5.1 Video		
SerA-33	System can support and come standard with GPU (Graphical Processing Unit). This functionality is required to process efficient NG9-1-1 audio video. Systems not supporting GPU may not be considered.		
SerA-34	System can support Video Capture from IP and Analog cameras.		
SerA-35	System can support Video Capture from body worn cameras.		
SerA-36	System can support Video/Audio live streaming from body worn and premise cameras.		
SerA-37	The system can support streaming video via RTSP for real time video viewing.		
SerA-38	The system can support uploaded video from Mobile phones and store it in web friendly MP4 format.		
SerA-39	The system can support Android capture of text / MMS, video, picture with automatic upload for investigation purposes.		
SerA-40	The system can support video transcoding using GPU from AVI, 3GP and other formats to web friendly MP4 video.		
SerA-41	They system can support Server based RTSP and Client based RTSP for live video streaming.		
SerA-42	The system can support H264/AAC encoded MP4 as standard.		
SerA-43	The system can support Active Directory and other LDAP-compliant directories for obtaining users, groups and user/group information.		
SerA-44	The system can support obtaining group information from Active Directory and other LDAP-compliant directories. In addition, the system can allow for the creation of system-specific users, groups and properties in its own directory that are not defined in the external LDAP directory.		
SerA-45	The system can allow a user to belong to multiple groups simultaneously, both within the external LDAP directory, and within the system's own directory.		
SerA-46	The system can be capable of obtaining workstation name and information for all computers on the network from Active Directory or other LDAP-compliant directories.		
SerA-47	The system can be capable of obtaining user and group information directly from Active Directory or other LDAP-compliant directories. Adds, moves, and changes made within Active Directory (or other LDAP directories) can be automatically reflected in the system's directory without requiring any manual user action.		
SerA-48	If a user, group or computer object is renamed in the Active Directory or other LDAP directory, the renaming can be automatically reflected in the system without requiring any user action. Any captured communications or other system properties that were owned or assigned to that user, group or computer can automatically remain owned or assigned to the renamed user, group or computer.		
SerA-49	If a user or group is disabled in the existing Active Directory or other LDAP directory, then that user or group can be automatically disabled in the proposed system without requiring any additional user action.		
SerA-50	If a user, group or computer is deleted in the existing Active Directory or other LDAP directory, then that user, group or computer can be automatically disabled in the proposed system without requiring any additional user action. The object can still exist in the system for historic purposes, but can not be allowed any access to system data or resources.		
SerA-51	The system can be capable of using Windows Logins for access to the system.		

SerA-52	The system can be capable of utilizing the existing Active Directory or other LDAP directory password polices. Thus if the user can change the password every 60 days and the password has to be 10 alpha-numeric characters long then these policies will be enforced in the existing directory, and the system can work with these policies, and not impose different or separate policies.		
SerA-53	The system can support "Single Sign on". This streamlines IT administration and users do NOT have to remember multiple user names and passwords for system access. Systems that do not support "Single Sign on" may not be considered.		
SerA-54	Single sign on is not set system wide, users / groups can be set up with single sign on and other not.		
SerA-55	The system can support HTTP / HTTPS access to the system's communication content. Secure access is preferred. No system that utilizes thick client communication or allows direct access to communication content by the end users will be considered.		
SerA-56	The system can support identification, authentication and authorization for all external access to provided functionality, in conformance with published NENA Security Standards and Guidelines for Next Generation 9-1-1, including NENA i3 and NENA 75-001.		
SerA-57	The system can support an unlimited number of users and one version of browser-based software for all searching, retrieving, viewing and playback of messages. The system can support all advanced playback and search features from one version of browser-based software without requiring the use of thick client software.		
SerA-58	User password resets are automatic, requiring no intervention by in house support staff		

	Search Architecture	Y/N	Comments
Search-1	The system can be cross browser supported for Mozilla FireFox, Google Chrome Edge and Internet Explorer.		
Search-2	The system can allow for Call, Chat, Screen, Video only or mixed search in one browser-based interface. This allows the user to search for everything or limit by communication type. This is a crucial feature for NG9-1-1 and can be supported and demonstrated.		
Search-3	The system can support "relevance based" search results like Google and other major search engines.		
Search-4	The system can support showing the results and the amount of time in seconds for the search results to be rendered like Google.		
Search-5	The system can NOT limit search results from the browser interface.		
Search-6	The system can return results to the browser window and allow for unlimited scrolling. Example: 2 million results in .67 seconds with unlimited scrolling.		
Search-7	Searches can be able to be performed by any data element including but not limited to the ANI ALL data collected		
Search-8	The system can support all content types to be displayed in the timeline reconstructor. This allows for full scenario reconstruction. Voice, Video, Text can be supported with an unlimited amount of time and channels.		
Search-9	The system can support full text searching on all NG911 content, Chat and attachments. Full text search can be ranked according to relevance. The full text search results can be highlighted in the message such that the user can easily see which terms matched the search criteria.		
Search-10	The system can support search operators for powerful searching. If a telephone extension is typed in, then all the voice recordings will be retrieved for that extension. If a user name or personnel number is typed in, then all the communications for that user can be displayed.		
Search-11	Search operators allow for ease of retrieval and are powerful data mining tools. Systems not supporting search operators may not be considered.		
Search-12	Search operators for time can also be supported. Thus if Today, Yesterday, Last Week, This Week etc. is selected, then the corresponding communications for that time period are pulled up.		
Search-13	Saved searches can be supported. Thus if a complex search is written the end user can save the search and run it multiple times without having to recreate the search again. Searches are saved by the individual user login and available from any where the users logs in at.		
Search-14	The system shall not require any dedicated workstation(s) for searching, displaying or playing back communications. A user can be able to use the standard PC at their desk to perform these functions.		
Search-15	The system can be capable of capturing any form fields from any Windows desktop application in the PSAP and make those fields searchable and reportable in the recorder database. Any system that does not support this capability may not be considered.		
Search-16	Search results can be displayed based on user preference. Users can be able to do column resizing, column reordering, unlimited column sorting and have column display preferences.		
Search-17	The user can be able to set their page size limit for search results.		
Search-18	Users can be able to set their preferences for column sorting once and have the sorting persist. Manual column sorting can also be supported so that a user can click on any column and perform an instant sort. These preferences are saved and available from anywhere the user logs in from.		
Search-19	Administrators of the system can have the option of setting the default view for all users. This allows for streamlined access and training for viewing results. Users will be able to set their own preferences after they access the system.		
Search-20	Search results can allow for filtering by allowing the user to right-click a field in the search results grid and filter out records that contain (or do not contain) data that differs from the contents of that field.		
Search-21	Filtering can be supported on field in any column that is visible in the search results grid.		
Search-22	Filtering can be supported to "Filter To" or "Filter Out" functionality. This allows the user to zero in quickly on their results and find exactly what they are looking for.		
Search-23	Unlimited filtering can be supported as well. This allows the user to pin point results quickly. Thus the user can filter on time/date, then filter out all email communication, and then filter to a single user all in one search result. Systems not support this functionality may not be considered.		
Search-24	Voice playback can be supported without requiring any ActiveX plug-ins other than those that are supplied as part of the operating system.		
Search-25	Voice playback can support simultaneous multi-channel playback with the option to ignore or play audio silent periods between recordings. This can be displayed in a graphical format.		
Search-26	Scenario Reconstruction of recordings on different channels can be supported with the option to mix unlimited channels as well as the option to mute some or all of the channels selected. Systems not supporting Scenario Reconstruction may not be considered.		

Search-27	Sequential replay of multiple recordings can be supported. This allows the end user to select a range of messages and play them continuously. This is required for monitoring communications and quality assurance.		
Search-28	The playback can contain an interactive waveform display such that the user can click anywhere on the waveform graph and jump to that point in the voice recording.		
Search-29	The waveform display can show silent periods as well as active communication periods. Displaying silent periods helps the user locate periods of interest in the recording more quickly.		
Search-30	Annotations of audio sections can be supported within the browser application. Annotations allow users to mark points within the call so other users can listen to the relevant portions of the call. No external or third party software can be utilized for this functionality.		
Search-31	The user can be able to redact (i.e. render silent) a section of the audio being played back within the browser application. No external or third party software can be utilized for this functionality.		
Search-32	Annotations and redactions can be supported without altering the original voice file.		
Search-33	The waveform display can display the time along the top of the graph so the end user knows exactly at what time events occurred.		
Search-34	The system can support Instant Recall from the browser. Instant recall can be able to be locked down to the last X minutes of calls from positions that the user is authorized to see.		
Search-35	Instant recall can auto-refresh. Systems not supporting the auto-refresh feature may not be considered.		
Search-36	The default entry page into the system can be configurable such that the dispatchers automatically come to a configured instant recall page when they open the browser application.		
Search-37	Chat can be full-text searchable, including any attachments.		
Search-38	The search results of the full-text search can highlight matching terms within the message viewer so the user can easily see which terms matched the search criteria.		
Search-39	The message viewer can show friendly icons for attachments so the users know if it is a PDF or Word document attached to an email.		
Search-40	Attachments can be full-text searchable, and the user can be able to include or exclude searching of attachments when defining the search.		
Search-41	The full-text search engine can support relevance-based search results as well as synonyms, free text, inflection and weighted searching.		
Search-42	Chat display can highlight the text from different persons in different colors so that it is easy for the user to distinguish who is talking.		
Search-43	The system can support the printing, exporting and emailing of messages directly from the results grid.		
Search-44	The system can support export to spreadsheet from the grid. The export to spreadsheet function can be capable of showing additional and selectable metadata associated with the messages selected.		
Search-45	The system can support book marking of messages into bookmark folders.		
Search-46	The system can support locking / unlocking messages for litigation hold purposes as an administrative function.		
Search-47	The system can support tagging of messages. Tags can be preset for alpha-numeric, integers, date/time etc.		
Search-48	Tags can be searchable throughout the system.		
Search-49	The system can support the downloading of messages to a network or local computer location by authorized users.		

	Quality Assessment	Y/N	Comments
QA-1	The system can support Quality Assessment creation from the browser software. This software can be the same browser software used for all other end user functions. Systems requiring separate or external software to create Quality Assessment forms may not be considered.		
QA-2	Quality Assessments can support unlimited user definable Metrics and Questions.		
QA-3	Each question shall be configurable to be weighted, and to be defined as either Yes/No, Yes/No/NA or multiple choice.		
QA-4	Each question can be assigned to specific Metrics based on user needs. For example, "Dispatch Knowledge" could be one broad Metric with multiple questions assigned to it.		
QA-5	Quality Assessment forms can be exportable so that they can be shared and reused with ease.		
QA-6	The system can allow for Quality Assessments to be taken for all message types (NG911 Content, Chat, Voice)		
QA-7	Quality Assessments can be performed from within the main browser application. Systems requiring a separate application may not be considered.		
QA-8	Playback controls can be visible when a Quality Assessment is performed on a voice call. This allows the user to control playback while assessing the call.		
QA-9	Quality Assessments can be searchable from the main browser search interface. Systems using a separate interface may not be considered.		
QA-10	Quality Assessments can be printable with a signature line for call taker or dispatcher and supervisor or manager sign-off.		
QA-11	Quality Assessments can be signed off electronically from within the system by the call taker or dispatcher and supervisor or manager sign-off.		
QA-12	Quality Assessments can have the ability to be scored while viewing listening to a call.		
QA-13	Quality Assessments can support cumulative mass-based scoring. This allows questions to have varying importance within the assessment.		
QA-14	Quality Assessment questions can support: multiple choice (0-100% correct), Yes/No, Yes/No/NA as well as negate the entire assessment.		
QA-15	Quality Assessment form creation can be web based and part of the main application interface. Form creation does NOT require a thick client or a software plug-in.		

	Reporting	Y/N	Comments
Rpt-1	Reporting is a standard feature of the proposed system.		
Rpt-2	All communication can be reportable including email, voice and chat.		
Rpt-3	Both Communications and Quality Assessments can be reportable.		
Rpt-4	Reporting can support drill down to the message detail. The messages can be viewable from the reporting module.		
Rpt-5	The reporting module can be web based with no ActiveX or other software plug-ins required for operation.		
Rpt-6	The graphs can support drill down capabilities.		
Rpt-7	Data can be organized so that the CRESA has the option to connect to the data using 3rd party reporting tools like Business Objects and Crystal Reports.		
Rpt-8	The reporting module can support filtering on communication direction (inbound, outbound, workstation/position), Communication Type (Calls, chats, NG911 Content, screen captures), Individual users (or all users) and timeframe (any range of time, hours to years)		
Rpt-9	The reporting module can support filtering on assessment (all instances of that assessment), Assessor (assessment taker), Subject (an assessed person), Metric (question category like "Citizen Satisfaction") and time frame (any range of time, hours to years)		
Rpt-10	Reporting can support Communication and Assessment reporting.		
Rpt-11	System can report Which employees received the most phone calls this month?		
Rpt-12	System can report How many calls did the agency receive hourly this week?		
Rpt-13	System can report What is Employee A's score on each assessment		
Rpt-14	System can report How does QA Employee B's assess Employee C on average?		
Rpt-15	System can report Who scored the highest on Assessment 1?		
Rpt-16	System can report What is the average "Citizen Satisfaction" per employee		

	Additional Features	Y/N	Comments
Addf-1	The system can support detailed auditing of user access to the system and its resources.		
Addf-2	The auditing can be accessible to the administrators from the same browser front end as the main system. Systems requiring a separate module to view auditing may not be considered.		
Addf-3	Auditing can show the user, event code, source, description, client IP address, client name, URL, date and time.		
Addf-4	Auditing can be filterable by time and user.		
Addf-5	Auditing can support drill down to show the actual message displayed when the event code was "Message Access".		
Addf-6	The system can support 100% content search on all voice communications, including both the metadata and the audio contents of the communications.		
Addf-7	The system can allow for all users to search on any word or phrase within the voice recordings.		
Addf-8	The speech analytics engine can be an integral part of the recording system.		
Addf-9	The speech results can be highlighted within the call allowing the end user to click and go directly to that point in the voice call.		
Addf-10	The speech results can identify which party of the call said the term searched for. Thus the result can show if the "Dispatcher" said the phrase searched for or the "Caller" said it. This can show up in the summary on the message display page.		
Addf-11	Embedded Speech Analytics is of interest for the RFP and can be quoted.		
Addf-12	The system can include mapping functionality.		
Addf-13	The system can be able to display on the map the call(s) selected by the user.		
Addf-14	The system can search based on polygon drawn on the map, with date/time limits. For example the user can set the begin and end date in a form then draw a circle in an area on the map and the results would be all calls that came in from that area during that date and time.		
Addf-15	Mapping shall not require licensing fees to be paid to any 3 rd party GIS/mapping software provider.		
Addf-16	Describe licensing options and costs for number of channel simultaneous playback		
Addf-17	Describe licensing options and costs for search, replay and reporting		
Addf-18	Describe licensing options and costs for instant recall for workstations		
Addf-19	Describe licensing options and costs for live monitoring		
Addf-20	Allow the conversion of analog channels and digital channels on a one-for-one basis to support VoIP and other digital mediums.		
Addf-21	Retrieve directly from hard drive(s) without having to use DAT, DVD or some other type of device.		
Addf-22	Continuous operation via a fault-tolerant system with built-in redundancy, including dual hot-swappable hard disks, power supplies, NICs and fans with COTS (Consumer Off the Shelf) equipment.		
Addf-23	Easily and quickly enter the date, time and search parameters, using the keyboard or mouse. This includes using either the keyboard or mouse to select, search, retrieve and listen to several channels simultaneously.		
Addf-24	Isolate channels and time frames that are not consecutive and create one industry standard .wav file upon playback without user intervention that can be e-mailed, using right click mouse functionality, or otherwise be distributed at the user's discretion.		
Addf-25	Install the system within 45 days of order.		
Addf-26	Provide on-site technical support within four hours, 24 hours per day, seven days per week, 365 days per year.		
Addf-27	Store data without degradation or audio loss, as well as ensure no degradation or audio loss upon retrieval and playback.		
Addf-28	Set recording triggers for independent channels and different triggers for different channels to ensure that all sounds are captured at the beginning and end of recording.		
Addf-29	Retrieve calls using ANI/ALI look-up.		
Addf-30	Provide actual time recording that allows the ability to reconstruct silence for playback and recording.		
Addf-31	Provide the ability to eliminate silence for playback and recording.		
Addf-32	Provide spoken time feature at the beginning of the call(s) which is in local time.		
Addf-33	System monitoring by the manufacturer or network operations center 24 hours a day, seven days a week, 365 days per year, with notification within 30 minutes of an alarm or error.		
Addf-34	Guarantee service parts availability for seven years.		
Addf-35	Provide factory authorized and trained technicians.		
Addf-36	Provide hands-on and classroom training for users and administrators taught by a company instructor.		
Addf-37	Provide five user references with similar size systems.		
Addf-38	The selected vendor shall provide hard copy and CD versions of user and technical manuals.		
Addf-39	Select and unselect channels while listening to recordings in playback and live monitor mode without interrupting playback or monitor.		

AddlF-40	Adjust playback speed slower or faster.		
AddlF-41	Reposition and start listening to a recording at any time by moving the cursor to another point in the recording.		
AddlF-42	Provide a call list display that includes the call time, date, duration, recording channel, dialed digits, calling party telephone number and any notes attached to the record. Provide a multi-channel playback screen that allows the user to view channel activity in graphic blocks and see periods of activity and silence, as well as conversation length.		
AddlF-43	Automatically adjust the system for daylight savings time and end of the calendar year roll over.		
AddlF-44	System can generate customized caller surveys, using randomized calls within the previous month.		

	NG911 Requirements	Y/N	Comments
NG911-1	The Logging Service shall implement all functionality and interfaces specified in the current version of NENA i3 Standard.		
NG911-2	The Logging Service shall support logging of all significant events that occur within the PSAP, and any required additional data associated with them.		
NG911-3	The Logging Service shall provide a Web Service interface to allow other Elements to log significant events, as defined in NENA i3 Standard.		
NG911-4	The Logging Service shall support logging of all media that terminates in, or originates from, the PSAP.		
NG911-5	The Logging Service shall acquire live media as a silent participant in a live SIP session via the "siprec" protocol as defined in current IETF specifications.		
NG911-6	The Logging Service shall provide a Web Service interface to allow other Elements to log metadata, as defined in NENA i3 Standard.		
NG911-7	The Logging Service shall provide a Web Service interface to allow other elements to retrieve significant events, references to Media, and metadata, as defined in NENA i3 Standard.		
NG911-8	The Logging Service shall support playback/reproduction of media via RFC 2326 (RSTP), as defined in NENA i3 Standard.		
NG911-9	The Logging Service shall support audio mixing (combining of multiple audio streams into a single stream for playback).		
NG911-10	The Logging Service shall support playback of multiple video streams simultaneously.		
NG911-11	The Logging Service shall support a seek function for audio and video media.		
NG911-12	The Logging Service shall support simultaneous display and/or playback of logged data such that the original timing of the logged data is reproduced in the original sequence, and shall support seeking within this reconstructed data set.		
NG911-13	The Logging Service shall respond to an invalid seek request by seeking to the nearest valid point within the media or reconstructed data set.		
NG911-14	The Logging Service shall support retrieval of logged data for purposes of conducting evaluations and assessments of PSAP personnel performance, i.e. quality assurance and quality monitoring activities.		
NG911-15	The Logging Service shall support retrieval of large amounts of logged data for purposes of producing external copies. Examples would be copies produced in response to a subpoena, request from a Prosecutor, or media request.		
NG911-16	The Logging Service shall support acquisition of radio data via the Radio Interface defined in the Server Architecture section.		
NG911-17	The Logging Service shall support acquisition of audio from administrative phones via the standard interface (See NENA i3 Standard).		
NG911-18	The Logging Service MAY support acquisition of audio from administrative phones via other methods.		
NG911-19	The Logging Service shall support acquisition of textual administrative communications via the standard interface (See NENA i3 Standard).		
NG911-20	The Logging Service MAY support acquisition of textual administrative content (chat/IM, http interactions, etc.) via any desired method.		
NG911-21	The Logging Service shall support acquisition of display data (e.g. screen capture) via the standard interface (See NENA i3 Standard).		
NG911-22	The Logging Service MAY support acquisition of display data (e.g. screen capture) via other methods.		
NG911-23	The Logging Service shall support single sign-on.		
NG911-24	The Logging Service shall support LDAP (Light Directory Application Protocol).		
NG911-25	The Logging Service shall support applicable security, authentication and authorization as defined in Server Architecture section.		
NG911-26	The Logging Service shall support a "virtual logger" architecture, i.e. where a Logging Service can be shared by multiple agencies, but each agency has access to only its own data and configuration.		
NG911-27	The Logging Service may support parameterized queries of logged data.		
NG911-28	The Logging Service MAY support moving logged data to a long term storage repository		
NG911-29	If long term storage is supported, the Web Service can always report the correct current location of the data.		
NG911-30	The Logging Service shall support fault tolerant data storage such that failure of a single disk device will not result in loss of data.		
NG911-31	The Logging Service shall provide and support a fault-tolerant architecture that allows failover to another Logging Service in the event the primary Logging Service becomes unavailable.		
NG911-32	The Logging Service shall provide alarms by sending SNMP Trap messages.		
NG911-33	The Logging Service shall keep an "audit trail" of all configuration changes and all attempts to access logged data (successful and unsuccessful).		
NG911-34	This audit trail shall contain the type of access or change, the parameter or data accessed, the username, and the date/time of the access or change. The audit trail data constitutes a "chain of custody" record for the referenced data or configuration parameters.		
NG911-35	The Logging Service shall support retention policies for logged data that deletes "expired" data as required by local business rules.		

NG911-36	These retention policies can be capable of operating in the "virtual logger" architecture described above.		
NG911-37	The Logging Service shall support "protect from deletion" functionality that allows the user to mark certain logged data to NOT be deleting when its retention period has expired.		
NG911-38	The Logging Service shall support a "rules and alerts" mechanism. (A rule is a set of user-defined conditions, for example, media that contains certain words or phrases. An alert is notification of a user that the rule has been satisfied).		
NG911-39	The Logging Service shall support synchronization in accordance with RFC 1305, [1].		

	Instand Recall Recorder	Y/N	Comments
IRR-1	The IRR shall support logging of all media that terminates in, or originates from, the PSAP.		
IRR-2	The IRR shall support an interface that allows the user to query and retrieve a list of recordings for a pre-configured time period (up to n minutes/hours ago).		
IRR-3	This pre-configured time period shall be configurable per user or per position, based on local policy and user access rights.		
IRR-4	The IRR shall support an interface that allows an administrator to configure a per-user or per-position list of destination devices, radio channels and/or talkgroups to be included in the list when query results are returned. Recordings from devices, channels or talkgroups that are not in this configuration list will not be selected for return to that user.		
IRR-5	The IRR shall support the capability to seek backwards and forwards within audio or video during replay.		
IRR-6	The IRR shall support pause and play control for audio and video replay.		
IRR-7	The IRR shall support replay of multiple audio recordings simultaneously (i.e. phone call and one or more radio channels or talkgroups),		
IRR-8	The IRR shall support mute/unmute of individual audio streams during playback.		
IRR-9	The IRR shall support replay of multiple video recordings simultaneously.		
IRR-10	The IRR shall support recall of all messages within a textual conversation, and the capability to return all of them to the user.		
IRR-11	The IRR shall support retrieval of audio, picture and video data received as part of a multimedia message (i.e. one with text and audio, picture, or video), along with the textual content of the message.		
IRR-12	The IRR shall support the capability to jump to the beginning of the previous message (or audio or video recording).		
IRR-13	The IRR shall support the capability to jump to the beginning of the next message (or audio or video recording).		
IRR-14	The IRR shall handle attempts to seek to an invalid point (prior to, or beyond available data) by notifying the user of the invalid attempt, and by seeking to the closest valid point within the data.		
IRR-15	The IRR shall support authentication and authorization in compliance with the Server Architecture section for access to all recall, replay, or transfer capabilities.		
IRR-16	The IRR shall support the capability to perform authorization for all interface functions in accordance with local policy.		
IRR-17	The IRR shall support replay, recall, and transfer of recorded data to multiple users or external systems such that each user or external system can utilize these functions without affecting or being affected by concurrent use of these functions by another user or system.		
IRR-18	The IRR supports a loop function for audio and video replay.		

	Technical Specifications	Y/N	Comments
RoIP-1	The system shall support the Motorola MCC 7500 Application Programming Interface for the purpose of recording available talkgroups and conventional channels.		
RoIP-2	The system shall support the MCC 7500 API for Motorola Astro version 7.6 and later.		
RoIP-3	The system shall have completed Validation Testing in Motorola's lab, and respondent shall provide the Motorola certificate to verify that tests were completed.		
RoIP-4	The system shall support configuring all available talkgroups, and a subset of those talkgroups for the purpose of recording them via the MCC 7500 API.		
RoIP-5	The system shall support defining and displaying an optional user-defined name per talkgroup that is different from the name assigned in the radio system.		
RoIP-6	The system shall support designating specific talkgroups as "high priority" so that traffic from those talkgroups will be given priority for delivery over the network when available bandwidth is severely limited.		
RoIP-7	The system shall support recording encrypted channels through the MCC 7500 API, and designating which channels should be decrypted by the Voice Processing Module.		
RoIP-8	The system shall provide an MCC 7500 API capable proxy application that will run on a Motorola Archiving Information Server.		
RoIP-9	The proxy described above shall encrypt sensitive information, including, but not limited to, usernames and passwords with FIPS-approved algorithms, and shall store all such information in that encrypted form.		
RoIP-10	The proxy shall support registering for, and decoding of, all vocoders supported by the Logging functions of the MCC 7500 API.		
RoIP-11	The proxy shall support all MCC 7500 API functions designed to support Logging Recorders.		
RoIP-12	The proxy shall support extensive logging of messages sent and received through the MCC 7500 API for troubleshooting purposes.		
RoIP-13	Critical or serious errors encountered by the proxy during initialization or operation shall be written to a proxy-specific Windows Application event log on the AIS PC.		
RoIP-14	The system can support sending audio to multiple recorders from one AIS/ VPM. System not supporting this feature may not be considered.		
RoIP-15	The system can track and playback personnel location tracking information from Astro radio system the recorder's map either stand alone replay or as part of scenario reproduction.		

	Manufacturer Requirements	Y/N	Comments
Manf-1	The manufacturer can not sunset their platform for a minimum of 10 years and provide this in writing as part of the RFP response.		
Manf-2	The manufacturer can provide a uniform data model so all data (recordings) are backward compatible regardless of the version of software. Systems that have been discontinued can be compatible with the current manufacturer offering.		
Manf-3	Systems can provide data backward compatibility.		
Manf-4	The recording platform can support all capture types on integrated system. This means RoIP for MCC7500, ISSI, Harris VNIC, Active VoIP, Passive VoIP, Analog, Digital, Camera Capture can be able to run on one server instance.		
Manf-5	All network based capture can support virtualization.		
Manf-6	The manufacture can be U.S based.		