



September 24, 2020

County of Newberry

Purchasing Department

Request for Proposal # 2021-20

Newberry County E911 Recording and Logging System

Proposals are due October 20, 2021 no later than 3:00 PM, Local Time

PLEASE NOTE THE VENDOR IS ULTIMATELY RESPONSIBLE FOR VERIFYING THEY HAVE RECEIVED ANY/ALL ADDENDA PRIOR TO THE PROPOSAL OPENING

<p>NEWBERRY COUNTY, SOUTH CAROLINA</p>	<div data-bbox="981 280 1204 515" data-label="Image"> </div> <p>Mail to: Newberry County Purchasing Attn: Crystal Waldrop, CPPB Post Office Box 156 Newberry, SC 29108</p> <p>Hand Carry to: Newberry County Courthouse Annex Conference Room Attn: Crystal Waldrop, CPPB 1309 College Street Newberry, SC 29108</p>
<p>REQUEST FOR PROPOSAL PROPOSAL NUMBER: 2021-20 Newberry County E911 Recording/Logging System September 24, 2020</p>	
<p>Proposals will be accepted until 3:00 PM, Wednesday, October 20, 2021</p>	<p>TELEPHONE NO. (803) 321-1420</p>

VENDOR NAME: _____

VENDOR ADDRESS: _____

CITY-STATE-ZIP: _____

TELEPHONE NO. () _____ Email Address: _____

FEDERAL ID NO. _____

I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this proposal and verify that I am authorized to sign this proposal for the proposer. I further stat that the company affiliated with this proposal currently complies with all applicable federal and state laws and directives relative to non-discriminatory practices in employment.

SIGNATURE

PRINTED NAME/TITLE

DATE

BACKGROUND/INTENT:

Newberry County is requesting proposals from qualified vendors to install a new recording system for the E911 services. The County has recently updated the PSAP, located at 540 Wilson Road, Newberry, with a new Viper 7 System. This solicitation is to procure a new recording system. The primary location has six phone positions and five Analog CAMA trunks but plans to update to the State of SC ESINet. There are thirty-six Analog radio and administration lines that will need to be recorded at the primary, as well as a digital port for IP recording. The Backup site is located at 3239 Louis Rich Road, Newberry, the Newberry County Detention Center. This location has also been updated and in need of a secondary recorder. This location has three phone positions, three current Analog 911 CAMA trunks. The backup site will also plan to connect to the State of SC ESINet. The backup has a laptop with VPN and will need to be recorded, five analog administration lines and a digital port for IP recording. Both recorders will be accessible at either location to pull the recordings.

The procurement is anticipated to be for all hardware, software, interfaces, training, documentation, data conversion, maintenance, support, and services needed to meet the requirements set forth in this request for proposal.

RESPONSE REQUIREMENTS:

The proposal shall include the company resume, including similar projects, with at least five references. General requirements shall include schedule, warranty, specifications, and payment terms.

The proposal shall include the Quote Compliance Matrix (attached) and any system operating features that may be helpful in the evaluation process. Maintenance charges for subsequent years shall be included in the cost proposal.

The proposal shall describe the new system operating features in adequate detail, along with any exceptions to the Quote Compliance Matrix.

It is intended that the new system shall be installed and operational within sixty (60) days of award.

The tentative schedule is as follows:

Non-Mandatory Pre-proposal Meeting:	October 8, 2021 @ 11:00 a.m.
Location will be at the Newberry County Sheriff's Office, 550 Wilson Road, Newberry	
Deadline for Questions:	October 12, 2021 by 5:00 p.m.
Submittal Deadline:	October 20, 2021 @ 3:00 p.m.
County Council Award:	November 3, 2021

Insurance Requirements:

The awarded vendor for this contract shall provide the County with proof of the following insurance:

- General liability with not less than \$1,000,000.00 of coverage
- Worker's compensation insurance
- Newberry County must be listed as an additional insured on the general liability coverage

Evaluation Criteria:

Responses will be ranked on delivery time, installation, response time to technical issues, functionality, training, and costs. The most responsive, responsible proposer who best fits the needs of the scope of work in this solicitation will be selected.

OWNER'S RIGHTS: Newberry County reserves the right to accept or reject any, all or any part of proposals received as a result of this request, to make multiple awards, waive any informalities or to cancel in part or in its entirety this request, if it is in the best interest to do so. Newberry County will be the sole judge as to whether proposals meet all requirements. This solicitation does not commit Newberry County to award a contract, to pay any cost incurred in the preparation of proposals, or to procure or contract for goods or services.

DEADLINE TO SUBMIT: One (1) original and two (2) copies must be received by **3:00 p.m. Wednesday, October 20, 2021.**

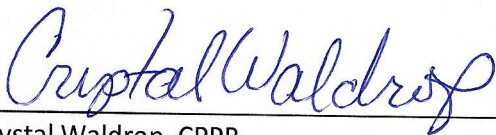
Hand Delivered:

Newberry County
Courthouse Annex
Conference Room
1309 College Street
Newberry, SC 29108

Mailed:

Newberry County
Attn: Crystal Waldrop, CPPB
Post Office Box 156
Newberry SC 29108

QUESTIONS MUST BE RECEIVED IN WRITING BY: Tuesday, October 12, 2021 by 5:00 p.m. to Crystal Waldrop via email to cwaldrop@newberrycounty.net. All questions shall be addressed in an addendum and placed on the County website at www.newberrycounty.net/departments/purchasing. It is the sole responsibility of the responder to obtain the addenda from the County website.



Crystal Waldrop, CPPB
Purchasing Director
Newberry County

Newberry County Request for Proposal Compliance Matrix

<u>Recording System Requirements:</u>	<u>Comply/Not Comply/Exception</u>	<u>Explanation/Notes (required for Not Comply or Exception)</u>
1. Recording Capabilities:		
a. The proposed recording system shall provide automatic capture and archival of audio for the Primary Site including:		
<ul style="list-style-type: none"> • 6 Intrado Viper phone consoles • 5 Analog CAMA E911 phone trunks • 36 Analog radios and admin lines • Digital Port for IP recording 		
b. The proposed recording system shall provide automatic capture and archival of audio for the Backup Site including:		
<ul style="list-style-type: none"> • 3 Intrado Viper phone consoles • 3 Analog CAMA E911 phone trunks • 1 Intrado Viper laptop connected through Intrado VPN • Digital Port for IP recording • 5 analog admin lines 		
c. The proposed recording system shall provide automatic capture, processing, and capability to search using call metadata for recordings at the Primary and Backup sites including:		
<ul style="list-style-type: none"> • ANI/ALI information • GPS Location information • CallerID • DTMF / Dialed Number • Intrado user 		
d. The proposed recording system shall provide automatic capture, processing, and archival of Real-Time Text (RTT) and SMS to 911 messaging. SMS to 911 messages should be capable of playback in a real time format.		

e. The proposed recording system shall provide automatic capture and archival of voice and SMS communications provided through a future Comtech NG911 ESInet network.		
f. The proposed recording system shall provide automatic retrieval of location information for wireless 911 calls from the RapidSOS Data Warehouse.		
2. Storage and Archiving Capabilities:		
a. The proposed recording system shall be capable of storing all audio, SMS, and metadata records for a period of at least 3 years.		
b. The proposed recording system shall store all records on an internal hardware RAID 1 array.		
c. The proposed primary site recording server(s) shall duplicate all audio, SMS, and metadata records to the backup site server(s).		
d. The proposed backup site recording server(s) shall duplicate all audio, SMS, and metadata records to the primary site server(s).		
3. Search, Playback, and Export Capabilities:		
a. The proposed recording system shall permit recordings originating from either location to be accessed from a single interface.		
b. The proposed recording system shall support access through any HTML5 compliant web browser without requiring additional software installation or plugins.		
c. The proposed recording system shall support playback with running elapsed time and recorded time indicators, display information via a user-friendly graphical timeline view.		

d. The proposed recording system shall permit playback of multiple recordings from multiple audio sources simultaneously in mixed real-time format and in sequential format.		
e. The proposed recording system shall support export of audio recordings in .wav and .mp3 format.		
f. The proposed recording system shall permit export of multiple recordings from multiple audio sources in mixed real-time format and in sequential format.		
g. The proposed recording system shall include an Incident Management feature.		
h. The Incident Management feature shall include the capability to export an incident containing multiple records as a single file for evidentiary storage.		
i. The Incident Management feature shall include the capability to import an incident to a standalone Windows PC without requiring network access.		
j. The Incident Management feature shall have an interface for importing and saving photos, videos and documents for correlation at various time points within specific recordings as additional types of evidence.		
k. The proposed recording system shall permit text searches on any captured metadata type.		
l. The proposed recording system shall permit stacking of multiple search filters.		
m. The proposed recording system shall permit user profile specific saved searches.		

n. The proposed recording system shall provide display of GPS location information and RapidSOS location information for searched recordings on a map.		
o. The proposed recording system shall provide the capability to search for recordings containing GPS location information and RapidSOS location information by drawing a region on a map.		
p. The proposed recording system shall allow search and playback from an unlimited number of remote workstations, and concurrent access from 8 workstations at each location simultaneously.		
q. The proposed recording system shall allow for spoken time announcements to be associated and exportable with specific recordings.		
r. The proposed recording system shall include instant recall and live monitoring within the browser-based interface.		
s. The proposed recording system shall include embedded redaction of audio recordings, including the ability to add silence over specific portions of the audio recordings while protecting the integrity and authenticity of original recordings. Redacted files must be saved as copies of originals. The redacted copy of the audio recordings shall be saved within the application and be exportable for playback.		
4. System Security and Diagnostics		
a. The proposed recording system shall support encryption of all data to and from the server from the playback application.		
b. The proposed recording system shall support logins using Windows Active Directory credentials.		

c. The proposed recording system shall have user alarms that are configurable by the software including notification by visual, audible, Simple Network Management Protocol (SNMP) and email in the event of any failure or disruption of the operation, recording, or archiving processes.		
d. The proposed recording system shall provide an audit log that tracks and presents information about alerts, errors and activity of all users within the system. This information must be viewable in the browser-based interface.		
e. The proposed recording system shall provide a channel inactivity alert, which will notify the user if a channel is inactive (not reporting audio) for a user-defined period of time.		
5. Required Components:		
a. The recording system must be a purpose-built public safety grade mission-critical recording system that utilizes a Linux operating system for stability and security.		
b. At a minimum, the proposed recording system shall include the hardware, software, and licensing components listed in the following chart. Any additional hardware, software, and licensing components required to meet specifications in the Recording System Requirements above shall also be included.		

Primary Site Recorder		
Quantity	Part Number	Description
1	NexLog740DX	NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 x1TB fixed-Mount HDDs (RAID 1), 1 Blu-ray Multi-Drive, 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web- based configuration manager, audio controls & amplified speaker on front panel, dual hot- swap 120-240VAC 50/60Hz power supplies and first year hardware warranty. Requires ongoing Eventide DX Software Update Subscription (DXSUS) for access to critical DX-Series Software & Security Updates.
1	DX701	Integrated 7" Color LCD Touch Screen Display for NexLog 740 DX-Series
1	DX730	Standard NexLog 740 DX-Series Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media)
1	108109	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740DX)
1	DX705	Upgrade NexLog 740 DX-Series (at time of order) 2x2TB Hot Swap RAID1=2TB storage
1	DXANA24	24-Channel Analog PCIe (PCI Express) Card, 24 Ch. Licenses
1	DXANA8	8-Channel Analog PCIe (PCI Express) Card, 8 Ch. Licenses
2	109033-003	Quick Install Kit (9 ft. Cable + "66" Block):
1	271052	Internal IP Recorder with First 8 G.711 Channels
1	271035	Additional Internal IP G.711 8-Channel license pack
1	DX754	Dual Port 100/1000 PCIe (PCI Express) Network Card
1	271139	Eventide Interface license (audio) for West VIPER 911 IP/SPAN Recording
1	271171	SMS Recording Enabler for IP channels for West VIPER
1	209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only
1	271098	Geo Search/View (Requires Lat/Lon, MW PLUS, Google Maps)
1	271176	RapidSOS Integration for wireless 9-1-1 caller location display
1	DX905	Intrado VIPER Enhanced CDR Integration
1	271083	8 pack MediaWorks DX (web) concurrent license
1	271111	Eventide MP3 option for MediaWorks DX
1	271014	Central Archive License
Backup Site Recorder		
Quantity	Part Number	Description
1	NexLog740DX	NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 x1TB fixed-Mount HDDs (RAID 1), 1 Blu-ray Multi-Drive, 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web- based configuration manager, audio controls & amplified speaker on front panel, dual hot- swap 120-240VAC 50/60Hz power supplies and first year hardware warranty. Requires ongoing Eventide DX Software Update Subscription (DXSUS) for access to critical DX-Series Software & Security Updates.
1	DX701	Integrated 7" Color LCD Touch Screen Display for NexLog 740 DX-Series
1	DX730	Standard NexLog 740 DX-Series Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media)
1	108109	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740DX)

1	DX705	Upgrade NexLog 740 DX-Series (at time of order) 2x2TB Hot Swap RAID1=2TB storage
1	DXANA16	16-Channel Analog PCIe (PCI Express) Card, 16 Ch. Licenses
1	109033-003	Quick Install Kit (9 ft. Cable + "66" Block):
1	271052	Internal IP Recorder with First 8 G.711 Channels
1	271035	Additional Internal IP G.711 8-Channel license pack
1	DX754	Dual Port 100/1000 PCIe (PCI Express) Network Card
1	271139	Eventide Interface license (audio) for West VIPER 911 IP/SPAN Recording
1	271171	SMS Recording Enabler for IP channels for West VIPER
1	209029	911 NENA ANI/ALI CAD Spill Integration
1	271098	Geo Search/View
1	271176	RapidSOS Integration for wireless 9-1-1 caller location display
1	DX905	Intrado VIPER Enhanced CDR Integration
1	271083	8 pack MediaWorks DX (web) concurrent license
1	271109	Eventide SSL Enabler option
1	271014	Central Archive License

<u>Recording System Requirements (cont'd):</u>	<u>Comply/Not Comply/Exception</u>	<u>Explanation/Notes (required for Not Comply or Exception)</u>
6. Services:		
a. Installation and 24/7 remote and onsite support of the recording system shall be performed by Eventide certified personnel. Installation personnel must also have current CJIS Level 4 certification.		
b. At the time of submittal or sale, the proposer must be designated as a Top Tier Eventide Dealer (with written proof from Eventide of the designation)		
c. At the time of submittal or sale, proposer must employ full time a minimum of one Eventide certified technician based in South Carolina and at least 10 total full time Eventide certified technicians solely dedicated and focused on supporting mission-critical recording solutions. . Proposers shall include certification from Eventide of authorization for each full-time employee and information for all personnel providing services, including name, title, years of service with your company, and state of residence.		

7. References:		
a. Provide a minimum of 10 reference agencies that are utilizing an Eventide solution serviced by the proposer. The reference agency must have been a customer for a minimum 2 years, and be located in North or South Carolina. Include agency name, contact information including name, email and phone number.		
8. Pricing:		
a. The proposer shall include pricing for:		
<ul style="list-style-type: none"> • Delivery of recording equipment and installation materials to the PSAP locations • On site installation, configuration, and testing of recording equipment to meet specified requirements • All associated travel and per-diem 		
b. The proposer shall include pricing for services, maintenance and support for the first year, including:		
<ul style="list-style-type: none"> • First year 24x7 warranty (including parts and labor), monitoring, remote and onsite services • Software updates during the first year • Unlimited user training during the first year 		
c. The proposer shall include pricing for services, maintenance and support for years 2 through 5, including:		
<ul style="list-style-type: none"> • Ongoing 24x7 warranty (including parts and labor), monitoring, remote and onsite services • Ongoing software updates • Ongoing unlimited user training 		