



864 Broad Street - 4<sup>th</sup> Floor  
Augusta, Georgia 30901 - 1215  
(706) 826-1000

**JIMMY ATKINS**  
*President*

**DANA T. BEDDEN, Ed.D.**  
*Superintendent*

**C. GENE SPIRES, CPA**  
*Controller*

TO: DEALERS IN CALL RECORDING SYSTEMS

FROM: COUNTY BOARD OF EDUCATION OF RICHMOND COUNTY

DATE: MAY 28, 2008

SUBJECT: CALL RECORDING SYSTEM RFP #08-3002

You are invited to submit a formal proposal for a digital call recording system for the Public Safety Department. The recording system must be configured to support 24/7 recording. The scope of this proposal includes installing the digital recording system and training appropriate personnel on its use. System is to be delivered and installed at the Department of Public Safety, 864 Broad Street, 1<sup>st</sup> Floor, Augusta, Georgia 30901. All freight, delivery, installation, and on-site training charges **MUST** be included in the unit cost. Richmond County Board of Education will not accept any over or under shipments.

The company awarded the proposal is expected to have project completed and the system operational and available within eight (8) weeks of the proposal being awarded unless prior approval is given by the Director for Public Safety. **This date is FIRM. If you are unable to meet these criteria, please do not submit a proposal for this order.** Also note further requirements under the following general conditions:

### GENERAL CONDITIONS

- 1) **TIME AND PLACE:** Proposals will be received by the Richmond County Board of Education until **3:00 p.m., Tuesday, June 24, 2008**, at 864 Broad Street, Augusta, Georgia 30901. Late proposals will not be considered.
- 2) **BID FORM:** All bids must be submitted on the provided bid form. All blank spaces for bid prices must be filled in with ink or typewritten and the Bid Form must be fully completed and executed when submitted. Only one copy of the Bid Form is required.
- 3) **SEALED BID REQUIREMENT:** Each bid must be submitted in a sealed envelope addressed to Dr. Dana T. Bedden, Superintendent of Schools, c/o Mr. C. Gene Spires, Controller, Richmond County Board of Education, 864 Broad Street, 4<sup>th</sup> Floor, Augusta, Georgia 30901. Each sealed envelope containing a bid must be plainly marked on the envelope **“CALL RECORDING SYSTEM RFP #08-3002”**, and the sealed envelope containing the bid must be enclosed in another envelope addressed to Dr. Dana T. Bedden, Superintendent of Schools, c/o. Mr. C. Gene Spires, Controller, Richmond County Board of Education, 864 Broad Street, 4<sup>th</sup> Floor, Augusta, Georgia 30901.

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- 4) **MANUFACTURER'S NAME AND MODEL NUMBERS:** The Richmond County Board of Education has preliminarily surveyed the recording device market and has concluded that Mercom Audiolog has the capabilities required. The detailed bid specifications set forth are based on the Mercom Audiolog recorders. This manufacturer and product is listed in the specifications to establish minimum quality and design feature which is acceptable. Unless so specified, similar products of other reputable manufacturers will be acceptable, provided it is determined to the satisfaction of the Richmond County Board of Education. Should manufacturer be other than the particular manufacturer listed herein for proposed use, complete descriptive data indicating how alternate product meets required specifications **must** be submitted with the bid. Also include a copy of the technical specifications for the product.
- 5) **DELIVERY AND FREIGHT REQUIREMENTS:** Bid prices will include installation, delivery and freight charges with delivery being made to Department of Public Safety, Richmond County Board of Education, 864 Broad Street, 1<sup>st</sup> Floor, Augusta, Georgia 30901. The successful vendor will be required upon delivery to the department site to unload, assemble and place equipment in the appropriate room as directed, make any necessary adjustments and clean item. The vendor shall also be responsible for removing and disposing of all packing materials from the department premises. All bills of lading should be clearly marked to notify the Department of Public Safety at (706) 826-1133 twenty-four (24) hours prior to making delivery. Contact person for delivery appointments: Chief Julia Stein.
- 6) **BID REJECTION OR WITHDRAWAL:** The Richmond County Board of Education may waive any informalities or minor technicalities. Any proposal may be withdrawn prior to the scheduled time for the proposal opening or authorized postponement thereof. Any proposal received after time and date specified shall not be considered. Should there be reasons why the contract cannot be awarded within the specified period, the time may be extended by mutual agreement between the Richmond County Board of Education and the proposer.
- 7) **NON-WITHDRAWAL PERIOD:** Bids may not be withdrawn for a period of thirty (30) days from the date of the bid opening.
- 8) **RIGHT TO RE-BID:** The Richmond County Board of Education reserves the right to reject any and all bids. The right is reserved to reject any and all quotations, to omit any items called for or to accept the bid deemed best for the Richmond County Board of Education. The Richmond County Board of Education shall be sole arbiter as to the quality of the product furnished.
- 9) **TIME OF THE ESSENCE: TIME IS OF THE ESSENCE. FAILURE OF THE SUCCESSFUL BIDDER TO COMPLETE THE PROJECT WITHIN THE REQUIRED TIME SHALL CONSTITUTE A MATERIAL BREACH OF THE CONTRACT. IF A BREACH OCCURS, THE VENDOR MAY BE RESPONSIBLE FOR ANY EXPENSES THE SCHOOL SYSTEM INCURS AND MAY BE REMOVED FROM THE BID LIST.**

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- 10) **CERTIFICATION:** The Richmond County Board of Education may make such investigations as it deems necessary to determine the ability of the bidder to perform the work and the bidder shall furnish the Board of Education all such information and data for this purpose as the Board may request. The Richmond County Board of Education reserves the right to reject any bid if the evidence submitted by or investigation of such bidder fails to satisfy the Board of Education that such bidder is properly qualified to carry out the obligations of the agreement and to complete the work. All applicable laws, ordinances, and the rules and regulations of all authorities having jurisdiction over the project shall apply to the contract throughout.
- 11) **WARRANTY:** The successful vendor will provide in writing to the Richmond County Board of Education, marked to the attention of the Director of Public Safety, a warranty to replace or repair at no expense to the Richmond County Board of Education any or all items found to be defective in materials, workmanship, or damaged in shipment for a period of one (1) year from date of acceptance by the Director of Public Safety. This warranty shall include all parts, labor and travel expenses that may be required to honor the warranty of the call recording system. If there is a standard warranty for a period of longer than one (1) year, then it will be provided in lieu of the above. Any defect within this period shall be corrected at no charge to the Richmond County Board of Education.
- 12) **SERVICE WORK:** The successful vendor will be required to provide service to the Call Recording System within four (4) hours. In addition, service calls to the vendor must be acknowledged within one (1) hour with an estimated time of arrival for the repair technician. **VENDORS WHO ARE UNABLE TO MEET THIS REQUIREMENT SHOULD NOT SUBMIT A PROPOSAL.**
- 13) **NOTIFY: CHIEF JULIA STEIN, PUBLIC SAFETY DIRECTOR, (706) 826-1133 TWENTY-FOUR (24) HOURS PRIOR TO START OF WORK.**
- 14) **CONDITIONS ALLOWING REMOVAL FROM BID LIST:** Any of the following conditions may cause removal from the bid list:
- a. Failure to meet warranty requirements.
  - b. Failure to meet time limitations.
  - c. Failure to make timely delivery.
  - d. Attempt to deliver substitutions.
  - f. Failure to comply with the terms of the contract.
  - g. Withdrawal of a bid because of a misquote other than an obvious typing error.
- 15) **BID LIST:** The Richmond County Board of Education maintains a bid list for many categories that are let for bid each year. Please contact Amy Bauman in the Business Office at (706) 826-1298 or [BaumaAm@rcboe.org](mailto:BaumaAm@rcboe.org) if you need additional information concerning the bid list.

**CALL RECORDING SYSTEM  
DEPARTMENT OF PUBLIC SAFETY**

**GENERAL INFORMATION**

**ONE (1) EACH CALL RECORDING SYSTEM**

The item submitted for consideration must be compatible with the 3Com VOIP telephone system. Our current system includes the following:

<b><u>QUANTITY</u></b>	<b><u>ITEM</u></b>
3	3Com VOIP Telephone Sets
1	Standard Analog Channel

**SYSTEM SPECIFICATIONS**

Every item in each section requires a response. Responses of “comply” without an explanation or documentation will be deemed “Unresponsive” and will not be considered as meeting the requirements set forth by this RFP.

Any supporting documentation should be attached at the end of the RFP response and clearly labeled as to which section it supports.

**1**      **VENDOR**

- 1.1 The enhanced 911 recording system supplied under this specification shall be completely operational.
- 1.2 The vendor must make all necessary adjustments to this system, not required by reason of accident, misuse, or casualty, at the vendor’s expense for a period of one year from the date of installation for equipment returned to the vendor’s factory.
- 1.3 The vendor shall provide a toll-free telephone help desk available for the period of one year from the date of installation. Please include the toll free number with your response.
- 1.4 Factory authorized service engineers must be available to respond for on-site service within four hours of dispatch. (24/7)
- 1.5 The vendor must provide an easy-to-read comprehensive operation instruction manual in both electronic and print format.
- 1.6 The vendor must provide factory authorized personnel for on-site training and instruction for all operators covering all equipment supplied under this specification.
- 1.8 The vendor must provide a description of its local service organization including name, address, telephone number, number of years in operation, number of year’s experience working with the proposed system and number of field service personnel in the organization.

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**2      SYSTEM DESIGN**

- 2.1      The vendor shall guarantee that all parts, assemblies and components contained in the recording system are commercial-off-the-shelf (COTS), non-proprietary items manufactured by and available from major computer manufacturers. No vendor manufactured proprietary assemblies such as voice processing cards or front-panel touch screens shall be used. To be responsive to this request the vendor must submit the manufacturer and part number of any voice processing and playback assemblies used.
- 2.2      The recording server must utilize either Microsoft XP or Microsoft 2003 Server as its operating system.
- 2.3      The recording system must be available with mirrored 300 GB hard drives as a minimum for instantaneous playback.
- 2.4      The recording system must be available with integrated dual DVD-RAM (9.4 GB) archive media. The DVD-RAM drives must provide ability to archive in serial, selective or parallel mode.
- 2.5      Each recording server will utilize either the Microsoft MSDE or Microsoft SQL Server database without the use of an external server. Please list database(s) used in the system proposed.
- 2.6      The recording system must be available with standard 400 WATT power supply.
- 2.7      The system shall exclusively utilize commercial-off-the-shelf cards with PCI bus interface. (Systems utilizing older technology such as ISA, EISA, or proprietary interface bus systems will not be considered.)
- 2.8      The system shall be equipped with at least two USB ports for connection to printers, pointing devices, and other USB devices supported by Windows XP/2003 Server.
- 2.9      The system shall have a minimum of two on-board Network Interface ports.
- 2.10     The system must be capable of directly recording proprietary PBX/ACD Digital Telephone protocols without use of any external "couplers" or any "digital to analog converters", mixed in hybrid configurations with analog or VOIP channels.
- 2.11     The system must be capable of uploading to external storage devices such as Network Attached Storage (NAS).
- 2.12     The system must be capable of supporting twisted-pair, Ethernet (thin net, 10BaseT, 100BaseT) or token ring network configurations along with protocol support for: TCP/IP, NetBEUI and Nwlink.

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- 2.13 The digital recording server must include its own playback module. Individual client playback seat licenses shall also be available as part of a System Site License providing an unlimited number of Client PC Installations.
- 2.14 The instant recall playback capability can be configured to allow playback of any installed channel on the recorder. Channel playback will be controlled by the user system access definition, or configured preset channels within the Instant Recall Application. In addition Instant Recall must provide the user the ability to replay a live call from another position.
- 2.15 The recorder system shall provide the capability to "drag and drop" any recorded call in standard .WAV file format onto a standard CD-R/RW or available storage on the users PC or network storage for playback on any multimedia Windows PC without the need of proprietary software. These .WAV files may also be transmitted as email attachments or act as embedded documents.
- 2.16 The recording system will not require any external workstations in order to perform basic operating functions as system maintenance and call records archiving. The recording server will be capable of functioning as a stand alone unit for recording, archiving, searching and playback. No additional workstation will be required.
- 2.17 The system shall offer an optional client software module that can be installed on **Agent** desktop PCs, permitting the **Agent** to Tag the current call on his/her channel with a unique alphanumeric identifier (such as Incident Number, Description of the Call, or other important searchable information). The Desktop Call Tagging Option can be part of a multi-function client desktop application including on-demand record control.
- 2.18 In order to permit cost-effective storage and archiving of recordings, to minimize LAN/WAN bandwidth usage during remote playback and live monitoring, and to provide flexibility for recording various types of audio sources, the system shall support per-channel selection of each of the following recording rates:
  - 2.18.1 G. 723.1 (5.3kbps)
  - 2.18.2 ITU Standard G.729 or G.729a (8 kbps)
  - 2.18.3 ETSI Standard 6.10 GSM (13kbps)
  - 2.18.4 ADPCM (.24kbps)
  - 2.18.5 PCM (64 kbps)
  - 2.18.6 Linear (128kbps)

**3 CONTROL AND OPERATIONS**

- 3.1 The recording system shall be composed of Intel based Servers utilizing a monitor, mouse, keyboard and speakers. A separate PC workstation shall not be required. Any number of remote LAN workstations (Microsoft - Win2000/XP Professional) may be used for playback.
- 3.4 The system must provide on-line help screens on the recorder server.

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- 3.5 The recording server must optionally be able to search by: channel number, name of channel, name of user, time, date, telephone number, duration of recorded message, start and end time, comments added during call, ANI, Caller ID, DNIS and user specific database fields.
- 3.6 The system must provide the following functions and indications by point-and-click and drop down menu actions on the SVGA monitor GUI: logon, logoff, shutdown, system configuration, help, record, playback, live monitor, eject and format tape or DVD disk, four color channel activity monitor, channel name, play/monitor volume, media retention period, catalog of all recordings, search-find, restore, copy conversation to floppy disk, playback, stop, play, pause, begin, rewind, fast forward (10% incremental speed selection), end, loop, and alarms.
- 3.7 Systems with dual archive drives must be capable of providing simultaneous or individual control of drives such that a function can be performed on one drive (e.g. formatting) without affecting the operation of the other drive.
- 3.8 Multi-channel (4 or 8) simultaneous playback with silence insertion and talking clock shall be available remotely on a LAN workstation.
- 3.9 The system shall offer an optional client software module that can be installed on a supervisor's desktop PC, permitting the supervisor to listen "live" to the channels currently being recorded.
- 3.10 The system shall include pre-installed Adobe Acrobat Reader software, and all users' guides shall be installed on the system as Adobe PDF format files for ease of display and search.

**4 SYSTEM NETWORKING CAPABILITIES**

- 4.1 The system must optionally be capable of real-time live monitoring over the LAN from any Windows 2000/XP Pro/Vista workstation.
- 4.2 System is to support SNMP management applications such as Hp Openview.
- 4.3 The recording system must minimize network impact by operating on a server to client configuration and streaming audio to the workstation at the defined audio compression rate (24 kbps, 13 kbps, 8 kbps, or 5.3kbps).
- 4.4 Network access to the recording server must be controlled by the Windows XP/2003 Server robust security scheme.
- 4.5 The recording solution must be able to integrate with Active Directory to provide a single point of user security management.

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**5      SYSTEM EXPANDABILITY**

- 5.1      The system must be Windows XP or 2003 Server software-based, using only non-proprietary hardware to allow for future enhancements.
- 5.2      The system will allow for future expandability by adding dual DVD-RAM disk drives, additional digital recording modules, workstations, and other Windows compatible devices.
- 5.3      The system must be field upgradeable to support additional recording channels.
- 5.4      The system must support a mix of recording types within the single chassis (Analog and Digital recording and T1/E1 must coexist within same chassis).

**6      MEDIA STORAGE**

- 6.1      The system will be capable of recording to removable and/or on-line storage devices including DVD-RAM disks, RAID 1 hard disk arrays, and Network-Attached Storage devices in a RAID configuration.
- 6.2      The system will be capable of providing approximately 3,750 channel hours of recording on single 9.4 GB DVD-RAM removable media.
- 6.3      The system will be capable of recording 31,000 channel hours of the most recent recordings on-line for instant access with a dual mirrored RAID 1 hard drive.
- 6.4      The system and media will provide protection such that data will not be accidentally overwritten. The user may program a protected media retention period from 0 to 32,000 days. When such a retention period is chosen, a previously recorded media that has not yet expired cannot be formatted and reused until the expiration of the retention period.
- 6.5      The expected shelf life of the DVD-RAM archive media will be greater than or equal to 7 years under normal ambient conditions.

**7      SYSTEM RECORDING CAPABILITIES**

- 7.1      The recording system must be a completely integrated recording server and shall not require a separate PC workstation interface for operation or maintenance.
- 7.2      The system must record directly to non-volatile storage.
- 7.3      The system must display which channels are recording, which are not recording and which channels have been idle for a user settable period of time as protection against line failure.
- 7.4      The system must be able to simultaneously record and play back or live monitor.



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- 7.5 The system must provide the capability to support dual sequential archive drive operations to extend the interval between media cartridge changes.
- 7.6 The system must provide buffering of all audio, as it is recorded, onto a hard disk drive and then transfer the buffered digitized audio onto the archive media at a user selectable period so as to maximize the useful life of the archive media drives.
- 7.7 The system must provide simultaneous record and playback capability from two archive drives.
- 7.8 The system must be capable of configuring one archive drive backup or record in parallel with another drive within the same digital recording module.
- 7.9 The system must be capable of recognizing record activation by VOX, Contact Closure, Remote activation, Continuous, Hook-state detection, voltage detection and on a CTI event or as scheduled start (all on a per channel basis).
- 7.10 The system must be capable of recognizing record termination by Silence, Hook-state detection, Contact Closure, voltage detection, DTMF, on a CTI event, SMDR or Remote Control (all on a per channel basis).
- 7.11 The system shall offer an optional Contact Closure Detection card, which shall be a non-proprietary, commercial-off-the-shelf Industrial Input PC card. The Contact Closure Detection card shall permit the following recording control modes:
  - 711.1 Contact Closure = Start; Contact Open = Stop
  - 711.2 Contact Closure = Start; Silence (programmable seconds) = Stop
  - 711.3 Contact Closure = Start; Time-out (programmable Seconds) = Stop
- 7.12 As a standard feature, the system will be capable of providing non-volatile audio buffering on the hard-drive(s) in order to protect against data loss when an archive drive is taken out of record for any reason.
- 7.13 The system will be capable of buffering audio for multiple archive drives simultaneously.
- 7.14 The system will be capable of automatically downloading buffered information to an archive drive(s) if such drive has been interrupted for replacement, service or off-line searching.
- 7.15 The system must be capable of performing automatic data transfer from the hard drive to the archive drive(s).
- 7.16 The system must be capable of switching back to a second archive drive, when capacity is reached on the first archive drive, or if an archive drive failure is detected.

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- 7.17 The system must be capable of an orderly shutdown, via serial interface to standard UPS Systems. If there is a power outage, all audio will be buffered to a non-volatile hard disk drive. Buffering audio into RAM shall not be used due to the adverse effects on archive drive.
- 7.18 The system must provide an automatic restart capability to return the system to its previous operating state without user intervention.
- 7.19 The system must provide a visual indication of the recording space remaining on the hard disk and each archive drive.
- 7.20 The system must be capable of recognizing the write protect tab on the archive media. Computer program protection to prevent over-record or erasure for a user set period must be available.
- 7.21 The system will provide the capability to establish schedules for media protection and spoken alarms for “Disk is full” and related alarms.
- 7.22 The system shall have a Selective Archiving feature, permitting the user to configure archiving of specific channels to certain archive media. (e.g. channels 1, 3, 5, 7 to DVD A and channels 2, 4, 6, 8 to DVD B).
- 7.23 The system must be configured with a non-proprietary industrial I/O card(s) for contact closure detection. Contact closure detection shall be used for start/stop control of recording, as required by the user, and on a per-channel basis.
- 7.24 The system shall have the capability to enhance recording of digital set-tap telephones on popular PBX by using D-Channel data to:
  - 7.24.1 provide Start/Stop Control of recordings.
  - 7.24.2 provide Selective Recording based on Line Appearance.
  - 7.24.3 provide CLID (caller ID) capture.

**8 SYSTEM SECURITY FEATURES**

- 8.1 Describe the security levels proposed with the system.
- 8.2 Describe how to create a new user for the proposed recorder; the new user is to have limited playback capabilities and no archiving privileges.
- 8.3 As an option, it must be possible to dial into the recorder via DTMF Code access for playback of recordings from standard DTMF-equipped telephones.
- 8.4 The system must allow authorized access of selected-recorded audio either at the recorder or by use of an optional remote client workstation.
- 8.5 The system must provide an automatic logout at a user set time (i.e. number of minutes of inactivity). The automatic logout may be overridden by a single mouse-click.

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- 8.6 System must provide playback audit reporting. (Provide samples of reports)
- 8.7 System reporting must provide:
  - 8.7.1 Hourly breakdown by agent (provide sample)
  - 8.7.2 Agent talk time (provide sample)
  - 8.7.3 Channel talk time (provide sample)
  - 8.7.4 Detailed call report by channel (provide sample)
- 8.8 Any number of authorized remote workstations may access and play the same or different conversations simultaneously by use of an optional remote playback client.
- 8.9 The system must provide the capability of remote playback and file copy to floppy disk (Drag and Drop) in a .WAV or MP3 format.

**9 MEDIA MANAGEMENT CAPABILITIES**

- 9.1 The system will provide for a centralized media management capability for tracking archived media. (Please describe)
- 9.2 The system media management will be self contained within the recorder. A separate workstation will not be required for management of archiving.
- 9.3 The system's archive media management function will be capable of assigning a unique, sequential ID to each archive media cartridge for tracking and searching.
- 9.4 The system's media management function shall enable the user to define a threshold age such that the media older than the threshold date can be flagged to facilitate recycling of archive media.
- 9.5 The system will allow the user to search for a specific media in a catalog using any one, or more, of the following criteria: channel, date, time, duration, ANI, Caller ID, alphanumeric comments or reference and user specific database fields. Optionally available search criteria include SMDR applicable data and switching domain events with full CTI enablement.
- 9.6 The system will support the ability to print labels for the archive media.

**10 SYSTEM SEARCH CAPABILITIES**

- 10.1 The system must be capable of searching for audio recorded to an archive or to on-line media. (i.e. DVD-RAM, RAID, HDD, or NAS)
- 10.2 The system database must include a field entry which provides details to the location of the recorded audio.
- 10.5 The audio playback is to be delivered at a client's playback workstation using standard multi-media speakers.

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- 10.6 The system must provide for the customized naming of channels without the need of a PC workstation or Maintenance Terminal. Channel names will be recorded to the media to facilitate searching.
- 10.7 The system must be capable of searching for messages by dialed digits outbound (DTMF).
- 10.8 The system must be capable of incremental fast forward and rewind in 10% increments.
- 10.9 The system must provide the capability of skipping to the next or the previous chronological message for precision search and playback.
- 10.10 The system must provide the capability of searching by time/date or call and call duration. Duration searches must allow the user to search for calls “less than” or “greater than” a specified length of time.
- 10.11 The system will provide the capability for a user to tag information to the call database record using a Free Text field and later use the information therein as search criteria to retrieve the recording.
- 10.12 The system must provide a hyperlink to Microsoft Notepad within the call record database, for each recording, so that alphanumeric “comments” may be added and stored with each recorded call. The character length of this free text document should be unlimited, and should also support Microsoft’s “copy” and “paste” functions. Any alphanumeric character in this Notepad document must be able to be used as a search criterion to retrieve the recording.
- 10.13 The system shall permit the retrieval and reproduction of all call recordings associated with a particular incident by the selection of any of the call recordings. The reproduction the entire incident will be in the correct chronological order.
- 10.14 The system must allow the user to “copy” multiple recorded calls to a storage location at one time, keeping the integrity of each recording as a .WAV file.
- 10.15 The system must also allow the user to select multiple recorded calls and copy them to a storage location merging the audio from each call into a single .WAV or MP3 file.
- 10.16 In order to permit supervisory personnel to listen to all necessary channels during an incident, the system shall permit up to 4 channels to be simultaneously live monitored. The Multi-Channel Live Monitoring function shall be a standard feature at the system’s main User Interface, and shall also be available as a client software option.
- 10.17 The system shall provide a movable screen magnifier option in the Operating System software, permitting a user with decreased vision capabilities to interact with the system’s User Interface.

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**11      SYSTEM DIAGNOSTIC/ALERT CAPABILITIES**

- 11.1      The system must provide boot-up system test and ongoing self-checking tests.
- 11.2      The system must provide an error log to keep track of alerts, error messages and conditions.
- 11.3      The system must be capable of on-line remote diagnostics via Secure Internet or VPN.
- 11.4      The system must provide for channel inactivity alert that will notify the user if a particular channel is inactive (not reporting audio) for a certain period of time.
- 11.5      A remote response alert from the voice recording system is mandatory. The system must offer a Management Console with the capability of alerting a user, via a LAN connection, of a total system failure.

**12      DIMENSIONS, POWER AND ENVIRONMENT**

- 12.1      Dimensions shall be those for a standard 4U rack-mount industrial grade PC package, typically 17" W x 21" D x 7" H.
- 12.2      Weight of the recorder module shall not exceed 60 pounds.
- 12.3      Power requirements shall be 400 WATTS, 90-132/180-250 VAC.
- 12.4      Operating temperature shall be 0 to 35 degrees C.
- 12.5      Humidity shall be 10% to 85%, non-condensing @ 40 degree C.

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**BID FORM**

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

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

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

<u>QUANTITY</u>	<u>DESCRIPTION</u>	<u>BRAND</u>	<u>PRICE</u>
1	Call Recording System	_____	_____
		_____	_____
		_____	_____

**TOTAL PRICE** \_\_\_\_\_

Is manufacturer as described in bid specifications? \_\_\_\_\_ yes \_\_\_\_\_ no (Attach complete descriptive data indicating how alternate product meets required specifications)

We have read entire specifications and requirements.

Person Submitting Bid: \_\_\_\_\_ Title: \_\_\_\_\_  
(Typed or Printed)

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

***BID DUE TUESDAY, JUNE 24, 2008 BY 3:00 P.M. EST***