

City of Portsmouth
Portsmouth, New Hampshire
Police Department

INVITATION TO BID

Sealed bid proposals, **plainly marked** "PORTSTMOUH POLICE DEPARTMENT RECORDING SYSTEM - 64-06" **on the outside of the envelope**, addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, New Hampshire, 03801, will be accepted until JUNE 15, 2006 at – 2:00PM, at which time all bids will be publicly opened and read aloud.

Scope: The Portsmouth Police Department is replacing its recording system to include recording and redundant capabilities at the new back-up communication center. The scope of this bid includes installing a new integrated fault tolerant multimedia digital recording system for both the primary (3 Junkins Avenue) and the back-up (680 Peverly Road) Dispatch Communication Centers.

Specifications and proposal forms may be obtained from the City of Portsmouth web site: www.cityofportsmouth.com, or by contacting the Purchasing Department at 1 Junkins Avenue, Portsmouth, New Hampshire 03801, or by calling the Purchasing Clerk at 603-610-7227. **Please continue below for the bid specifications.**

The City of Portsmouth reserves the right to reject any or all bids, to waive technical or legal deficiencies, and to accept any bid that it may deem to be in the best interest of the City.

If you have any questions please contact the Purchasing Clerk at 603-610-7227.

INSTRUCTION TO BIDDERS

I. Preparation of Bid Proposal

- A. The Bidder shall submit its proposal upon the form furnished by the City (attached). Prices shall be given in both in words and figures.
- B. Corrections made to amounts or information requested on the bid form should be made by crossing out the error and entering the new price or information above or below it. The correction must be initialed. In case of discrepancy between the prices written in words and those written in figures, the prices written in words shall govern.
- C. The bidder's proposal must be signed by the individual, by one or more members of the partnership, by one or more members or officers of each firm representing a joint venture; by one or more officers of a corporation, or by an agent of the contractor legally qualified and acceptable to the owner, If the proposal is made by an individual, his name and post office address must be shown, by a partnership the name and post office address if each partnership member must be shown; as a joint venture, the name and post office address of each must be shown; by a corporation, the name of the corporation and its business address must be shown, together with the name of the state in which it is incorporated, and the names, titles, and business addresses of the President, Secretary, and Treasurer.
- D. All words, figures, corrections shall be in ink or typed. All signatures shall be in ink.

II. Delivery of Bid Proposals

When sent by mail, the sealed proposal shall be addressed to the owner at the address and in the care of the official in whose office the bids are to be received. All proposals shall be filed prior to the time and at the place specified in the invitation for bids. Proposals received after the time for opening of the bids will be returned to the bidder, unopened. Faxed bid proposals are not acceptable.

III. Withdrawal of Bid Proposals

A bidder will be permitted to withdraw his proposal unopened after it has been deposited if such request is received in writing prior to the time specified for opening the proposals.

IV. Public Opening of Bid Proposals

Proposals will be opened and read publicly at the time and place indicated in the invitation for bids. Bidders, their authorized agents, and other interested parties are invited to be present.

V. Irregular Proposals and Disqualification of Bidders

Bid proposals that are irregular may be rejected. Irregular bid proposals include the following:

- A. Failure to use the bid form provided or alteration of the form.
- B. Unauthorized additions, conditional or alternated bids, incomplete bids, or irregularities of any kind which may tend to make the proposal incomplete, indefinite or ambiguous as to its meaning.
- C. The addition of any provision reserving the right to accept or reject an award, or to enter into a contract pursuant to an award.

Bidders may be disqualified and the bid proposal rejected for the following reasons:

- D. More than one proposal for the same work from an individual, firm, or corporation under the same or different name;
- E. Evidence of collusion among bidders;
- F. Failure to submit all required information requested in bid specifications;
- G. Bidder is not qualified or able to provide the provide the services or product(s) described in the bid specifications; or
- H. Disqualification is in the best interest of the City of Portsmouth.

For purposes of this bid, a qualified bidder is one that can provide both the recording equipment and the service and training necessary to maintain the system.

AWARD

I. Consideration or Proposals and Award

After the proposals are opened and read, bid results will be available to the public. In case of discrepancy between the prices written in words and those written figures, the prices written in words shall govern.

Within 30 calendar days after the opening of proposals, if an award is made, it will be made to the lowest, responsible, qualified bidder of either option A or B whose proposal complies with all the requirements prescribed. The successful bidder will be notified by mail at the address indicated on the proposal.

III. Reservation of Rights

The City reserves the right to cancel the award at any time before final notification of the successful bidder without any liability against the City. The City of Portsmouth reserves the right to reject any or all bids, to waive technical or legal deficiencies, and to accept any bid that it may deem to be in the best interest of the City.

The City is reviewing multiple options including purchase with a service maintenance agreement or alternatively a 6-year lease with maintenance included as part of this bid. The City reserves the right to negotiate individual terms of any agreement/lease. In the City is unable to reach agreement with the lowest qualified bidder with regard to the terms of the agreement/lease, the bidder will be disqualified and the next lowest bid will considered.

This bid is further contingent upon FY 07 funding.

CITY OF PORTSMOUTH
FINANCE DEPARTMENT
PORTSMOUTH, NEW HAMPSHIRE

BID SPECIFICATIONS

The Portsmouth Police Department is replacing its recording system to include recording and redundant capabilities at the new back-up communication center. The scope of this bid includes installing a new integrated fault tolerant multimedia digital recording system for both the primary (3 Junkins Avenue) and the back-up (680 Peverly Road) Dispatch Communication Centers.

The recording system must be configured to support 24/7 fault tolerant recording, with automatic on-line recording storage redundancy, such that all analog/digital/IP telephone and radio communications recorded and stored on the primary center recorder will also be automatically streamed for real-time access and backup storage on the backup center recorder along with the other recorded communications at the backup center. In the event of a major primary center site failure, all communications recorded up to the time of the primary site failure will be accessible from the recorder at the backup center. Single network access for monitoring and replay of both primary and backup recorders must appear seamless as one integrated recorder, rather than requiring separate access to each recorder.

The Police Department has preliminarily surveyed the recording device market and has concluded that EXACOM has the capabilities required. The detailed bid specifications set forth at Attachment A are based on the EXACOM recorders. The City anticipates participation from multiple EXACOM distributors. The City is prepared to consider “as equal” recorders, but the burden to show that the proffered product is an “as equal” is on the bidder and detailed specification sheets, references and a test of the proposed “as equal” will be required. The City shall in its sole discretion determine whether the recorder is an “as equal.”

INFORMATION TO BE SUBMITTED WITH BID PROPOSAL FORM

- A description of bidder’s service organization including name, address, telephone number, number of years in operation, number of year’s experience working with digital recorders and number of field service personnel in the organization.
- A description/certification of the bidder’s service program (unless described in detail in the Maintenance and or Lease Agreement submitted with this bid): The City anticipates that the program will include a toll-free telephone help desk and assistance from trained technicians and engineers to respond timely to calls and to the need for on-site service 24 hours per day, seven days per week.
- Copy of the Maintenance Agreement as described in Option A.
- Copy of the Lease Agreement as described in Option B.
- Warranty information.

The undersigned agrees that he/she on behalf of Bidder has read the bid proposal documents, the instruction to bidders specifications and agrees to the terms and conditions set forth herein. Bidder understands that bid prices shall include delivery FOB to the address identified in the bid documents.

Bidder further agrees that this bid is not made jointly or in conjunction, cooperation or collusion with any person, firm, corporation or other legal entity.

Bidder agrees no officer, agent or employee of the Owner is directly or indirectly interested in this Bid.

Submitted by Authorized Agent: _____
(Print Name & Title)

Signature: _____

Date: _____

Company: _____

Address: _____

City/State/Zip: _____

Telephone: _____

Fax: _____

ATTACHMENT A
DETAILED BID SPECIFICATIONS

- 1 Recorder Specifications: (For both the primary and backup centers)
 - 1.1 Each recorder shall be a single chassis EXACOM “Hindsight-Net XPlus-V6” Fault-Tolerant Digital Logging Recorder or equivalent system.
 - 1.2 The recorders shall be configured with a minimum of 32-channels for the primary center and 8-channels for the backup center.
 - 1.3 The recorders shall be expandable to 240-channels in any combination of analog, digital, or virtual IP channel interface configurations.
 - 1.4 The recorder should have the ability to expand to accommodate additional recorder modules in the future to form a distributed city-wide architecture.
 - 1.5 Each recorder shall have a RAID-5 Array for a minimum of 500 gigabytes of instant recall and on-line storage.
 - 1.6 The recorder Raid-5 Array shall be equipped with hot-swappable SATA disk drives.
 - 1.7 The recorders shall be licensed with a 5-user concurrent network playback license for use on a Windows 2000/XP machine for the primary center and a 4-user license for the backup center.
 - 1.8 The recorder shall provide “TRU-IR” true instant recall capability for network access users, such that a user can access and playback any part of a call from “hello” to real-time while the call is still in progress.
 - 1.9 The recorder shall be configured to support Motorola-ASTRO Digital Radio integration and must be equipped to record the ASTRO radio communications, capture the ASTRO-ID (unit-ID), Resource ID, Start/Stop for each radio transmission.
 - 1.10 The recorder must support APCO-P25 radio recording and be properly licensed for IMBE decoding, and P25 encryption/de-encryption.
 - 1.11 The recorder must support recording Nortel P-phones, digital integration for Avaya-Definity digital phones, and digital integration to Samsung IDCS digital phones.
 - 1.12 The recorder shall record the telephone and select radio communications at each of 4-calltaker/dispatch positions at the primary center, and 3-calltaker/dispatch positions at the backup center.
- 2 General Requirements Logging Recorder
 - 2.1 System Design.
 - 2.1.1 The recorder shall be designed to be fault tolerant.
 - 2.1.2 The recorder shall be capable of being rack mounted in a standard nineteen (19) inch rack.
 - 2.1.3 The recorder shall have a Graphical User Interface (GUI) with a 17” Flat Panel LCD Monitor
 - 2.1.4 The recorder user GUI shall allow for the definition of groups, users and channels folders in a similar and simple to use manner as the Windows Explorer application
 - 2.1.5 The recorder user GUI will allow the system administrator to configure all the recording channel parameters from a single system administrator screen

- 2.1.6 The recorder shall have full Keyboard, Mouse and Speakers
 - 2.1.7 The recorder shall be able to use a KVM/IP switch instead of the standard keyboard, video, mouse
 - 2.1.8 The recorder shall have a minimum of two (2) 10/100Base-T Ethernet Network Interface (TCP/IP Network Compatible)
 - 2.1.9 The recorder shall have an archival media manager/library
 - 2.1.10 The recorder shall have a remote maintenance interface w/56K Modem
 - 2.1.11 The recorder provided shall have a minimum of one year on site warranty after acceptance of equipment
 - 2.1.12 The recorder shall utilize an internal SQL server database structure, thereby eliminating need for external server.
 - 2.1.13 The recorder shall be equipped with dual 4.7/9.4GB DVD-Ram Drives.
 - 2.1.14 Each recorder shall be provided with a minimum of ten (10) 4.7GB DVD-Ram discs (Single sided) as removable archival media.
 - 2.1.15 The recorder shall be equipped with dual hot-swappable power supplies.
 - 2.1.16 The recorder shall use "COTS" commercial off-the-shelf cards with PCI bus interface.
 - 2.1.17 The recorder shall be self sufficient and not require any external workstations or PCs in order to perform basic operating functions, such as instant recall, playback, monitoring, recorder system management, maintenance and call records archiving.
- 2.2 Control and Operations
- 2.2.1 The recorder shall be capable of functioning as a stand-alone unit for recording, archiving, searching and playback. No additional workstation will be required.
 - 2.2.2 The recorder shall allow any number of remote LAN workstations (Windows 2000/XP) to be used for playback.
 - 2.2.3 The recorder shall provide the following functions and indications by point-and-click and drop down menu actions, logon, logoff, shutdown, system configuration, help, record, playback, live monitor, eject & format DVD disk, channel activity monitor, channel name, play/monitor volume, media retention period, catalog of all recordings, search-find, playback, stop, play, pause, begin, rewind, fast forward, end, and alarms.
 - 2.2.4 The recorder shall be able to show on a single screen: a time line view of calls, a list of calls, player controls, and available call sorting folders tree
 - 2.2.5 The recorder shall be able to display, and search by, call records information for any available column category for each call including: media type, library location, channel number, name of channel, name of users, time, date, telephone number, extension number, duration of recorded message, start and end time, ANI, Caller ID, DNIS, ASTRO-ID, Resource-ID, and Radio Talk Group
 - 2.2.6 The recorder shall provide the capability to transfer any recorded call in standard Windows 2000/XP .avi or .wav file format onto a standard floppy disk, CD, or USB-Stick for playback on any multimedia Windows PC without the need of proprietary software. These files may also be converted

to MP3 or other Windows supported formats and transmitted as email attachments.

2.3 System Networking Capabilities

2.3.1 The recorder shall be capable of real time live monitoring over the LAN from any Win 2000, XP and XP-Pro workstation

2.3.2 The recorder shall be provided with a 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.

2.3.3 The recorder shall be capable of viewing, and retrieving from, all such recording modules in a unified manner from a single client workstation PC.

2.3.4 The recorder shall permit up to 16 channels to be simultaneously live monitored. The Live Monitoring function shall be a standard feature, and shall also be available as a client software option.

2.3.5 The recorder network access shall be controlled by the Windows 2000 robust security scheme.

2.3.6 The recorder server is also to employ its own security access control mechanism which limits, playback control per channel or agent live monitoring capability per channel or agent.

2.4 System Expandability

2.4.1 The recorder must be field up-gradable to support additional recording channels

2.4.2 The recorder shall support a mix of recording types within single chassis (Analog and Digital recording and T1 must coexist within same chassis)

2.4.3 The recorder shall be field upgradeable to a minimum of 240-channels.

2.5 Media Storage

2.5.1 The recorder shall be capable of recording to removable and/or on-line storage devices including DVD-RAM disks and RAID5 hard disk arrays

2.5.2 The recorder shall provide for over record and write protection such that data will not be accidentally overwritten. The user may program a protected media retention period of from 0 to 1000 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.

2.6 System Recording Capabilities

2.6.1 The recorder shall be a stand-alone recorder and shall not require a separate another workstation interface for operation or maintenance.

2.6.2 The recorder shall record directly to non-volatile storage

2.6.3 The recorder shall be able to simultaneously record and play back or live monitor.

2.6.4 The recorder shall provide the capability to support dual parallel or sequential archive drive operations.

2.6.5 The recorder shall 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 via automatic period optimization so as to maximize the useful life of the archive media drives.

- 2.6.6 The recorder shall provide simultaneous record and playback capability from two or more archive drives.
 - 2.6.7 The recorder channels shall be support various activation methods, such as, VOX activation with adjustable timing and level thresholds, CLI, Ring, DTMF, On/Off Hook and Contact Closure. Channels must have individually selectable and adjustable AGC (Automatic Gain Control) and it shall support alternate activation methods including line sense, and contact sense selectable on a per channel basis.
 - 2.6.8 The recorder shall be capable of recognizing record termination by Silence, Hook-state detection, DTMF, on a CTI event, SMDR or Remote (all on a per channel basis).
 - 2.6.9 The recorder shall 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.
 - 2.6.10 The recorder shall be capable of buffering audio for multiple archive drives simultaneously.
 - 2.6.11 The recorder shall 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.
 - 2.6.12 The recorder shall be capable of performing automatic data transfer from the hard drive to the archive drive(s).
 - 2.6.13 The recorder shall 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.
 - 2.6.14 The recorder shall be capable of an orderly shutdown if interfaced to a standard UPS System. 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.
 - 2.6.15 The recorder shall provide an automatic restart capability to return the system to its previous operating state without user intervention.
 - 2.6.16 The recorder shall provide a visual indication of the recording space remaining on the hard disk and each archive drive.
 - 2.6.17 The recorder shall 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.
 - 2.6.18 The recorder shall provide the capability to establish schedules for media protection and alarms for “Disk is full” and related alarms.
- 2.7 System Security Features
- 2.7.1 The recorder shall allow authorized access of selected-recorded audio either at the recorder or by use of an optional remote client workstation.
 - 2.7.2 The recorder shall provide playback audit reporting.
 - 2.7.3 The recorder shall provide security mechanisms that limit access to authorized recordings.

- 2.7.4 The recorder shall allow any number of authorized remote workstations access and play the same or different conversations simultaneously by use of an optional remote playback.
- 2.8 Media Management Capabilities:
 - 2.8.1 The recorder shall provide for a centralized media management capability for tracking archived media. (please describe)
 - 2.8.2 The recorder's media management shall be self contained within the recorder. A separate workstation shall not be required for management of archiving.
 - 2.8.3 The recorder's archive media management function shall be capable of assigning a unique, sequential ID to each archive media cartridge for tracking and searching.
- 2.9 Search capabilities:
 - 2.9.1 The recorder shall be capable of searching for audio recorded to an archive or to on-line media. (i.e. DVD-RAM; RAID, HDD, or NAS)
 - 2.9.2 The recorder database shall automatically provide details to the location of the recorded audio or include a field entry which provides details to the location of the recorded audio
 - 2.9.3 The recorder shall support search ability for all fields within the database.
 - 2.9.4 The recorder shall support a minimum of two (2) years of session recording information.
 - 2.9.5 The recorder audio playback is to be delivered at a client's playback workstation using standard multi media speakers.
 - 2.9.6 The recorder shall provide for the customized naming of channels.
 - 2.9.7 The recorder shall be capable of searching for messages by dialed digits outbound (DTMF).
 - 2.9.8 The recorder shall be capable of fast forward and rewind with a click of the mouse.
 - 2.9.9 The recorder shall provide the capability of skipping to the next or the previous chronological message for precision search and playback.
 - 2.9.10 The recorder shall 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.
 - 2.9.11 The recorder shall provide the capability for a user to tag a call and later use the tag as search criteria.
 - 2.9.12 The recorder shall provide for an alphanumeric "comments" field for each recording, in which the user may enter up to twenty-nine characters as a search parameter. This should be available on an optional remote client as well.
 - 2.9.13 The recorder shall permit the retrieval and reproduction of all calls segments associated with a particular incident by the selection of any of the call segments. The reproduction the entire incident will be in the correct chronological order.

- 2.9.14 The recorder shall offer a “quick search” feature which allows for the user to sort calls by simply adding any of the searchable criteria into a single field
 - 2.9.15 The recorder shall allow for calls to be searched by the following criteria: Start Time, Start Event, Duration, Source ID, Trigger Event, Channel Name, Direction, Termination Event, DTMF (Dialed Number), Trigger, Termination, ASTRO-ID, Resource-ID (Talk Group ID), Call Type, and Caller and Called Aliases if available.
 - 2.9.16 The recorder shall be able to automatically associate search criteria fields such as Talk Group-ID, or Dialed Number within the filename structure when saving calls for external use such as e-mailing the call as an attachment.
- 2.10 System diagnostic and alert capabilities
- 2.10.1 The recorder shall be capable of on-line remote diagnostics
 - 2.10.2 The recorder shall offer software with the capability of alerting a user, via a LAN connection, of a total system failure i.e. recording systems operating software has locked-up the voice recorder software or if the hard drive fails or the power supply fails, this would initiate an alarm to a remote PC, with the appropriate software loaded on it, that there is no response from the voice recorder.
- 2.11 Playback capabilities.
- 2.11.1 The recorder playback application shall be able to provide playback from any LAN/WAN attached workstation with audio delivery via LAN/WAN.
 - 2.11.2 The recorder playback GUI must utilize a “windows explorer” folder type of environment for ease of use.
 - 2.11.3 The recorder shall provide access control to authorized users for playback of recordings.
 - 2.11.4 The recorder playback application shall incorporate a Microsoft compatible media player and provide the following playback features: Volume control, Jump forward and backward, Direct access to sections of the recording
- 2.12 Systems Management:
- 2.12.1 The recorder shall allow the ability to create supervisors, groups, and assign dispatchers to those groups.
 - 2.12.2 The recorder shall support all features of WINDOWS security.

Additional Requirements

- By submitting a bid proposal, bidder agrees that it shall install all equipment within 30 days of award and shall be completely operational when installed.
- Bidder shall provide an easy-to-read, comprehensive operation instruction manual.
- Bidder shall provide factory authorized personnel for on-site training and instruction for all operators covering all equipment supplied under this specification. Additional onsite

training shall be available at additional cost to the purchaser for a period of one year from installation.

- Bidder shall provide a one-year guarantee to the purchaser.
- Bidder shall provide comprehensive installation drawings, including functional block diagrams, interconnection diagrams, and physical equipment (rack-up) drawings.
- Minimum 1-year warranty on all parts and service.