

DIGITAL VOICE LOGGING RECORDER PROCUREMENT SPECIFICATIONS

1.0 Purpose.

The purpose of this bid is to procure (define voice loggers in terms of channels (digital, VoIP and/or analog connectivity) for the following locations_____.

2.0 Vendor and Contract Requirements.

Defines the Agency's Terms and Conditions - and any information required pertaining to dealers' or vendors' installation and supporting services

3.0 Introduction

The voice logging system(s) (the "System") will be completely self contained in a tower chassis with the ability to record all audio in a digital format 24 hours a day and is intended for many years of continuous service. The System will utilize Microsoft's XP operating system and be browser based allowing multi-level password protected access at the workstation via the local area network ("LAN") or the Internet if placed on an external IP address. The System will include a hard drive (minimum 320 GB) with the option of dual hard drives in an internal RAID1 configuration. The System will include the ability to automatically archive or backup to USB hard drives or network attached storage (NAS) not included with the System but as recommended by the Supplier. The System must have the capability of upgrading to as many as 168 analog channels or up to as many as 168 digital channels and up to 300 VoIP "channels". The System must be manufactured in the United States and the Supplier's product support and parts inventory must also be located within the United States.

4.0 System Hardware Configuration

- a) **Chassis.** *The System will be fully self contained as a "stand alone" server in a tower Chassis.*
- b) **Hard Drive & RAID Configuration.** *The System will have a hard drives with a minimum of 320 gigabyte capacity. As an option the system may be supplied with an internal RAID1 configuration of dual 320GB hard drives.*
- c) **Automatic Backup Options.** *The System must include the capability of backup to a separately supplied USB hard drive and/or network attached storage (NAS).*
- d) **Capture Cards.** *The System will be capable of connectivity using analog and/or digital capture cards and will be expandable within the same chassis up to 168 analog or 168 digital channels. VoIP recording shall be accomplished only by software requiring no additional capture cards and must be capable of recording up to 300 channels.*
- e) **Other hardware considerations.** *The System will include a dual core high speed CPU and 4 gigabytes of RAM. Components will be "industry standard" and all components will be "Commercial-Off-the-Shelf" (COTS).*

5.0 System Software Functionality

- a) **Browser Based Technology.** *The System will provide access from the server or from the users' PC workstations with their browser (Internet Explorer) via the Local Area Network (LAN) or the Internet if connected to an external IP address. Depending upon the access levels assigned, individual users can access the total System's functionality (including "live" monitoring) or be limited to only the functionality assigned by the Administrator. The Administrator will have the ability to assign as many users as desired and no "seat license" or other user fees will be associated with analog or digital connectivity.*
- b) **Connectivity.** *The System must be capable of connection to analog, digital or VoIP inputs or any combination thereof. The System software must be preconfigured with the capability for channel expansion with analog and/or digital capture cards thereby allowing for "field" expansion if required. The System software will have the capability for VoIP connectivity and future expansion of VoIP channels via software download only.*
- c) **Password Protection and Access Rights.** *The System Administrator will have the ability to assign as many user rights to as many users as required and no "seat license" or other user fees will be associated. The System must have multiple levels of security with the Administrator being capable of assigning or withdrawing User ID and Passwords and assigning access rights relative to channels and functionality of Search, Monitor, Evaluation, Statistics and Settings tabs.*
- d) **Recording Criteria.** *The System will record all audio in a secure digital DSF or other proprietary format that will be extremely difficult if not impossible for a layman to manipulate. AES encryption shall be standard. Compression for analog connectivity will be G.723.1 and G.729 for digital connectivity. Recording settings will be based on individual channels with recording triggers allowing for VOX, loop start or continuous recording. The System will have an internal clock with the ability to synchronize via NTP.*
- e) **Standard Search Capabilities.**
 - i) *The Search interface will allow for search by channel name or number, date, time, duration names of users, by month and consecutive days within the month, and time of the day.*
 - ii) *The interface will also allow for search across consecutive months (for example April 15th to May 15th) and for search within two consecutive days (for example 10:00 PM to 2:00 AM).*
 - iii) *The System will include the ability to search by dialed number and by caller ID if available.*
 - iv) **Call Tag Search.** *The System will allow users to "tag" calls with a reference code using their telephone touchpad during the call or before the user connection is broken. The interface will allow for immediate recall of all calls tagged by input of the reference code in the search field.*

- f) **Advanced Search - ANI/ALI Search Capability.** The ability to search by ANI/ALI criteria will be included in the System as an Advanced Search feature and at no added cost.
- g) **Playback Criteria.**
- h) **Instant Recall.** The System will display recordings with the last recording shown at the top of the list – thereby allowing the user to instantly (within two seconds) retrieve and replay the last recording. Refresh on demand shall also be available.
- i) **Multi-Channel Simultaneous Playback.** The System will allow for a minimum of ten channels of multi-channel simultaneous playback.
- j) **Talking Clock.** The System will allow optional playback with a verbal time and date stamp commonly referred to as a “talking clock”.
- k) **Playback Controls.** Recordings can be optionally played by clicking of the line displaying recording information or using standard “Play, Pause, Stop” controls. The System will allow for playback of multiple recordings one after the other in the order selected. Sections of recordings can be bracketed for “looped replay” and variable speed of replay will be optional.
- l) **Save & Copy.** The System will have the option of saving to a .WAV or .WMA format on the selected drive. Once the recording is saved to the selected format the System will have the ability for the user to easily attach the recording to an e-mail and/or burn a copy to a disk. Users will also have the option of manually saving in a DSF format and a media player will allow for replay of the recording on a stand alone computer.
- m) **Monitoring Capability.** The Administrator will have the ability to assign monitoring rights for specific channels- or all channels - to multiple users and monitoring can be from the server or remotely via their browser. Permissions may be assigned to Start Recording, Stop Recording, Start Silence On Demand, Email This Call, and Tag and add Comments.
- n) **Statistical Reporting.** The System will include statistical reporting in EXCEL or graphic format with the ability to review such reporting by channel or channel grouping, time periods, number of recordings within the time period, length of recordings and average duration of recordings.
- o) **Administrator’s Settings Abilities.** The System must allow the Administrator the ability to easily assign and modify User ID, User Passwords, and User rights by channel or grouping of channels. Assignable User Rights will include the ability to search, monitor, view statistics, perform or view Quality Monitoring evaluations and manage rights within a prescribed grouping of channels. The Administrator must also have the ability to assign Users the right to Privacy On Demand, Email On Demand, Silence On Demand or Record On Demand. The Administrator must also have the ability to limit the Users’ rights to search to within a specific time period (for example limited to 12 hours in arrears).
- p) **Audit Abilities.** The System will provide the means to audit User activities.
- q) **Remote System Monitoring.** The System will include Remote Monitoring Software which can be loaded on a selected Client for purposes of monitoring the

- Systems' and applications' operating status, CPU usage, hard drive usage and capacities, and status of backup devices and their remaining capacities.*
- r) **Quality Monitoring Agent Evaluation.** *The System will include a robust quality monitoring and agent evaluation capability that includes the ability to create custom evaluation forms.*
 - s) **Screen Recording.** *The System will include the capability to record screen that are associated with a voice recording such as the CAD screen. Screen Recording must available as both client mode record on demand and server mode universal recording.*
 - t) **NG9-1-1.** *The system will include the capability to operate in the Next Generation 9-1-1 environment. The System must have been tested by a recognized NG9-1-1 Standards Body.*
- 6.0 Installation/Training Requirements**
Application specific equipment defined - such as monitors, speakers, adapters, and backup devices. (Also to include any requirements relating to dealer performance and responsibilities for installation, training and after sale support).

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