

June 12, 2007

INVITATION TO BID

The City of Auburn will receive sealed bids until 10:30 a.m., Central Standard Time Tuesday, June 26, 2007, in the Office of the City Manager, 144 Tichenor Avenue, Auburn, Alabama, at which time they will be publicly opened and read for furnishing the following:

VoIP VOICE LOGGING RECORDER

The City of Auburn reserves the right to select the lowest responsible bidder as the best interest of the City may require, to award the purchase contract from any of the bids, to reject any and all bids, and to waive any informalities in the bids received. Bids will be good for sixty (60) days after being opened by the City of Auburn

No bids may be withdrawn for a period of sixty (60) days after the scheduled closing time for receipt of bids. A sealed envelope must be delivered to City Hall or mailed, addressed to:

Purchasing Officer, City of Auburn
144 Tichenor Avenue
Auburn, Alabama 36830

The envelope must be plainly marked on the outside as follows:

BID: VoIP Voice Logging Recorder
OPENING: 10:30 a.m.
DATE: Tuesday, June 26, 2007

The successful bidder will note that the City pays by invoice on each Friday of the month. Invoices must be received by Accounts Payable at least seven (7) days before the scheduled check date. If you have any questions concerning billing, please contact our accounts payable office at 334.501.7237 or 334.501.7238.

The successful bidder will be required to provide certificates of insurance showing that it carries, or has in force, automobile liability insurance, general liability insurance and workers' compensation insurance. Limits of liability for automobile liability insurance shall be, at a minimum, \$1,000,000.00 combined single limit. Limits of liability for general liability insurance shall be, at a minimum, \$1,000,000.00 per occurrence, \$1,000,000.00 personal and advertising injury, \$1,000,000.00 general aggregate and \$1,000,000.00 products/completed operations aggregate. General liability insurance will include coverage for contractually assumed liability. If general liability insurance is written on a claims-made basis, the Contractor will maintain coverage in effect for two (2) years following the end of this agreement. Workers' compensation insurance shall provide statutory workers' compensation coverage and employers' liability coverage with limits of, at a minimum, \$500,000.00 each accident, \$500,000.00 disease- each employee and \$500,000.00 accident, \$500,000.00 disease – policy limit.

The certificate of insurance shall provide the City of Auburn, Alabama (City) with thirty (30) days written notice of cancellation of any of the coverage named in said certificate.

The City will be named as additional insured under the contractor's general liability insurance and automobile liability insurance policies.

The contractor shall require certificates of insurance from subcontractors. Subcontractors will carry limits of insurance equal to or greater than those carried by the contractor. These certificates shall evidence waivers of subrogation in favor of the contractor and the City, and shall be made available to the City upon request.

At the City's discretion, the contractor may be required to have in force builder's risk coverage and/or higher liability limits than that mentioned above and/or broader coverage than normally carried by the contractor.

The contractor agrees to indemnify, hold harmless, and defend the City, its officials, representatives, agents, servants, and employees from and against any and all claims, actions, lawsuits, damages, judgments, liability and expense, including attorneys fees and litigation expenses, in whole or in part arising out of, connected with, or in any way associated with the activities of the contractor, its employees, or its sub-contractors in connection with the work to be performed under this contract. The contractor agrees to purchase liability insurance to cover this indemnity obligation.

This contract will be interpreted according to the laws of the State of Alabama and may not be assigned by the contractor without the written permission of the City.

Legal action arising from the performance of this contract will be filed in the Circuit Court of Lee County, Alabama located in Opelika, Alabama or the Federal District Court for the Middle District of Alabama located in Montgomery, Alabama.

The successful bidder is responsible for acquiring the appropriate business licenses and permits to conduct work with the City of Auburn. Any non-Alabama bidders must submit a written opinion from an attorney stating the amount, if any, of preference granted by law to businesses in his state of residence.

CITY OF AUBURN, ALABAMA

Karen S. Broome
Purchasing Officer

FOR INFORMATION CONCERNING THIS PROJECT, PLEASE CONTACT BENJI WALKER AT 334.501.3101.

1. General Information:

The City of Auburn is requesting bids for one 32 channel analog/ 4 channel VoIP voice logging recorder capable of expansion to 144 channels. The proposed recorder will function as the primary recording device within the City of Auburn's 911 Center and will be used to record **all** telephone and radio traffic originating from and received by the 911 Center. This includes vhf radio frequencies, "in house" telephony systems (VoIP), Bell South/ATT lines and Southern Link radio currently being used by the City of Auburn. It is the responsibility of the vendor to insure the completeness of the materials and the suitability of the devices to meet the desired requirements of the City of Auburn. All questions pertaining to this request shall be directed to Benjie Walker – City of Auburn 334- 501-3101.

The solution will be based on standard server hardware and the Microsoft WindowsXP or Server2003 OS platform. The City of Auburn will provide the server, keyboard, monitor and mouse. The vendor will provide software, applicable cards and license. The City of Auburn will load and install the software/cards and provide the physical connection to the equipment to be monitored.

Bidders shall provide pricing for **BOTH** of the following options concerning software installation, configuration and support:

Option1: Vendor provides recorder software and recording interface cards and City of Auburn installs cards and configures software with telephone and remote-access support from vendor. Include as a separate line item any applicable yearly support/maintenance fees for the next five years.

Option2: Vendor provides recorder software and recording interface cards and ON-SITE installation and configuration of software and recording interface cards. Include as a separate line item any applicable yearly support/maintenance fees for the next five years.

The vendor supplied equipment shall include a one year warranty.

Manufactures brochures must be included with all equipment.

Any exceptions to the specifications must be clearly stated in the response.

2. Vendor Qualifications:

The vendor shall have a facility capable of handling service for emergencies and describe how emergency calls will be handled.

The City of Auburn currently uses Plant 911 telephony equipment and Motorola Gold Elite radio equipment. The majority of recordings will be generated by these two systems. It is the responsibility of the vendor to insure the suitability of the proposed software and hardware to meet the recording requirements.

3. Recorder Specifications

Equal to or better than the following:

Recording Modes

- Full recording
 - Recording on demand
 - Selective and rules based recording
- Selections can be based on:
- Full D-Channel support (no need for CTI server)
 - Channel number
 - Date and time
 - Line key
 - User or extension number
 - Function key
 - Calling Line ID (via DTMF/FSK or D-Channel)
 - On/off hook
 - Include/exclude telephone number lists

Selective Deleting

- Calls and related information can be deleted by age
- Delete schedule for marked calls
- Call information can be kept even if audio part is deleted

Call Search Criteria

- Calls can be searched by any combination of search criteria:
 - Call duration
 - Date and time
 - CLI/dialed number
 - Call direction (incoming/outgoing)
 - Marked calls
 - User Name
 - Notes fields
 - User fields (max. 20)

Storage

- Local or network storage (also remote and NAS)
- Over 61,000 hours with 250 GB drive and True Speech

Supported Compression Types

- Uncompressed 64 KB/s
- ADPCM 32 KB/s
- ADPCM 64 KB/s
- GSM 13 KB/s
- Fast GSM 13 KB/s
- True Speech 8.5 KB/s
- Speex 8 KB/s
- Speex 5.95 KB/s
- Speex 3.95 KB/s
- Speex 2.15 KB/s

Playback capabilities

- Replay over the LAN/internet via web browser (Internet Explorer 7)
- Real-time monitor
- Last Call Replay
- Variable speed replay
- Loop playback of call sections
- Add remarks to call playback
- Easy navigation through calls
- Replay directly from archive media

Security

- Rijndael 256 bit audio encryption
- MD5 Fingerprinting
- Extensive User-level access and permission policies
- Strict password validation

Scalability

- Mixed analog/ digital/ VoIP recording (8 channels and up)
- Maximum 144 analog channels per recorder chassis
- Maximum 1,000 channels per recorder system with larger scalability via clustering
- Limited only by number of available PCI slots on server and system performance
- Recorder systems can be clustered to extend limits
- Number of channels can be extended by simply adding an extra interface card or additional recorder chassis (Server/ Satellite)
- Supports CTI and CDR integrations

Archiving

- Replay directly from archive media (Optional : Replay Station software)
- Flexible scheduled archive capabilities
- Archiving can be done to DVD-RAM, Iomega REV or remote hard drive (s)

User Rights and Administration

- All user administration is web based, remote maintenance support
- Extensive rights can be defined for different users
- Users can be assigned to groups
- Assign rights to users for system access, e.g. only own calls, or calls of specific groups
- Templates to easily set up and apply user rights

Audio Interfaces

- Trunk-side recording
 - ISDN T1
 - Analog
 - E1/T1 PRI
- Extension-side recording
 - Analog
 - VoIP

VoIP

Cisco skinny (79xx phone series)

Cisco call manager 4.1, 4.3 5.0 and 6.0

TO: City of Auburn

We, the undersigned, propose to furnish the item listed below and guarantee that if we are awarded the bid, we will furnish this good in accordance with the attached specifications. **THIS FORM MAY BE COPIED IF YOU WISH TO MAKE AN ALTERNATE BID.**

VoIP VOICE LOGGING RECORDER

OPTION #1 (NO INSTALLION OR CONFIGURATION)

TOTAL BID: _____

COST OF YEARLY SUPPORT/MAINTENANCE: _____
(QUOTED PRICE VALID FOR FIVE (5) YEARS)

OPTION #2 (WITH INSTALLATION & CONFIGURATION)

TOTAL BID: _____

COST OF YEARLY SUPPORT/MAINTENANCE: _____
(QUOTED PRICE VALID FOR FIVE (5) YEARS)

BID PRICE IS GUARANTEED FOR SIXTY (60) DAYS AFTER BEING OPENED BY THE CITY OF AUBURN

Authorized Signature

Name of Firm

Printed Name of Signee

Address

Date

City, State, Zip

Phone/Fax No.