

**SECTION B: PRODUCT SPECIFIC REQUIREMENTS  
For  
RP07-11 – Record & Playback Systems**

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**INTRODUCTION – SCOPE & PURPOSE**

The Houston-Galveston Area Council (**H-GAC**) is a government agency which provides a Cooperative Purchasing Program as part of its services to other government agencies. The Program currently makes blanket type contracts, covering products and services for the use of its membership of more than 4500 local government participants (End Users) including cities, counties, emergency service districts, school districts, and non-profit organizations. Any local government may participate in the Program so long as their state has “inter-local cooperation authority” or other joint power provisions which will allow participation in cooperative activities. Currently this practice is allowed in most states. There is also **no** cost to join and become a participating member of the H-GAC Cooperative Purchasing Program.

H-GAC is currently soliciting Competitive Proposals for the purpose of selecting qualified manufacturers, distributors or re-sellers, to make their Networkable Digital Logging Recorder Systems products available to all current and future participants in this Cooperative Purchasing Program. The contract period shall cover a **thirty-six (36) month period**, commencing on or about **July 1, 2011**. Participants in our Program may require selective acquisitions of equipment and/or services OR full turnkey projects necessitating additional services, training and maintenance agreements. Proposer must have the ability to effectively sell and service to all **H-GAC** Participants. This provides qualified governmental entities, political subdivisions and non-profit organizations the ability to purchase new Networkable Digital Logging Recorder System products.

This contract will allow H-GAC Participants to build their final desired Networkable Digital Logging Recording System (through options add-ons or deducts). A comprehensive catalog or listing of components or services, related to this bid invitation, shall be priced and included on **Forms D/E**, and shall also be provided in an electronic format. Discounts, if applicable, shall be clearly shown for ease of evaluation and clarity to End Users. The Contractor must have the ability to effectively sell and service all **H-GAC** Participants. **This will be a multi-source contract for all contractors meeting or exceeding the minimum specifications set forth herein. There will be a maximum score of 100 points. Proposers scoring the minimum 70 points or above may be offered a contract, but the number of contracts offered in any Product Category will be based solely on H-GAC's determination of what best serves the interests of Program Participants.**

**NOTE:** This Invitation DOES NOT cover used or refurbished equipment.

The **H-GAC** Cooperative Purchasing Program was established to provide purchasing services to local governments within the State of Texas, and that remains H-GAC's primary focus. However, the Texas Government Code (Title 7, Chapters 771 and 791) establishes the authority for **H-GAC** to provide these products and services to local governments in other states as well. With that authority, **H-GAC** wishes to make contracted products and services available to out-of-state governments and or political entities, state agencies and non-profit agencies whenever practicable. Therefore, once a contract is awarded for the supply of Products or services to End Users in Texas, the Contractor is expected to expand the scope of its marketing effort to include sales to End Users outside the state of Texas, but subject to the following;

- **H-GAC** will not make separate awards to Contractors for sales in Texas vs. sales outside Texas.
- For all Product/Services, Contractor must submit pricing which will be valid for Texas End Users and End Users in other states as well. A Contractor's decision whether or not to market services outside the State of Texas may influence **H-GAC**'s evaluation of Contractor's response and potential contract award.

### **BID BOND**

There is no bid bond requirement.

### **BIDDERS LEGAL NAME**

Proposer's legal name on **Form A** must match the name on any required documentation such as licenses, bonds, etc. If that name differs, please explain how and why. The signatory must in fact be an owner/employee of the company that is the legal Proposer.

### **H-GAC ADMINISTRATIVE FEE AND PROCUREMENT PROCESS:**

As described in **Section-A**, for each purchase order under an awarded contract, H-GAC will invoice contractors directly for the 1.5% H-GAC purchase order processing charge on the total value of each order placed with a contractor through the Program. It is Bidder's responsibility to take this into consideration when preparing **Form-D** and **Form-E** bid pricing, building this fee into Base Unit and options pricing accordingly (for example, a 20% discount-off-list price should ideally be listed on Bidder's bid as 18.5%).

### **Competitive Pricing:**

**By submission of a response, Offeror certifies that offered pricing is as good as or better than pricing offered to local government customers thru any other program under normal circumstances. If such is not the case, Offeror shall explain how offered pricing differs from "best" pricing, and by how much.**

### **Procurement Process:**

The **HGACBuy** procurement process operates generally as follows:

- a) End User/Buyer contacts Contractor and discusses requirements.
- b) Contractor prepares an **HGACBuy** Contract Pricing Worksheet for End User/Buyer, based on **H-GAC** contract.
- c) End User/Buyer sends a purchase order to Contractor, and Contractor faxes a copy to **H-GAC** along with the Contract Pricing Worksheet.
- d) For each purchase order received, **H-GAC** will prepare an "Order Confirmation" and transmit it to both End User/Buyer and Contractor. The Order Confirmation verifies that Contractor has a valid **H-GAC** contract and that the order is being handled legally thru the **HGACBuy** Program.
- e) **H-GAC** will invoice Contractor for the Order Processing Charge.
- f) Contractor delivers the ordered product (s) and invoices End User/Buyer.
- g) End User/Buyer pays Contractor for products(s) received and accepted.

h) Contractor remits Order Processing Charge to **H-GAC**.

**PRODUCT CODES**

For purposes of this invitation and any subsequent contract, all systems shall be identified using a descriptive two (2) character alpha product code. The first character of the code will identify the Manufacturer (see below), the second the Product Category (A, B...K). **Proposer shall price the product code(s) of their choice and make reference to this code(s) on HGAC proposal forms (D & E).**

Example – A Nice Networkable Digital Logging Recorder System and shall be designated “**AA**” **product code**.

<b>A</b>	Nice Systems
<b>B</b>	Dictaphone
<b>C</b>	Voice Print
<b>D</b>	Verint
<b>E</b>	HigherGround
<b>F</b>	Eventide
<b>G</b>	CMX/Total Recall
<b>H</b>	Dynamic Instruments
<b>I</b>	Stancil
<b>J</b>	Magna Carta
<b>K</b>	Alliance Recording Systems
<b>L</b>	RevCord
<b>M</b>	ComLog

**PRODUCT CATEGORIES**

**The H-GAC Product Categories covered by this Invitation include:**

Proposer is expected to provide a complete offering of available products for routine general acquisitions and installation of the stated product category being bid, to include installation services, training and maintenance.

**A. Networkable Digital Logging Recorder Systems (NDLRS)**

This proposal establishes pricing for continuously operating **Digital Logging Recorder System** which must at a minimum be capable to simultaneously record and replay audio resources from both telephone and radio transmissions and include associated data such as time, date ANI/ALI, radio ID, alias, talkgroup ID. The networkable digital Logging Recording System shall have the flexibility to be used either as a stand-alone unit or to be part of a larger network of multi units solution; but must have the capability to support centralized configuration, administration and control, with a synchronized replay from the whole solution as a single system, giving complete transparency to the user of any number of recording types. The system may have the option to include multi-media recording but only if it can be synchronized and transparent to the audio replay interface.

Recorders shall satisfy regulatory standards and provide public safety and government agencies with increased efficiency in incident reconstruction and investigation analysis and cover the following details:

- The DLRS shall meet all applicable FCC and UL standard and Compliant with call-recording regulations to include at the following methods:
  - TDM: Extension side Recording - Analog/ Digital, Trunk side Recording - E1/T1. Dedicated Trunk.
  - Passive VoIP - Static or Dynamic (DHCP environment)
  - Active VoIP and SIP
  - Supported Signaling CTI – CDR,
  - Line Signaling-
    - Activity Detection- Interactions are created according to voice activity on the line.
    - On/Off hook - Interactions are created according to on/off hook events that are extracted from the line. Only basic information is available.
    - D-Channel- Interactions are created according to a set of events that are extracted from the line. Call information includes caller ID, dialed number, direction and DTMFs.

- Extended resiliency features– hot-swappable disk with RAID1, hot swappable redundant power supply, optional dual archiving devices and N+1 support
- User-friendly web-based application delivering simple but comprehensive functionality. Fast and easy call and transmission access and retrieval–online recording with G.723 compression providing powerful capabilities.
- Centralized administration and storage — either locally or remotely — improving administration and maintenance processes
- Play calls back for quality management or investigation
- NENA Partner Program member preferred.

### **STRUCTURE OF RESPONSE AND REQUIRED INFORMATION**

In addition to **H-GAC Forms A, B, and C**, Proposer shall provide the information described below, **labeled and tabbed to correspond with the designated Segment Headings (A thru E) being bid.** Format is at Proposer's discretion, unless otherwise stipulated. If Proposer is making a response submission in more than one Product Category, a single **Segment B, Segment C, and Segment D** will suffice. However, **Segment A and Segment E** shall be subdivided for each **H-GAC** Product Category being addressed in the response.

#### **Segment A: Products & Pricing**

In this Segment Proposer shall price and describe the specific products and services offered. The information shall be provided on **H-GAC Form D**. Any optional accessories/equipment should be quoted on **Form E**. **Options bid on Form E must pertain to the manufacturer/product code being proposed on Form D. For example, if you are proposing a HigherGround on Form D, only options associated with the HigherGround system may be listed/priced on Form E.** Proposer **MUST** provide all pricing (**Forms D & E**) in an electronic format. **Proposer shall provide:**

1. A comprehensive list of all products and services being offered for contract. Pricing may be in the form of: (1) An Itemized listing of specific items/products with their associated cost/price (2) catalog pricing, whereby entire product catalogs and list price/dealer price books are submitted, with a % discount off list shown. Quantity discounts and other incentive programs which will be made available should also be addressed. Proposer must provide a copy (hard/electronic) of all catalogs bid. **Catalogs MUST be identified on Form D as a line item along with % discount.**
2. Basic specification information for products and systems offered (e.g. cut/tear sheets, brochures, etc.); such that the basic capabilities and features of the equipment offered can be ascertained.
3. If normally available, provision of extended warranty and maintenance services beyond those provided with purchase of equipment should be addressed and priced.

#### **Segment B: References**

Further to the requirements for references as detailed in Section A, General Terms & Conditions, Proposer must provide references from **at least five (5) local government entities** which have purchased offered Products within the past two years. Information provided shall include, as a minimum:

1. Entity name
2. Contact person's name, address & phone number
3. Description and value of product(s) purchased

Proposer is encouraged to include any letters of endorsement which may be available from the supplied references. In any event, **H-GAC** reserves the right to consider historic information and other facts in its proposal evaluations, whether gained from this proposal, references, or any other source.

**Segment C: Geographic Areas Served**

HGACBuy is a nationwide program. Describe you Geographic Coverage so H-GAC may evaluate your ability to meet the needs of End Users from all areas of Texas, and the United States. If you are only interested in the Houston-Galveston region, so state.

**Segment D: Service Facilities & Personnel**

1. Sales office locations.
2. Factory and Service Center Locations.
3. Technical and maintenance services provided after a sale, and on what basis
4. Warranties, policies and procedures for handling problems and returns
5. Customer training provided, and on what basis?

**Segment E: Customer Contract/Agreement Documents**

Proposer shall provide copies of all documentation that a customer would be required to sign in the event a purchase is made. **H-GAC** shall review documentation relative to consistency with industry/Proposers’ norms, and restrictiveness relative to the best interests of **H-GAC** members.

**PROPOSAL EVALUATION**

All aspects of the evaluation of proposals will be based solely on the judgment and determination of H-GAC. Proposals will be evaluated in two (2) stages.

The **first stage** will be a general evaluation of the overall compliance of the response with RFP requirements. Proposals deemed to be responsive will then be passed to the second stage. **(Pass/Fail)**.

The **second stage** of evaluation will involve consideration of the criteria specified below. There will be a maximum score of 100 points. Proposers scoring the minimum **70** points or above may be offered a contract, but the number of contracts offered in any Product Category will be based solely on **H-GAC**'s determination of what best serves the interests of Program Participants.

The highest scoring proposer in each Product Code will be invited to negotiate a contract with **H-GAC**. If a contract cannot be negotiated within 30 days, **H-GAC** may, at its sole discretion, terminate negotiations with the highest scoring proposer and enter into negotiations, or not, with the next highest scoring proposer.

**PROPOSAL EVALUATION TABLE**

<b>Proposal Evaluation Criteria</b>	<b>Points</b>	<b>Score</b>
Overall compliance of Response with RFP requirements.	<b>Pass/Fail</b>	
Products and Pricing on <b>Form D</b> : (Segment A)	<b>30</b>	
References: (Segment B)	<b>20</b>	
Geographic Area Covered: (Segment C)	<b>20</b>	
Service Facilities & Personnel: (Segment D)	<b>20</b>	
Restrictiveness of Documentation : (Segment E)	<b>10</b>	
<b>Total:</b>	<b>100</b>	

**Note: Proposer shall address in depth each of the above criteria. Failure to do so may result in the bid being deemed non-compliant.**

Specifications prepared by

**Houston-Galveston Area Council  
Cooperative Purchasing Program**

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