REQUEST FOR BOARD ACTION

HENDERSON COUNTY
BOARD OF COMMISSIONERS

MEETING DATE: January 3, 2022

SUBJECT: Eventide NexLog Hardware Refresh

PRESENTER: Lisha Stanley, Director of Communications

ATTACHMENTS: I. Vendor Proposal
                               II. N.C.G.S 143-129 (e)(6)
                               III. Letter of Certification

SUMMARY OF REQUEST:

The Board is requested to approve the attached proposal and authorize staff to proceed with the purchase of (1) Eventide NexLog Communications Recording System refresh via the sole source exception to bidding as allowed under N.C.G.S 143-129 (e)(6).

The sole quote was received from Carolina Recording Systems (CRS) for a total price of $66,945. CRS is the only certified and fully authorized Eventide factory trained sales and service center in the region. The system was originally purchased and installed by CRS in 2014 with the last significant upgrade occurring in 2015. By purchasing the hardware refresh from the same vendor, we ensure that existing licenses compatible with the upgraded system are able to be utilized, the installation of new components within the existing system are performed by the same company, and that maintenance can readily be performed both in person and via electronic means in a timely manner.

The recording system hardware refresh was included in the FY2022 budget in the amount of $98,090. (This amount included maintenance costs which will be billed separately.)

BOARD ACTION REQUESTED:

The Board is requested to accept the sole proposal from Carolina Recording Systems and authorize Henderson County staff to proceed with the purchase of (1) Eventide NexLog DX communications recording system refresh using the sole source exception to formal bidding as allowed under N.C.G.S 143-129 (e)(6).

Suggested Motion:

I move the Henderson County Board of Commissioners award the purchase contract for the Eventide NexLog hardware refresh to the sole bidder, Carolina Recording Systems for $66,945 and authorize staff to proceed with the purchase using the sole source exception to bidding as allowed under N.C.G.S 143-129 (e)(6).

CAROLINA RECORDING SYSTEMS

We have prepared a quote for you

Henderson County 911 - Primary Hardware DX Refresh

Quote # 000169
Version 7

Prepared for:

Henderson County 911

Lisha Stanley
lstanley@hendersoncountync.org

CAROLINA RECORDING SYSTEMS

Thursday, December 02, 2021

Henderson County 911
Lisha Stanley
100 North Grove Street
Hendersonville, NC 28792
lstanley@hendersoncountync.org

Dear Lisha,

We are excited to submit to Henderson County 911, the enclosed proposal for a communications recording system. After discussing with you, we are presenting a proposal which details the most beneficial approach to meet and exceed your current recording needs. As we have hopefully demonstrated through our interactions, Carolina Recording Systems prides itself in offering a relationship focused service to each of our customers and are passionate about doing what is right through a collaborative approach to each solution.

Carolina Recording Systems brings to this project over 19 years of recording experience as a company along with a team possessing decades of experience and knowledge of technical solutions and operational knowledge of best practices from the user perspective. When partnering with Carolina Recording Systems, we hope you will experience service levels far beyond any provider in our industry.

 We thank you and look forward to the continued relationship with your agency. We are excited for the opportunity to work with Henderson County 911, as your long-term partner to provide the next level of progression in recording systems. If there are any questions you may have regarding this proposal or our company, please feel free to reach out and contact us.

Respectfully,

Vic Williams
Sr. Account Manager
CRS / Carolina Recording Systems, LLC

CAROLINA RECORDING SYSTEMS

ABOUT US

CAROLINA RECORDING SYSTEMS, LLC

Carolina Recording Systems is a leading designer, installer, and service provider of communication recording systems. Operating since 2001, we pride ourselves in providing reliable products designed specifically to meet the needs and requirements of mission-critical call centers.

Knowing the importance of personal relationships, customer service and accessibility, our primary focus is being a high touch service provider to fill a void we see in our industry. Carolina Recording Systems continues to add local service technicians even as others follow the trend of diminishing that support.

Our increasing success as a solutions provider is attributed to our company's ability to:

- specialize in selling, installing, and servicing communication recording systems designed specifically for mission-critical call centers
- only focus on recording systems and solutions, which allows us extensive knowledge of the products and the industries we serve
- be the trusted expert of recording systems and solutions for our customers
- provide and service multiple solutions in a customized approach
- perpetually monitor and evaluate manufacturers' developments
- ensure our technicians are certified and continue to receive up-to-date vendor training
- always do what is right

CRS full-time technicians provide comprehensive on-site service and training and are strategically located throughout our geographic territory. Although we believe there is no substitute for on-site visits, we do have the capabilities to do remote-in work and provide 24/7 response.

Our relationship focus keeps us thoroughly involved in national and local industry association chapters, thus providing an opportunity to stay abreast of the latest industry needs and opportunities.

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EXECUTIVE SUMMARY

RECORDING SYSTEM

To fulfill the recording requirements of Henderson County 911, we are proposing the Eventide NexLog DX communications recording system. Eventide invented the first digital communications recorder in 1989. With thousands of communications recorders in service in such diverse applications as corporate call centers, NORAD, nuclear submarines, NASA, maximum security prisons, air traffic control, hospitals, universities, transit and 9-1-1 call centers throughout the world, Eventide continues its tradition of combining unmatched ease-of-use with mission-critical reliability.

Eventide's NexLog mission-critical communications logging systems reliably capture, store, protect, reproduce, and help you manage important interactions and critical data. NexLog logging systems have been designed to help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations

SOLUTION

DESIGN INFORMATION

The Eventide NexLog is a purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder. **Eventide's recording systems are designed, assembled, tested, and supported exclusively in the USA.**

Configuration, playback, retrieval, and incident management is accessed via a secured web interface. The web-based application eliminates the need for software to install or updates to manage. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process.

A multi-tier security system controls user access based on role and channel assignments. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out. System access can also be controlled by an SMB share or active directory. In addition, each user's access and actions are audited and available for review.

The proposed NexLog DX recorder is equipped with **RAID Array Storage** that combines multiple hard disks into a logical drive for redundancy and increased performance. In the event of a drive failure, the logical drive is not affected. Data integrity and recording functions are unaffected and redundancy is automatically restored once the failed component is replaced.

To meet the recording needs for Henderson County 911, our solution has been crafted to provide the highest level of redundancy, security, and usability.

ARCHITECTURE

HIGH LEVEL DIAGRAM

11 Intrado Phone Positions
(11 VoIP via Intrado network switches)

Hosted ESINet Audio Paths
(11 VoIP via Intrado network switches)

11 Intrado Phone Positions
(11 Analog via A9C Record Jack)

11 Non-Emergency / Callback Lines
(11 Analog via Telco demarc)

24 Zetron Radio Media Paths
(24 VoIP via Zetron Voice Logging Gateway VLG)

ANI ALI Metadata
(RS232 via Viper CDR Output)

ESINet i3 SMS to 911 Capture
(TCP IP via Viper network switches)

11 CAD Workstations Screen Recording
(11 Screen Capture)

Eventide NexLog 740 DX

Archive

Network Attached Storage

SCOPE

STATEMENT OF WORK

CRS will complete the following steps for Henderson County 911:

- Conduct an initial project kickoff and site walkthrough to define physical recorder installation and structure cabling details and requirements

- Document critical technical details required to complete recorder configuration such as TCP/IP addresses, system hostname, NTP server, channel definition and requirements, etc.

- Insert appropriate recording solution hardware and apply licenses.

- Complete NexLog DX system burn-in and staging for recorder(s) to ensure no immediate component failure.

- Complete NAS system burn-in and staging, if purchased, to ensure no immediate component failure.

- Configure basic recording solution system parameters as a part of the system staging process for recorder(s).

- Transport the recording solution to the Henderson County 911 communications data center for onsite staging.

- Mount new 66 blocks and run new analog cabling.

- Rack and power the NexLog DX and NAS within their respective data center locations.

- Configure advanced recording solution system parameters required for radio, phone and CAD integration for recorder(s).

- Install screen agents onto CAD systems for agent desktop recording for recorder(s).

- Conduct end user training as needed by Henderson County 911 personnel.

In addition to completing the above steps as a part of the recording solution implementation, CRS will provide a dedicated project manager to ensure consistent project status communication and on-time, on budget project delivery.

P.O. Box 11311
Charlotte, NC 28220
www.crsnc.com
(888) 661-0202

**CAROLINA
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STANDARD FEATURES

MEDIAWORKS PLUS

MediaWorks Plus is a browser-based software which provides a comprehensive set of easy-to-use tools for search, replay, instant recall, incident reconstruction and call export. Capabilities include live call monitoring, multi-parameter search, multiple-call replay via graphical time-line with pan/zoom, waveform displays, variable-speed replay, drag and drop into incident tabs, call notes, text annotations, redaction, obfuscation, and protection. The incident reconstruction software helps users quickly find and export recordings via email, DVD or Blu-Ray.

MediaWorks Plus gives a system administrator the easy-to-use capability for defining customized groups, users and channels through mouse click functionality. Carolina Recording Systems will also initially assist in the customized set up of the desired groupings during the installation process.

Secure Browser Based Playback
Securely access assigned resources via networked PCs using a variety of browsers.

Waveform Displays
You can visually determine the locations of audio content and silence within important recordings.

Multi-Parameter Search
Finding recordings is quick and easy. Search by date/time, channel, resource, and any metadata.

Text and Voice Annotations
Multiple text and voice annotations can be quickly added to recordings along the time-line, documenting the timing of important actions and events.
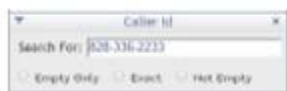
Multi-Channel Graphical Time-Line
Quickly view the timing of recordings across any number of channels, and replay from the time-line.

Metadata Display on the Call-View Grid
Easily customize which metadata fields are presented on the call-view grid. Recordings may be sorted (ascending or descending) using any of the displayed metadata columns.

Flexible Playback Capabilities Recordings may be replayed sequentially or mixed. Controls include itch-corrected adjustable speed, loop, skip forward/back, playback Automatic Gain Control and more.

Instant Recall The multi-channel Instant Recall tab helps call takers and dispatchers improve their accuracy and performance by quickly confirming what was said.
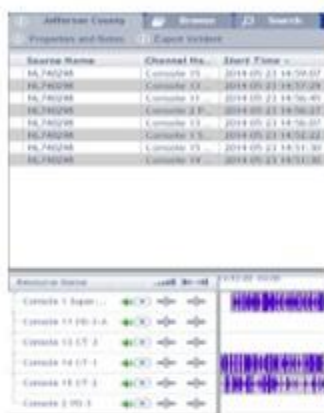
Call Notes

You can quickly create a note that summarizes the important events within each recording.

Channel Name	Start Time	Note
audio 1	2015-12-02 11:54:19 05:00	Twin County Recording

Talking Date and Time

Spoken date and time can be enabled during replay and may be incorporated within exported media.

Incident Tabs

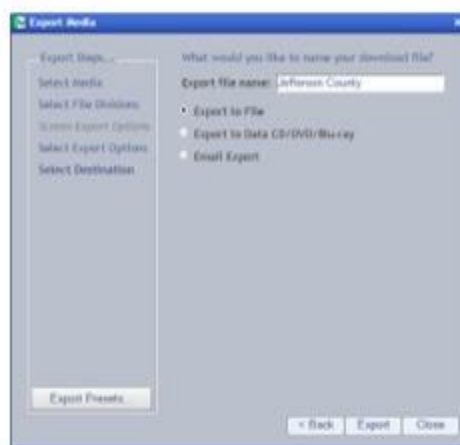Incident-related recording can be easily grouped together onto dedicated Incident Tabs. Incidents may be named, saved and recalled at a later date.

Flexible Export and Email

The menu-driven export tool lets you quickly make copies of complete incidents or individual calls. Send via email or export to USB, CD, DVD or Blu-ray.

Live Monitoring

Multi-channel live monitoring allows you to conveniently listen to calls as they are occurring.

SYSTEM STATUS NOTIFICATIONS

System Status Notifications are available in a variety of ways on the NexLog platform.

Administrators and Service Technicians can be notified by email, client interface, SNMP, and the 7" front panel display.

Numerous notifications options include, but are not limited to, channel inactivity, failure to record, unusual recording length, system disconnection, hard disk failure, process failure, and network disruption.

IDENTITY PROTECTION

Identity Protection is available via the voice obfuscation and redaction tool.

It allows the user to modify and export recordings with silence, beep tones, and increased volume in the selections you choose.

It also allows the pitch of the dispatcher or caller's voice to be altered for privacy purposes.

The original call is left in its original, unaltered form for legal authenticity verification.
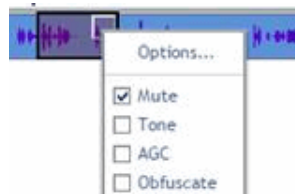
AVAILABLE OPTIONS

ENHANCED REPORTING (available for a fee)

NexLog communications recording systems include tabular and graphical reports that can be run at any time. These daily, weekly, and monthly reports provide managers with valuable information about call volumes and channel activity.

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GEO-FENCE SEARCH (available for a fee)

Geo-Fence Search Utilizes Google Maps and allows searching by a polygonal geographic area or circular radius.

All calls/radio transmissions with a latitude/longitude can be displayed in real time on a heat/saturation map.

Local proprietary maps can be added/utilized as well, for an additional fee.

CAROLINA RECORDING SYSTEMS
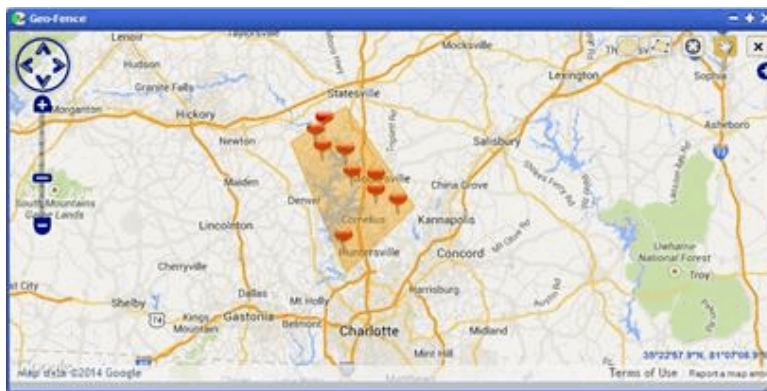
QUALITY FACTOR (available for a fee)

Quality Factor is call evaluation software that helps managers evaluate and quantify call taker proficiency in each area of performance specific to a communications center.

Quality Factor includes an Evaluation Form builder to quickly design forms that identify key performance results on an individual, shift, and center basis.

Quality Factor helps focus on areas that need improvement, provide analytical support data to bolster budgetary requests, and address citizen or government quality/performance inquiries.

Quality Factor™ Software

► How are your dispatchers and call takers performing?
► What training should you offer them?
► Who are your stars?
► Who needs to improve what in order to get that raise or promotion?

Eventide has developed Quality Factor software to help you answer those questions and more. Quality Factor software is a tool to help communications center managers evaluate and quantify the performance of dispatchers and call takers. With Quality Factor software, managers can easily measure performance trends and identify the skills needing improvement. Quality Factor software includes an Evaluation Form builder that lets you very quickly design forms that are specific to your center's needs. Rather than just having a general sense of a staff members' skills like communications, empathy, accuracy, conformance, and software tool usage, Quality Factor software allows you to breakdown a call or series of calls to identify and quantify call taker and dispatcher proficiency in each of these areas of performance.

Quality Factor reports help identify key performance results on an individual, shift, and center basis so that training can be focused on areas that need improvement. Quality Factor reports also provide analytical support data to bolster budgetary requests and to address citizen and government quality/performance inquiries.

Evaluations are performed within *MediaWorks Plus* software. Simply select a call (or calls), right-click, select Evaluate, and choose the desired form. The evaluation form (shown below) appears in a new tab.

Key Features
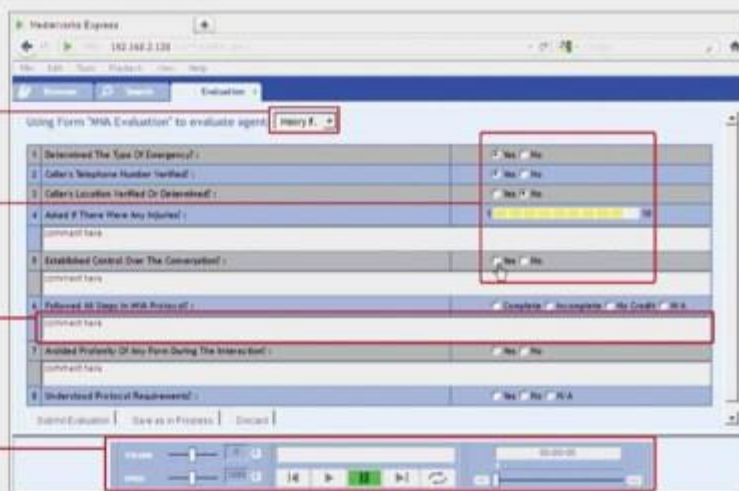
- Flexible and easy-to-manage Call Evaluation and Reporting tool
- Evaluation forms are easily created and modified as needs change
- Automatic flagging of below threshold scores
- Auto-fail capability based on quantity of flags
- Reports provide valuable insight into performance and skill competency
- Agents may review their own evaluations & calls
- Secure role-based user access
- Operates within Eventide MediaWorks Plus browser based software

CAROLINA RECORDING SYSTEMS

SCREEN RECORDING (included in Total)

Screen Recording is an option that can capture all workstation activity.

The recordings are centrally archived on the primary NexLog recorder and can be viewed along with the calls for training, incident recreation, and exporting.

CAROLINA RECORDING SYSTEMS

LETTER OF CERTIFICATION

Eventide®

January 1, 2021

To: Whom it may concern:

Subject: Eventide Inc. Fully Certified Factory Trained Sales & Service Center

Eventide Inc. has certified **Carolina Recording Systems** as a fully authorized Eventide **factory trained sales and service center** for the region covering North Carolina, South Carolina, West Virginia, Virginia, Tennessee & Maryland. As such, superior sales support and after sales service support can be guaranteed.

Carolina Recording Systems is the **only company** in this region to receive this certification from Eventide.

Cordially,

Gordon Moore
General Manager
Eventide Inc.

Copy:
Byron Burns
Manager
Carolina Recording Systems
Ph: (704) 578-8025
Fax: (888) 776-0201
byron.burns@crsnc.com

EVENTIDE INC. • One Alsan Way • Little Ferry, NJ 07643-1001 • USA
☎ 201.641.1200 • fax 201.641.1640 • www.eventide.com • loggers@eventide.com

Recording Solution

Description		Price	Qty	Ext. Price
	Eventide NexLog 740 DX			
NexLog740DX	**NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 x1TB fixed-Mount HDDs (RAID 1), 1 Blu-ray Multi-Drive, 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web- based configuration manager, audio contro**	$7,995.00	1	$7,995.00
DX701	**Integrated 7" Color LCD Touch Screen Display for NexLog 740 DX-Series**	$1,595.00	1	$1,595.00
DX730	**Standard NexLog 740 DX-Series Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media)**	$0.00	1	$0.00
324430	**Rack Mount Slides - 4 Post, 3U (for NexLog 740DX)**	$360.00	1	$360.00
DX712	**Upgrade NexLog 740 DX-Series (at time of order) to 4x4TB HotSwap RAID5=12TB storage**	$6,190.00	1	$6,190.00
Channel Configuration & Integrations				
DXANA24	**24-Channel Analog PCIe (PCI Express) Card, 24 Ch. Licenses**	$6,000.00	1	$6,000.00
109033-003	**Quick Install Kit (9 ft. Amphenol Cable + "66" Block)**	$220.00	1	$220.00
271052	**Internal IP Recorder with First 8 G.711 Channels**	$3,850.00	1	$3,850.00
271035	**Additional Internal IP G.711 8-Channel license pack**	$1,750.00	5	$8,750.00
DX755	**Quad Port 100/1000 PCIe (PCI Express) Network Card (for NexLog 740 DX-Series recorder only)**	$1,440.00	1	$1,440.00
209029	**911 NENA ANI/ALI CAD Spill Integration - USA/Canada only**	$3,495.00	1	$3,495.00
271139	**Eventide Interface license (audio) for West VIPER 911 IP/SPAN Recording**	$2,495.00	1	$2,495.00
271171	**SMS Recording Enabler for IP channels (for West VIPER, Emergitech)**	$1,995.00	1	$1,995.00
DX905	**Intrado VIPER Enhanced CDR Integration**	$5,000.00	1	$5,000.00
271070	**Windows Screen Recording (First 5 PCs on recorder)**	$2,500.00	1	$2,500.00
271076	**Windows Screen Recording (5 additional PCs on recorder)**	$500.00	2	$1,000.00
271083	**8 pack MediaWorks DX (web) concurrent license**	$995.00	2	$1,990.00

Subtotal: **$54,875.00**

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Peripherals

Product Details		Quantity	Unit Price	Ext. Price
NAS-24512	**Network Attached Storage Server: 1U Rack Mount, 12TB Hot Swap RAID 5, Windows 10, Intel CPU, 16GB RAM**	1	$3,995.00	$3,995.00
			Subtotal:	**$3,995.00**

Installation Services

Product Details		Quantity	Unit Price	Ext. Price
INSTALL	**Services include pre-installation site survey, installation, configuration, testing and unlimited training.**	1	$8,500.00	$8,500.00
			Subtotal:	**$8,500.00**

Shipping

Product Details		Quantity	Unit Price	Ext. Price
MAN S&H	**Manufacturer Shipping and Handling**	2	$175.00	$350.00
			Subtotal:	**$350.00**

Pricing Concession

Product Details		Quantity	Unit Price	Ext. Price
DISCOUNT	**One-time discount**	1	($775.00)	($775.00)
			Subtotal:	**($775.00)**

CAROLINA RECORDING SYSTEMS

Henderson County 911 - Primary Hardware DX Refresh

Prepared by:	Prepared for:	Quote Information:
CRS / Carolina Recording Systems, LLC	**Henderson County 911**	**Quote #: 000169**
Vic Williams	100 North Grove Street	Version: 7
(252) 375-6579	Hendersonville, NC 28792	Delivery Date: 12/02/2021
vic.williams@crsnc.com	Lisha Stanley	Expiration Date: 12/31/2021
	(828) 694-3127	
	lstanley@hendersoncountync.org	

Quote Summary

Description	Amount
Recording Solution	$54,875.00
Peripherals	$3,995.00
Installation Services	$8,500.00
Shipping	$350.00
Pricing Concession	($775.00)
Total:	**$66,945.00**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Installation Considerations:
Customer's radio, telephone, and CAD vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location. Customer is responsible for insuring the necessary 3rd party licensing, installation, and integration work is completed by its other vendors.

Order Remittance: Please approve orders online via the provided secure link or email Purchase Orders to orders@crsnc.com.

CRS / Carolina Recording Systems, LLC

Signature: _____

Name: Vic Williams

Title: Sr. Account Manager

Date: 12/02/2021

Henderson County 911

Signature: _____

Name: Lisha Stanley

Date: _____

§ 143-129. Procedure for letting of public contracts.

(e)   Exceptions. - The requirements of this Article do not apply to:

(6)   Purchases of apparatus, supplies, materials, or equipment when: (i) performance or price competition for a product are not available; (ii) a needed product is available from only one source of supply; or (iii) standardization or compatibility is the overriding consideration. Notwithstanding any other provision of this section, the governing board of a political subdivision of the State shall approve the purchases listed in the preceding sentence prior to the award of the contract.

CAROLINA RECORDING SYSTEMS

LETTER OF CERTIFICATION

Eventide®

January 1, 2021

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Eventide Inc. has certified **Carolina Recording Systems** as a fully authorized Eventide **factory trained sales and service center** for the region covering North Carolina, South Carolina, West Virginia, Virginia, Tennessee & Maryland. As such, superior sales support and after sales service support can be guaranteed.

Carolina Recording Systems is the **only company** in this region to receive this certification from Eventide.

Cordially,

Gordon Moore
General Manager
Eventide Inc.

Copy:
Byron Burns
Manager
Carolina Recording Systems
Ph: (704) 578-8025
Fax: (888) 776-0201
byron.burns@crsnc.com

EVENTIDE INC. • One Alsan Way • Little Ferry, NJ 07643-1001 • USA
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