

GRAINGER COUNTY

EMERGENCY COMMUNICATIONS DISTRICT

REQUEST FOR PROPOSAL

For a
Next Generation 911 Recording System

CONTACT POINT

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Purpose and Objective

General

The Grainger County Emergency Communications District (ECD), located at 270 Justice Center Drive, Suite 103, Rutledge, TN is soliciting closed proposals from qualified bidders for one (1) turnkey NG-911 recording system.

- A bid proposal must include the total price for a turnkey recording system for the PSAP, quoting both a full outright purchase price as well as a leasing plan, with an estimated price for 24/7 service after warranty to be decided on by the ECD Board of Directors.

Instructions to Bidder

General

The bidder is advised to read this RFP in its entirety. Failure to read and/or understand any portion of this RFP shall not be cause for waiver of any portion of this RFP.

It is anticipated that the bidder's system may not conform to all of the requirements stated within this RFP; however the bidder is strongly encouraged to reply with a proposal, since the proposed system most suited to the ECD's requirements will be chosen by the Grainger County Emergency Communications District.

All bids shall be submitted as follows:

- **RFP**
This document
- **Price Proposal**
This section is to include an itemized list of equipment and associated costs for the proposed turnkey solution.

- Brochures, pamphlets, etc.
- Features
- Warranty/Service
- Company Profile

The Grainger County Emergency Communications District reserves the right to conduct a pre-award survey or to require other evidence of technical, production, managerial, or other vendor abilities prior to the award of the contract.

The bidder must offer a turnkey project, assuming full responsibility for providing a fully-functional recording system at each location--no third party installation, training, warranty, or future maintenance.

The bidder shall be financially responsible for all materials, equipment, and software of the voice logger system until Grainger County Emergency Communications District finally accepts the completed and fully operational system.

The Grainger County Emergency Communications District will not be responsible for any costs incurred by the bidder in preparing and submitting its response to this RFP.

Failure to provide adequate information to enable a proper evaluation of bidder's company, proposed system, and system features, will be considered unresponsive, and may result in the elimination of bidder's proposal from consideration.

Proposal Process

This Request for Proposal has been advertised through the TENA website and newspaper listings.

This RFP will be made available to all interested bidders upon request.

Any questions or clarifications regarding this RFP must be e-mailed to raholt911@frontiernet.net by Wednesday, December 28, 2011, at 2 p.m. Eastern Time.

All bidders have the sole responsibility to provide sealed proposals by mail or hand delivery by January 4, 2012, at or before 12 pm (noon) Eastern Time, to the following address:

**Randy Holt
Director
Grainger County Emergency Communications District
270 Justice Center Dr., Suite 103
P.O. Box 560
Rutledge, TN 37861
865-828-3311**

Qualified bidders will respond by providing a comprehensive yet concise proposal which describes the hardware, software, services, costs, and any other item offered by the bidders to The Grainger County Emergency Communications District for a fully functional NG-911 recording system.

The bidder whose proposal for hardware, software, system engineering, system integration, training, maintenance, labor and installation for NG-911 Recording System that best meet the needs and objectives of the Grainger County Emergency Communications District will be selected by the Board of Directors of the Grainger County Emergency Communications District for contract award, which may include negotiations.

The Grainger County Emergency Communications District reserves the right to reject any and all proposals resulting from this Request for Proposal.

Proposals received prior to **January 4, 2012, 12 p.m. (noon)** Eastern Time, will be kept secure and unopened. The Grainger County Emergency Communications District shall determine when the specified opening time has arrived. No proposal received after the above-specified deadline will be considered and will be returned to the bidder unopened.

Proposals may be withdrawn and/or resubmitted any time up to the deadline of **January 4, 2012, 12 p.m. (noon)**, which is the proposal closing. All proposal responses must be labeled: **911 RECORDING SYSTEM BID RESPONSE - GRAINGER COUNTY EMERGENCY COMMUNICATIONS DISTRICT – 2012.**

If a bidder does not intend to submit a bid, the bidder should respond with a notice of “NO BID” by certified mail by the specified bid deadline date. Failure to respond will forfeit all consideration.

Unless otherwise specified, all formal bids submitted shall be binding for ninety (90) calendar days following the bid date.

No responsibility will attach to the Grainger County Emergency Communications District for unintentional premature opening of a proposal not properly addressed and identified as stated above. No bidder may withdraw a proposal within 90 days after the actual date of the opening thereof. All requests to withdraw a proposal must be made in writing.

The bidder must submit a proposal with an itemized information list and itemized price quote, which must include all hardware, software, system engineering, system integration, training, training manuals, training aids, maintenance, maintenance manuals, labor, and other anticipated costs for the installation of the complete and operating NG-911 recording system that meets initial requirements and provides for any stated projected growth requirements.

Insurance

General

Worker’s Compensation:

The bidder or manufacturer shall be fully responsible for providing Workers Compensation or other insurance coverage for itself and its employees; the Grainger County Emergency Communications District shall have no responsibility of liability for such insurance coverage.

Successful bidder must provide to The Grainger County Emergency Communications District a certification by an insurance carrier showing the General Liability Insurance:

General Liability Insurance:

Bidder to have in effect, during the entire term of contract, a General Liability Insurance policy for a minimum coverage of at least One Million Dollars (\$1,000,000). This shall be the primary coverage for all bidders' activities under contract and all equipment, software, system, and training of any type, which are a part of this proposal.

Successful bidder must provide certification of insurance compliance within ten (10) calendar days after notification of award -- *company, policy number, and liability coverage amounts.*

Terms and Conditions of Award

General

The terms and conditions imposed herein shall govern in all cases, and conflicting terms and conditions submitted by the bidder may constitute sufficient grounds for rejection of the bid.

The Grainger County Emergency Communications District reserves the right to waive informalities and minor irregularities in proposals received and to accept the most responsible, qualified offer which best meets the needs and objectives of The Grainger County Emergency Communications District.

It is anticipated that this RFP and the bidder's response will form the basis of a mutually negotiated contract entered into with the successful bidder.

The Grainger County Emergency Communications District may award a contract, based on proposals received, without further discussion of such a proposal. Accordingly, each proposal should state the most favorable terms from a price, technical, and functionality standpoint which the bidder can submit.

The successful bidder agrees to adhere to proposed and contracted schedules. The bidder, however, will not be liable or deemed to be in default for any delays or failure in performances

resulting directly or indirectly from any cause or circumstances beyond the bidder's reasonable control.

Evaluation Criteria

The final review of bidder's proposal will evaluate the technical content of the offerings to determine which proposal best meets the needs and objectives of the Grainger County Emergency Communications District.

The ability of the bidder to meet or exceed the functional requirements of the Request for Proposal will be evaluated.

The bidder will be able to carry out all installation plans in a timely and efficient manner will be evaluated.

User-friendliness of system functions and Next Generation 911 compatibility will be evaluated.

Ease of phase-in of system improvements and enhancements will be evaluated.

The ability of the proposed system to meet future growth requirements and software enhancements without replacement of hardware components will be evaluated.

The Grainger County Emergency Communications District reserves the right to reject any and/or all proposal(s) and to negotiate with any bidder in order to secure the NG-911 System which best meets the needs and objectives of the Grainger County Emergency Communications District.

Vendor Selection

Proposals will be evaluated by the Grainger County Emergency Communications District for conformance to the specification requirements. Major consideration will be given to those bidders providing demonstrated capability and experience in the design and implementation of a similar system.

Proposals will be studied by an evaluation committee. Finalists *may* be invited to an interview. Selection of the successful vendor will be based on the proposal submitted and the results of the interview, if one is conducted. The evaluation committee's final recommendations will be based on an analysis of the system

offered; the vendor's demonstrated capability to provide superior maintenance support, and not merely the lowest price as indicated.

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The terms and conditions for contract award imposed herein shall govern in all cases, and conflicting terms or conditions submitted by the bidder may constitute sufficient grounds for rejection of the bid.

Bidder Qualifications

The bidder should have a minimum of five (5) years experience working with public safety communications in the installation and service of Enhanced 9-1-1 recording systems.

The bidder must have the ability to meet or exceed the functional requirements of this RFP.

The bidder must have support capabilities for on-going maintenance and enhancement of the system purchased.

The bidder must have experience in successfully implementing NG-911 recording systems with interfaces to CAD, phone, and radio equipment in other communications projects related to the public safety community.

During the evaluation, validation, and selection process, The Grainger County Emergency Communications District *may* desire a bidder's representative to answer specific questions, orally, and/or in writing. The Grainger County Emergency Communications District will not be liable for bidder's cost incurred for preparation or presentation in this regard. Therefore, the bidder must have the means and motivation to fulfill this requirement.

The bidder or manufacturer of the NG-911 recording system must engineer, manufacture, and quality test the system in the United States, to the extent possible.

As for the requirements in the section of this RFP labeled "**Functional Requirements,**" bidders must state compliance in the format specified via a "**Fully Compliant,**" "**Partially Compliant,**" or "**Not Compliant,**" providing explanations for partially compliant responses.

Installation Requirements

General

The bidder must appoint a project manager who will be responsible for all aspects of the recorder project at the Grainger County Emergency Communications District. This person will be available at all times during the course of the project if required.

The Project Manager for the bidder will coordinate all phases of the installation process with Name of Contact Point.

The bidder must provide qualified and experienced engineering, implementation, training, and service personnel to satisfy any engineering or service problem that may arise during the installation, warranty, and maintenance periods.

All recording system components in this specification must be delivered, installed, and completely operational within **ninety (90)** days after receipt of signed contract.

The bidder will be responsible for the cleanup of any and all waste, extraneous material, packing material, shipping support structures, spillage, or any other by-product resulting from the delivery, unloading, and/or installation of the recording system components.

The bidder must provide qualified and experienced engineering, implementation, training, and service personnel to satisfy any engineering or service problem that may arise during the installation, warranty, and maintenance periods.

Functional Requirements

System Design and Architecture

Recorder minimum hardware specifications:

- One 32 channel analog recorder
 - Raid 5 with a minimum of 400 GB usable after raid
 - Rack mount chassis for an industry-standard 19" four-post rack
 - Minimum expandable capacity within a single chassis to be at least 48 channels
 - Unlimited playback licenses
 - Unlimited "Real-Time Monitoring" licenses
 - At least 4 GB RAM per server
 - Windows Server 2003 OS (minimum)
 - Sound Card
 - CD/DVD-RW Drive
 - Ethernet (100/1000 BaseT)
 - Fault Polling Software/Dial-out paging capability
1. The system shall be covered by a full 1-year warranty for HW/SW from date of system acceptance.
 2. The Operating System hard drives must be at least Raid 5, with the OS and recordings being stored on both redundant drives.
 3. The system shall be compatible with Windows XP, Vista and 2003 Server and Workstation operating system.
 4. The operating system for the server must be Windows 2003 Server (minimum). **Linux, Unix, or other non-Windows operating systems will not be considered.**
 5. The system shall include a search engine with a user friendly interface that allows, at a minimum: audio playback, live monitoring, and filtering of call recording information with analysis of call volumes and patterns.

6. The channel capacity shall be expandable to 48 channels within the same recording chassis. The recording chassis must have the ability to mix

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digital, analog, VoIP, and multimedia connectivity taps within the same chassis.

7. Recordings will be stored online internally. Online storage is defined as hard drive capacity only. If desired, the recordings may be capable of replicating to a redundant location locally or on the LAN-WAN network.
8. The system shall provide the capability to produce copies of audio recordings onto a CD-DVD or e-mail. When burning a CD for playback, the recorder must have the ability to "Pack" the playback executable with all the playback functionality, tagging, and queuing with the recordings for security validation.
9. Backup must be done via NAS/SAN or external hard drive(s). Systems that use DVD-RAM DISK as archive will not be acceptable.

Playback Specifications

1. The system must provide for the simultaneous playback of previously recorded audio and multimedia interactions while recording the maximum number of channels, and shall not degrade recording performance. These interactions shall consist of audio, video, SMS text, MMS, e-mail messages, photos, GIS data, vehicle telemetry data, TTY/TTD, CAD screens, ANI-ALI data, and chat, where required by the end user.
2. The system shall be able to conduct multiple simultaneous playback sessions (multiple remote PCs) with no degradation of speed or quality.
3. The system must have unlimited playback seat licenses and must use a thin client application with no software loaded or

residing on the client PC. However, mapping/GIS capabilities may require desktop applications to be installed.

4. The operator must have the capability of posting annotations as an attachment to an interaction.
5. The system must incorporate a window that enables a supervisor to press a button that will embed a predetermined description of the interaction for a later tag search. This field must be sorted by clicking on the header bar of

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the playback screen. The button description must be accessible and customizable by the system administrator.

6. The system must be capable of providing recording statistics (minutes by hour, number of recordings by hour, etc.) for each channel recorded.
7. An entire instant search for all the calls must be conducted by double clicking the search icon on the desktop screen. By default, all the interactions will be listed in chronological order since midnight or by shift.
8. The system must be capable of selecting multiple interactions and playing them back in order of occurrence. The system must be able to reconstruct the digital time with interaction files to play back an entire activity in real time.
9. Selected interactions for playback must have the capability to skip dead time gaps between interactions while playing back continuously.
10. Selected interactions for playback must have the capability to be played back with reconstructed silence.
11. The playback display must have the ability to view and select interactions for playback according to date, start time, channel number, channel name, duration, and notations (capable of being edited) recorded with the interaction.
12. Retrieved interactions within the playback screen must be capable of being arranged by "double sort" functionality in any data column (time/date, channel number, duration, station name, attachment, or other categories).

13. Expanded searches shall be conducted by clicking a “Date” button, thereupon viewing a calendar display. By clicking on the desired day, all the interactions for that day may be viewed in a scrollable format, listed in chronological order.
14. The system must be capable of playing back silent periods and displaying the associated time and date during playback for proof of non-events.
15. The playback software must show start time, running elapsed time, and end time of each recorded interaction.

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16. The playback software must have the ability to playback and save a verbal digital “Spoken Time” announcement that will verbally announce when the interaction is started. The interaction will begin to play following the announcement. All audio recordings must be able to be saved with a “Digital Spoken Time Stamp” in a full or abbreviated state.
17. The workstation must be capable of variable speed playback of voice interactions while preserving pitch.
18. The system must allow the ability to copy voice calls to a standard recordable CD/DVD. The system’s network functionality must allow an operator to have the ability to copy recordings onto his/her local CD drive or DVD drive at his/her desk.
19. When burning a CD for playback, the recorder must have the ability to “Pack” the playback executable with all the playback functionality, tagging, and queuing with the recordings for security validation.
20. Explain in detail how your system can create a recording of a scenario playback for court presentation. The system must provide authentication technology to verify that all files and recordings are complete and have not been edited or altered in any way. This compilation of recordings must be able to be password protected and include all of the associated data. The playback software must be included with the compilation and allow for all of the normal functionality that would be on the actual recorder. No additional software should be required for

playback other than that which is loaded onto the medium with the recordings. A certificate of authenticity and a scenario playback must also be included on the recording medium.

21. It must not be necessary to have playback software loaded on a PC to play back a recording from a burned CD with recordings. The wave file will be able to be played back from Windows media player without any type of codec or conversion software required to be loaded on the PC.

22. The system must have "Real-Time Audio Monitor" (RTM) licenses to listen to live calls. The monitor must be able to scan active channels and hold for a predetermined time on each channel to allow the supervisor to listen to the live activity before scanning to the next active channel. The supervisor must have the ability to select the channel to monitor. The Audio Monitor

must have a 2- to 90-minute buffer to allow the supervisor to go back up to 90 minutes to review previous activity within the buffer.

23. The RTM must have a “Last Call Button.” The Last Call Button must be able to allow the user to playback and listen to the last call(s) taken on a specific channel by the click of a mouse button. The Last Call Button must have a 2- to 90-minute buffer to allow the user to go back up to 90 minutes to review previous activity.

Security

1. The system must provide security access (that may be time sensitive), that addresses, at a minimum: archive storage, by station, department, division, data source, logging group, peering, monitoring, saving or e-mailing ability, archive accessibility by individual log-in password.
2. The recording system must provide a System Log and User Log that reports all activity within the recording system. All accesses into the recording system must record the log-in number and what recordings were retrieved by the log-in number by time and date. The identification of which recording was retrieved must only be identified by a Hex code within the Log record.
3. The system must be able to provide and create administrative user accounts that control any access to the recorder functions and be able to terminate that access automatically by date and time.
4. Playback access must be able to secure privileges by individual channel, time of day, single station access, department access, division access, data source, log group, and length of time.
5. The system must provide password protection for access to its shared network drives.
6. The playback retrieval software shall have the ability to verify authentication of a recording by its digital signature with the original recording secured within the recording folder.

Diagnostics, Service, and Training

Diagnostics

The system shall include built-in diagnostic software that will automatically monitor alarm conditions of the equipment and initiate audible and visual alarms in the event of any failure or disruption of the operation/recording processes.

The system must be capable of automatically dialing out by modem or e-page and making notification to the vendor's diagnostic/repair center in the event of any failure or alert.

The system must conduct a fault tolerance check and place a call to the vendor's support system to log a system status report nightly. This report will be reviewed on a daily basis by the vendor's technical support staff as a preventive maintenance and proactive service log. A phone call and e-mail will follow upon completion of the service being performed to the customer.

The vendor shall provide factory authorized personnel for on-site training and instruction for all operators covering all equipment supplied under this specification. Additional on-site training shall be available at no additional cost to the purchaser for a period of one year from installation.

The vendor must offer advanced training for key System Administrators. Help desk support for trainees must be provided for a limited time and at no charge immediately following training.

The vendor will inform the Grainger County Emergency Communications District Executive Director of all software upgrades with an e-mail explaining the improved features with each upgrade.

Vendor must have the ability to access the system 24 hours a day to correct all software issues arising from a failure or to perform upgrades.

System must have the ability to page out and e-mail “administrative determined” alarms based on type and/or frequency. The system shall

be capable of detecting a failure of the on-line media and archive facility and notify the user with both visual and audible alarms. These alarms shall be made available at both the system chassis and at any designated workstation.

Vendor must be able to provide statistics on the types of alarms received from the proposed system.

Vendor must be able to download software updates remotely with regard to software maintenance or upgrades. This will also be a part of the maintenance agreement.

System must have a "Task Master-type" software system that will monitor all active tasks on the system and confirm that they are operational.

System Maintenance and Service

Due to the critical nature of emergency communications, the bidder or manufacturer must provide technical support 8 a.m. to 5 p.m., Mon-Fri, with an option for 24/7 if contracted.

The system must not be rendered inoperable for the purpose of routine maintenance, or system software upgrades.

The bidder must provide remote support within 2 hours to all priority service calls. Minor issues will require next day support.

Service provided by maintenance and service coverage plans must be provided by factory trained technicians.

Call Reporting and Data Integration

The reporting interface shall be capable of integrating multiple databases into one report with the interactions as an attachment to the call record.

Staff shall be capable of accessing the report manager at his/her desktop, enter passwords, and access custom

reports, design reports, review interactions, and monitor the system.

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The system must be able to import telephony log-in ID, CLID, call statistics, extension number, and call transfer information without CTI.

The solution must provide an “Excel” Hot button, which will allow the manager to quickly convert any customized report into a Microsoft Excel document.

Reporting and Analysis – The system’s reporting capabilities must be designed to enable authorized users the ability to drill up/drill down and slice/dice the information to enable various agents, managers, supervisors, and executives to answer virtually any interaction question in exactly the level of detail necessary to support a given administration decision.

Graphical Interface – The system must have the ability to support the above outlined reporting and analysis capabilities through a graphical user interface.

The report manager must be able to design, save, schedule, and e-mail custom reports.

The report manger must be able to save a customized report as a browser-type favorite for quick execution.

The report manager must be able to search and tabulate data regarding: Station number, Division/Department, Station name, Department name, LATA, Location, Phone number, Zone, Trunk, Circuit ID, Attachment, Equipment, Duration, Data Sources, DNIS, Agent ID, and Time and Date if required.

The report manager must be able to include the types of calls within a report for example: PBX data--Incoming Answered, Incoming Unanswered, Outgoing In-State, Outgoing Out-of-State, Outgoing International, Outgoing 0+ (zero plus), Trunk-to-Trunk In, Trunk-to-Trunk Out, Station-to-Station, and Network (over a Trunk) if required.

Quality Monitoring (QM) - Optional

The QM software must include customizable reports.

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Forms must be able to be customized without having to rely on the manufacturer.

The forms must be able to be tested before being locked for production.

Forms must be able to be copied for revised versions.

The forms must have the ability to have a comments field.

Graphical Interface – The system must have the ability to support the above outlined reporting and analysis capabilities through a graphical user interface.

The system must be able to track the call taker wherever he/she sits by logging in to one of the following: Phone, PC, or auto record task.

The system must have the ability to capture and store all desktop activity from workstations with multiple screens if required. These screen captures shall be played back with any interaction.

The system must have the ability for anyone with the correct permissions to generate and customize reports without having any programming skills.

ANI/ALI Capturing

ANI/ALI must be captured and stored with each 9-1-1 interaction.

The following items from the ANI/ALI data stream must be captured and stored in its own individual database fields of appropriate size that is sortable and searchable:

- Originating Phone Number (ANI)
- Address or Coordinate (ALI)
- Caller Name
- ANI/ALI Time of Initiation
- ANI/ALI Time of Pickup
- ANI/ALI Time of Disconnect
- ANI/ALI Date

- ESN
- Class of Service
- LEC

Training

General

End-user and administrator training will be provided by the vendor of the system not less than one week prior to the cutover date.

All training for end-users and administrators must be on site. Web based using Go To Meeting or WebEx may be used for follow up or specialized training if required.

The bidder must provide in the response to this RFP an outline of all end-user and administrator training.

The manufacturer must provide training for all telecommunicators, system administrators, and supervisors at the Grainger County Emergency Communications District.

Warranties and Service

General

The vendor shall provide a description of its local service organization including: address of closest technician factory trained and certified, number of years supporting product bid, and minimum onsite response time.

The vendor shall stock and provide loaner recording systems in the event of catastrophic occurrence, or if current system can't be repaired within a reasonable time frame. Loaner must be from the same manufacture as the product installed.

The vendor shall provide a minimum of one (1) factory authorized service technician to respond to on-site service within four hours of dispatch request (24 hours per day, seven days per week) at no additional cost for the term of the initial one-year warranty or any subsequent maintenance contract.

The successful bidder must include a one-year warranty with the system. The warranty must include parts, labor, and software from date of acceptance. The Warranty hours are 24/7, 365 days a year, with monitoring and alarms; 8 a.m. to 5 p.m. warranties are not acceptable.

A third-party service for warranty or maintenance is unacceptable. The same vendor that sold the system must also install, warrant, and maintain the system for its life.

The maintenance contracts must include updates to recording software in order to maintain that software to its most current level, at no additional cost during the life of the contract.

Bidder must also include as an Addendum to the recorder bid a 24/7 maintenance for years 2 - 5 listed year by year.

Maintenance Addendum

The vendor must provide a maintenance contract to cover the Voice Recorder after the first year. Make sure the contract provides 24/7 supports on parts, labor and 24/7 system monitoring with e-mail alert notification. Please provide in the response a concrete cost for years 2 through 5 on a per year basis.

- Year 2 - 24/7 on-site parts and labor support with e-mail alarm notification. \$ _____
- Year 3 - 24/7 on-site parts and labor support with e-mail alarm notification. \$ _____
- Year 4 - 24/7 on-site parts and labor support with e-mail alarm notification. \$ _____
- Year 5 - 24/7 on-site parts and labor support with e-mail alarm notification. \$ _____

In the event Grainger County decides not to purchase an annual maintenance contract after the first year; please provide the cost for time and materials. Include the procedure(s) if different from being under maintenance, and address the costs below:

- On-site labor rate during normal business hours
\$ _____
(Note if there is minimum charge)
- On-site labor rate after normal business hours
\$ _____
(Note if there is a minimum charge)
- Remote labor rate per hour 8-5 M-F
\$ _____
- Remote labor rate after normal business hours
\$ _____
- Trip charge for on-site support
\$ _____

Please provide the cost for adding screen capture for ten (10) desktops. This cost must included software, installation, and any training. \$ _____

Please provide the cost for adding Dispatcher Evaluation software, include all setup, training, and hardware costs that would be associated with the evaluation implementation. \$_____

Please provide the cost for including CAD incident number and other key data that Grainger County might want to insert into the recorder database.
\$_____