LETA 911

Larimer Emergency Telephone Authority

REQUEST FOR PROPOSALS

For

Installation, Equipment, and Maintenance

for an IP Voice Logger Recorder System

RFP #08-14

Issued On: 081214

Due Date:100114

Administered by: Kimberly Culp, Executive Director

REQUEST FOR PROPOSAL

LARIMER EMERGENCY TELEPHONE AUTHORITY

EXECUTIVE SUMMARY

The Larimer Emergency Telephone Authority ("LETA") was created in 1990 through an Intergovernmental Agreement ("IGA") between Larimer County, Colorado, and the cities, towns, fire districts and hospital districts located within the County. Pursuant to the IGA, LETA is responsible for the administration of 9-1-1 services in Larimer County and is governed by a seven member Board of Directors representing the signatories to the IGA. LETA is managed by a full time Executive Director.

LETA is interested in purchasing and installing an IP Voice Logger Recording System ("the System"). The System shall be capable of automatically recording and providing instant playback of all telephone calls and radio traffic in a public safety environment. This Request for Proposal ("RFP") sets forth requirements for software, hardware, maintenance, and other requirements for the System.

LETA currently supports five PSAPs Public Safety Answering Points (PSAPs). The System acquired must function in a multiple and diverse PSAP environment.

The successful vendor is expected to install, train dispatch employees, perform periodic software upgrades, remote performance monitoring, and long-term maintenance support for the System. The requirements of this RFP presume a complete turnkey IP Voice Logging Recorder reflective of current industry standards.

Proposals shall be considered only from firms that are firmly established in an appropriate business, who are in good standing with their current customers, who are financially responsible, and have the resources and ability to offer services in a professional manner. LETA may request additional information as deemed necessary. Failure to provide such information shall result in the proposal being considered non-responsive.

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SEALED COMPETITIVE PROPOSAL:

LARIMER EMERGENCY TELEPHONE AUTHORITY FOR:

Installation, Equipment, and Maintenance for an IP Voice Logger Recorder System

(RFP# 08-14)

REQUEST FOR PROPOSAL COVER SHEET

DATE:	August 12th, 2014
PROPOSAL TITLE:	Larimer Emergency Telephone Authority Emergency 9-1-1 Phone System (RFP #08-14)
DIRECT INQUIRES TO:	Kimberly Culp, LETA Executive Director
PHONE NO:	(970) 962-2170
EMAIL:	kculp@leta911.org
RETURN PROPOSALS TO:	Attn: Ed Roth, LETA Technical Manager Larimer Emergency Telephone Authority 380 N. Wilson Ave Loveland, CO 80537
PROPOSAL DUE DATE:	October 1st, 2014
NUMBER OF COPIES:	2 (two) signed originals and 1 (one) electronic copy submitted in a PDF file to Mr. Roth at: Larimer Emergency Telephone Authority 380 N. Wilson Ave Loveland, CO 80537 eroth@leta911.org

INVITATION TO SUBMIT PROPOSALS

The Larimer Emergency Telephone Authority (LETA) invites Vendors who are in good standing with their current customer base, have an established solution for IP Voice Logging Systems to submit a Proposal in response to this RFP. All interested Vendors who are not directly contacted are also invited to submit a proposal. This Request for Proposal is subject to terms and conditions on attached sheets.

IMPORTANT:

1) Vendors should read the entire document before submitting Information.
2) **Proposal MUST BE SIGNED IN INK.**
3) The Proposal must be a firm offer open for 120 days from the Proposal due date.
4) Please complete the below and return this page with the Proposal attached.

Vendor Name	
Vendor Address	
Vendor Contact Person	
Vendor Contact Person phone number	
Vendor Contact Person Email	

_____

Handwritten signature by Authorized Officer or Agent of Vendor (in ink)

SCHEDULE OF EVENTS

	Action	**Responsibility**	**Date**
1.	Issue of RFP	LETA	August 12th, 2014
2.	Pre-Proposal Conference via GoToMeeting conference bridge. ** This is not mandatory and will be recorded for future access	LETA	August 18th, 2014
3.	Deadline to submit intent to bid	Vendor	August 22nd, 2014
4.	Deadline to submit questions	Vendor	September 5th, 2014
5.	Response to Written Questions/RFP Amendments	LETA	September 19th, 2014
6.	Submission of Proposals	Vendor	October 1st, 2014 5:00 pm mountain time.
7.	Proposal Evaluations	LETA	October 6th, 2014
8.	Selection of Finalists	LETA Executive Director	October 8th, 2014
9.	Oral Presentation and / or Product Demonstrations by Finalist(s)	Vendor	October 15th – October 16th, 2014
10.	Final Vendor selected	Evaluation Team	October 17th, 2014
11.	Site visit(s) of Operating Systems	Evaluation Team	October / November 2014
12.	Finalize Contract	LETA Executive Director, LETA Attorney, Vendor	November 2014
13.	Contract Award	LETA Board of Directors	December 3rd, 2014
14.	Protest Deadline	Vendor	December 3rd –December 12th, 2014
15.	System installation complete at all 5 PSAPs in Larimer County	Vendor, LETA, PSAPs	February 27th, 2015
16.	Warranty Period	Vendor	From the 1st installation through

			acceptance of the System.
17.	Maintenance Period	Vendor	Post acceptance for years 1, 2, and 3.

LETA reserves the right to change the schedule of events

NOTICE OF INTENT TO BID LETA'S RFP #08-14

VENDOR'S NAME

VENDOR'S TAX IDENTIFICATION NUMBER

NAME OF CONTACT PERSON

VENDOR'S ADDRESS STREET AND NUMBER

CITY STATE ZIP CODE

TELEPHONE NUMBER

EMAIL ADDRESS

The NOTICE OF INTENT TO BID should be emailed or faxed to the address provided below on or before

August 22nd 2014

Ed Roth, Technical Manager

Larimer Emergency Telephone Authority

380 N. Wilson Ave

Loveland, CO 80537

eroth@leta911.org

Phone: (970) 962-2172

Fax: (970)663-9133

I. DEFINITIONS

1. "Acceptance" or "Acceptance Criteria" means the acceptance of the successful Implementation of the complete "System" and successful completion and delivery of all Deliverables as set forth herein. Since the installation involves multiple PSAPs, acceptance occurs after a successful installation at the final PSAP.

2. "Applicable laws" means all laws, ordinances, rules, regulations, orders, interpretations, requirements, standards, codes, resolutions, licenses, permits, judgments, decrees, injunctions, writs and orders of any court, arbitrator, or governmental (federal, national, state, municipal, local or other, having jurisdiction over a party and the location where a particular element of the Deliverables is performed) agency, body, instrumentality or authority that are applicable to any or all of the parties, the Deliverables or terms of the Agreement, including all environmental and hazardous materials laws which are applicable to the Deliverables.

3. "Bug" means any error, flaw, mistake, failure, or fault in a computer program source code, operating system or hardware component that produces an incorrect or unexpected result. Bugs may trigger errors that can in turn have a wide variety of effects, with varying levels of inconvenience to the user of the system, program or hardware. Some bugs have only a subtle effect on the program's or hardware's functionality. More serious bugs may cause the software program to crash or freeze or hardware components to fail causing a denial of service to the user.

4. "Compatible" means economically efficient.

5. "Deliverables" means the System, including but not limited to the hardware and software components, maintenance, training, security/disaster recovery, warranty and the design specifications delivered pursuant to this RFP and Vendor's responding Proposal.

6. "Error", means any failure of the System, including but not limited to the hardware and software components, to operate in material conformity with the Specifications set forth herein.

7. "Field" or "From the Field" shall refer to a person working outside of the office, either on scene of a critical incident or mobile and not able to have timely access to a computer.

8. "Implementation" means the System is operational which includes completion of the development of the System, design, installation, setup, customization, conversion, testing, training, and other services necessary to configure the software to meet the functionality described in Section III.

9. "Larimer Emergency Telephone Authority" (LETA) means the governmental entity created by the Members and responsible for the administration of and the coordination of 9-1-1 services to the Members.

10. "Members" means all PSAPs and Governmental entities in Larimer County, Colorado.

11. "NG" means next generation 9-1-1. NG 9-1-1 is a system comprised of hardware, software, data to provide standardized interfaces from call and message services, process all types of emergency calls including non-voice (multi-media) messages, acquire and integrate additional data useful to call routing and handling, deliver the calls/messages and data to the appropriate PSAPs and other appropriate emergency entities, provide a secure environment for emergency communications and the recording of all communications that occur in the PSAP.

12. "Proposal" or "Vendor Proposal" means the formal response by the Vendor to this RFP.

13. "PSAP" or "Public Safety Answering Point", means the Loveland Police Department Emergency Communications Center, the Fort Collins Police Department-, Colorado State University Police Department Communications Center, the Larimer County Sheriff's Department Communications Center, and the Town of Estes Park Communications Center.

14. "RFP" or" Request for Proposal", means solicitation of a formal Proposal to provide LETA with a digital logging recorder to implement the System specified in Section III of this document. The Proposals shall be used in part to determine which Vendor will be selected as the successful Vendor.

15. "Services", includes but shall not be limited to, Implementation, Warranty services and Maintenance services provided for hereunder.

16. "Specifications" means LETA's requirements for software, hardware, Warranty, Maintenance, Training, and the Security/Disaster plan and services as described in Section III of this RFP and the responding Proposal.

17. "System" shall refer to the developed software, hardware, and processes that are the subject of this RFP.

18. "System Documentation" means all user guides, operating manuals, educational materials, product descriptions and specifications, technical manuals, supporting materials, a complete AS BUILT of the final installation, and other information provided by the successful Vendor relating to the System, whether distributed in print, electronic, or video format.

19. "Vendor" means the entity or person submitting a Proposal to this RFP.

20. "Vendor's Software" means the software used in the development or operation of the System and was previously developed by the Vendor.

21. "Warranty" means the time between the first installation and 90 days post final installation.

II. ADMINISTRATIVE INFORMATION

A. ISSUING OFFICE: This Request for Proposal is issued by the Larimer Emergency Telephone Authority (LETA). LETA, is the sole point of contact on this RFP. Upon issuance of this RFP all Vendors are prohibited from contacting any Members or representatives of LETA including but not limited to PSAP employees and representatives, LETA Board of Director members, consultants, attorneys, and members of any evaluation team engaged by LETA. LETA should be contacted should any questions arise regarding the identity of such persons. Any attempts to contact such persons shall be grounds for disqualification of Vendors under this RFP.

B. PURPOSE: LETA is seeking proposals from Vendors who can provide a System for LETA in accordance with the scope and specifications as set forth in this RFP.

C. SCOPE: This RFP contains the instructions governing the Proposal to be submitted and the material to be included therein, including mandatory requirements which must be met to be eligible for consideration. Do not submit only marketing and technical brochures about the product being proposed or solutions under development.

D. OTHER SOLUTIONS: Vendors are invited to identify other solutions or Specifications that will provide the essence of the Deliverables sought in this RFP and will allow LETA to accomplish its purpose.

E. INQUIRIES: Prospective Vendors may make written inquiries concerning this RFP for the purpose of obtaining clarification of the requirements as set forth herein, or for other appropriate and timely inquiries regarding this RFP. Inquiries should be sent via email to:

Ed Roth, Technical Manager

eroth@leta911.org

Response to Vendor's inquires will be made in writing and delivered via e-mail. Any oral interpretations or clarifications to this RFP shall not be relied upon. All changes to this RFP must be in writing and accepted by LETA to be valid. Vendors may request a mailed copy of responses by contacting LETA.

F. MODIFICATION OR WITHDRAWAL OF PROPOSALS: Proposals may be modified or withdrawn by the Vendor prior to the proposal due date. The Proposal must be a firm offer open for 120 days from the proposal due date.

G. PROPOSAL SUBMISSION: Proposals must be received on or before the date and time indicated in the Schedule of Events. Late Proposals will not be accepted. It is the responsibility of the Vendor to ensure that the Proposal is received on or before the Proposal closing date and time. Vendors mailing their Proposals shall allow sufficient mail delivery time to ensure timely receipt of their Proposals. The Proposal package shall be delivered or sent by mail to:

LETA911

Attn: Ed Roth

380 N. Wilson Ave

Loveland, CO 80537

The LETA Request for Proposal Cover Sheet must be signed in ink by an officer or other representative of the Vendor legally authorized to bind the Vendor to the Proposal. Proposals that are determined to be at variance with RFP requirements may not be accepted. Proposals must be submitted in a sealed package displaying the following information on the outside of the envelope:

VENDOR'S NAME & ADDRESS

BID TITLE

RFP #08-14

Two (2) paper copies of the response should be sealed in a package marked "Response to RFP 08-14"

Vendors must also submit their response electronically by emailing or mailing a copy of their response in a portable document format (PDF) with a subject of "Response to RFP 08-14"

H. ADDENDUM OR SUPPLEMENT TO REQUEST FOR PROPOSAL: In the event that it becomes necessary to revise any part of this RFP, an addendum will be provided to each Vendor who received the original RFP, or who responded to the RFP. It is the responsibility of Vendors, prior to the proposal due date, to inquire as to addenda issued and ensure their Proposal reflects any and all changes.

I. VENDOR'S INTERVIEWS: Vendors who are deemed most qualified after initial evaluation may be asked to interview.

J. COST DATA/BUDGET: Proposals must include the detailed cost to LETA for each Deliverable as set forth. Estimated proposal costs are not acceptable.

K. COLORADO OPEN RECORDS: Following the final award process, proposals may be considered public records after opening pursuant to the applicable provisions of the Colorado Open Records Act. LETA will make reasonable efforts to notify the Vendor of any request for disclosure and it will be the responsibility of the Vendor to object and to pursue any legal actions pursuant to Colorado law. The Vendor shall notify LETA within twenty-four (24) hours of notification by LETA of request for disclosures of Vendor's objection to disclosure and the Vendor's intent to pursue lawful protection under Colorado law. Any confidential, proprietary, or otherwise sensitive information contained in or with any response is subject to potential disclosure. By submitting such information the Vendor waives any recourse in respect to disclosure by LETA under the Colorado Open Records Act.

L. RFP RESPONSE MATERIAL OWNERSHIP: The Proposal and all material submitted by the Vendor regarding this RFP shall become the property of LETA. LETA reserves the right to use any and all information and material presented in the Response to the RFP, subject only to limitations otherwise set forth herein. This right is not eliminated if the Vendor is not selected or disqualified.

M. BID SUBMITTAL PROCESS

1. Late proposals will not be accepted or considered.
2. Proposals must address all RFP requirements.
3. Partial or incomplete Proposals will be rejected.
4. All costs incurred by the Vendor while preparing and presenting the Proposal, or costs incurred in any other manner by the Vendor in responding to this Proposal will be the responsibility of the Vendor.
5. Vendors shall furnish all the information required by this RFP and are expected to examine all instructions and specifications provided herein. Should the Vendor find any part of the listed specifications, terms and conditions to be discrepant, incomplete, or otherwise questionable in any

response, it shall be the responsibility of the Vendor to call such matters to the attention of the LETA Executive Director pursuant to the inquiry procedure. Failure to do so will be at the Vendor's risk. All official changes to this RFP will be issued in writing by the Executive Director.

6. Any final selected Vendors, will be required, at their own expense, to make a formal presentation of their Proposal to the evaluation team and possibly to the LETA Board. Presentations must include at a minimum an outline and overview of the Vendor's proposed solution, implementation process, maintenance, a demonstration of their operating system and a description of hardware components.

7. The selection of the successful Vendor will be announced to the selected Vendor by telephone and in writing.

N. RIGHTS RESERVED: While LETA has every intention to award an Agreement as a result of this RFP, issuance of this RFP in no way constitutes a commitment by LETA to make such an award. Upon a determination that such actions would be in its best interests, LETA in its sole discretion reserves the right to:

1. Waive any formality;

2. Cancel or terminate this RFP, at any time, without penalty;

3. Reject any or all Proposals received in response to this RFP

4. Waive any undesirable, inconsequential, or inconsistent provisions of this RFP, which would result in any significant impact on any Proposals;

5. Make any investigations it deems necessary to evaluate the Vendor's ability to perform;

6. Not award, or if awarded, terminate any Agreement if LETA determines adequate funds are not available, it elects not to pursue this project or determines to remain with their current Vendor.

7. To seek clarification of Proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the Proposal evaluation period as designated on the RFP Cover Sheet.

8. Issue amendments in the form of addenda to this RFP prior to the date of the Proposal. Copies of such addenda will be provided to interested Vendors who have submitted a notice of intent to submit a Proposal.

9. Issue amendments after the date of Proposal openings. All Vendors submitting Proposals will be sent any such amendments.

O. ACCEPTANCE OF PROPOSAL CONTENT:

The contents of the Proposal of the successful Vendor will become contractual obligations to the extent consistent with the terms of this RFP, and the Proposal. Failure of the successful Vendor to adhere to these obligations may result in cancellation of the award, and such Vendor may be removed from future solicitations.

P. NON-DISCRIMINATION: The Vendor shall comply with all applicable state and federal laws, rules, and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, or sex.

Q. PARENT COMPANY: If a Vendor is owned or controlled by a parent company, the name, main office address, and parent company's tax identification number shall be provided in the Proposal.

R. NEWS RELEASES: News releases pertaining to this RFP shall not be made prior to execution of the Agreement without prior written approval of LETA.

S. TAXES: LETA is a purchaser designated as a tax exempt organization, however, when materials are purchased, the Vendor may be required to pay sales tax even though the ultimate product or service is provided to LETA. This sales tax will not be reimbursed by LETA.

T. ASSIGNMENT: The Vendor may not assign any portion of the Agreement and may not subcontract any part of the Agreement or Services to be performed without the prior written consent of LETA.

U. AVAILABILITY OF FUNDS: Financial obligations of LETA payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available in subsequent fiscal years. In the event funds are not appropriated, any contractual obligations related thereto will become null and void, without penalty or liability to LETA.

V. RELATED EXPERIENCE STATEMENT: The Proposal must contain a statement of Vendor's prior experience in similar government projects, including:

1. A detailed list of all installations in the last 24 months from the issuing date of this RFP. The Vendor should indicate installations that are similar in scope. The list must include agency name, agency contact, and contact information.

2. Description of Vendor's management, technical expertise and a listing of its projects and accomplishments in developing, installing and implementing a logging system that records IP phone, Motorola IP radio traffic from an AIS server, and analog radio by select position and analog phone by console position.

3. Written authorization providing LETA the right to contact previous installations and references to discuss past performance of Vendor or their employees, with respect to its successful performance of other services.

W. PREPARING AND SUBMITTING A PROPOSAL: The evaluation and selection of a Vendor will be based on the information submitted in the Vendor's proposal, required on-site visits or oral presentations and such other information gathered by or made available to LETA through the evaluation process.

Each point by point response from the bidder must be answered with one of the following responses:

Understood – The Vendor completely understands the specific requirement, conditions and/or desires that the RFP has set.

Comply – The proposed solution will fully meet requirements, and functionality is currently supported in the current product software release.

Exception – The proposed solution complies partially with this requirement. Any exception must be explained. If a Vendor takes exception but an alternative to the requirement is recommended, the alternative must be explained and any cost identified. Exceptions will be evaluated and considered but are not necessarily acceptable solutions to the requirement as expressed.

Does not Comply – The proposed solution does not fully comply with this requirement. An explanation is encouraged but not mandatory.

Proposal Organization and Format: Proposals should be typed and submitted on 8.5 by 11 inch paper. Proposals should be organized and presented in the order as specified below. Proposals must be organized with the following headings. Each heading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are:

I. Invitation to submit proposals (signed)

II. Administrative Information

a. Cover Letter

b. Executive Summary

c. Vendor Profile

III. PSAP Environment Response

IV. System Specifications / Requirements (point – by – point response to the RFP)

V. Pricing

X. EVALUATION OF PROPOSALS: The Executive Director will coordinate the evaluation of Proposals in accordance with the evaluation factors stated below. Such evaluation may include consideration of Proposals by an evaluation committee appointed by the Executive Director. After the initial review of the Proposals, the Vendors may be asked to make an oral presentation/demonstration in support of their proposals. Upon final considerations, the Executive Director will make recommendations to the Board of Directors. The LETA Board of Directors will make the final selection decision.

Proposals will be evaluated considering, but not necessarily limited to, the following criteria:

1. The overall approach to the project.
2. Vendor's qualifications.
3. The number of successful Systems deployed by Vendor for Government agencies that are similar to the solution being proposed for LETA
4. Completeness of Proposal.
5. References.
6. The warranty, maintenance and upgrade plan in the Proposal.
7. Ease of use of proposed solution.
8. The ability of the Vendor to provide a networked solution utilizing the public safety Ethernet network.
9. Backup/Disaster Recovery capabilities. Reliability/uptime characteristics.
10. Security Practices
11. Schedules for delivery and installation.

12. Total costs.

For Vendors that are Finalists

13. Vendor Financial Strength. This information will only be requested from those vendors selected for the short list. (Only 1 Copy is required)

    All financial information shall be safeguarded to the extent permissible under applicable Colorado law.

    LETA reserves the right to perform a credit check and a complete fiscal review of those companies that are selected as finalist.

    Vendors may be asked to provide an annual financial report or audited financial statement for the past three (3) years

    - Number of years of profitability
    - What were the total revenues firm wide for the prior fiscal year ($000)?
    - What was total net income for the prior fiscal year ($000)?
    - Provide known litigations to include settlements out of court or any pending litigation.

Y. AWARD: After Proposals are opened, meetings may be held with the Vendors determined to be most responsive. Discussion may be held to clarify requirements and to make minor adjustments in services to be performed and in related costs. Any change to the Proposal shall be submitted and confirmed in writing by the Vendor. LETA reserves the right to select, at its sole discretion, the Vendor it deems most appropriate for the project, if any.

III. CURRENT PSAP ENVIRONMENT

For LETA's Background, Mission, Vision, Value's please visit our web site at www.leta911.org

A. Current Status

The population in Larimer County is *estimated* for 2013 to be 311,000 residents. Larimer County has over 4 million annual tourists to Estes Park between Memorial Day and Labor Day. Colorado State University supports an additional 33,000 population of students and staff.

CenturyLink provides the analog 9-1-1 trunks for all PSAPs in Larimer County.

LETA has a private Metro Optic Ethernet (MOE) network that supports the 9-1-1 phone system. The 9-1-1 phone system is hosted internally by LETA and uses the Intrado VIPER customer premise equipment for call answering.

The phone system has two host nodes. One node is located at Loveland Police Department and the second is located at Fort Collins Police Department. All calls, including local administrative calls, traverse the MOE unless they are isolated. If isolated, each PSAP is able to process their calls locally. All 9-1-1 trunks demark at either Loveland or Fort Collins and travel across the MOE to reach their designated PSAP.

LETA extends boundaries into neighboring counties. The border counties are Routt, Boulder, Weld, and Albany (WY).

B. Public Safety Answering Points (Refer to Diagram 1 - **Attachment A**)

The LETA 9-1-1 System covers five (5) PSAPs. The 9-1-1 PSAPs in Larimer Emergency Telephone Authority are as follows.

- Loveland Police Department, Loveland Emergency Communications Center
  810 E. 10th Street, Loveland CO 80537
- Larimer County Sheriff's Department Communications Center
  2501 Midpoint Dr, Fort Collins CO 80525

- Colorado State University Police Department Communications Center
  Colorado State University – Green Hall
  750 Meridian Ave, Fort Collins CO 80523
- Town of Estes Park, Estes Park Police Department Communications Center
  170 MacGregor Ave, Estes Park CO 80517
- City of Fort Collins, Fort Collins 9-1-1
  2221 Timberline Ave, Fort Collins CO 80524

IV. SYSTEM SPECIFICATIONS / REQUIREMENTS

A. Project Objectives

LETA is interested in obtaining a new IP Logging Recorder system for communication that originates at the PSAPs in Larimer County. The system must be capable of recording all phone and radio audio and is preferred to record Computer Aided Dispatch (CAD) screens for compliance review. The System shall be an IP and analog recording and playback solution that supports multi-channel, simultaneous recording, and multi user playback of the following;

Channel Requirement Summary	
Analog CAMA Trunks over twisted pair	44
Analog phone position	42
Analog radio channels	28
Analog radio position	29
TOTAL ANALOG	143
SIP from Intrado VIPER 911 phone system	42
SIP from internal Cisco phone system	14
TOTAL SIP	56
IP Radio Talkgroup Feed from AIS*	70
TOTAL IP RADIO	70

Screen Recording **	42
TOTAL SCREENS	42

* Some talkgroups are used at multiple PSAPs and would only need to be recorded once if a shared solution is proposed.

** Up to three screens at each position

The System must provide 99.999% uptime and the Vendor must have references that can speak to the Vendor's ability to provide stated level of reliability.

The health of the System shall be monitored remotely by the Vendor to confirm system status, channel activity or inactivity, and to respond immediately to any service impacting issue.

The identified requirements focus on supporting a complete turnkey IP Logging Recorder that complies with APCO and NENA NG9-1-1 industry standards.

Ideas regarding optimal design of a recording solution based upon LETA's network and operational environments are welcome.

B. Requirements

The proposed System shall meet the general, functional, technical, and service requirements detailed as follows. Vendors shall respond to each requirement by responding with a narrative description providing enough detail to fully understand the system. Provide diagrams and screen shots where these will aid in understanding.

1. System Design and Architecture

The System must be designed to provide 99.999% uptime and the Vendor must have references that can speak to the Vendor's ability to provide stated level of reliability.

The health of the System shall be monitored remotely by the Vendor to confirm system status, channel activity or inactivity, and to respond immediately to any service impacting issue.

a) Software Requirements. If any software license requirements are needed, LETA requests costs for an enterprise licensing for the LETA agencies.

b) Any and all software requirements must be disclosed by the Vendor. This would include operating system compatibility along with support applications and version requirements.

c) The Vendor will provide Specifications to LETA regarding the hardware needed to successfully and efficiently implement and/or use the System. The hardware specifications must be broken down by PSAP.

d) The System shall be designed to record in a 24/7/365 continuous operation with five 9's reliability and resiliency.

e) The system must provide a web based user interface for end user interactions including searching, retrieving, exporting, reporting, quality assurance, and auditing. The interface shall be compatible with Microsoft Internet Explorer version 8 (IE8) and higher. List any other web browsers supported along with their versions.

f) Specify if your web interface requires any browser add-ins such as Adobe Flash, Java, or Silverlight.

g) Specify the web application server being proposed (i.e. Microsoft IIS Server, Apache, etc.). List any others that are supported.

h) Specify the data base system and version being proposed (i.e. Microsoft SQL server, Oracle, MySQL, etc.) List any other supported.

i) Specify the software development environment/platform/language the system is written in (i.e. VB.Net, Java, Spring Services, etc.) and any standards used (i.e. WC3, HTML5, etc.)

j) If Vendor proposes a recording solution at each PSAP, the minimum channels needed for recording are listed in Attachment A.

k) The System shall have the ability to provide unattended and automatic archiving per user defined schedule.

l) The System shall have the ability to record and capture information from the existing and future equipment;

   l.1. Tritech CAD

   l.2. Tiburon CAD

   l.3. Intrado VIPER Phone System

   l.4. Motorola Gold Elite

   l.5. Motorola MCC 7500 IP Version 7.14

m) The System is preferred to have the ability to screen capture within the CAD LAN.

n) The System must have the ability to record in a SIP (session Initiated Protocol) environment.

o) The system must provide fast and convenient incident / scenario reconstruction and export for sharing with multiple voice, screen, image, and data elements – directly within the same application interface.

p) It must be possible to configure the system to allow each call taker to access their own recordings only, while the supervisor shall have instant access to recordings for their PSAP. The System Administrators shall have access to recordings for all PSAPs.

q) The System shall allow the user to redact audio.

r) The System must be a turnkey, self-contained unit. This indicates that all services, recorder hardware, and/or other needed software will be located in a single machine provided by the Vendor or in multiple machines all supplied and maintained by the Vendor. Maintenance includes all windows updates, patches, antivirus software upgrades, and software updates by the Vendor.

s) If multiple recorders are linked over a network, any remote workstation with rights must be able to search across multiple recorders in one step, as if they were one recorder.

t) Describe recommended firewall/security techniques for interconnecting the various devices, systems, or networks together as required to record and retrieve voice and data.

t.1. Specify which of these are included in the price of your proposed system.

u) The System must be fault tolerant with redundancy built-in, including RAID-configured hard drives, power supplies, fans, and CPU's Drives and power supply modules should be hot-swappable.

v) The System must have a physical non-volatile memory area, such as a hard disk where the data will reside before being sent to the archive system. No Systems that use volatile RAM resources for short-term storage will be accepted.

w) The System must allow for simultaneous recording on all channels, playback on multiple remote workstations, and multiple channel playback without loss of any data and without deterioration to the rest of the system processes.

x) The System must be equipped for expansion in such a way that if expansion or new capability is acquired this can be accomplished by installation of new port cards, circuit boards, software upgrades, etc.

y) The System must be capable of accepting data, such as ANI/ALI, from an external data source and post the appropriate alphanumeric data to the appropriate recorded call.

z) The System must be able to natively store records in standard audio format including, WAV, MP3, etc. There shall be no need for any additional steps to create the audio file for records distribution by conversion from a proprietary format.

aa) The System must synchronize its time and date via an interface to with customer provided Spectracom NetClock.

bb) Search for recordings may be made through a single query or a series of queries to the call database via simple interface to allow for prompt retrieval of all call recordings that match the specified criteria. The search/playback application must support searching by any data field associated with the recording. Examples of available search criteria must include the following:

bb.1. Date and Time

bb.2. Customizable Channel Name or Number

bb.3. Call Duration

bb.4. Call Notations, Flags

bb.5. Dual-toned, Multi-frequency (DTMF) Codes

bb.6. Extension Number

bb.7. Call Direction (incoming or outgoing)

bb.8. ANI/ALI

bb.9. Caller ID

bb.10. Agency

bb.11. Radio ID/Alias

bb.12. CAD Event Number

bb.13. CAD Event Type

bb.14. Console Position

bb.15. May also include voice analytics – key words or the lack of key words.

cc) Version upgrades, fixes, and maintenance to the System shall only be applied after tested in a production environment. The Vendor shall be responsible for systematically deploying upgrades, fixes, and maintenance to the System. If the recording solution is located in each PSAP, the Vendor shall only upgrade one PSAP at a time. Each fix, change, upgrade, must have the ability to roll back to previous operating conditions if problems arise.

dd) The System must have Administrator and Individual User access levels. The Administrator must have the ability to set up different user rights and privileges for each individual. The Vendor must describe how their System handles;

dd.1. Authentication

dd.2. Security of voice file transfer

dd.3. Audit of who has accessed a recording

ee) The System shall provide multiple levels of security down to the channel level.

ff) The System shall allow authorized access of selected – recorded audio either at the recorder or by use of an optional remote workstation. Describe or provide a copy of the audit trail for a recording.

gg) The System shall support multiple playback channels simultaneously and also provide variable speed playback. Vendor shall describe its simultaneous channel playback capabilities. Playback shall not interrupt the recording of any channel.

hh) The System must support commonly used printers and fax machines allowing the user to print reports.

ii) The System shall have one or more of the following means of activating and deactivating the record function; (**Pricing for these features if not included in the Vendors standard proposal should be included as options. Failure to list pricing assumes the Vendors system is capable as proposed with no additional costs to LETA.)**

ii.1. Record continuously

ii.2. Record during voice activity

ii.3. Record while telephone line voltage indicates off-hook

ii.4. Record via SIP packet capture

ii.5. Record via Motorola AIS (Version 7.14)

jj) The System must provide the following;

jj.1. Boot-up system test and ongoing self-checking tests

jj.2. An error log to keep track of alerts, error messages, and conditions

jj.3. Channel inactivity alert that will notify the user if a particular channel is inactive for a user-defined period of time.

kk) Redundant Architecture. The System will be designed with redundancy. The Vendor must describe how their proposed solution is fully redundant with **no single point of failure or single point of audio retention.**

ll) Open Interface to Other Applications: The solution must have proven integration with many third party applications to include; CAD, Radio, and Phone Systems.

mm) LETA would prefer a solution that includes the Vendor providing the following:

mm.1. Physical onsite and remote support of the system

mm.2. 3 years of Software upgrades to the system

mm.3. 3 years of all hardware support and all hardware replacement for defects, failure, or needed upgrades to maintain superior performance of the System.

nn) Next Generation 9-1-1

nn.1. The Vendor must provide a commitment to LETA that they will provide software, equipment and/or services that meet, are capable of meeting, and /or that will meet NENA NG9-1-1 requirements and standards now available or as they become available in the future.

nn.2. The Vendor shall describe their development status for Next Gen 9-1-1, what they have to offer, and if they are currently following NENA recommendations, requirements, and standards. Once a standard is adopted by NENA the Vendor must commit to complying with NENA standards within six (6) months after formal availability. The cost to comply with NENA's NG standards is solely the responsibility of the Vendor.

nn.3. The Vendor shall describe the programs it is participating in to test their NG System with products from other Vendors.

oo) Open Source Reliance

oo.1. The Vendor shall describe if the proposed solution utilizes open source software/products and detail what, if any, are utilized. The Vendor shall describe how product enhancement control is maintained independent of open source community advances. The Vendor shall describe any risk associated with utilization of open source software.

pp) The Proposer must provide a clearly documented, published product discontinuation (Sunset/End of Life) policy that clearly defines the following:

pp.1. Available Versions

pp.2. End of Sale Date

pp.3. End of Software Development Date

pp.4. End of Support Date

qq) Proposer must provide a functional block diagram detailing the proposed solution components and connectivity.

qq.1. Include firewalls, servers, recording devices, clients, and network components.

2. Disaster Recovery/Backup and Security

a) Disaster Recovery

a.1. The system must perform a full, automatic, periodic backup of the call records database without interfering with playback, searching, or archiving. No system shutdown shall be required. The backup timeframe must be definable by the system administrator.

a.2. The Vendor shall define any additional or special equipment or software needed to successfully back up and recover the proposed system.

a.3. The Vendor will provide System Documentation (As Built Diagrams) describing the Systems operation (and/or architecture, operating system dependencies) and procedures used for performing a backup and recovery of the application and related database(s) for all possible failure scenarios.

b) Security

b.1. Security measures will be provided in accordance with the information technology industry's best practices. The major components of the security plan will include details concerning the security architecture which includes the Network, Platform, Physical, and Process.

b.1.1. The Vendor's Physical place of business that provides remote support to the System shall provide secure access such as door keys, locks, key cards, security cameras, audible and visual alarms, and system or device labels.

b.1.2. Process security includes Vendor security policy and procedural documentation that governs the creation, use, storage, and disposal of data, as well as the Systems and networks on which the data resides. Process will also include detailed information concerning secure access methods, as well as account and password requirements for obtaining data.

b.1.3. Attention will be given to the privacy of user account information, which will be strictly controlled by the access provider. The successful Vendor will not only provide the listed security best practices, but also provide for data confidentiality, data integrity, and data availability. These security items will need to be detailed in the Vendors Proposal.

b.1.4. Precautions will be provided by the Vendor to protect the Confidential Information in LETA's System.

b.1.5. The Vendor will provide the name and date of any security certification received by Vendor from a third party.

b.1.6. The Vendor must identify how your solution will protect our System from network hackers and viruses that attempt to impede the normal operation of a system. The Vendor shall identify how their solution will sufficiently protect our System from attack.

b.1.7. All network interfaces connected to either a managed WAN or protected via a Virtual Private Network (VPN) through the public internet must include protection against security attacks.

b.1.8. The Vendor must identify your security protocols and interfaces. If additional hardware or software is required, this must be included in the core bid not priced as an option.

b.1.9. All PC based machines (servers and workstations) in the network shall have virus protection software installed and functioning. The Vendor shall provide for a mechanism to keep the virus protection up to date that is not dependent upon remote monitoring.

3. License Fees for Vendor's Software

a) Vendor will provide its license fees ("License Fees") for licensing Vendor's Software as follows:
   a.1. A server based license.

   a.2. Seat licenses

   a.3. LETA is always interested in a solution that provides "enterprise licensing". Please discuss this possibility with your response.

   a.4. Motorola IP licensing where applicable.

4. Acceptance Standards

a) LETA may inspect and test all Deliverables. If non-conformance to the Specifications as set forth herein occurs, LETA and the Vendor will closely cooperate to identify and correct the cause(s) of the problem(s). LETA has no obligation to accept non-conforming Deliverables.

b) LETA shall notify Vendor within sixty (60) days after deployment of the last voice logger of any defect or error or failure of the System. If LETA has not notified the Vendor of a defect in the voice logging unit, the System shall be deemed accepted. Issues that occur in one logging unit equate to non-conforming deliverables and item F(1) applies.

c) If LETA rejects the Deliverables or any portion thereof, the Vendor will, at the Vendor's option, repair, adjust, or replaced the rejected Deliverables to the satisfaction of LETA within five (5) days of notice of such rejection unless otherwise agreed to by the parties. If the Vendor is unable to correct such failure to the satisfaction of LETA within the time allotted, LETA may, in addition to any other rights LETA may have in law or equity or pursuant to this Agreement, terminate the Agreement at no cost or obligation to LETA. The Vendor shall pay for all damages and liabilities incurred by LETA or its Members arising out of or relating to the Vendor's failure.

5. Warranty

a) The Vendor shall provide the Services specified in Maintenance during the warranty period.

b) The warranty period shall start upon the first logger installation and will continue until System Acceptance.

c) The Vendor shall warrant that the System shall be free of Errors and Bugs.

d) The Vendor warrants that the System shall function properly under ordinary use and shall operate in conformance with the applicable Specifications and System Documentation from the first day of installation at the first PSAP until 90 days post acceptance of the final installation.

e) The Vendor shall warrant that no portion of the System shall contain any "back door", "time bomb", "Trojan horse", "worm", "drop dead device", "virus", or other computer components designed to (i) permit access or use of either the System or LETA's computer systems by the Vendor or a third party not authorized by the Agreement, (ii) disable, damage, or erase LETA's computer systems, or (iii) perform any other such actions.

6. Maintenance and Support for the System

Due to the critical nature of emergency communications, the Vendor must propose a plan that addresses its ability to be prepared and able to provide service for the System 24 hours a day, 7 days a week, and 365 days a year. The Vendor shall offer a maintenance service plan that includes:

a) "Normal Maintenance" for problems that do not affect the overall performance of the System, but still require attention. The Vendor shall provide its response times under Normal Maintenance. Maximum response time is ***not to exceed two business days from the time the complaint is received***.

b) "Critical Maintenance" for problems that jeopardize or degrade any part of the System. The Vendors maximum physical on site response is ***2 hours, on a twenty – four (24) hour basis, to include weekends and holidays. For an outage event, remote support shall be addressing the issue within 10 minutes.***

c) The Vendor shall be responsible for providing LETA and each PSAP site with methods of contacting the Vendor during business and after hours.

d) The vendor must provide us with the number of support technicians employed by the vendor in the Colorado front range area.

e) Service shall be performed with the System fully operational for 99.999% of the time. The System shall not be rendered inoperable for the purpose of routine maintenance, system software upgrades, or hardware additions.

f) The Vendor shall provide certified technicians to provide all service on the System. If service is provided by a third party vendor this needs to be clearly identified in the Vendor's response to this proposal. The physical location of the closest service technician and their back up to our area that is certified on the System must be identified.

g) The Vendor shall provide a solution that includes Active System monitoring 24 hours a day, 7 days a week, 365 days a year. The system must include built-in diagnostic software that will automatically monitor the status of the equipment and initiate audible and visual alarms in the event of any errors in system performance.

g.1. Alarming details must be settable by the system administrator and allow for at least four different options for routing the alarm message. One option must be email; others could include SNMP, page, network pop-up, audiovisual alarm at the recorder, etc.

g.2. The system must maintain a full audit trail of all alarms and provide a searchable error log to keep track of alerts and errors.

h) The Vendor shall provide pricing for software support for years 1, 2, and year 3. If there is a discount available for pre-payment of software supports please specify.

i) The Vendor shall be responsible to install all windows updates, service packs, anti-virus software on each logger quarterly or more frequently if required to confirm integrity of the logging system.

j) The Vendor shall be responsible for installing all logger software updates on the system as released and approved by LETA. All preventative maintenance tasks are to be performed during LETA's approved maintenance window, Tuesdays, Wednesdays, and Thursdays from 03:00-07:00.

k) The Vendor shall provide an interactive incident management system that allows LETA to monitor progress on open tickets and track work performed toward resolution.

l) Any incidents or outages that result in loss of audio will require a formal written Root Cause Analysis (RCA) delivered to LETA electronically not more than 72 hours from the start of the event.

m) All changes on the system require a detailed method of procedure or MOP to be provided to LETA for review and authorization prior to work being performed.

7. System Build Out

a) The Vendor will procure, receive, build out, and stage the entire system as outlined in the final, negotiated contract process prior to installation at the PSAP. Specifics about the Vendor's intended process for the build out must be included as part of the response to this RFP.

b) The equipment purchased in this RFP shall be delivered to its proper location and installed by the Vendor without additional cost or expense to LETA and at the convenience and direction of LETA. LETA shall not be deemed to have accepted any component or piece of equipment until such time that the System has been installed and operating in accordance with the specifications contained herein.

c) All work shall comply with the applicable national, state, and local codes and regulations.

8. Training

a) The Vendor shall provide a plan that details training requirements associated with the Implementation of the System. All training course content will be subject to review and approval by LETA. Training would need to include training for over 60 call takers and must be accommodating to shift work.

a.1. Vendor's provided training shall include:

- Administrator training
- User training

9. Audio Conversion

a) LETA may require audio conversion from the DSS Equature Logging System currently in place. Please provide a cost quote for this service to convert thirteen (13) months of recordings from the 5 systems located Project Management

b) It is required that the Vendor assign project manager(s) who are familiar with 9-1-1 as well as the proposed system. It is a requirement that the proposal include the project manager's resume with references on similar projects. The Vendor is required to submit a task-oriented project plan detailing the system installation. The project plan must identify a start date, critical dependencies and typical timelines through delivery, installation, commissioning, training, and final acceptance.

10. References

a) The Proposer must provide a comprehensive list of previous installations for the last 24 months. LETA has the right to contact previous installations to discuss past performance of Vendor or their employees. The list shall include;

- Organization Name, address and phone number
- Contact name and email address
- Implementation dates
- Project description and versions of software installed.
- Public Safety users with similar sized systems are preferable.

11. Additional Options

The following specifications are not required; however, they are desired and will be seen as adding value to the proposal. Proposers shall describe any proposed solution in detail and identify whether it is included in their proposal or if it is optional. Detailed line item pricing for it must be included in the proposal if it is optional.

a) Each recording server should be expandable to a minimum of 240 channels through the addition of voice resource boards and software licenses or 500 channels with VoIP at a minimum.

b) The system should allow search and playback from unlimited number of remote workstations on the LAN, as well as directly from the recording unit with no LAN access required.

c) There should be no limit to the number of fields for collection of custom information as attributes to recordings.

d) There should be no limit to the number of recorder channels that can be displayed and replayed synchronously, up to the recorder system capacity.

e) The system should offer a visualization tool to view call activity from a group of call takers.

f) The system should allow for activation of spoken time announcement, to be associated, saved, and exportable with specific recordings.

g) It should be possible to define the volume and extent of information provided in spoken time announcement (e.g. weekday, month, day, year, hours, minutes, seconds, AM/PM, duration.)

h) Licensing of remote workstations for access to the recorder should not be on a per-seat basis. Licensing based on concurrent access to the server is desired. Unlimited number of remote users should be allowed to "share" a concurrent license for a non-concurrent access to the server.

i) No software should need to be loaded onto the client PC's for workstation access.

j) The system should permit tagging calls or groups of calls from remote workstations on the LAN with color flags and alphanumeric information of unlimited extent.

k) It is desirable that screen capture is triggered on event creation and event updates.

    k.1. Describe how your screen capture is triggered and if there is a user definable time for screen capture to continue following the initial trigger.

l) It should be possible for management to select reports and their format to be automatically presented on the homepage upon login, for quick at-glance view.

m) It should be possible to set the system up to automatically run and email reports on a daily, weekly, monthly or annual basis.

n) The Proposer should warrant that the proposed system will be supported for a minimum of ten (10) years from the date of the full acceptance of the proposed system.

o) Proposer should recommend spares for the system that LETA should maintain on site in event of a failure. Provide a detailed line item pricing for the list of proposed spares.

V. PRICING

Cost for the System

a) Each proposal must provide appropriate detailed cost information, including line item detailed cost, subtotaled and totaled for all hardware, software and maintenance proposed. The cost for items identified as "Optional" must be provided on a separate price sheet marked as "Optional Items." Each proposal should be submitted in the most favorable terms with respect to costs and programmatic considerations and in a complete and understandable form.

b) Cash Flow

b.1. Vendor must provide a projected cash flow schedule for the project.

c) Cost for Service Plan/ Maintenance year 1, 2 and year 3.

c.1. LETA seeks pricing information on the service and maintenance plan offered. A maintenance agreement should be included in your proposal that details your services.

d) Additional costs.

d.1. This document is to seek proposals to help LETA make an informed decision. If you have provided additional information or equipment components throughout your response, provide financial information to support those items.

END OF DOCUMENT

The foregoing constitutes the full and final version of LETA's RFP #08-14

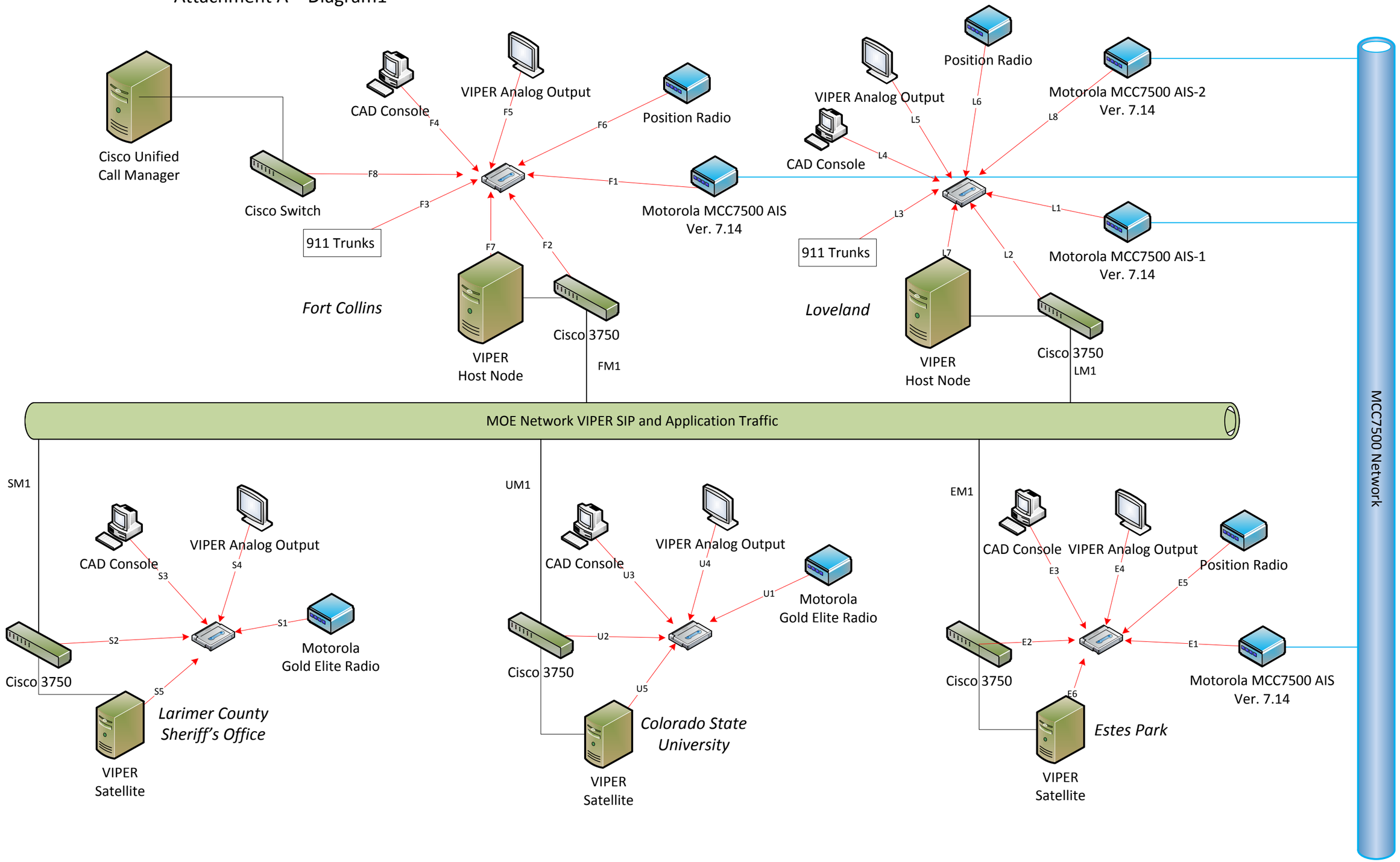
APPENDIX A

COST PROPOSAL COVER SHEET

Vendor is required to provide a supplemental cost sheet detailing costs and equipment for each PSAP.

ITEM	Purchase Cost
Solution A: Digital Voice Logging System located at each PSAP	
Solution B: Digital Voice Logging System located at the hosted PSAPs and remotely recording the audio for the other PSAPs that are connected on the Ethernet Network.	
Solution C: Alternative vendor-proposed architecture which maximizes functionality, resiliency, and cost-effectiveness for both phone and radio recording by leveraging existing connectivity between LETA PSAPs. Bandwidth and connectivity requirements must be specified.	
Annual Support for Year 1: maintenance 24x7x365 phone and onsite support	
Annual Support for Year 2: maintenance 24x7x365 phone and onsite support	
Annual Software for Year 3: maintenance 24x7x365 phone and onsite support	
Cash Flow: Vendor must provide a projected cash flow schedule for the project.	
Other Costs: Broken down by Product, Service, Hardware, and Software	

Attachment A – Diagram1



Notes:
See Page 2 for connection details

Site Name	Connection	Description	Type	Physical Connections	Recorded "Channels"
Colorado State University	U1	Analog Radio Channels	Analog over twisted pair	3	3
Colorado State University	U2	SIP from Intrado VIPER 911 phone system	SIP over Ethernet	1	3
Colorado State University	U3	Screen recording for CAD consoles *	Vendor dependent	3	3
Colorado State University	U4	Analog phone position audio	Analog over twisted pair	3	3
Colorado State University	U5	ANI ALI data to attach to recordings	Serial	1	1
Colorado State University	UM1	2 x 10Mbps EIGRP MOE Link	Ethernet	2	N/A
Estes Park	E1	IP Radio Feed from AIS	Ethernet	1	10
Estes Park	E2	SIP from Intrado VIPER 911 phone system	SIP over Ethernet	1	4
Estes Park	E3	Screen recording for CAD consoles *	Vendor dependent	4	4
Estes Park	E4	Analog phone position audio	Analog over twisted pair	4	4
Estes Park	E5	Analog radio position audio	Analog over twisted pair	3	3
Estes Park	E6	ANI ALI data to attach to recordings	Serial	1	1
Estes Park	EM1	2 x 10Mbps EIGRP MOE Link	Ethernet	2	N/A
Fort Collins	F1	IP Radio Feed from AIS	Ethernet	1	25
Fort Collins	F2	SIP from Intrado VIPER 911 phone system	SIP over Ethernet	1	16
Fort Collins	F3	Analog from CAMA trunks	Analog over twisted pair	22	22
Fort Collins	F4	Screen recording for CAD consoles *	Vendor dependent	16	16
Fort Collins	F5	Analog phone position audio	Analog over twisted pair	16	16
Fort Collins	F6	Analog radio position audio	Analog over twisted pair	16	16
Fort Collins	F7	ANI ALI data to attach to recordings	Serial	1	1
Fort Collins	F8	SIP from internal Cisco phone system	SIP over Ethernet	1	14
Fort Collins	FM1	2 x 20Mbps EIGRP MOE Link	Ethernet	2	N/A
Larimer County	S1	Analog Radio Channels	Analog over twisted pair	25	25
Larimer County	S2	SIP from Intrado VIPER 911 phone system	SIP over Ethernet	1	9
Larimer County	S3	Screen recording for CAD consoles *	Vendor dependent	9	9
Larimer County	S4	Analog phone position audio	Analog over twisted pair	9	9
Larimer County	S5	ANI ALI data to attach to recordings	Serial	1	1
Larimer County	SM1	2 x 10Mbps EIGRP MOE Link	Ethernet	2	N/A
Loveland	L1	IP Radio Feed from Primary AIS	Ethernet	1	33
Loveland	L2	SIP from Intrado VIPER 911 phone system	SIP over Ethernet	1	10
Loveland	L3	Analog from CAMA trunks	Analog over twisted pair	22	22
Loveland	L4	Screen recording for CAD consoles *	Vendor dependent	10	10
Loveland	L5	Analog phone position audio	Analog over twisted pair	10	10
Loveland	L6	Analog radio position audio	Analog over twisted pair	10	10
Loveland	L7	ANI ALI data to attach to recordings	Serial	1	1
Loveland	L8	IP Radio Feed from Secondary AIS	Ethernet	1	33
Loveland	LM1	2 x 20Mbps EIGRP MOE Link	Ethernet	2	N/A

* - Screen recording should accept 3 or more physical monitors per console.