

# **Request for Information for a Digital Audio Recording System (Software, Servers, Computers, and Microphones)**

**SRB10015I0001**

## **1.0 SUBJECT**

This Request for Information (RFI) is for the identification of qualified suppliers of a Digital Audio Court Recording System, with centralized storage of the court record, for installation at courthouses in Serbia with maintenance for 1 year during the pilot project. Responses to this RFI are due by 17:00 local time on March 27, 2015. See section 6.0 for further information.

## **2.0 BACKGROUND**

The project requirement is for seeks Serbian businesses which are experienced in supplying, installing and maintaining digital audio recording system which uses servers to store the records as described below:

- Digital recording software is installed on courtroom computers;
- Each courtroom computer acts as a remote control to start and stop the recording server partition containing the recording for the room;
- Audio from the courtroom is processed through a digital mixer in the courtroom and sent via a home run cable directly to the recording servers;
- All recordings are four track with up to two microphones per track;
- Recording annotations made with the recording software are embedded into the recording;
- All proceedings are recorded on both a primary and backup server;
- Both servers have redundancies built in as part of their server design to guard against loss of the record;
- Integral to the system is the automated recording on the backup server to guard against human or equipment error that might occur on the primary recording system;
- An archiving server produces an automated DVD archive of the recordings from both the primary and backup servers; and
- An SQL database is used for searching the recordings for playback and transcription.

## **3.0 REQUIREMENTS**

### **3.1 SCOPE OF WORK**

The courtrooms are to be equipped with centralized systems which require both a primary and backup system recording. In addition, each courtroom will require a new computer and microphones per the details below.

In courthouses where centralized storage is not practicable or not selected by the US Government (USG), the digital recording system must be capable of recording as a stand-alone system with the ability to eventually link to a central server without additional software added to the standalone system.

Standalone systems must be convertible to centralized systems without additional equipment, software, or licenses, except for equipment necessary to link the standalone equipment to a backup server and the back p server and necessary and associated accessories itself.

## **3.2 GENERAL PERFORMANCE**

### **3.2.1 SOFTWARE AND SERVERS**

Through use of the digital recording software, the record recorded in the courtroom, chambers, or other facility must be saved to central servers (primary and backup) located in an area designated by the vicinage IT Manager. The contractor shall provide cabling from each recording device to the primary and backup server(s) and from the server to the network backbone as determined in consultation with local IT staff. This will allow judges and court staff access to recorded material. In addition to cabling, the contractor shall supply switches, as needed, to complete the installation.

Each digital system shall utilize a court-provided PC in the courtroom, chambers, or other facility.

The digital recording software shall permit judges and/or recording operators to make independent annotations on their PC during the recording.

The system shall utilize media that can be upgradeable to future technologies with low associated costs.

The digital recording system shall record audio and the clerk's annotation to the primary and backup servers.

The system shall have several levels of security that provide a method for authentication of users and administration of user's rights beyond what Microsoft Windows provides.

The system shall have open standards to support networks, internet, and case management systems with flexibility to meet future needs of the Court.

The system shall have an integrated ODBC compliant relational database and utilize SQL as a means to access and store information of current and archived audio/video and annotations.

The system shall have the ability to add a video component to the recording, e.g., remote arraignments, use of multiple video cameras, and/or video needs that may arise in the future.

The system shall have a minimum capacity to record up to eight (8) different microphones in the courtroom to four (4) channels of audio, with at least two (2) microphones per channel.

The system shall play back live or previously stored audio through the courtroom sound system or multimedia speakers while simultaneously recording and logging live proceedings.

The recording system shall be compatible with Windows 2012 R2 servers and Windows 7 Pro or Windows 8 for operating systems on all courtroom, chambers and transcript office PC's.

The software shall permit application administrators, from anywhere on the network, to monitor recording status of any courtroom on the network.

Each server shall have an active archive and use double sided DVD media or better as a means for long-term storage. The archiving process shall be automatic without the need for operator intervention while simultaneously recording to the servers. For example, when the DVD reaches capacity, the server will eject the DVD or indicate that it is at capacity. When a new DVD is inserted into the server, it will perform an auto catch-up of stored data not yet archived to the DVD.

### **3.2.2 SOFTWARE FUNCTION**

The software interface utilized by the recording operator shall resemble that of a control panel on an analog recorder with the same functionality to include, but not be limited to, start, stop, search, and play functions.

The contractor's software must permit use on either a laptop PC for a stand-alone application or on a desktop PC connected to the storage server.

In a stand-alone application, the software shall provide visual indication of the amount of time left for recording on the allocated local hard drive.

In conjunction with the Judiciary's LAN team, the contractor shall install the primary and backup recording servers and related hardware for recording systems in the area designated by the Court. These recording servers shall simultaneously record all connected installations.

The software shall run on a PC provided by the Judiciary. Attachment 1 details the PC configurations. The software shall not compromise other Court applications on the PC while recording is taking place.

In the event the courts elect to install one or more systems as stand-alone PC systems not connected to the central server for audio storage, the record must be recorded to the stand-alone PC's hard drive and burn the recording to a CD at approximately 15 second intervals or functional equivalent. The compression of recording must permit, at a minimum, 6.5 hours of 4-channel recording to fit on a single CD-ROM.

The database storage system shall allow for retrieval of data from servers through a simplified file search procedure.

### **3.2.3 ANNOTATION SOFTWARE**

The annotation software shall:

- A. Allow for easy, real-time tagging of sidebar conferences as they begin and end, for inclusion or exclusion as needed for reproduction/duplication of the particular proceeding.
- B. Have the capability to modify entered information and input additional data after the recording and logging has taken place.
- C. Permit at least two (2) users to annotate simultaneously.
- D. Allow judges to keep log notes private from others on the system.

E. Define and use case specific and session hot keys. For example, the operator shall have the ability to preset keys for speakers and actions which are unique to each case.

F. Minimize the number of key strokes used for logging.

G. Allow users to instantly select from a customizable display (preset pick lists) to identify judges, attorneys, witnesses, and other participants.

H. Provide the capability for users to customize speaker and event labels to reflect specific court proceedings.

I. Include security controls to limit or grant access to all or some annotations and audio files through user rights.

J. Mark in real-time an entire case, portion of a case, or side bar conference as sealed during or after the proceeding; thereby restricting access to marked sections as required by the Court.

### **3.2.4 LARGE SERVER REQUIREMENTS (Up to 12 Courtrooms)**

The contractor shall supply rack mountable servers with the following minimum specifications:

1. Dual XEON 3.0 processors or functional equivalent
2. 4 16 GB DDR2 Memory
3. RAID 5 6 Controller
4. (6) 250GB SATA HDD
5. Redundant Power Supply
6. Primera or SAN drive
7. Windows2012 R2 Server
8. Windows SQL 2014 Express
9. Monitor
10. Keyboard
11. Mouse

### **3.2.5 SMALL SERVER REQUIREMENTS (UP TO FOUR COURTROOMS)**

1. Tower Xeon Dell Server;
2. 1 x 6 Core Processor 2.2 GHz;
3. 4x 2TB HDD RAID 6;
4. 16 GB Memory;
5. Windows Server 2012 R2
6. Primera or SAN drive
7. Windows SQL 2014 Express
8. Monitor
9. Keyboard
10. Mouse

The USG may decide to upgrade the server operating system software and/or hardware during the contract period.

### **3.3 MONITORING**

The system shall provide audio confidence monitoring of the recording through a headset.

The contractor shall provide a headset for each recording system.

Microphone levels and “in record” indicators shall be visible when the recording application is minimized.

The system shall provide visual indication that the audio is being stored on the servers.

### **3.4 PLAYBACK**

Audio playback must be available via the logging software and shall be retrieved by a keyword search of the log from any computer on the Court’s network with appropriate rights to access.

Audio playback shall be retrievable by logged time.

During playback, either in the courtroom or from any other PC, the listener shall be able to isolate recording channels individually or listen to a mixed combination of the channels.

The software shall create and name audio files in such a way that users can select specific audio using location, date, time, and/or other identifiers.

The software shall permit users to change the volume and speed of playback on all or selected channels.

The software shall allow for audio and/or video files along with annotations to be retrieved over the LAN/WAN for review.

### **3.5 DUPLICATING**

The system shall convert audio files to an open standard “.wav” or “.mp3” format as well as conversion to other formats for playback without the use of proprietary software, e.g., a Sony walkman or a car CD player.

The software shall allow multiple users to simultaneously save audio sessions, or portions of audio sessions, from the central server to a portable media such as a CD or in a file format that can be sent over the Internet. Users shall be able to perform these functions from an office PC or a courtroom PC, provided they have been given appropriate rights to access.

### **3.6 RETRIEVING AUDIO**

The system shall allow simultaneous access to stored audio files by Court personnel. Access to these files will be based on permissions granted by the administration based on security and right to know.

Authorized users shall have full access to archived audio files, regardless of whether the audio files are online or have been archived to DVD or other media.

Security administrator of the system shall disseminate audio files to users in a “read only” capacity.

### **3.7 BACK-UP FUNCTIONS**

The system shall have redundant, independent recording servers with no single point of failure.

The primary server shall record digitized 4-channel audio from all courtrooms, chambers, and other facilities.

The back-up recording component shall be fully redundant, recording a mixed feed to conserve storage space, and operate independently of the primary server. The back-up shall archive a high capacity media, as well as a separate ODBC compliant database management system running SQL software.

The backup server will automatically record continuously from courts installed with digital recording systems at a defined start of the court day to a defined close of court. The start and end times shall be set by the authorized Judiciary Project Manager.

The back-up server shall record a mixed feed, from all digital recording installed locations during the court day-

The recording system shall archive all proceedings on primary and backup systems to high capacity media as determined by the contractor.

The system shall have redundant independent recording servers with no single point of failure.

### **3.8 FULL CLIENT SOFTWARE**

The Contractor shall provide a Full Client application of their software. The Full Client software application shall provide for administrative staff to set user permissions for functionality of the recording software establishing user software authentication. The Full Client software shall provide an administrator the ability to manage the security level of users and limit or expand access to the recording system as needed, to include but not limited to:

- changing passwords;
- providing access to sealed recordings;
- providing access to confidential recordings;
- add new users;
- delete users;
- access to sidebars
- limit access to record or playback from specific court facilities; and editing of annotations

### **3.9 THIN CLIENT SOFTWARE**

The Contractor shall provide a Thin Client application of their software. The Thin Client software shall provide the functionality to allow multiple users to simultaneously playback audio or audio/video sessions, or portions of each from the primary central server. The Thin Client software shall have the same playback functionality as the Full Client.

### **3.10 ACCESSORIES**

The system shall include and connect to an outboard device viewable to the parties in the courtroom to alert parties the court is in session and on the record.

### **3.11 TRANSCRIPTION**

Transcription software shall be free of password restrictions for users once installed on PC's. The software shall provide CD copies for transcription with reader software imbedded onto the CD, if necessary. The embedding of the "reader" software must be automatic with no additional charge for use of the software. The software must allow the transcriber or listener to go directly from an annotation to the linked audio without having to associate the annotations with the time stamp.

The transcription component shall allow transcribers to select microphones, adjust volume, and change playback speed through keystroke functions that do not impact or alter the functionality of any predefined word processing software keystrokes. The software must allow the transcriber to "cut" recorded file segments of a court proceeding into smaller segments for distribution to typists without additional software. The cut files must maintain the recording operator's annotations linked to the recordings.

### **3.12 OPERATION MANUALS AND SYSTEM DOCUMENTATION**

At each location of installation, the contractor shall supply documentation of all installed components, including but not limited to, documentation of all hardware, components, sound cards, mixers, file servers, stand-alone recording system(s), DVD burners, and operation manuals and guides to facilitate courtroom operation of recording and logging equipment..

### **3.13 TRAINING REQUIREMENTS**

If the contractor utilizes specialized equipment in addition to the servers, the contractor shall provide training for the proposed equipment.

The contractor shall provide training for the proposed hardware and software. Scheduling of courses for the training will be subject to mutual agreement between the contractor and the AOC.

### **3.14 INSTALLATION**

The contractor shall provide all necessary racks and any associated equipment necessary for installation of the digital recording system, including but not limited to, switches, if necessary, installed in the court facility outside of the IT server area.

The contractor shall install and configure all hardware and software including complete testing of the system in conjunction with Judiciary IT staff. The contractor shall assist Court IT staff to resolve any incompatibility between the contractor's software and the Judiciary operational software, e.g., mainframe applications, word processing, and forms programs. The contractor shall install all necessary audio/video cabling.

The expected timeframe for the installation of the equipment shall not exceed ten (10) days from delivery. The contractor shall present the USG with a documented, time phase installation plan.

### **3.15 SYSTEM ACCEPTANCE**

Final acceptance of each courtroom system shall be based upon the timely installation and operation of each courtroom system (i.e., 10 days from delivery to the designated location) and completion of a satisfactory acceptance period. This acceptance period, for each courtroom system installation [a period of thirty (30) consecutive calendar days] shall commence initially on the first calendar day after the contractor certifies that each system, as proposed, is installed and ready for use. If at the expiration of the 30 day acceptance period

any courtroom system does not meet the criteria of this RFP, then the contractor has an additional 60 days to successfully fulfill the criteria of this RFP. If, at the end of the 60-day period, any courtroom system has failed to meet the criteria of this RFP, the contractor shall replace the courtroom system at no charge to the USG. At this point, a new system acceptance period shall begin.

The Court will conduct an acceptance test to verify functionality of the system.

The 30 consecutive calendar day acceptance period shall be completed before the USG will officially accept the work and provide payment for each courtroom installation. The system shall be activated as soon as possible to ensure prompt start of the 30 consecutive calendar day acceptance period. A one (1) year warranty period shall commence upon completion of the 30 day acceptance period. The USG should not be billed for maintenance until after the one (1) year warranty period expires.

### **3.16 WARRANTY AND MAINTENANCE**

The shall be covered under a minimum warranty period of one (1) year upon final acceptance. The warranty shall include parts and labor, repair of any hardware, correction of software errors, software updates, as well as any other associated costs, such as travel.

The Contractor's installed system shall be covered under a minimum warranty period of one (1) year upon final acceptance at no additional cost to the State.

The warranty shall include:

- parts and labor;
- repair of any hardware;
- correction of software errors; and
- software updates.

The contractor shall maintain a toll-free support line available Monday through Friday (excluding Serbian holidays) from 7:00 a.m. to 7:00 p.m.  
Christmas Day

Following the warranty period, maintenance shall be provided for years two (2) through four (4) and include all software and hardware upgrades. The annual maintenance shall be inclusive of all parts, labor, shipping charges, direct and indirect expenses.

All maintenance services shall be performed on-site and within 24-hours of the request for maintenance services. The system cannot be inoperable for more than 24 hours. It is incumbent upon the contractor to deliver and install the necessary system equipment (hardware and/or software) within that 24 hour period in order to render the system completely operable.

All equipment and operating and support software shall be maintained by the contractor.

Maintenance and warranty service must be available Monday through Sunday (excluding USG holidays) from 7:00 a.m. to 7:00 p.m. ET provided that there are no conflicts with the courthouse schedule of events or building management regulation(s) limiting access on off-hours.

#### **4.0 INFORMATION EXCHANGE MEETINGS**

The Embassy will consider meeting individually with interested potential respondents. If you are interested in requesting such a meeting, please respond to the contact provided in section 8.0, below.

#### **5.0 DISCLAIMER**

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. All information received in response to this RFI that is marked Proprietary will be handled accordingly. Responses to the RFI will not be returned. In accordance with FAR 15.202(e), responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. Responders are solely responsible for all expenses associated with responding to this RFI.

#### **6.0 CONTACT INFORMATION**

Following is the Point of Contact (POC) for this RFI, including the public information exchange meeting:

Mr. Zoran Djordjevic  
+381-11/706-4166  
[BLG-Procurement@state.gov](mailto:BLG-Procurement@state.gov)

Please submit responses via e-mail in Adobe Acrobat format by 17:00 on March 27, 2015, to the POC at: [BLG-Procurement@state.gov](mailto:BLG-Procurement@state.gov). You may also submit supplemental hardcopy materials such as brochures, etc. to the following address:

American Embassy  
GSO/PRC/RFI  
Jovana Marinovica bb  
11040 Belgrade