

FLORIDA SUPREME COURT
OFFICE OF THE STATE COURTS ADMINISTRATOR

ANSWERS TO QUESTIONS RE:
Integrated Digital Court Recording Solutions

ITN 08-001-CN

August 4, 2008

1. **Question:** We have a number of products that we would like to include with the ITN. How do you suggest we identify them within the spreadsheet you provided? Can we provide multiple sheets?

Answer: The cost projection sheet can be adjusted to identify additional rows. Just add multiple rows for multiple products.

2. **Question:** How can we indicate installation costs when we have no idea of the site or environment? Do you suggest we include our time/material pricing?

Answer: Installation costs for software configuration should be fairly standard. We ask that pricing be set for a standalone and centralized environment with 10 recording rooms. The standalone environment should be fairly fixed, and the centralized environment can be addressed with time and materials pricing or set with assumptions that the vendor provides relative to the price provided. Assumptions may include such things as the court providing the cabling, power, and other facility requirements.

3. **Question:** In Category 1 (page 62), the columns and rows do not clearly line up with the categorizations in the primary ITN document. The ITN refers to Portable, Stand-alone and “network based technology components” [centralized]. The row labels also suggest a particular license architecture (e.g. server, client, web, other) that may not apply to all vendor’s software offerings. Please clarify what is desired consistent with terminology used in the primary ITN document. Also where are the requirements for “License(s) Web”?

Answer: Complete the portion of the cost sheet that applies to your product. Web may be inclusive or exclusive of your product, so it is up to the vendor to clarify how offerings will be defined. Web license(s) requirements are the same as client license(s) requirements.

4. **Question:** In Category 2 (page 63), please clarify what “Bundled Services” means.

Answer: Bundled Services means the vendor groups hardware and software licensing together; therefore, offering a cost savings if services are bundled together.

5. **Question:** In Category 2, if the vendor does NOT provide hardware, are they to propose hardware maintenance costs anyway?

Answer: The vendor should provide minimum hardware requirements for their product. If the vendor offers hardware, they should price maintenance costs out. If the vendor offers maintenance on hardware purchased independently by the court, they should also price cost for maintenance.

6. **Question:** In Section 2 (page 63), it refers to “centralized, standalone, handheld”. Please clarify a consistent set of terms and definitions for these three categories.

Answer: Centralized is a server that can record multiple rooms. Standalone is a device that records one room (e.g. pc, laptop). Handheld is a portable, digital recorder that does not record multiple channels (e.g. Olympus).

7. **Question:** In Category 3 (page 64), again please consider allowing for different software and hardware technology solutions for the three categories, to wit “portable, standalone, centralized”.

Answer: The categories should be handheld, standalone, and centralized.

8. **Question:** In Category 6 (page 66), we are asked to provide costs for a “standalone unit”; is there a requirement to provide costs for the “portable unit” as identified on page 5 of the primary ITN document?

Answer: Handheld is part of standalone units. See Addendum #5 for the modification of category 6 on the cost projection sheet.

9. **Question:** What is the written format and structure for responding to the topics in each solution within this part?

Answer: There is not a standard written format; however, all electronic proposals must be submitted as a PDF document.

10. **Question:** Is simultaneous recording the ability for the system to record multiple channels at the same time?

Answer: Simultaneous recording means the ability to record multiple channels (minimum of 4) in multiple rooms at the same time on a centralized server. Multiple speakers should be able to be identified. On a standalone device, we should still be able to record multiple channels at the same time for a single room. The exception may be handheld devices which are normally single channel.

11. **Question:** In the event of changes, will the court be able to supply information on court selected solutions to vendors before these solutions are implemented in a production environment?

Answer: For planned changes, the Court will supply the information, but in emergencies this may not always be possible.

12. **Question:** On page 7, could further information be supplied on the rationale for the statement “This support shall include but not be limited to end user capability to easily edit location naming fields in order to assign them to specific software recording licenses.”?

Answer: We expect software licenses to be portable and not fixed to a specific recorded room. To allow us to effectively pool licenses and use as needed, we need to be able to

edit the room identifier for which the license is being assigned. We should be able to transfer licenses to another circuit as needed.

13. **Question:** Will the courts notify vendors of intent to apply service packs, OS patches and security updates?

Answer: The courts will notify vendors only for OS releases. Vendors should anticipate that the court will apply service packs, patches, and security updates as they are released. If any of these updates will impact the vendor's product, it is the vendor's responsibility to notify the court not to install the update, service pack, patch or update.

14. **Question:** The ITN defines four discrete categories for components of the DCR System: Software, Digital Computer Hardware, Media Related Hardware and Embedded Devices, and Infrastructure. For the three non-Software categories the ITN states, "Hardware purchase from the vendor is optional." Assuming that the vendor's proposal contains the required minimum hardware specifications for their solution, is it likewise optional to propose any hardware? In other words, is a Software-only proposal with hardware specifications acceptable?

Answer: Yes

15. **Question:** In paragraph 6 Sub-Contracting (page 15), Section C. Proposed Solution is referring to which section of the ITN? Or does Part 2, Proposal Requirements, Heading titled Sub-contractor Requirements, If Applicable (page 19) provide this information?

Answer: Yes. Also, see paragraph 19, Employees, Subcontractors, and Agents (page 34).

16. **Question:** In the first year after the acceptance period, does the warranty run in conjunction with some additional level of maintenance agreement?

Answer: The warranty should start on the day that the hardware and software is installed and is operational. The warranty should cover all aspects of the products and services purchased from the vendor during the first year.

17. **Question:** In paragraph E Support Requirements (pages 8-9); the list of services provided by the Court does NOT include secure remote online access for diagnosis and troubleshooting. Suggest that the service be included in the list.

Answer: We will provide remote access for diagnostic testing. The methods for remote access may vary depending upon the circuit's infrastructure and local security requirements.

18. **Question:** In paragraph E Support Requirements (page 8), what types of training (operational, technical, configuration, train-the-trainer) are envisioned by the courts? Is there a preferred training venue (on-site, web-based, CBT)?

Answer: Yes to all of the above for additional products and new releases; however, for new installation the court prefers on-site training.

19. **Question:** The vendor is asked to indicate whether the proposed technology meets current court standards.

- a. For vendors who were certified under old standards, will they have to be recertified under the new standard which is different, or will they be automatically grandfathered?

Answer: Recertification will be a requirement for a new contract; however, courts may opt to use existing services under the existing contract.

- b. For vendors not previously certified, and who will state their solution DOES meet the current standard, what is the process (within this ITN process) to become formally certified? Assuming demonstration will be required, what is the general time frame planned for such demonstrations?

Answer: Demonstrations will be required to observe product. The length of the demo will be determined at a later date.

20. **Question:** In paragraph 1 (page 1) of the Technical and Functional Standards for Digital Court Recording, under Base Configuration Recommendations the minimum sampling rate is 44.1KHz at 16 bits. This requirement is inconsistent with desires to minimize storage space for audio; current technology allows encoding in MP3 format with 16KHz sampling at 16 bits that is very high quality and virtually indistinguishable from audio sampled at 44.1KHz. Please review and reconsider this requirement in light of current audio compression technology advances; alternately restate the requirement in a more precise form that takes into account contemporary technology (e.g. “audio will be processed from a stream input at 44.1KHz at 16 bits and recorded in high quality industry standard compressed form at a minimum sampling rate of 16KHz at 16 bits”).

Answer: That would be under innovative proposals which are most welcomed.

21. **Question:** In paragraph 1 (page 1) of the Technical and Functional Standards for Digital Court Recording, under Base Configuration Recommendations, bandwidth usage limitations are mentioned:

- a. Please confirm that “128bps” should be “128Kbps” and later “384bps” should be “384Kbps”.

Answer: Yes it should be 128Kbps and 384Kbps. The Technical and Functional Standards for Digital Court Recording has been corrected.

- b. Please describe how you will measure bandwidth usage of the proposed solution to ensure compliance.

Answer: The network team will utilize all methods to ensure applications are in compliance with stated court requirements for network bandwidth specifications. These methods include, but are not limited to SNMP port/interface monitoring, netflow collectors, passive and active collectors, public open source software, as well as commercial applications for analysis. We will monitor the flows utilizing tools to initially look at data flowing to and from the DCR components across the WAN to ensure they meet the 384Kilo bits per second (Kbps) limit for the feed. This feed will not exceed 384Kbps whether you see one or more rooms being monitored/watched across the WAN. If more than one room is to be monitored, it should appear as “Hollywood Squares” on the monitor, but not exceeding 384K. This Bandwidth must include Video and Audio for each item being monitored such that the aggregate Bandwidth does not exceed the stated standard.

- c. Please suggest the tools that you will use to measure the bandwidth usage.

Answer: Such tools are MRTG, PRTG, Adventnet Netflow analyzer, Fluke Probes, etc.

21. **Question:** On page 2 of the Technical and Functional Standards for Digital Court Recording, there are standards for a “Handheld Recorder”. Are any such Handheld Recorders a part of this ITN? If so, what are their specifications?

Answer: It depends on if the vendor wants to offer them or not. Handhelds must record in a digital format and be able to have the audio recordings downloaded to a computer. Removable memory cards are preferable. The downloaded recordings must be in a file format that is compatible with foot pedals for transcribing purposes. These recorders must be battery operated. An example would be the Olympus DS 2200 Digital Voice Recorder.

22. **Question:** In paragraph 2 (page 2) of the Technical and Functional Standards for Digital Court Recording, under Storage and Archiving, it states a “RDBMS utilizing a centralized and distributed index . . . is required.” Also later in paragraph 5 (page 5), amplifying statements to that effect are added. Assuming a database solution utilizing industry standards with virtually instant search capabilities were proposed, are the indexes mandatory? Are you mandating a specific database architecture?

Answer: RDBMS and an index(s) are mandatory. There should be a relational database that would allow us to explore additional interface options such as an interface with a case management system for example.

23. **Question:** Must the same RDBMS be utilized for the portable, standalone, and centralized solutions?

Answer: Handheld devices are optional, but preferred. Yes, for standalone and centralized.

24. **Question:** On page 3 of the Technical and Functional Standards for Digital Court Recording, under Centralized Monitoring Over Distributed Network, the DCR GUI is required to display at least four court proceedings on a single display. Does this mean four court proceedings in a single window (quad display)? Or four separate windows with each court proceeding having a dedicated window?

Answer: Must have the capability of viewing all 4 courtrooms at once on a single display (quad view). Single display with separate windows would be a bonus as long as a minimum of 4 courtrooms can be displayed on a single display at the same time if needed.

25. **Question:** In paragraph 3 (page 4) of the Technical and Functional Standards for Digital Court Recording, under Preserve Integrity of the Record, the general requirement to “preserve the integrity of the electronic record” is stated. Where hardware is NOT obtained from the vendor, what contract responsibility will the vendor have for this requirement?

Answer: Software must be conducive to backup using industry standard technology. Recordings cannot be deleted until a valid backup has been made. Records identified as sealed must have additional protection from unauthorized access.

26. **Question:** Later in the above referenced paragraph, please clarify the requirement for “tamper resistance”. Is appropriately set Windows security for the folders sufficient to effect “tamper resistance”?

Answer: Tamper resistance means that 1) once a record is sealed unauthorized persons cannot access a sealed record, 2) unauthorized persons cannot alter source code, and 3) users cannot delete recordings. Windows security for the folders is NOT sufficient to affect tamper resistance.

27. **Question:** In the case of a vendor who has an active reseller sales channel, can the reseller act as a direct agent between the vendor and OSCA if the vendor maintains a dedicated project manager that participates from pre-sales activity through and including the 30 day acceptance? In other words, can a vendor’s reseller provide a solution directly to OSCA using an approved vendor’s product? The vendor would maintain accountability for the reseller’s pre-sales, sales and post-sales activities.

Answer: Yes