Carolina Recording Systems

March 16, 2012

Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130
Attention: Tara Lyle

Subject: Request for Quotation Number DPS1230 "Voice and Data Recorders"

Dear Ms. Lyle,

Please accept our enclosed proposal in response to RFQ# DPS1230. Carolina Recording Systems is a leader in Public Safety Voice Recording Solutions. We pride ourselves in providing reliable products to meet the mission critical requirements of Public Safety Answering Points. We provide comprehensive on-site 24/7 service through factory-certified service technicians. Our technicians are strategically located throughout the region. Our technicians are full-time employees of Carolina Recording Systems with our closest technicians located in Wheeling, WV and Greensboro, NC.

With our proposal, we are providing a complete list of our public safety customers as confirmation of our statements. Please feel free to call any or all on the list to verify our reputation for providing quality products and top-notch service support. A quick check with our current customers will confirm our service coverage is consistent throughout the region.

The following individual is authorized by Carolina Recording Systems to contractually obligate the organization, negotiate contracts on behalf of Carolina Recording Systems, and is the person to be contacted for clarification of this proposal:

Name:	**Paul Brantner**
Title:	**Senior Solutions Engineer**
Telephone:	**(888) 776-0202**
Fax:	**(888) 776-0201**
Email:	**sales@crsnc.com**

Respectfully yours,

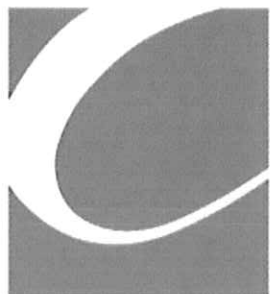*Paul & B*

Paul Brantner

RECEIVED

2012 MAR 19 AM 9: 30

WV PURCHASING
DIVISION

PO Box 3065
Mooresville, NC 28117

Phone: (888) 776-0202
Fax: (888) 776-0201
Email: sales@crsnc.com

Carolina Recording Systems

NexLog740 Proposal

RFQ# DPS1230
REQUEST FOR QUOTATION

VOICE AND DATA RECORDERS

DUE: 3/21/2012, 1:30 PM

Proposal Prepared By
Paul Brantner, ENP
Senior Solutions Engineer
Professional Services Department
Greensboro, North Carolina

TABLE OF CONTENTS

Product Literature
is located in rear
pocket of binder

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DPS1230	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

VENDOR	SHIP TO
CRS Dave Posey 612 Schrader Ave. Wheeling, WV 26003	WEST VIRGINIA STATE POLICE 4124 KANAWHA TURNPIKE SOUTH CHARLESTON, WV 25309 304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/15/2012				

BID OPENING DATE:	03/21/2012	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		915-07		

VOICE AND DATA RECORDERS

OPEN-END CONTRACT

THE WEST VIRGINIA PURCHASING DIVISION FOR THE
AGENCY, WV STATE POLICE, IS SOLICITING BIDS TO
PROVIDE VOICE AND DATA RECORDERS AND RELATED
ACCESSORIES/OPTIONS, PER THE ATTACHED
SPECIFICATIONS.

INQUIRIES:

WRITTEN QUESTIONS WILL BE ACCEPTED UNTIL CLOSE OF
BUSINESS ON 03/05/2012. QUESTIONS MAY BE SENT VIA
USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO
VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE
QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE,
E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:

TARA LYLE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
CHARLESTON, WV 25305

FAX: 304-558-4115
EMAIL: TARA.L.LYLE@WV.GOV

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.

5. Payment may only be made after the delivery and acceptance of goods or services.

6. Interest may be paid for late payment in accordance with the *West Virginia Code*.

7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.

8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.

11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at **www.state.wv.us/admin/purchase/vrc/hipaa.html** and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.

2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

Rev. 11/09/11

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER: DPS1230

PAGE: 2

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

VENDOR:

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO:

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/15/2012				

BID OPENING DATE: 03/21/2012   BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT

EXHIBIT 3

LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON
AWARD AND EXTENDS FOR A PERIOD OF ONE (1)
YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS
NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE
ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL
NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE
TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY
REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS
WRITTEN NOTICE.

UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE
IN THIS CONTRACT DOCUMENT BY THE STATE OF WEST
VIRGINIA, ITS AGENCIES, OR POLITICAL SUBDIVISIONS, THE
TERMS, CONDITIONS, AND PRICING SET FORTH HEREIN ARE
FIRM FOR THE LIFE OF THE CONTRACT.

RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL
WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,
SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30)
DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL
BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE
ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE
(1) YEAR PERIODS.

CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE
RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN
NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES
SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM
TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.

OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY
AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE   TELEPHONE   DATE

TITLE   FEIN   ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DPS1230	3

ADDRESS CORRESPONDENCE TO ATTENTION OF:

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RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141

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MARKET, WITHOUT THE FILING OF A REQUISITION OR COST
ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR
IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN
CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANS-
PORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME
OF WORK.)

QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE
APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY
THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED
THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY
ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT,
WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.

ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A
WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO
THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT.
THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE
VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY
MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY
RETAINED BY THE SPENDING UNIT.

BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES
FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE
CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT
WITHOUT FURTHER ORDER.

THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT
SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND
CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED
DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES
AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY
ELECTRONIC MEDIUM SUCH AS CD-ROM.

REV. 01/17/2012

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DPS1230	4

ADDRESS CORRESPONDENCE TO ATTENTION OF:

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304-558-2544

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WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/15/2012				

BID OPENING DATE: 03/21/2012   BID OPENING TIME   01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

EXHIBIT 4

LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES
IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS,
AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL
AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEN
TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST
VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE
PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL
POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST
CLEARLY INDICATE SUCH REFUSAL IN HIS BID.   SUCH REFUSAL
SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY
MANNER.

REV. 3/88

ANY INDIVIDUAL SIGNING THIS BID IS CERTIFYING THAT:
(1) HE OR SHE IS AUTHORIZED BY THE BIDDER TO EXECUTE
THE BID OR ANY DOCUMENTS RELATED THERETO ON BEHALF OF
THE BIDDER, (2) THAT HE OR SHE IS AUTHORIZED TO BIND
THE BIDDER IN A CONTRACTUAL RELATIONSHIP, AND (3) THAT
THE BIDDER HAS PROPERLY REGISTERED WITH ANY STATE
AGENCIES THAT MAY REQUIRE REGISTRATION.

THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH
THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT
INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY
PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING
ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT
LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE
INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR
REJECTION OF THE BID. THE STATE RESERVES THE RIGHT
TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS
IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST
VIRGINIA LEGISLATIVE RULES AND REGULATIONS.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DPS1230	5

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

VENDOR	RFQ COPY TYPE NAME/ADDRESS HERE

| SHIP TO | WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141 |
|---|---|

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA
CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH
IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR
MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING
CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE
AGENCY AS A CONDITION OF AWARD.

VENDOR PREFERENCE CERTIFICATE

THIS TEAM EXHIBIT HAS BEEN REPLACED BY THE ONLINE
VERSION WHICH IS AVAILABLE HERE:
HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VRC/VENPREF.PDF
                NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

     DEPARTMENT OF ADMINISTRATION
     PURCHASING DIVISION
     BUILDING 15
     2019 WASHINGTON STREET., EAST
     CHARLESTON, WV 25305-0130

THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF
THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID

BUYER:--------------------TL/32---------------------------

RFQ. NO.:--------------DPS1230----------------------

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN		ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DPS1230	6

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: 03/21/2012   BID OPENING TIME   01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

BID OPENING DATE:----------03/21/2012----------------------------

BID OPENING TIME:----------1:30 PM------------------------------

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY
TO CONTACT YOU REGARDING YOUR BID:
          (888) 776-0201

CONTACT PERSON (PLEASE PRINT CLEARLY):
          Paul Brantner

****** THIS IS THE END OF RFQ   DPS1230 ****** TOTAL: | $187,195.00

                              Per Site Cost: | $35,120.00 Ea

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

DPS1230
SPECIFICATIONS FOR VOICE
AND DATA RECORDERS

The West Virginia State Police desires to establish an open end contract for the purchase of Voice and Data Recorders and related accessories. This contract shall be available for use by the West Virginia State Police, Agencies of the State of West Virginia and all County Agencies and Municipalities.

This specification covers the requirements for an advanced NG-911 ready IP Enabled digital logging recorder/reproducer designed to provide recording a minimum of 24 hard wired channels & 24 VoIP Channels plus the time & date data and expandable to at least 96 hard wired channels & 96 VoIP Channels.

The digital logger should be capable of standalone operation with an integrated front panel mounted color touch screen GUI control. Requirements for a keyboard, mouse and monitor for local operation will be considered but is not a desired mode.

The logging system shall provide network server functionality for remote access from any Windows PC Workstation on the network.

			COMPLY?	
1	**CENTRAL SYSTEM**		Yes	No
	1.1	The system architecture **shall** be based on an industrial rack mount server - client design where all calls are maintained on a central server. Access from PC/clients shall be over an Ethernet connection.	✓	
	1.2	The system **shall** be equipped with a minimum Raid1 hard drive buffer array to support a minimum of 165,000 channel hours of data for instant recall playback and buffering.	✓	
	1.3	The system **shall** be equipped with hot swap redundant power supplies. The redundant power supplies must be powered by separate cords.	✓	
	1.4	The system **shall** support storage of calls to a NAS server or Storage unit with an option for SAN support.	✓	
	1.5	The system **should** support central archiving from multiple recording systems to one centrally located unit.	✓	
	1.6	The system **should** be equipped with an integrated front panel mounted color touch screen GUI control. [If a keyboard / monitor are required, the preferred solution is a 1U rack mount sliding tray with integrated monitor, keyboard and mouse/pad. Please state the rack mounting space required and include front panel control within the pricing submission.	✓	

1.7   The system **shall** use an operating system that can be update directly from
a distribution media in a simple few step process. There **should** be no
requirement for operator intervention except loading media and
restarting the logger. Discuss any licensing requirements for the operating
system in use. Discuss how updates are distributed to end user
organizations.   ✓ _____   _____

1.8   The system **shall** have a relational SQL database of all recorded calls. A no
license fee relational SQL database is preferred that provides: ✓ _____   _____
- Relational SQL database of all call records
- Up to 12 Million calls may be indexed in the call records
  database
- Programmable retention period
- ODBC (database access) driver available

1.9   The system **shall** keep its time synchronized to a state maintained master
clock utilizing NTP over Ethernet.   ✓ _____   _____
1.10   The vendor **shall** confirm that all system major components are COTS non-
proprietary parts except the record input cards.   ✓ _____   _____
1.11   The system **should** support Hot Swap Raid1 and Hot Swap Raid5 options
within the system chassis. Please provide optional pricing for this
capability.   ✓ _____   _____
1.12   The system **shall** support multiple 10/100/1000MB Base-T interfaces for
remote Ethernet access and be equipped with dual bondable NIC cards.   ✓ _____   _____
1.13   The system **shall** capture and store important information to facilitate
management. This history & error log information will include alerts, user
passwords and profiles, media status, user access audit trail, media library
records etc.   ✓ _____   _____
1.14   *The system **shall** provide buffering of all recording on the hard disk and
automatically transfer the recording to the archive media. The transfer will
be automatic on a programmable basis.*   ✓ _____   _____
1.15   *The system **shall** provide the ability to playback from one archive drive
while others continue to record.*   ✓ _____   _____
1.16   *The system **shall** provide for orderly shutdown upon complete power
outage when equipped with a smart UPS unit. The system **shall** also
automatically restart and return to last operating mode upon power
restoration.*   ✓ _____   _____
1.17   *The system **shall** allow remote monitoring & configuration via a web-
based application from any Windows workstation through a LAN
connection.*   ✓ _____   _____
1.18   The system **shall** provide an option for these Next Generation 9-1-1
interfaces.   ✓ _____   _____
- NENA-standard SIP-Invite method for recording of NG9-1-1
  primary interactions
- NENA-standard Next Generation 9-1-1 Logging Service with
  WSDL-based data logging/retrieval interface and RTSP

2 System Networking Capabilities

2.1 The system **shall** allow for a minimum of 16 simultaneous remote client connections to the central server. The vendor **shall** discuss the capabilities and maximum limits on connections. ✓

2.2 The system **shall** allow for a Live Monitor function from each client or Web-based application with a minimum of 16 simultaneous channels selected. ✓

2.3 The Live Monitor function access **shall** be limited to only authorized channel access based on a user account profile. ✓

2.4 The system **shall** allow for an Instant Recall function from each client. The Instant Recall function **should** support a minimum buffer size of 12 hours to support recall of up to a full shift. The vendor **shall** describe the buffer size. ✓

2.5 The instant Recall function access **shall** be limited to only authorized channel access and timeframe based on a user account profile. ✓

2.6 If multiple digital recorders are employed in the installation, the system **should** provide viewing and retrieval from, all recorders in a unified manner from one user interface. ✓

2.7 The user client software or web-based software **shall** be able to retrieve calls for playback from a Network Attached Storage server. ✓

2.8 The user client software or Web-Based software **should** be able to retrieve calls for playback from a central Storage Area Network device. ✓

3 Record Storage

3.1 The system shall provide at least 165,000 channel hours available for instant access on a hard disk independent of the archive drives. These recordings must be duplicated on a second hard disk providing a 100% mirrored copy that will be available should the 1st hard disk fail for any reason. ✓

3.2 The system **shall** offer options for larger hard disks to provide more on line recording for instant access. ✓

3.3 The system shall optionally provide the ability to have up to 4 hard disks and be able to configure them in a RAID5 system. The RAID5 configuration shall support hot swap functionality. ✓

3.4 The system **shall** provide for the connection of USB based mass storage devices for making additional backup copies of calls. ✓

3.5 The system **shall** be able to restore calls to the master database from an archive media, NAS server or USB mass storage device. ✓

4 Recording Capabilities

4.1 The digital recorder module **shall** be capable of field expansion of record channels to 96 hard wired channels and 96 soft IP channels. ✓

4.2 *The system **shall** display which channels are recording, ready to record or selected for live monitor through a color coded channel status display.* ✓

4.3 *Any channels that have been idle for a user programmed length of time **shall** cause a system alert.* ✓

4.4 *The system **shall** provide analog record activation by VOX, On/Off Hook detection, Contact Closure detection, external command, or continuous on a per channel basis.* ✓

4.5   *The system **shall** provide true digital to digital PBX record activation by VOX,*   ✓
continuous, or D Channel command selectable on a per channel basis.

4.6   *The system **shall** support the following digital PABX and phone instruments*   ✓
for D-Channel off hook detection and call digit decoding:
- *PABX: All Major brands including Avaya, Nortel, NEC, Mitel, Siemens*
- *Phone model: All major brand 2-wire TDM phones*

4.7   *The system **shall** support the following VoIP Switch, phone instruments and*   ✓
IP audio sources:
- *VoIP Switch: Cisco Call Manager and Cisco Call Manager Express*
- *VoIP Phone model: Cisco 7931G*
- *IP Console: Avtec Scout*
- *IP Console Radio connection: TCP/IP*

4.8   *The system **shall** provide determination of line status through a built-in*   ✓
voltmeter and audio level meter.

4.9   *The system **shall** provide web-based remote determination of line status*   ✓
through a built-in voltmeter and audio level meter.

4.10   *The system **shall** provide an option for "recording on demand". The on*   ✓
demand record activation will be initiated at an attached PC workstation or
*telephone DTMF signal. This feature **must** be able to be activated during a*
call and save it from the beginning in case of a threat.

4.11   *The system **shall** provide a protection facility to tag a call to prevent*   ✓
deletion from the call record database in the event the database is full and
purging the oldest calls. The call shall remain within the database until it is
un-protected.

4.12   *The system **shall** provide an option for NENA Standard ANI/ALI serial data*   ✓
spill capture into the call record database.

4.13   *The system **should** provide an option for Non-Standard ANI/ALI CAD data*   ✓
spill capture into the call record database on a Non-Recurring Engineering
(NRE) fee.

4.14   *The system **should** provide an option for IP Console Metadata capture into*   ✓
the call record database on a Non-Recurring Engineering (NRE) fee

5   **System Search & Play Capabilities**

5.1   The system **shall** provide search and retrieval of recorded audio from an   ✓
archive media or from the on line hard disk or from a remote archive NAS
or Network central archive storage unit.

5.2   The system **shall** provide for at least 16 simultaneous search and retrieval   ✓
sessions from separate stations. The vendor is to describe the limits on the
number of simultaneous sessions.

5.3   The system **shall** provide the ability to playback up to all installed channels   ✓
simultaneously. The vendor shall discuss any limits on the total number of
channels that can be played back simultaneously.

5.4   Once the calls have been selected and found, they **shall** be displayed in a   ✓
call list and **shall** simultaneously be displayed in a graphical time line
display for easy movement between messages.

5.5   Search **shall** be initiated by multiple user selectable views or keys in a   ✓
standard relational database format. Search criteria **shall** be at least:

- Time/Date
- DTMF telephone number
- Caller ID telephone number
- Calls between certain times
- Calls in the past relative to current time
- Call duration
- Call direction
- Channel name
- Tagged/protected calls
- ANI/ALI, Trunk Radio or IP Console Metadata
- Wildcard searches

5.6 The resulting searched audio **shall** be in a proprietary format that will play at the system front panel or at an attached workstation. ✓

5.7 It **shall** be possible to convert the audio to standard .WAV file format or Audio CD format to be used as PC compatible audio files for emailing and copying to a CD-R or other recording media at the PC workstation . ✓

5.8 The system **shall** provide for channel naming from the recorder or from an attached workstation with the web-based application in order to facilitate the search and retrieval process. ✓

5.9 The system **shall** provide for fast forward and fast rewind during playback. ✓

5.10 The system **shall** provide for the continuous playback looping of an audio segment within a call. ✓

5.11 The system **shall** provide the capability to skip forward to the next message or skip back to the previous message. ✓

5.12 The system **shall** provide for the extraction of a portion of a call to a .wav file. ✓

5.13 The system **shall** provide for a recording to a CD as individual calls ✓

5.14 The system **shall** provide for the recording to a CD in either a sequential call by call or in a parallel timeframe mode in a merged file (overlapping Synchronized multi-channel playback). ✓

5.15 The system **shall** provide the capability to append notes to a recording and save them with the recording. Whenever the recording is played back the notes shall display. No special word processor software shall be required for this function. ✓

5.16 The system **shall** provide the ability to playback a call or make a rerecording with spoken time. ✓

5.17 The system **shall** provide a **redaction** feature for making copies of incidents for distribution ✓

5.18 The system **shall** provide a speed control with pitch correction while playing recordings. ✓

6 *System Security Requirements*

6.1 The system **shall** provide for multiple user profiles to control access permissions down to the channel level and user role. ✓

6.2 System **shall** provide Password complexity enforcement (Minimum Length, Minimum Digits, Minimum Lowercase Characters, Minimum Uppercase Characters, Minimum Special Characters) ✓

6.3 System **should** provide an Option to authenticate logger users via external SMB service. ✓

7 *System Diagnostics/Alert Capabilities*

7.1 The system **shall** provide boot up system test and ongoing self checking tests. ✓

7.2 The system **shall** maintain an internal error log for all system alerts and error messages. ✓

7.3 The system **shall** provide the capability to automatically send any alerts via email and automatically notify that an alert has occurred. ✓

7.4 The system **shall** provide the ability for on line remote diagnostics via a network connection. ✓

7.5 The system **shall** monitor all channels for a preprogrammed time frame of inactivity (No record audio) and generate an alert for any channels that exceed this time frame. ✓

8   *Physical Characteristics*

8.1 The system **shall** be a standard 19 inch rack mount configuration and not exceed 4U's in height. ✓

8.2 The system rack space required **shall** be a maximum 19"W X 24"D X 8"H. ✓

8.3 System weight **shall** not exceed 65 pounds. ✓

8.4 The System **shall** have the audio inputs cabled to a demarcation point within 6 feet of the chassis. The input cables **shall** terminate to a 66 block. The vendor **shall** provide all required blocks, cables & cross connect jumpers. ✓

9   *System Electronics – Input Boards*

9.1 System frequency response **shall** be 200 to 3400Hz. ✓

9.2 System signal to noise **shall** be at least -50dB. ✓

9.3 System Crosstalk **shall** be -60db or greater. ✓

9.4 System AGC **shall** be selectable on a per channel basis and provide this minimum operation: ✓
- Range of 24 dB boost
- Attack time of less than 20 msec.
- Recovery time of 200 msec.

9.5 System input impedance **shall** be 10Kohm, balanced bridge & DC blocked. ✓

9.6 The system **shall** accept audio levels between -40dB to +10dB. ✓

9.7 The system **shall** have record activation methods selectable on a per channel basis. These shall be: ✓
- VOX sensing
- Off Hook sensing
- External Contact Closure
- Continuous record
- Digital telephone signaling

9.8 All electronic circuits **shall** be of modern design and construction, arranged for quick replacement on plug-in cards. ✓

9.9 The system **analog** telephone input **shall** have an internal "beep" generator that can be enabled on a per channel basis, if automatic notification of recording is required. ✓

9.10 The channel capacity of the system **shall** be from 24 to 96 hard wired and from 24to 96 soft IP sources in a single chassis. ✓

9.11 The system **shall** be capable of direct connect to various record inputs, all from one chassis. These inputs shall be: ✓
- Analog Telephone Lines/Stations
- Analog 2-way Radio
- Digital PABX Telephone Stations
- Digital T1/E1/ISDN PRI Telephone Circuits
- Digital ISDN BRI Telephone Circuits.

- VoIP Telephone Stations
- IP Console Feeds
- Screen Capture Feed
- NG-911 SIP Invite

9.12 The system **shall** support an automatic gain control (AGC) function to provide leveling of near end and far end talkers. The AGC function shall be selectable on a per channel basis. ✓

9.13 When AGC is not desired during normal operation, it **shall** be possible to activate AGC during playback only. ✓

10 *System Support*

10.1 The vendor **shall** provide training for the user groups including: ✓
- First Line Technical support and Administration for customer technicians for self support and installation
- Administrator / Supervisor training including media handling, system administration, Client software use
- Console operator training on client Instant Recall use
- Refresher training shall be provided through out warranty and maintenance

10.2 The vendor **shall** have factory certified technicians on call on a 24/7 basis for support. ✓

10.3 The vendor **shall** confirm common repair parts (hard drives, archive drives, power supplies, input boards) to be stocked by the Vendor for same-day repair. ✓

10.4 The vendor **shall** confirm availability of complete loaner system in the event same-day repair is not feasible. ✓

10.5 The vendor **shall** supply the following manuals in hard copy (one copy) per unit ordered: ✓
- Logger User Guide and Configuration
- Client/Web-Based software User Guide
- Logger Service Manual

10.6 The vendor **shall** supply the manuals in a PDF softcopy and grant unlimited user copy privileges. ✓

10.7 The vendor **shall** document all systems settings and leave a hard copy record on site with the manuals. ✓

10.8 The vendor shall provide a minimum of 3 reference sites of Public Safety agencies using the proposed recording system. Include Agency name, Agency Address, Point of Contact name, Phone number, and email address. ✓

11 *Award*

11.1 The contract will be awarded to one vendor with the lowest bid meeting all specifications with the most complete bid.

11.2 An authorized signature must be on bid.

DPS1230 - Cost Sheet

Item	Description	Make/model	Qty	Unit Price	Total
	Logger Hardware				
1.0	Voice and Data Recorder with: • Dual DVD RAM Archive Drive • Dual hot swap power supplies • Raid1 Hard Disks, minimum 165,000 channel hours • 3 year warranty	NexLog740	6ea	$8,220.00	$49,320.00
1.1	Front Panel color touch screen control unit or optional keyboard, mouse and monitor	105301	6ea	$747.00	$4,482.00
1.2	24 Channel Analog Input board	105284-024	6ea	$4,200.00	$25,200.00
1.3	24 VoIP CISCO CM/CME Telephone Inputs	105284-024 324533	6ea	$4,951.00	$29,706.00
1.4	24 VoIP Avtec Console Inputs	271052 271035	6ea	$4,585.00	$27,510.00
1.5	Digital T1/ISDN PRI TelephoneCircuit Input Board	105183T-024	1ea	$4,705.00	$4,705.00
1.6	Cisco VoIP Gateway for Call Manager/Call Manager Express	N/A	6ea	Included in item 1.3	$0.00
1.7	License for 6 concurrent users for Administration, playback and instant recall capabilities.	271007	6ea	$696.00	$4,176.00
1.8	Cabling materials, demarcation (lot)	XXXX	6ea	Included	$0.00
1.9	Install and Commissioning Services	XXXX	6ea	$2,000.00	$12,000.00
1.10	On-site Training for each location	XXXX	6ea	Included	$0.00
1.11	Upgrade to Hot-Swap RAID5	105314	6ea	$2,016.00	$12,096.00
1.12	Loaner Recorder in event of failure Please provide pricing per week	XXXX	6ea	Included	$0.00
1.13	Maintenance per year 24/7 coverage	MAINT	6ea	$3,000.00	$18,000.00

NOTE: All quantities specified on the cost sheet are for bid purposes only.
          Actual quantities to be purchased may be more or less than noted above.

Vendor Name: Carolina Recording Systems, Inc.
Contact Name: Paul Brantner
Address: P. O. Box 3065
                   Mooresville, NC 28117

Phone No. :   (888) 776-0202
Fax No.:   (888) 776-0201

Authorizied Signature: _Paul S B_____

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:
"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE
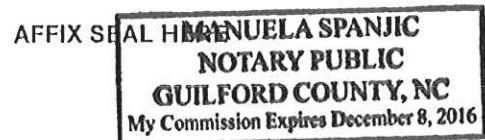
Vendor's Name: Carolina Recording Systems, Inc.

Authorized Signature: *Paul S Brett*   Date: 3/14/2012

State of North Carolina

County of Guilford , to-wit:

Taken, subscribed, and sworn to before me this 14 day of March , 20 12

My Commission expires 12 — 08 , 20 16

AFFIX SEAL HERE

NOTARY PUBLIC *[signature]*

ATTACHMENT
P.O.# _____

This agreement constitutes the entire agreement between the parties, and there
are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

Paul S Brant 3/14/12
Signature   Date

Sr. Solutions Engineer
Title

Carolina Recording Systems, Inc.
Company Name

Signature   Date

Title

Agency/Division

WV-96A
Rev. 9/11

AGREEMENT ADDENDUM FOR SOFTWARE

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.

2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.

3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.

4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.

5. **PAYMENT** - Any references to prepayment are deleted. *Fees for software licenses, subscriptions, or maintenance are payable annually in advance.* Payment *for services* will be in arrears.

6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.

7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.

8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.

9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.

10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.

11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.

12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.

13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.

14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination. *In such event, Agency will not be entitled to a refund of any software license, subscription of maintenance fees paid.*

15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.

16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.

17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.

18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.

19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.

20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.

21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: Carolina Recording Systems, Inc.

Signed: _Paul P. Brot_

Title: Sr. Solutions Engineer

Date: 3/12/2012

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

REQ NUMBER	PAGE
DPS1230	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

RFQ COPY
TYPE NAME/ADDRESS HERE

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE
SOUTH CHARLESTON, WV
25309   304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/06/2012				

BID OPENING DATE: 03/21/2012   BID OPENING TIME   01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		
				1. QUESTIONS AND ANSWERS ATTACHED.		
				2. ADDENDUM ACKNOWLEDEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.		
				END OF ADDENDUM NO. 1		
0001	1	LS	915-07	VOICE AND DATA RECORDERS		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

DPS1230
ADDENDUM NO. 1

Questions:

Q1:   For rack-mount installations, should we propose a 4-post rail kit or 2-post rail kit. In other words, to you have 4-post equipment racks, 2-post equipment racks, or a combination of the two types?

A1:   2-post rail kit is sufficient.

Q2:   Will each site have a smart UPS on site or should the bidder propose this as an option?

A2:   UPS's will be provided by the State Police.

Q3:   What software version of Cisco Call Manager are you using?

A3:   Call Manager Version 7 and Call Manager Express 7

Q4:   What software version of Avtec Scout are you using?

A4:   Currently, 1.10 but moving to 2.0 as we have time.

****

Bid opening remains 03/21/2012 at 1:30 pm.

An authorized signature must be on the bid.

No additional questions will be accepted on this RFQ.

****

EXHIBIT 10

REQUISITION NO.: ....

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ..✓.....

NO. 2 ....

NO. 3 ....

NO. 4 ....

NO. 5 ....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.   VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

_____
SIGNATURE

Carolina Recording Systems, Inc.
....
COMPANY

3/12/2012
....
DATE

REV. 11/96

CRS

Carolina Recording Systems, Inc.

www.crsnc.com

Sales: (888) 776-0202
Help Desk: (888) 661-0202

Public Safety Customer List

Carolina's, Tennessee, Virginia & W. Virginia

Specializing in

Voice Recording

Reliable

Experienced

Quality

Alamance County Central Communications
124 West Elm Street
Graham, NC 27253
(336) 570-6777
Dexter Brower

Primary Site
- 112-Channel HigherGround NG-Capture 911
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- 365 days of calls available instantly on network attached storage
- Recording 911 Trunks, Admin Trunks, Console positions, and radio traffic
- CAD workstation Screen Recording for Quality Assurance

Backup Site
- 24-Channel HigherGround NG-Capture 911
- CAD workstation Screen Recording for Quality Assurance

Albemarle Police Department
203 North Second Street
Albemarle, NC
(704) 984-9500
Chief Gerald Michael

- 8-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic and admin lines

Alleghany County E-911
40 Alleghany Street
Sparta, NC 28675
(336) 372-5676
Wendy Williams

- 24-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- CML integration capturing and storing ANI/ALI data with 911 audio
- Console recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, and admin lines

Anson County 911
107 B. East Ashe St.
Wadesboro, NC 28170
(704) 694-7083
Holly Mullis, 911 Director

- 16-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, and admin lines

Apex Police Department
205 Saunders Street
Apex, NC 27502
(919) 249-3446
David Boggs

TOWN OF APEX

- 24-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- CML integration capturing and storing ANI/ALI data with 911 audio
- Console recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, and admin lines

Archdale Police Department
305 Balfour Drive
Archdale, NC 27263
(336) 434-3134
Caroline Brown

CITY OF ARCHDALE   NORTH CAROLINA

- 11-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- 365 days of calls available instantly on network attached storage
- Polycom SIP phones recorded via VoIP packet interception
- Recording 911 Trunk, Admin Trunks, Console positions, and radio traffic

Ayden Police Department
400 N. East Avenue
Ayden, NC 28513
(252) 746-7015
Chief Barry Stanley

AYDEN

- 16-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, and admin lines

Beech Mountain Police Department
403 Beech Mountain Parkway
Beech Mountain, NC 28604
(828) 387-2342
Chief Jay Hefner

TOWN of BEECH MOUNTAIN

- 18-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Network-based recording of VoIP E911 Phone Consoles
- Recording radio traffic and admin lines

Belmont Police Department
P.O. Box 551
Belmont, NC 28012
(704) 825-3792
Lt. Basil Marett

- 16-Channel Eventide NexLog740 Recorder
- Multi-channel search and replay incident re-creation software
- 1 Year of calls available instantly on network attached storage
- Direct recording of Digital Phones w/o Digital to Analog Converters
- Recording radio traffic, Digital NEC Phones, and Ring-Down line

---

Benson Police Department
303 East Church Street
Benson, NC 27504
(919) 894-3616
LT Greg Percy

- 4-Channel **Audiolog Pro**
- Recording radio traffic and admin lines

Black Mountain PD
106 Montreat Road
Black Mountain, NC 28711
(828) 669-9194
Stephanie Hensley

- 8-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic and admin lines

Blacksburg Transit
2800 Commerce St.
Blacksburg, Va. 24060
(540) 443-7100 Ext. 2110
JR Guidry

- 4-Channel **Audiolog Pro**
- Multi-Channel search and replay incident re-creation software
- Instant Recall PSAP console software

Brunswick County Emergency
3325 Old Ocean Highway
Bolivia, NC 28422
(910) 253-7490
Tom Rogers

- 64-Channel **Audiolog Series-300 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron Viper integration, capturing ANI/ALI and wireless phase 2 data
- 3-years of calls available instantly on Network Attached Storage
- Recording radio traffic, 911 trunks, Console phones, and admin lines
- Console recordings triggered by Contact Closure
- Screen Recording of CAD Workstations for Quality Assurance

Butner Public Safety
611 Central Avenue
Butner, NC 27509
(919) 575-6561
Lt. Scott Strickland

- 24-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording 911 Trunks, Admin Trunks, and Radio Traffic

Cabarrus County Sheriff's Office
25 Corban Ave. S.E.
P.O. Box 525
Concord, NC 28026
(704) 920-3000
LT Ray Gilleland

- 64-Channel **Audiolog Max-Pro** (*Primary Center*)
- 16-Channel **Audiolog Max-Pro** (*Backup Center*)
- 24-Channel **Audiolog TLR Trunked Logging Recorder** (*Backup Center*)
- Audiolog Central Archive Server provides centralized Catalog and archiving
- 90 days of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Positron Viper integration capturing ANI/ALI data with recorded audio
- SmartZone integration for Motorola 800Mhz radio system

Campbell University Public Safety
5257 Hwy 421 South
Buies Creek, NC 27506
(910) 814-4720
Lisa Core, Director

- 16-Channel recorder with **NorStar** digital extension recording

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Canton Police Department
58 Park Street
Canton, NC 28716
(828) 648-2376
Bryan Whitner

- 8-Channel HigherGround NG-Capture911
- Multi-channel search and replay incident re-creation software
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, Console Positions, and 911 Trunks

Carolina Beach Police Department
1121 North Lake Park Boulevard
Carolina Beach, NC 28428
(910) 458-2540
Capt. Kurt Bartley

- 8-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Recording admin and ring down lines

Cary Police Department
120 Wilkinson Ave
Cary, NC 27512
(919) 469-4012
(919) 469-4014
Terry Yates, Telecom. Manager

- 72-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Zetron Integration captures ANI/ALI Data with recorded 911 audio
- SmartNet integration for Motorola 800MHz radio system
- Cisco VoIP integration allows searching by extension
- Recording Cisco VoIP Phone Sets without using Digital to Analog Converters
- 6 Months of recordings available online with network attached storage
- Recording radio traffic, 911 trunks, and admin lines
- Console recordings triggered by Contact Closure

Caswell County 911
314 North Avenue
Yanceyville, NC 27379
(336) 694-9311, Ext 224
Harvey Rudd, 9-1-1 Director

CASWELL COUNTY NC
Preserving the Past Embracing the Future

- 40-Channel Eventide NexLog740
- Multi-channel search and replay incident re-creation software
- DIR911T Instant recall PSAP console Hardware
- PlantCML RescueStar Integration captures ANI/ALI Data with recorded 911 audio
- Console recordings triggered by Contact Closure
- 3 Years of calls available instantly with network attached storage
- Recording digital phones w/o external Digital to Analog Converter (DAC)
- Recording radio traffic, 911 trunks, Digital Norstar Phones and Console Positions

Charlotte Fire Department
228 E. 9th Street
Charlotte, NC 28202
(704) 336-2441
Marsha Withrow

- 40-Channel **TLR-2 Trunked Logging Recorder**
- 96-Channel **Audiolog Max-Pro**
- **Audiolog Central Archive Server** provides centralized Catalog and archiving
- 60 days of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- Console recordings triggered by Contact Closure
- Instant recall PSAP console software
- SmartZone integration for Motorola 800MHz radio system
- Recording radio traffic, Console Positions, and 911 Trunks

Charlotte Fire Backup 911 Center

- 96-Channel **Audiolog Ultra-Pro**
- Multi-channel search and replay incident re-creation software
- Recording Backup-up Console positions

Charlotte-Mecklenburg Police Department
601 East Trade Street
Charlotte, NC 28202
(704) 336-3237
Danny Lovett, Director

- 58-Channel **TLR-2 Trunked Logging Recorder**
- 75-Channel **Audiolog Max-Pro**
- **Audiolog Central Archive Server** provides centralized Catalog and archiving
- 60 days of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Intrado Viper integration, capturing ANI/ALI and wireless phase 2 data
- Console recordings recorded via SIP VoIP integration
- Instant recall PSAP console software
- Smart Zone integration for Motorola 800MHz radio system
- Recording radio traffic, Console Positions, and 911 Trunks

Charlotte-Mecklenburg PD Backup 911 Center

- 91-Channel **Audiolog Max-Pro**
- **Audiolog Central Archive Server** provides centralized Catalog and archiving
- 60 days of calls available instantly on Central Archive Server
- Multi-channel search and replay incident re-creation software
- Intrado integration, capturing ANI/ALI via IP interface
- Console recorded via VoIP packet interception
- Administrative calls recorded via SIP packet interception
- Instant recall PSAP console software
- Console Positions, Dispatch Positions, SIP Phones, and 911 Trunks

Charlotte-Mecklenburg Utilities
5730 General Commerce Drive
Charlotte, NC 28213
(704) 336-2280
Shawn Downs

Charlotte-Mecklenburg Utilities
Clean Water for a Healthy Community

- 4-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Recording radio traffic and admin lines

Charlotte-Mecklenburg Schools Police Department
700 E. Stonewall St. STE 700
Charlotte, NC 28202
(980) 343-6030
Bud Cesena

- 32-Channel Eventide NexLog740
- Multi-channel search and replay incident re-creation software
- Recording radio traffic and Admin Lines

Chatham County Communications
297 West Street
Pittsboro, NC 27312-0613
(919) 542-2911
Don Smith, County IT Director
Janet Scott, Asst. Director

- 40-Channel HigherGround NG-Capture911
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Console recordings triggered by contact closure

Chowan County Central Communications
305 West Freemason Street
Edenton, NC 27932
(252) 482-4444
Cordell Palmer, Director

- 24-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- PlantCML integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Clemson Police Department
1198 Tiger Blvd.
Clemson, SC 29631
(864) 624-2005
Captain Matt Culbreath

- 15-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Nine-One-One, Inc integration, capturing ANI/ALI and wireless phase 2 data
- Recording emergency communications
- Storage of calls on Network Attached Storage

Cleveland County Communications
100 Justice Place
P.O. Box 2232
Shelby, NC 28150
(704) 484-4882
David Dodd, Director

- 64-Channel **Audiolog Max-Pro**
- **Audiolog Central Archive Server** provides centralized Catalog and archiving
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- SmartZone integration for Motorola P25 trunked radio system
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Colleton County Sheriff's Office
112 Simmons Street
Walterboro, SC 29488
(843) 549-2211
Lt. Angie Smith

- 32-Channel Higherground NG-Capture 911
- Multi-channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- CAD workstation Screen Recording for Quality Assurance
- 365 days of calls available instantly on network attached storage
- Recording radio traffic, Console Positions, and 911 Trunks

Colonial Heights
201 James Avenue, 2nd Floor
Colonial Heights, VA 23834
(804) 520-9333
Larry Melvin

- 40-Channel HigherGround NG-Capture 911
- Multi-channel search and replay incident re-creation software
- Console Recordings triggered by Contact Closure Detection
- CPE Integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, 911 trunks, console phones, and admin lines

Concord Regional Airport
9000 Aviation Boulevard
Concord, NC 28027
(704) 793-9000
Ken Johnson, Air Traffic Manager

- 16-Channel **Audiolog Pro**
- Recording radio and admin lines
- Multi-channel search and replay incident re-creation software

Conover Police Department
115 2nd Avenue NE
Conover, NC 28613
(828) 695-2952
Chief Steve Brewer

- 28-Channel **Audiolog Series-3000 Pro**
- Cisco VoIP integration allows searching by extension
- Recording VoIP phone sets without digital to analog converter
- Multi-channel search and replay incident re-creation software

Craven County Emergency Services
411 Craven Street
New Bern, NC 28560
(252) 636-6620/6621
Stanley Kite, Director

- 40-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Zetron integration capturing and storing ANI/ALI data with 911 audio
- Recording all emergency communications
- 1 year of calls available instantly on network attached storage
- Console recordings triggered by contact closure

Creedmoor Police Department
111 Masonic Street
Creedmoor, NC 27522
(919) 528-1515
Chief Tim Benware

- 8-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Recording Panasonic KX-TDA digital phone extensions
- Instant recall PSAP console software

Currituck County Communications
147 Courthouse Road
P.O. Box 240
Currituck, NC 27929
(252) 232-2216
Liz Hodgis

- 40-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Recording all emergency communications
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage

Davidson County 911
208 Salem Street
Lexington, NC 27292
(336) 242-2132
Terry Bailey, Director

- 64-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- SmartNet integration for Motorola 800MHz radio system
- PlantCML integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines

Davie County 911 Communications
140 South Main Street
Mocksville, NC 27028
(336)751-0896
Ronnie Robertson

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- SmartNet integration for Motorola 800MHz radio system
- PlantCML RescueStar capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines

Dillon County E911 Communications
205 W. Howard Street Suite 2
Dillon, SC 29708
(843) 341-3707
Sonny McRae
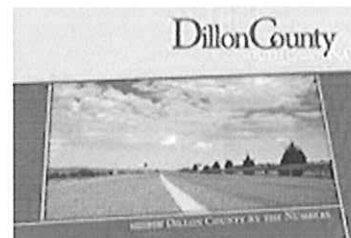
- 40-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Plant/CML Patriot integration capturing and storing ANI/ALI data with 911 audio
- Recording all emergency communications
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage

Dorchester County Emergency Services
212 Deming Way Suite 3
Summerville, SC 29483
(843) 832-0341
John Place
Ron Arroyo
- 64-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron Viper integration capturing and storing ANI/ALI data with 911 audio
- Recording all emergency communications
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage
- Web-based call-taker evaluation software

Duke University OIT/Hospital Life Flight
Box 3520
Durham, NC 27710
OIT—John Robinson (919) 684-3830
Life Flight—David Ross (919) 681-5433

- 80-Channel recorder
- Centralized Recorder handling multiple departments
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording Main Switchboard, radio traffic, Avaya digital extensions, and admin lines

Duke University Police Department
502 Oregon Street
Durham, NC 27708
(919) 684-2444
Peter Jefferies
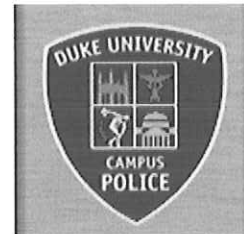
- 96-Channel recorder
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, ring down lines, emergency and ISDN BRI admin lines
- Integration with OSSI CAD software to Capture Caller ID and Caller Name

Dunn Police Department
401 East Broad Street
Dunn, NC 28335
(910) 892-2399
Charlie Callahan, Telecomm Supervisor

- 40-Channel **Audiolog Series-3000 TLR**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Plant/CML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Integration with MA/Com EDACS Trunked Radio recording digital T1 Audio
- Recording radio traffic, 911 trunks, and admin lines
- 1-year of calls available instantly on Network Attached Storage

Duplin County Communications
211 Duplin Street
P.O. Box 950
Kenansville, NC 28349
(910) 296-0115
Denita Pierce

- 48-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage
- Console phone recording triggered by Contact Closure

Duplin County Communications Backup Center

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage
- Console phone recording triggered by Contact Closure

City of Durham Emergency Communications
505 West Chapel Hill Street, 3ʳᵈ Floor
Durham, NC 27701
(919) 560-4500
James Soukup, Director
Tonya Pearce, Deputy Director

- 40-Channel **TLR-2 Trunked Logging Recorder**
- Motorola SmartNet 800MHz Trunked Radio Integration
- 80-Channel **Audiolog Max-Pro**
- Central Archiving Server **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- Recording radio traffic, Console Positions, and Norstar Digital phone Extensions
- Web-based call-taker evaluation software

City of Durham Backup Emergency Communications

- 32-Channel **Audiolog Max-Pro**
- Recording Gold Elite Consoles
- Recording Positron Phone Consoles (Power 911)
- Multi-Channel search and replay via Wide Area Network

Eden Police Department
308-B E. Stadium Drive
Eden, NC 27288
(336) 623-9687
Lt. John Edwards

- 32-Channel **Audiolog 3000-Series Max- Pro Recorder**
- 12 Months of recording available instantly from network attached storage
- CPE integration capturing and storing ANI/ALI data with 911 audio
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software

Elizabeth City Police Department
300 East Colonial Avenue
Elizabeth City, NC 27909
(252) 335-4321
LT John Young
Chief Charles Crudup

City of Elizabeth City, NC
Welcome to "The Harbor of Hospitality"

- 8-Channel recorder
- Recording admin lines

Fairfield County 911
350 Columbia Road
Winnsboro, SC 29180
(803) 635-5511
Phyllis Watkins, Director

- 32-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- PlantCML Vesta integration, capturing ANI/ALI data
- Recording radio traffic, 911 trunks, and admin lines

Fayetteville Police Department
433 Hay Street
Fayetteville, NC 28301
(910) 433-1911
Tracy Trogdon

- 32-Channel **Series-3000 TLR-2 Trunked Logging Recorder**
- 80-Channel **Audiolog Series-3000 Max-Pro**
- **Audiolog Series-3000 Central Archive Server** provides centralized Catalog and archiving
- 90 days of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- Instant recall PSAP console software
- SmartZone integration for Motorola 800MHz radio system
- Recording radio traffic, Console Positions, and 911 Trunks
- Console phones triggered by contact closure

Florence County Central Dispatch
6719 Friendfield Road
Effingham, SC 29541
(843) 665-2121
Billy Sweatt, 911 Operations Manager

- 64-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Zetron integration capturing and storing ANI/ALI data with 911 audio
- Recording all emergency communications
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage
- Web-based call-taker evaluation software
- SmartZone integration for Motorola 800MHz radio system

Forsyth County Emergency Services
3000 Aviation Drive
Winston-Salem, NC 27105
(336) 703-2554
Neal Sizemore, Director

- 32-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- WAN access to SmartZone integrated Audiolog at Sheriff's Office
- Zetron integration, capturing ANI/ALI and wireless phase 2 data
- Recording radio traffic, 911 trunks, and admin lines

Forsyth County Sheriff's Office
120 W. 3rd Street
PO Box 21089
Winston-Salem, NC 27120-2112
(336) 727-2112
Elaine Dellinger, Director

- 56-Channel **Audiolog Series-3000 Max-Pro**
- **Audiolog Central Archive Server (CAS)** provides centralized Catalog and Archiving
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- 6 months of calls available instantly on RAID-5 network attached storage
- Web-based call-taker evaluation software
- Zetron integration, capturing ANI/ALI and wireless phase 2 data
- SmartZone integration for Motorola 800MHz radio system
- Console Phone recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, and admin lines

Town of Fort Mill Police Department
111 Academy Street
Fort Mill, SC 29715
(803) 547-2022
Chief Jeff Helms

- 8-Channel **Audiolog 3000-Series Pro**
- Multi-channel search and replay incident re-creation software
- Recording Radio traffic and admin lines

Franklin County Emergency Communications
287 T Kemp Road
Louisburg, NC 27549
(919) 340-4320
Christy Shearin, Director

- 48-Channel **Audiolog TLR2 Trunked Logging Recorder**
- 12 Months of recording available instantly from network attached storage
- CPE integration capturing and storing ANI/ALI data with 911 audio
- Integration with MA/Com P25 Trunked Radio recording digital VoIP Audio
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Console recordings triggered by Contact Closure
- CAD workstation Screen Recording for Quality Assurance

Gaston County 911
615 N. Highland Street
Gastonia, NC 28053
(704) 866-3300
Scott Lambert, Tech. Ops. Supervisor

- 80-Channel **Audiolog Series-3000 Max-Pro**
- 80-Channel **Audiolog Max-Pro** Backup Recorder
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- CAD workstation Screen Recording for Quality Assurance
- Console recordings triggered by Contact Closure
- 1 year of calls available instantly on network attached storage
- Recording radio traffic, 911 trunks, and admin lines

Georgetown County Emergency Communications
2222-C Highmarket Street
Georgetown, SC 29440
(843) 545-3137
Robbie Owens

- 40-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Plant/CML Vesta integration, capturing ANI/ALI and wireless phase 2 data
- Console Phone recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, and admin lines

Graham Police Department
216 South Maple Street
Graham, NC 27253
(336) 570-6711
Chief Jeff Prichard

- 16-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Recording radio traffic and admin lines

Granville County Emergency Services
141 Williamsboro Street
Oxford, NC 27565
(919) 692-0141
Martin Bragg, Director

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- CML integration capturing and storing ANI/ALI data with 911 audio
- 1 year of calls available instantly on network attached storage
- Recording radio traffic, 911 trunks, and admin lines

Greene County Sheriff's Office
301 North Greene Street
Snow Hill, NC 28580
(252) 747-3411
Sharon Marshburn, Comm. Supervisor

- 12-Channel recorder
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, and admin lines

Greenville Police Department
500 S. Greene Street
Greenville, NC 27835
(252) 329-4386
Lambert Garris

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Recording digital phones w/o external Digital to Analog converter (DAC)
- Recording radio traffic, admin lines, and Norstar Digital phone extensions
- Instant recall PSAP console software

Greenville Police Department
4 McGee Street
Greenville, SC 29601
(864) 271-5333
Frances Moore, Assistant Comm. Admin.

- 48-Channel **Audiolog Max-Pro**
- 24-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- PlantCML Vesta integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines
- Instant recall PSAP console software

Greenwood County Sheriff's Office
528 Monument St
Greenwood, SC 29646
(864) 942-8555
Attention: John Nichols

- 48-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- PlantCML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines
- Instant recall PSAP console software

Guilford Metro 911
1201 Coliseum Blvd.
Greensboro, NC 27402
(336) 373-2222
Wesley Reid, Director
Craig Whittington

Justice Complex
- 53-Channel HigherGround NG-Capture 911 **Trunked Logging Recorder**
- 89-Channel HigherGround NG-Capture 911 **Telephony Recorder**
- HigherGround NG-Capture911 **Master/Archive Server** - provides centralized Catalog and Archiving
- Console recordings triggered by Contact Closure
- CAD workstation Screen Recording for Quality Assurance
- 65 days of calls available instantly on Network Attached Storage
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- SmartZone integration for Motorola 800MHz radio system
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin lines

Meadowood Center
- 61-Channel HigherGround NG-Capture 911 **Trunked Logging Recorder**
- CAD workstation Screen Recording for Quality Assurance
- Multi-channel search and replay incident re-creation software
- SmartZone integration for Motorola 800MHz radio system

Harnett County Sheriff's Dept.
175 Bain Street
P.O. Box 1405
Lillington, NC 27546
(910) 893-9111
Diane Raynor

- 24-Channel **Audiolog TLR2 Trunked Logging Recorder**
- 72-Channel **Audiolog Series-3000 Max-Pro**
- **Audiolog Central Archive Server (CAS)** provides centralized Catalog and Archiving
- 1 year of calls available instantly on Network Attached Storage
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Integration with MA/Com EDACS Trunked Radio recording digital T1 Audio
- Recording radio traffic, 911 trunks, and admin lines
- Cisco VoIP integration allows searching by extension
- Recording Cisco VoIP Phone Sets without using Digital to Analog Converters
- Console recordings triggered by Contact Closure

Havelock Police Department
2 Governmental Ave
Havelock, NC 28532
(252) 444-6444
Todd Jachimiak, I.T.

- 34-Channel **Audiolog Series 3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- 6 Months of recording available instantly from network attached storage
- Zetron Integration captures ANI/ALI Data with recorded 911 audio

Haywood County Emergency Services
215 North Main Street
Waynesville, NC 28786
(828) 452-6600
Chanda Morgan, Comm. Manager

- 32-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- 6 Months of recording available instantly from network attached storage

Henderson County 911
100 North King Street
Hendersonville, NC 28792
(828) 697-4911
Lisha Corn, Director

- 64-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- 1 year of recordings available instantly from network attached storage
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines

Hendersonville Police Department
145 Fifth Avenue East
Hendersonville, NC 28792
(828) 697-3025
Sgt Tracey Cox

- 64-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- 1 year of recordings available instantly from network attached storage
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines

Henry County 911
3300 Kings Mountain Road
Collinsville, VA 24078
(276) 638-8751
J.R Powell

- 56-Channel HigherGround NG-Capture 911
- Multi-channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- CAD workstation Screen Recording for Quality Assurance
- CAS server integration Captures CAD Incident Number and Call Type with each 911 call
- 365 days of calls available instantly on network attached storage
- Recording radio traffic, Console Positions, and 911 Trunks

Hickory Police Department
347 Second Avenue SW
Hickory, NC 28602-2844
(828) 324-2060
Lt. Jim Kurz

- 24-Channel **Audiolog TLR2 Trunked Logging Recorder**
- 48-Channel **Audiolog Max-Pro**
- **Audiolog Central Archive Server (CAS)** provides centralized Catalog and Archiving
- 6 Months of recording available instantly from network attached storage
- Norstar SMDR integration
- PlantCML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Integration with MA/Com Open Sky P25IP Trunked Radio recording digital T1 Audio
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software

High Point Police/Fire Communications
211 South Hamilton Street
High Point, NC 27261
(336) 883-3224
Susan Fulton
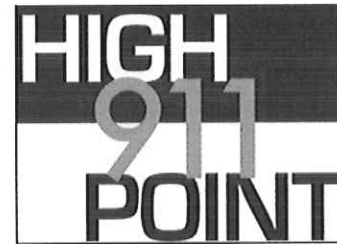
- 40-Channel **Audiolog TLR2 Trunked Logging Recorder**
- 88-Channel **Audiolog Max-Pro**
- **Audiolog Central Archive Server (CAS)** provides centralized Catalog and Archiving
- 1 year of recordings available instantly from network attached storage
- SmartZone integration for Motorola 800MHz radio system
- PlantCML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software

Hope Mills Police Department
5776 Rockfish Road
Hope Mills, NC 28348
(910) 429-3503
Jerri Morton

Town of Hope Mills
North Carolina

- 28-Channel **Audiolog Pro**
- Direct recording of Digita 2-wire TDM phones without using D-A converters
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Recording radio traffic, dispatch console, and admin lines

Horry County Communications
103 Elm Street
Conway, SC 29528
(843) 915-6809
Martha Carmichael

- 48-Channel **Audiolog Ultra**
- Recording radio traffic, 911 trunks, console phones, and admin lines

Iredell County 911
201 E. Water Street
Statesville, NC 28687
(704) 878-5444
Brad Brawley, Deputy Director

- 32-Channel **Audiolog Series-3000 Max- Pro**
- Multi-channel search and replay incident re-creation software
- Plant/CML ECS-1000 integration, capturing ANI/ALI and wireless phase 2 data
- Console recordings triggered by Contact Closure
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, Console Positions, and 911 Trunks

Jackson County 911
401 Grindstaff Cove Rd
Sylva, NC 28779
(828) 586-7592
Todd Dillard, EM Director

- 32-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Zetron integration, capturing ANI/ALI and wireless phase 2 data
- Recording radio traffic, Console Positions, and 911 Trunks
- Web-based call-taker evaluation software

Johnston County 911 Communications
120 South Third Street
Smithfield, NC 27577
(919) 989-5059
Jason Barbour, 911 Director

- 40-Channel **Audiolog Series-3000 Trunked Logging Recorder**
- 48-Channel **Audiolog Series-3000Max-Pro**
- **Audiolog Series-3000 Central Archive Server** provides centralized Catalog and Archiving
- MA/Com EDACS Trunked Radio Integration
- Multi-channel search and replay incident re-creation software
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- Recording radio traffic, Console Positions, and 911 Trunks
- CAD workstation Screen Recording for Quality Assurance
- Console recordings triggered by Contact Closure
- Web-based call-taker evaluation software
- 6 Months of recording available instantly from network attached storage
- 24-Channel **Audiolog Max-Pro** at backup site with multi-channel search and replay over Wide Area Network

Kershaw County E9-1-1 Communications
515 Walnut Street
Camden, SC 29020
(803) 424-4001
Kirk Stropes, E911 Director

- 48-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Plant/CML Vesta integration, capturing ANI/ALI and wireless phase 2 data
- 1-year of calls available instantly on RAID-5 Network Attached Storage
- Screen recording of call-taker positions
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Console recordings triggered by Contact Closure

King's Mountain Police Department
112 S. Piedmont Avenue
King's Mountain, NC 28086
(704) 734-0444
Chief Melvin Proctor

- 24-Channel **Audiolog Pro**
- Multi-Channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines

Lancaster County Sheriff's Department
1941 Pageland Highway
Lancaster, SC 29720
(803) 313-2130
Sandy Cauthen

- 32-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Positron Lifeline integration, capturing ANI/ALI and wireless phase 2 data
- Console Phone recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, and admin lines

Laurens County 911 Department
P.O. Box 1396
Laurens, SC 29360
(864) 984-2523
Joey Avery

- 64-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Zetron integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, console radios, and admin lines
- Console recordings triggered by contact closure
- 1-year of calls available instantly on RAID-5 Network Attached Storage
- Calltaker evaluation, scoring, and reporting software

Laurinburg Police Department
303 West Church Street
Laurinburg, NC 28352
(910) 276-3211
Chief John Evans

- 16-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Cisco VoIP integration
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, Voice-over-IP phones, console phones, and admin lines

Lee County Sheriff's Office
1401 Elm Street
Sanford, NC 27330
(919) 718-4563
Major Carlton Lyles

- 8-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Recording radio traffic, 911 ring-down, and Mitel VoIP Phones

Lifenet Health, Inc
1864 Concert Drive
Virginia Beach, VA 23453
(757) 464-4761
Troy Bell

- 96-Channel **Audiolog MaxPro**
- Avaya Trunk-side T1 recording with AES integration allows searching of calls based on agent
- Web-based call-taker evaluation software
- Recording Call Center extensions

Lincoln County 911
911 Marconi Drive
West Hamlin, WV 25571
(304) 824-3443
Allen Holder

- 40-Channel Eventide NexLog740
- Avtec Scout RoIP (Radio over IP) Integration
- Multi-channel search and replay incident re-creation software
- Plant Integration captures ANI/ALI Data with recorded 911 audio
- Console recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, Console Position

Lincoln County Sheriff's Office
700 John Howell Memorial Drive
Lincolnton, NC 28092
(704) 735-8202
Rick Ellis, Director

- 88-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Digital ISDN-BRI recording w/o digital to analog converter

Loudon County Emergency Communications
500 John Parris Drive
Loudon, TN 37774
(865) 458-9081
Jennifer Estes

- 32-Channel HigherGround NG-Capture 911
- Multi-Channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- CAD workstation Screen Recording for Quality Assurance
- CAD server integration Captures CAD Incident Number and Call Type with each 911 call
- Recording radio traffic, Console Positions, and 911 Trunks

Madison County 911
158 Health Care Lane
Marshall, NC 28753
(828) 649-3602
Teresa Ogle

- 16-Channel **Audiolog Series-3000Max-Pro**
- Multi-channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- Recording radio traffic, Console Positions, and 911 Trunks
- CAD workstation Screen Recording for Quality Assurance
- Web-based call-taker evaluation software
- 12 Months of recording available instantly from network attached storage

Marine Corps Base Camp LeJeune Range Control
Bldg 54 Room 105
Camp Lejeune, NC 28542
(910) 451-3064
John Miller

- 32-Channel **Audiolog Max-Pro**
- 16-Channel **Audiolog Max-Pro**
- Audiolog Series-3000 Central Archive Server provides centralized Catalog and Archiving
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Full-time recording of aircraft radar

Marion County 911
212715 East Highway 76, Suite A
Mullins, SC 29574
(843) 423-8217
Amanda Snipes

South Carolina

- 40-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Zetron integration capturing and storing ANI/ALI data with 911 audio
- Recording all emergency communications
- Instant recall PSAP console software
- 1 year of calls available instantly on network attached storage

Martin Police Department
101 University Street
Martin, TN 38225
(731) 587-5355 ext.243
Katie Perry, PSAP Manager

- 24-Channel HigherGround NG-Capture911
- Multi-channel search and replay incident re-creation software
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, Console Positions, and 911 Trunks

Maxton Police Department
105 North Florence Street
Maxton, NC 28364
(910) 844-5667
Chief Damon Williams

- 4-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording Admin lines and radio traffic

Mayodan Police Department
101 N. 3rd Ave.
Mayodan, NC 27027
(336) 548-6038
Chief Charles Caruso

- 4-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording Admin lines and radio traffic

Mebane Police Department
116 West Center Street
Mebane, NC 27302
(919) 563-9031
Assistant Chief Allen Byrd

- 16-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- 1 year of calls available instantly on network attached storage
- Recording radio traffic and admin lines

Mecklenburg County Sheriff's Office
700 East Fourth Street
Charlotte, NC 28202
(704) 336-6919
SGT Stephen Morin

- 16-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Recording radio traffic and admin lines
- WAN access to SmartZone integrated Audiolog at Charlotte-Mecklenburg Police Department

MEDIC
4525 Statesville Road
Charlotte, NC 28269
(704) 943-6173
Todd Sims

- 96-Channel **Audiolog Ultra-Pro**
- Multi-channel search and replay incident re-creation software
- 180 days of calls available instantly on network attached storage
- Positron integration capturing and storing ANI/ALI data with 911 audio
- SmartZone integration for Motorola 800MHz radio system
- Recording radio traffic, 911 trunks, console phones, and admin lines

Metro Special Police
3623 Latrobe Drive
Charlotte, NC 28211
(704) 364-1664
Lynn Hoosier

- 16-Channel **Audiolog Pro**
- Recording radio traffic and admin trunk lines
- Multi-channel search and replay incident re-creation software
- Data Capture from phone system allows searches by extension number

Mitchell County 911
47 Crimson Laurel Circle
Bakersville, NC 28705
(828) 688-9110
Stephanie Wiseman, Director

- 32-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Montgomery County Emergency Management Services
199 South Liberty Street
Troy, NC 27371
(910) 572-1347
Alan Griffin, Director

- 48-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- 1-year of calls available instantly on RAID-5 network attached storage
- Plant/CML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Console recordings triggered by Contact Closure

Moore County EOC
PO Box 905
Carthage, NC 28327
(910) 947-6317
Kris Sheffield, Comm. Ctr. Mgr.

- 64-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- 365 days of calls available instantly on network attached storage
- Zetron integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, console phones, and admin lines

Moore County Sheriff's Office
101 Courthouse Square
Carthage, NC 28327
(910) 947-2931
Capt. Richard Talbert

- 8-Channel **Audiolog Pro**
- Multi-Channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines

Morehead City Police Department
202 South 8th Street
Morehead City, NC 28557
(252) 726-3131
Amy Thompson

- 24-Channel **Audiolog Max-Pro**
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording 911 trunks and admin lines

New Bern 911 Communication Center
3600 Windhill Court
New Bern, NC 28563-1129
(252) 636-4114
Capt. Catherine Connors

- 48-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines
- 1-year of calls available instantly on Network Attached Storage
- Console phone recording triggered by Contact Closure
- Zetron integration capturing and storing ANI/ALI data with 911 audio

New Bern 911 Backup Center
- 16-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines

New Hanover County Public Safety Communications Center
230 Government Center Drive
Suite 185
Wilmington, NC 28403
(910) 452-6120
Debora Cottle, Deputy Director

- 48-Channel **Series-3000 TLR-2 Trunked Logging Recorder**
- 88-Channel **Audiolog Series-3000 Max-Pro**
- **Audiolog Series-3000 Central Archive Server** provides centralized Catalog and archiving
- 90 days of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- Instant recall PSAP console software
- SmartZone integration for Motorola 800MHz radio system
- Recording radio traffic, Console Positions, and 911 Trunks
- Calltaker evaluation, scoring, and reporting software

North Carolina State Highway Patrol Troop A
4003 West Main Street
Williamston, NC 27892
(252) 792-4101
Timmy Pope

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop B
3467 Highway US-701S
Clarkton, NC 28433
(910) 862-3133
Michael Sills

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop C
4008 District Drive
Raleigh, NC 27607
(919) 733-3861
Greg Winstead

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop D
2527 East Market Street
Greensboro, NC 27401
(336) 334-5500
John Swinney

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop E
5780 South Main Street
Salisbury, NC 28147
(704) 885-1047
Steven Myers

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop F
1033 Smyre Farm Road
Newton, NC 28658
(828) 466-5500
Ronald Raybon

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop G
600 Tunnel Road
Asheville, NC 28805
(828) 298-4252
Brenda Drake

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

North Carolina State Highway Patrol Troop H
2206 Fowler Secrest Road
Monroe, NC 28110
(704) 292-1539
Robert Currie

- 56-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, Console Positions, and *HP Trunks
- Console recordings triggered by contact closure

Oak Island Police Department
4621 E. Oak Island Drive
Oak Island, NC 28465
(910) 278-4565
Lt. Chris Franks

- 12-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Onslow County 911
1180 Common Drive North
Jacksonville, NC 28546
(910) 989-5013
Jerry Chaney

- 64-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- 365 days of calls available instantly on network attached storage
- Positron integration capturing and storing ANI/ALI data with 911 audio
- SmartNet integration for Motorola 800MHz radio system
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Calltaker evaluation, scoring, and reporting software

Orange County Emergency Services
510 Meadowland Drive
Hillsborough, NC 27278
(919) 968-2050
Capt. Craig Blackwood

- 72-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- PlantCML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Storage of calls on RAID5 Network Attached Storage

Oxford Police Department
204 E. McClanahan Street
Oxford, NC 27565
(919) 693-3161
Chief John M. Wolford

- 16-Channel recorder
- Multi-channel search and replay incident re-creation software

Pamlico County Sheriff's Department
202 Main Street
Bayboro, NC 28515
(252) 745-3101
Dan Lambert

- 16-Channel Eventide VR-725 Recorder
- Multi-channel search and replay incident re-creation software
- CPE integration capturing ANI/ALI data with recorded audio
- 1 Year of calls available instantly on network attached storage
- Console recordings triggered by Contact Closure
- Recording radio traffic, Console Phones, and 911 trunks

Pasquotank-Camden County Central Communications
200 East Colonial Avenue
P.O. Box 130
Elizabeth City, NC 27907
(252) 338-7787

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- PlantCML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage

Patrick County Sheriff's Office
105 Orchard Street
P.O. Box 933
Stuart, VA
(376) 694-3161
Mickie Martin, E911 Director

- 32-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- PlantCML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Storage of calls on RAID5 Network Attached Storage

Pender County Sheriff's Office
605 East Freemont Street
Burgaw, NC 28425
(910) 259-1516
Bruce Sandy, I.T.

- 32-Channel HigherGround NG-Capture 911
- Multi-channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- CAD workstation Screen Recording for Quality Assurance
- 365 days of calls available instantly on network attached storage
- Recording radio traffic, Console Positions, and 911 Trunks

Perry County 911
P.O. Box 724
Linden, TN 37096
(931) 589-3911
Cynthia Mercer

- 24-Channel HigherGround NG-Capture911
- Multi-channel search and replay incident re-creation software
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, Console Positions, and 911 Trunks

Person County Emergency Communications
301 Hill Street
P.O. Box 1326
Roxboro, NC 27573
(336) 597-0545
Harold Oakley, Support Tech.

Primary Site
- 40-Channel HigherGround NG-Capture 911
- CAD server integration Captures CAD Incident Number and Call Type with each 911 call
- Multi-channel search and replay incident re-creation software
- PlantCML Patriot integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage

Backup Site
- 8-Channel HigherGround NG-Capture 911
- Multi-channel search and replay incident re-creation software
- PlantCML Patriot integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Piedmont-Triad Airport Police
6415 Airport Parkway
Greensboro, NC 27409
(336) 665-5642
Wilbur Massey

- 16-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Network-based recording of VoIP Phones
- Recording radio traffic and admin lines
- Storage of calls on Network Attached Storage

Pinehurst Police Department
395 Magnolia Road
Village of Pinehurst, NC 28370
(910) 295-1900
Jason Whitaker

- 20-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Recording radio traffic and admin lines
- Storage of calls on Network Attached Storage
- Recording Encrypted VoIP phones via Mitel SRC

Pineville Police Department
300 Main Street
Pineville, NC 28134
(704) 889-2231
Tammy Watson, Supervisor

- 32-Channel **Audiolog Series-3000 Max-Pro**
- 32-Channel **Audiolog Max-Pro** Backup Recorder
- Motorola SmartNet 800MHz Trunked Radio Integration
- Multi-channel search and replay incident re-creation software
- CML integration capturing and storing ANI/ALI data with 911 audio
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage

Pocahontas County 911
1008 Jury Street
Marlinton, WV 24954
(304) 799-6537
Shawn Dunbrack

- 32-Channel Eventide NexLog740
- Multi-channel search and replay incident re-creation software
- CPE Integration captures ANI/ALI Data with recorded 911 audio
- Console recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, Console Positions

Presidio/JFHQ
1636 Gold Star Drive
Raleigh, NC 27607
(919) 941-5836
Shawn Alba

- 29-Channel Audiolog 3000-Series Max-Pro/Quad-Core VoIP Recorder
- 120-Channel Audiolog 3000-Series Max-Pro
- 1 year of calls available instantly on Network Attached Storage
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic, and Cisco VoIP Phones
- Cisco VoIP integration allows searching by extension
- Recording Cisco VoIP Phone Sets without using Digital to Analog Converters

Prince William County Service Authority
4 County Complex Court
Woodbridge, VA 22193
(703) 335-7900
Paula Dozier, Assistant Customer Service Manager

- 32-Channel Audiolog Pro
- Web-based search and replay software
- Screen Recording of Agent's CRM workstation
- Nortel Symposium integration allows searching of calls based on agent logon
- Recording Administrative extensions

Raleigh-Durham (RDU) Airport Authority
1050 Cargo Drive, P.O. Box 80001
RDU Airport, NC 27623
(919) 840-7725
Carl Schmidt

- 26-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Cisco Call-Manager integration
- Instant recall PSAP console software
- Recording Console VoIP Phones
- Motorola SmartNet 800MHz Trunked Radio Integration
- 1 year storage of calls on RAID5 Network Attached Storage

Randolph County Emergency Services
152 North Fayetteville Street
Asheboro, NC 27203
(336) 318-6929
Justine Buxton

- 80-Channel **Audiolog 3000-Series Max-Pro**
- 24-Channel **Audiolog 3000-Series Max-Pro** (*Redundant Backup*)
- Multi-channel search and replay incident re-creation software
- Cassidian RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines
- 1 year storage of calls on Network Attached Storage
- Screen Recording of CAD Workstations for Quality Assurance
- Calltaker evaluation, scoring, and reporting software
- Console recordings triggered by Contact Closure

City of Reidsville
230 West Morehead Street
Reidsville, NC 27320
(336) 349-1011
Rhonda Wheeler, IT Director

- 32-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Plant/CML RescueStar integration capturing and storing ANI/ALI data with 911 audio
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage

Richmond County Communications
319 S. Lawrence Street
Rockingham, NC 28379-0504
(910) 997-8355
Donna Wright

- 40-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Positron Viper integration capturing and storing ANI/ALI data with 911 audio
- Instant recall PSAP console software
- Recording radio traffic, 911 trunks, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage
- Console recordings triggered by contact closure

Roane County 911/OES
205 East Main Street
Spencer, WV 25276
(304) 927-0918
Melissa Gilbert, Director

- 32-Channel Eventide NexLog740
- Multi-channel search and replay incident re-creation software
- Cassidian Vesta-Pallas integration, capturing ANI/ALI and wireless phase 2 data
- 10 years of recordings available instantly on Network Attached Storage
- Recording radio traffic, 911 trunks, Console phones, and admin lines
- Console recordings triggered by Contact Closure

Roanoke E911 Center
215 Church Ave. SW, Room 150
Roanoke, VA 24011-1517
(540) 344-6681
John Powers

- 72-Channel **Audiolog TLR Trunked Logging Recorder**
- 72-Channel **Audiolog TLR2 Trunked Logging Recorder**
- Audiolog Central Archive Server (CAS) provides centralized Catalog and Archiving
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- SmartNet integration for Motorola 800MHz radio system
- CPE integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, and admin line

Robeson County Communications
38 Legion Road
Lumberton, NC 28358
(910) 671-3170
Chad Deese
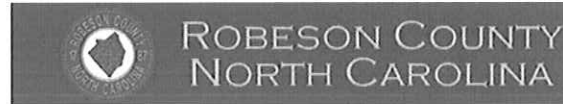
- 48-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- CML Patriot integration, capturing ANI/ALI and wireless phase 2 data
- 3-years of calls available instantly on Network Attached Storage
- Recording radio traffic, 911 trunks, Console phones, and admin lines
- Console recordings triggered by Contact Closure
- Screen Recording of CAD Workstations for Quality Assurance

Rockingham County Emergency Communications
150 Highway NC-65
Reidsville, NC 27320
336-634-3309
Susan Hall

- 72-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- CML Patriot integration, capturing ANI/ALI and wireless phase 2 data
- 1-year of calls available instantly on RAID-5 Network Attached Storage
- Recording radio traffic, 911 trunks, Console phones, and admin lines
- Console recordings triggered by Contact Closure

Rowan County Telecommunications
232 N Main St, Suite 202
Salisbury, NC 28144
704-638-3111
Rob Robinson, Director

- 64-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- CML Patriot integration, capturing ANI/ALI and wireless phase 2 data
- SmartNet integration for Motorola 800MHz radio system
- Recording radio traffic, 911 trunks, and admin lines
- Console recordings triggered by Contact Closure

Salisbury Police Department
132 North Main Street
Salisbury, NC 28114
(704) 638-5399
Terry Buff

- 48-Channel **Audiolog Series-3000 Max-Pro/QuadCore Trunked Radio Server**
- 20-Channel **Audiolog Series-3000 Max-Pro/QuadCore VoIP Server**
- 0-Channel **Audiolog Series-3000 Max-Pro Central Archive Server (CAS)**
- Multi-channel search and replay incident re-creation software
- CML Patriot integration, capturing ANI/ALI and wireless phase 2 data
- SmartNet integration for Motorola 800MHz radio system
- Integration with Mitel Secure Recording Connector (SRC) for recording encrypted VoIP phone calls
- Recording radio traffic, 911 trunks, and admin lines
- Console recordings triggered by Contact Closure

Sanford Police Department
225 E. Weatherspoon Street
Sanford, NC 27330
(919) 775-8268
Pat Garner, Director

- 40-Channel HigherGround NG-Capture 911
- 12 Months of recording available instantly from network attached storage
- Multi-Channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, Console Positions, and 911 Trunks

Scotland County 911
1403 West Blvd.
Laurinburg, NC 28352
(910) 276-1313
Roylin Hammond, Director

- 24-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Positron integration capturing and storing ANI/ALI data with 911 audio
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Shelby Police Department
311 South Lafayette Street
Shelby, NC 28150
(704) 484-4882
Terry Grayson

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- WAN access to SmartZone integrated Audiolog at Cleveland County Communications
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- Mitel ICP3000 integration
- Recording radio traffic, 911 trunks, and admin lines

South Carolina Department of Public Safety
Blythewood Headquarters
10311 Wilson Boulevard
Blythewood, SC 29016
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 22-Channel **Audiolog Series-3000 Max-Pro**
- 64-Channel **Audiolog Series-3000 Max-Pro**
- **Audiolog Central Archive Server (CAS)** provides centralized Catalog and Archiving
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- 1-year of calls available instantly on Network Attached Storage
- Avaya VoIP integration allows searching based on extension
- SmartZone integration for Motorola 800MHz radio system
- Recording radio traffic and VoIP extensions

South Carolina Department of Public Safety
Blythewood Backup Site
10311 Wilson Boulevard
Blythewood, SC 29016
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 18-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Avaya VoIP integration allows searching based on extension
- WAN access to Central Archive Server at Headquarters for centralized call retrieval
- Recording VoIP extensions

South Carolina Department of Public Safety
Anderson Site
213 S. Towers St.
Anderson, SC 29624
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 3-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Avaya VoIP integration allows searching based on extension
- WAN access to Central Archive Server at Headquarters for centralized call retrieval
- Recording VoIP extensions

South Carolina Department of Public Safety
Florence Site
10311 Wilson Boulevard
Blythewood, SC 29016
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 10-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Avaya VoIP integration allows searching based on extension
- WAN access to Central Archive Server at Headquarters for centralized call retrieval
- Recording VoIP extensions

South Carolina Department of Public Safety
Greenwood Site
10311 Wilson Boulevard
Blythewood, SC 29016
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 9-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Avaya VoIP integration allows searching based on extension
- WAN access to Central Archive Server at Headquarters for centralized call retrieval
- Recording VoIP extensions

South Carolina Department of Public Safety
Spartanburg Site
180 Magnolia St.
Spartanburg, SC 29303
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 7-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Avaya VoIP integration allows searching based on extension
- WAN access to Central Archive Server at Headquarters for centralized call retrieval
- Recording VoIP extensions

South Carolina Department of Public Safety
Charleston Site
10311 Wilson Boulevard
Blythewood, SC 29016
(803) 896-8230
Lt. Mike Burgess, Communications Manager

- 10-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Avaya VoIP integration allows searching based on extension
- WAN access to Central Archive Server at Headquarters for centralized call retrieval
- Recording VoIP extensions

Southern Pines Police Department
450 West Pennsylvania Avenue
Southern Pines, NC 28388
(910) 692-7031
Chief John Letteney

- 54-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- 1-year of calls available instantly on RAID-5 Network Attached Storage
- Cisco SCCP "Skinny" integration
- Recording radio traffic, 911 trunks, console phones, and admin lines

Spartanburg County Communications
P.O. Box 5666
Spartanburg, SC 29304
(864) 596-2050
Wendi Lively

- 80-Channel **Audiolog Series-3000 Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Plant/CML Vesta integration, capturing ANI/ALI and wireless phase 2 data
- 1-year of calls available instantly on RAID-5 Network Attached Storage
- Screen recording of call-taker positions
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Console recordings triggered by Contact Closure

Spartanburg County Jail
950 California Avenue
Spartanburg, SC 29303
(864) 596-2607
Lt. Mike Jones

Spartanburg, SC.

- 8-Channel Eventide NexLog740 Recorder
- Multi-channel search and replay incident re-creation software
- 1 Year of calls available instantly on external HDD storage
- Recording administrative phone lines

Stanley Police Department
230 South Main Street
Stanley, NC 28164
(704) 263-4778
Chief Heath Jenkins

- 8-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Recording radio traffic and admin lines

Stanly County Communications
201 South Second Street
Albemarle, NC 28002
(704) 986-3709
Karen McDaniel

Primary Site
- 76-Channel Eventide NexLog840
- Multi-channel search and replay incident re-creation software
- CPE Integration captures ANI/ALI Data with recorded 911 audio
- Console recordings triggered by Contact Closure
- 1 Year of calls available instantly with network attached storage
- Recording radio traffic, 911 trunks, and Console Positions

Backup Site
- 76-Channel Eventide NexLog840
- Multi-channel search and replay incident re-creation software
- CPE Integration captures ANI/ALI Data with recorded 911 audio
- Console recordings triggered by Contact Closure
- 1 Year of calls available instantly with network attached storage
- Recording radio traffic, 911 trunks, and Console Positions
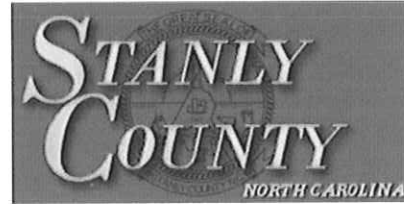
Statesville Police Department
330 South Tradd Street
Statesville, NC 28687
(704) 878-3453
Lt. Joseph Barone

- 48-Channel **Audiolog MaxPro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Console recordings triggered by contact closure
- Recording radio traffic, 911 trunks, console phones, and trunk-side PRI admin lines
- Mitel ICP3300 integration allows searching by extension

City of Suffolk Police Department
120 North Wellons St.
Suffolk, VA 23434
(757) 925-2030
Sgt. Sandy Springle

- 48-Channel **Audiolog Ultra**
- Recording radio traffic, 911 trunks, console phones, and admin lines

Stokes County Communications
1011 Main Street
Danbury, NC 27016
(336) 593-8139
Dell Hall, Director

- 24-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Plant/CML integration capturing and storing ANI/ALI data with 911 audio
- Recording radio traffic, 911 trunks, console phones, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage

Summers County 911
P.O. Box 97
Hinton, WV 25951
(304) 466-5613
Steve Lipscomb

- 40-Channel Eventide NexLog740
- Avtec RoIP (Radio over IP) Integration
- Multi-channel search and replay incident re-creation software
- CPE Integration captures ANI/ALI Data with recorded 911 audio
- Console recordings triggered by Contact Closure
- Recording radio traffic, 911 trunks, and Console Position

Surry County Communications
139 Dobson Church of Christ Rd
Dobson, NC 27017
(336) 374-3000
Glenn Lamb

- 80-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Plant/CML integration capturing and storing ANI/ALI data with 911 audio
- Console recordings triggered by contact closure
- Recording radio traffic, 911 trunks, console phones, and admin lines
- 1 year storage of calls on RAID5 Network Attached Storage

Swain County Communications
95 Brendle Street
Bryson City, NC 28713
(828) 488-2196
David Breedlove, Director

- 24-Channel **Audiolog MaxPro**
- 4-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant Recall PSAP console software
- Recording radio traffic, 911 trunks, console phones, and admin lines

Tazewell County Emergency Communications
145 Blackwell Street
Tazewell, VA 24651
(276) 988-0803
Derrick Ruble

- 32-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Zetron integration capturing and storing ANI/ALI data with 911 audio
- Contact Closure detection for true start/stop recording of console phones
- Recording radio traffic, 911 trunks, console phones, and admin lines

Transylvania County 911
155 Public Safety Way
Brevard, NC 28712
(828) 884-3188
Kevin Shook

- 32-Channel **Audiolog Series-3000 Max-Pro**
- 40-Channel **Audiolog Series-3000 Max-Pro at backup site**
- Audiolog Series-3000 Central Archive Server provides centralized Catalog and Archiving
- Multi-channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- Recording radio traffic, Console Positions, and 911 Trunks
- 1 year of recording available instantly from network attached storage

U.N.C. Charlotte Police Department
9201 University City Boulevard
Charlotte, NC 28223
(704) 687-2200
Stanley Homenick

- 16-Channel **Audiolog Series-3000 Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Cisco VoIP integration
- Recording emergency communications
- Storage of calls on Network Attached Storage

U.N.C. Wilmington Police Department
601 S. College Road
Wilmington, NC 28403
(910) 962-3184
David Stallings, I.T. Manager

- 24-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- Recording radio traffic and Avaya digital 2-wire and 4-wire TDM extensions
- 1 year of calls available instantly on network attached storage

Union County 911
500 N. Main Street
Monroe, NC 28112
(704) 283-3547
Melvin Mattocks, Director

- 80-Channel **Audiolog-Series 3000 Max-Pro**
- 24-Channel **Audiolog-Series 3000 Max-Pro Trunked Logging Recorder**
- Central Archiving Server **Audiolog-Series 3000 Max-Pro**
- 181 days of calls available instantly on network attached storage
- Positron Viper integration capturing ANI/ALI data with recorded audio
- CAD workstation Screen Recording for Quality Assurance
- Console recordings triggered by Contact Closure
- SmartZone P25 integration for Motorola 800MHz radio system
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, and admin lines

Union County Sheriff's Office NC
3344 Presson Road
Monroe, NC 28112
(704) 283-3768
Kevin Chaney, IT

- 32-Channel **Audiolog Series-3000 Max-Pro**
- 1-year of calls available instantly on RAID-5 network attached storage
- Multi-channel search and replay incident re-creation software
- Recording radio traffic and admin lines

Union County Sheriff's Office SC
414 S. Pinckney St.
Union, SC 29379
(864) 429-1611
Capt. Robert Hines

- 24-Channel **Audiolog Series-3000 Max-Pro**
- 1-year of calls available instantly on RAID-5 network attached storage
- Zetron E911 integration capturing ANI/ALI data with recorded audio
- Console recordings triggered by Contact Closure
- Multi-channel search and replay incident re-creation software
- Recording radio traffic and admin lines

US Airways
5501 Birmingham Parkway
Charlotte, NC 28208
(704) 359-3379
Nathan Gundlach

- 16-Channel **Audiolog Series-3000 Pro**
- 1-year of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, and Tower phones

Vance County Emergency Operations
156 Church Street, Suite 002
Henderson, NC 27536
(252) 492-0202
Brian Short, EOC Director

- 56-Channel **Audiolog Series-3000 Max-Pro**
- 1-year of calls available instantly on RAID-5 network attached storage
- Positron integration capturing ANI/ALI data with recorded audio
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Console recordings triggered by Contact Closure

Vanderbilt University Police Department
2800 Vanderbilt Place
Nashville, TN 37212
(615) 322-2745
Sissy Taylor
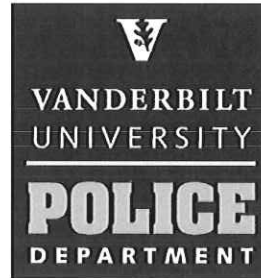
- 24-Channel **Audiolog Series-3000 Max-Pro**
- 1-year of calls available instantly on network attached storage
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, and console phones

Wadesboro Police Department
P.O. Box 697
Wadesboro, NC 28170
(704) 694-2167
Lt. Steven Kelly

- 16-Channel Eventide VR-725 Recorder
- Multi-channel search and replay incident re-creation software
- 1 Year of calls available instantly on network attached storage
- Recording radio traffic, Police and Fire admin lines

Warren County Sheriff's Office
132 Rafters Lane
Warrenton, NC 27589
(252) 257-3656
Venicia Harris, Director

- 20-Channel **Audiolog Series-3000 Pro**
- 1-year of calls available instantly on RAID-5 network attached storage
- Positron integration capturing ANI/ALI data with recorded audio
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, 911 trunks, console phones, and admin lines
- Console recordings triggered by Contact Closure

Waynesville Police Department
9 South Main Street
Waynesville, NC 28786
(828) 456-5363
Chief Bill Hollingsed

- 16-Channel **Audiolog Pro**
- Recording radio traffic and admin lines

Weakley County Emergency 911
P.O. Box 911
Dresden, TN 38225
(731) 364-2647
Jamison Peevyhouse

- 40-Channel HigherGround NG-Capture 911
- Multi-Channel search and replay incident re-creation software
- CPE integration, capturing ANI/ALI and wireless phase 2 data
- CAD workstation Screen Recording for Quality Assurance
- Recording radio traffic, Console Positions, and 911 Trunks

Wilson County Emergency Communications Center
1817 Glendale Drive
Wilson, NC 27893
(252) 237-8300
Glen Parnell, DB Manager

Primary Site
- 64-Channel **Audiolog MaxPro**
- 365 days of calls available instantly on network attached storage
- Positron integration capturing ANI/ALI data with recorded audio
- Multi-channel search and replay incident re-creation software
- Recording Console phones, 911 trunks, Admin lines, and Radio Traffic

Backup Site
- 24-Channel HigherGround NG-Capture 911
- Multi-channel search and replay incident re-creation software
- Recording radio traffic, Console Positions, and 911 Trunks

Winnsboro Police Department
117 West Washington Street
P.O. Box 209
Winnsboro, SC 29180
(803) 635-4511
Capt. William Gonzalez

- 16-Channel **Audiolog Pro**
- Multi-channel search and replay incident re-creation software
- Recording Console Admin lines and Radio Traffic

Winston-Salem Police/Fire Communications
725 North Cherry Street
Winston-Salem, NC 27102
(336) 773-7870
Tommy Leonard

- 64-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- 30 days of calls available instantly on network attached storage
- Instant recall PSAP console software
- Positron integration, capturing ANI/ALI and wireless phase 2 data
- SmartZone integration for Motorola 800MHz radio system
- Recording radio traffic, 911 trunks, and admin lines

Yadkin County Sheriff's Office
210 E. Hemlock Street
Yadkinville, NC 27055
(336) 679-4217
Dale Ring

- 48-Channel **Audiolog Max-Pro**
- Multi-channel search and replay incident re-creation software
- Instant recall PSAP console software
- CML integration, capturing ANI/ALI and wireless phase 2 data
- SIP-Based VoIP Phone recording through Packet Interception
- 365 days of calls available instantly on network attached storage
- Recording radio traffic, 911 trunks, and admin lines