



Gaston County

Gaston County
Board of Commissioners
www.gastongov.com

DHHS - Social Services Division Board Action

File #: 20-300

Commissioner Chad Brown - DHHS (Social Services Division) Child Advocacy Center - To Authorize Edge One Solutions, Inc. as a Sole Source Provider for the Purchase of iRecord Software and Hardware for Digital Recording **(\$28,594)**

STAFF CONTACT

Heather Kauffman - Child Advocacy Center - 704-866-6761

BUDGET IMPACT

100% Grant Funds.

BUDGET ORDINANCE IMPACT

N/A

BACKGROUND

With the assistance of a grant from the Governor's Crime Commission (GCC), the Child Advocacy Center is able to purchase a digital audio and video recording system. This software and hardware will be used to record victim interviews. Due to no other providers in the area that provides this capability, the Child Advocacy Center requested and received sole source approval from the granting agency (GCC). The Gaston County Uniform Guidance Policy & Procedures requires the approval of a sole source contract when the cost is above the micro-purchasing threshold (\$10,000). Approval of this Board Action authorizes staff to proceed with the sole source purchase from Edge One Solutions, Inc.

POLICY IMPACT

N/A

ATTACHMENTS

GCC Sole Source Approval and Edge One Solutions Quote

DO NOT TYPE BELOW THIS LINE

I, Donna S. Buff, Clerk to the County Commission, do hereby certify that the above is a true and correct copy of action taken by the Board of Commissioners as follows:

NO.	DATE	M1	M2	CBrown	JBrown	AFraley	BHovis	TKeigher	TPhilbeck	Worley	Vote
2020-181	07/28/2020	RW	TK	A	A	A	A	A	A	A	U

DISTRIBUTION:

Laserfiche Users

A=AYE, N=NAY, AB=ABSENT, ABS=ABSTAIN, U=UNANIMOUS

North Carolina Department of Public Safety



Governor's Crime Commission
 1201 Front Street Raleigh, NC 27609
 Phone: (919)733.4564 Fax: (919)733.4625
<http://www.ncdps.gov/gcc>

Sole Source Provider Request Form

*****Submit along with contract or invoice (whichever is applicable)*****

Authorizing Agency	Gaston County
Implementing Agency	CAC
Project Name and Project Number	PROJ013330
Project Director's Name	Heather Kauffman
Phone # and E-mail Address	704-862-6761 Heather.Kauffman@gastongov.com
Proposed \$ Amount of Invoice or Contract	28,594.00

NOTE: All sole source procurements in excess of \$250,000.00 must receive prior approval from the DOJ Office of Justice Programs.

This form is submitted as a formal request to use the services of the following contractor as a Sole Source Provider.


Contractor/Vendor Name: _____

This request is made for the following reasons:

Service provider is continuing services already engaged from previous year(s)

Advertising & Research revealed no other service providers in the area
(Attach details of the effort made in Advertising and Research)

Other (explain below and/or attach additional documentation)

<input checked="" type="checkbox"/>	Approved	GCC Grants Management Specialist Approval:	 Digitally signed by Andrea Russo Date: 2020.06.23 12:03:50 -04'00'
<input type="checkbox"/>	Denied	Date:	_____



Tuesday, June 23, 2020

To Whom It May Concern:

Thank you for your consideration of investing in the iRecord digital audio video recording, broadcast and content management solution. I would like to take this opportunity to advise you that Edge One Solutions is the exclusive sole source of iRecord Software and Hardware Products for North Carolina and South Carolina.

iRecord is the leading on-demand, digital video/voice recording system designed specifically for Law Enforcement, Custodial Interviews, and Child Advocacy Centers. iRecord has been made in the USA since 2002, with the help of detectives, law enforcement professionals, forensic interviewers, computer software and hardware engineers. iRecord is "purposeful" technology because it helps public safety agencies better serve and protect by increasing efficiency, effectiveness, and productivity, while minimizing risk.

iRecord has installed over 3,000 interview rooms nation and worldwide to nearly 2,000 customers. The iRecord solution contains a number of notable specs and features, several of which are exclusive to iRecord. Some of the features included with the iRecord solution are:

1. **Simple, easy to use, "One Touch" Recording**
2. **Axis® IP Cameras**
3. **High Definition Video**
4. **ONVIF® Compliant**
5. **Software Generated Time and Date Generator (Watermark)**
6. **Software Generated Attorney-Client Microphone Disable Feature**
7. **Brightness and Contrast Control**
8. **Live Viewing and Rewind in Progress Feature**
9. **Real-Time and Post-Time Notes/Bookmarking**
10. **Scrolling Notes**
11. **Searchable META Data SQL Database**
12. **Active Directory® Integration**
13. **Remote Client Browser allows for Live Viewing of Interviews, Live Notes, Data Search, Interview Retrieval**
14. **Remote Start/Stop via Client Browser, Dry Contact Switches**
15. **External Video Import Feature (In-Car Video Files, Body Cameras, Surveillance Files etc.)**



WORD SYSTEMS, INC.
LEADERS IN VOICE AND DATA RECORDING SOLUTIONS

iRecord

wsystems.com

9045 River Road Suite 125 | Indianapolis, IN 46240 | 317-544-0499

16. **Advanced/Flexible Interdepartmental Security (Password protection, Adjustable User Access, Privacy, Sub-Groups, Multiple Group Support)**
17. **Redaction for Secure Editing**
18. **Chain of Evidence Audit Report PDF**
19. **Export Mobile Anywhere Files to Universe Evidence Vault Database**

20. **Picture in Picture Supports Two Cameras Per Room**
21. **Non-Proprietary Files (MPEG-2 and WMV), playable on Windows PC and DVD players**
22. **Immediate file transfer to Evidence Vault**
23. **DVD burn time for interviews is approx. 5 mins, Transfer to USB takes seconds**
24. **The ability to burn additional copies via the client browser**
25. **Enterprise Evidence Vault™ for unlimited concurrent access, single centralized database and long term, secure file retention**
26. **Vidanyx® Cloud Partnership and Integration**

Should you need further clarification of the statements above, please contact me at 800.425.7637.

Sincerely,

Ryan Vogt
Director of Partner Channel Sales
Word Systems, Inc.



iRecord Digital Video/Audio Recording System for Interviews

Date: 6/4/2020

Prepared For: Gaston County, The Lighthouse Children's Advocacy Center
 Heather Kaufman, 803-674-8434, heather.kaufman@gastongov.com
 Prepared By: Todd Williams, 919-554-1954

QTY	DESCRIPTION	PART #	UNIT PRICE	EXTENDED
iRecord Universe System				
1	iRecord Universe IP Turnkey Recording System (3 Room) 1280x720 High Definition Resolution, Real-Time Notes, File Import Feature, Remote Control Start/Stop, WMV and MPEG-2 Encoding	IR-Universe3A	\$15,945.00	\$15,945.00
iRecord Universe Software includes: Redaction, Multi-Department security, Chain of Evidence Audit Report, Export to DVD+USB, Remote Control On/Off, Universe Desktop, Local Evidence Vault, 10x iRecord Thick Client Licenses, Remote Live Viewing, File Import, Picture-in-picture One Year Hardware and Software Warranty				
System Accessories				
Color Cameras				
3	Axis M5525-E 1080IP PTZ Camera	AX-M5525-E	\$1,545.00	\$4,635.00
Microphones				
3	Covert Light Switch Microphone (Omnidirectional, PZM, Zone)	CN-PZM11LL	\$275.00	\$825.00
Other Hardware				
1	Cisco Small Business Smart SG200-08P (Network Switch)	SLM2008PT-NA	\$295.00	\$295.00
1	Backup Interview 6TB Capture Hard Drive	AXI-AXHD4TB7235A36	\$395.00	\$395.00
1	Uninterruptible Power Supply 1000VA	UPS-1000VA	\$185.00	\$185.00
1	Viewsonic 22" LCD Monitor, Keyboard, Mouse, Speaker Kit	LCD-22	\$285.00	\$285.00
2	HDTV Live Monitor Kit with PC Stick	IR-TVKIT	\$595.00	\$1,190.00
1	iRecord Workstation Cabinet	IR-CAB	\$795.00	\$795.00
1	Copystar 3 DVD Duplicator	CS-DVD	\$369.00	\$369.00
1	Axis Communications 8-Channel NVR with PoE Switch (2TB) Back-up (4 Cam Max)	AX-0832-04	\$695.00	\$695.00
SUB-TOTAL				\$25,614.00

INSTALLATION AND TRAINING

\$2,980.00

SYSTEM TOTAL \$28,594.00

TERMS AND CONDITIONS:

- A Please see Exhibit A for sample Statement of Work -To be reviewed at Pre-Installation meeting.
- B Please see Exhibit B for Technical Services Agreement.
- C **DELIVERY: Delivery and Installation by end of February.**
- D Custom equipment orders may not be returned. Stock merchandise and accessories may be returned if in the original packaging provided a restocking fee of not less than twenty-five percent (25%) or such greater restocking fee as determined by Edge One's supplier is paid by customer.
- E This quote does not include State and Local taxes. Customer to provide tax exempt certificate or taxes will be added to the invoice.
- F Payment terms; 50% with order, 50% upon system installation. Special Payment Term requests need to be submitted in writing
- G This price list together with all of its Exhibit and license terms and conditions from the software manufacturer, which are hereby incorporated by reference, constitutes the entire agreement with respect to its subject matter. No inconsistent or additional terms submitted by Customer in
- H **QUOTATION IS VALID FOR 90 DAYS**
- I Please mail purchase orders to Edge One Solutions, 555 Fayetteville St. Suite 201, Raleigh, NC 27601, twilliams@edge1solutions.com


Approved By

PO#

Title

DATE

Exhibit A

Exhibit A	
Customer Responsibility	Edge One Solutions Responsibility
Pre Install:	Pre Install:
Determine Cabling needs and pathways	Coordinate Pre-Installation Phone call
Provide a safe platform/table for the IRecord system and components if a rack system is not purchased. If installing Enterprise System customer provided server must have Microsoft Server 2003 or 2008 installed (See spec sheet)	Determine location for equipment
Existing cameras and microphones need to be terminated to our specs	Camera and microphone positions will be determined. An agreement will be reached if they are internal or external wall installations.
Provide power receptacle within three feet of the appliance. With a minimum of two receptacles.	Make sure that the iRecord capture machine placement is in a room that has proper ventilation and cooling, and is environmentally controlled with clean power.
Install:	Cabling needs will be identified
If customer requires antivirus software; they must provide their antivirus software at the time of install. Customer's IT department must provide static IP address.	Coordination of technical/IS details Will coordinate installation date with customer.
Provide wiring or vendor to run CAT5 cable for microphone and Siamese RG59 for camera, provide single gang drywall cutout for microphone, provide access if masonry exists.	Installation:
If connecting to the network, the customer must have IT personnel present during the installation. If required connect audio/video connectors to any observation room customer provided TV(s). Be responsible for all equipment other than the standard iRecord equipment listed on the original sales order. EX: TV's, amps, multiplexor	Technician will adjust cameras during the initial install. Once the ATP has been signed, any additional camera adjustments will be on a bid/sales order basis. A project proposal will need to be signed by both parties.
Do not schedule interviews during the installation process.	Is only responsible for the part numbers listed on the Sales Order.
Provide local admin rights to Edge One Solutions for each PC remote browsers are installed on. Customer to provide hardware for client applications that meet or exceed specifications	Load antivirus onto the machine at the customer request.
Training:	Provide the customer contact with updates throughout the install process; starting at the date of install until the ATP has been signed off.
Will have all personnel that will operate iRecord, onsite when training occurs. Do not perform any alterations on the iRecord systems without Edge One Solutions Service manager approval.	Will give a progress report at the end of each day to the customer contact. Will conduct iRecord software set up, final terminations, connect to customer's network Will verify installation action is complete with customer during the ATP process.
	Training:
	Will train all personnel Will conduct a follow up call one week after installation.
	Vendor Limitations:
	Running Cable Cannot drill thru masonry to mount cameras and microphones.
	Technician will adjust cameras during the initial install. Once the ATP has been signed, any additional camera adjustments will be on a bid/sales order basis. A project proposal will need to be signed by both parties.
	EDGE ONE SOLUTIONS REVIEWED BY:
CUSTOMER REVIEWED BY:	



Edge One Solutions, Inc.
Exhibit B
Technical Services Agreement

This is a technical services agreement (hereafter referred to as **Agreement**) between Edge One Solutions, Inc. (hereafter referred to as **EOS**) and the Customer *Named on Quote Sheet Tab* (hereafter referred to as **Customer**). Customer's signature on the Quotation, Price Sheet or other document to which this Agreement is an Exhibit constitutes Customer's agreement to the terms and conditions below.

This Agreement, together with its Attachments and any related sales quotations, price sheets or other documents to which it is attached, which are all hereby incorporated by reference, sets forth the entire understanding of the parties hereto with respect to its subject matter, and supersedes any other agreement, verbal, written and/or implied.

EOS agrees to support, maintain and repair Customer's equipment and/or software listed below on a best efforts basis for the charges shown on the price tab. This Agreement becomes effective upon completion of installation, and shall continue for the term, also shown on the price tab. No refunds shall be given for Technical Services Agreements cancelled or terminated during the term, except as expressly set forth herein. The rates herein may be increased upon renewal and as otherwise set forth in this Agreement considering factors that include, but are not limited to, inflation, fuel costs, availability of parts, software, history of support calls and parts used during previous term. Technical Services shall be invoiced in advance of each term. At the end of the initial term, this Agreement will automatically renew for successive one-year terms at EOS's then current annual rates unless either party provides written notice of non-renewal at least 30 days prior to the applicable expiration date.

I. SERVICE EOS will provide to Customer best efforts maintenance and repair service

- A. Support on software and equipment listed on the quotation tab of this agreement hereto. EOS may provide error correction on software by means of a "temporary fix," in which case it will continue to use reasonable efforts to pursue a permanent solution.
- B. Four hour phone and/or modem support.
- C. Emergency onsite response 24x7, 365 in cases where a system is not recording.
- D. Repairs will be performed and replacement parts will be furnished at no charge on a best efforts basis, provided that Customer returns the defective parts. The returned defective and/or worn parts replaced become property of EOS. EOS reserves the right to replace or exchange any defective piece of equipment or accessory with another if it is determined there is a need to do so, regardless of age or serial number. EOS personnel will perform the installation or repair of any EOS system on a best efforts basis.
- E. Installation of equipment, field engineering, change orders or enhancements to basic equipment and software that is required by the manufacturer to correct a problem. It must be determined to be essential and be needed to keep the equipment running. This does not include extra features and enhancements that are sold to increase performance or functionality. Onsite work will be done during EOS's regular business hours, except for emergency services.
- F. All training by EOS will be done at Customer's site or a EOS office between 8 am and 5 pm, Monday through Friday, EST, excluding holidays.

II. CHARGES Additional Charges, if any, will be assessed per this Agreement as shown below:

- A. Customer agrees to pay for any consumable items provided by EOS. Customer agrees to pay for parts that normally wear out if older than 5 years. Customer agrees to pay for the repair of items damaged or dropped by Customer.
- B. EOS will charge for time and materials for performing any services connected with relocation of equipment and expansions of equipment. EOS will charge time and materials rates for all repairs and software support needed to repair computer virus contamination of our EOS Computer System. The Customer agrees not to load any software on our EOS computer without written permission from the EOS Service Manager. EOS is not responsible for telephone lines, induced noise by radio stations and other equipment, cabling and connections other than those items EOS supplies to the Customer to install EOS equipment.
- C. EOS will charge for any installation of equipment upgrades and expansions, software enhancements, software and related modifications or additional attachments and accessories that the Customer requests but would not normally be essential to keeping the equipment operational with its then current functionality.
- D. EOS will charge for any parts that must be replaced due to cause other than normal wear and tear or damages caused by accident, abuse, or for work done due to inadequate training or operator errors.
- E. New additional equipment or software purchases will result in adjustment of maintenance and support charges. Customer will be invoiced for support premiums related to such additions. The invoice will be pro-rated to coincide with the term of this Agreement
- F. Service charges for equipment or software or training not covered by this Agreement will also be at the current prevailing Edge One Solutions, Inc. rates.
- G. EOS shall not have any obligations with respect to problems due to any modification of the equipment or software by anyone other than EOS, the improper combination of equipment or software with other products not provided by EOS, or the use of the software or equipment in an unreasonable manner. Any services that EOS agrees to perform due to the foregoing shall be charged at then current rates.
- H. EOS shall not have any obligations with respect to problems due to Customer's failure to install standard software updates or comply with the manufacturers' recommended operating environment or specifications, or due to changes in Customer's own network or hardware. Any services that EOS agrees to perform due to the foregoing shall be charged at then current rates.

III. EXCLUSIONS EOS will not provide:

- A. Electrical work or cables, plumbing, drilling or carpentry work external to EOS equipment.
- B. Maintenance of accessories, attachments or other devices not furnished by EOS.
- C. Free loaner equipment. EOS recommends the Customer buy spare terminals and accessories to replace broken units until EOS can make repairs (if the application is so critical that repairs can't wait).
- D. Free repairs for damages from external computer virus contamination.
- E. Free repair for lightning and high voltage power surge damage to our equipment while at the Customer's site.
- F. Operator training by a EOS support technician. See EOS account representative for all training needs.
- G. Additional equipment or upgrades to existing equipment or operating systems, software or other tools or utilities or networks or components that may be required in connection with a manufacturer's major software upgrade.
- H. Support in resolving network, workstation, database, environmental or other errors not directly related to the software and equipment listed in this Agreement.
- I. Movement of equipment to a new location.

Warranty Exclusion: EOS is providing technical services and support in lieu of any warranties or service commitments from EOS to the fullest extent permitted by law, the services herein and the software and equipment are provided "as is." EOS does not warrant that the equipment and software will operate uninterrupted or error free or that all defects will be corrected or that they will meet customer's requirements or will operate in combinations with other equipment, software, or data not provided by EOS. EOS disclaims all warranties, express or implied, with respect to any of the foregoing, including but not limited to any implied warranty of merchantability or fitness for a particular purpose, workmanlike efforts, non-infringement or warranties arising by statute or otherwise in law or from a course of dealing or usage of trade.

IV. EOS RESERVES the right to modify or delete any term or condition of this Agreement by giving a 30-day prior notice to Customer, in which case Customer may terminate this Agreement by giving EOS written notice of its intent to terminate within 30 days of its receipt of notice from EOS regarding the change, in which case EOS will provide a pro-rata refund of pre-paid technical service fees for the remainder of the term.

V. LIABILITY DISCLAIMERS EOS shall not be liable or held responsible for any delay in or failure or defect of performance under this Agreement, or be liable for any other consequence, damage, injury, or loss, caused by or resulting from any act, event, occurrence, or cause beyond the reasonable control of EOS, including (without limitation) acts of God, war, fires, explosions, floods, strikes, major mechanical breakdown, system malfunctions, interruption of utility services, acts of any unit of government or agency thereof, work stoppage, breakdown, virus contamination, theft, loss of data, lack of available parts from the manufacturer, loss caused by power failures, loss caused by lack of Customer equipment or software backups, or work done due to lack of proper training of Customer's personnel. Customer is expected to backup all data, voice and video files and to protect the computer from incoming virus damage. Service calls that are caused by any of the foregoing exclusions shall be invoiced at the currently published time and materials rates.

To the fullest extent permitted by law:

EOS and its officers, directors, employees, shareholders, agents and representatives shall not be liable to customer or any other party for incidental, special, exemplary or consequential damages (including, without limitation, loss of anticipated profits, loss of data, and loss of goodwill) arising out of or related to this agreement or the good and services provided, even if advised in advance of the possibility of such damages.

Except with respect to damages caused by EOS's willful misconduct, EOS's liability (including attorneys' fees) to customer or any third party arising out of or related to this agreement and the good and services provided shall, for any and all causes and claims regardless of the form of action, whether based on contract, tort, negligence, strict liability, indemnification or otherwise, in the aggregate not exceed the price paid by reseller for the particular good(s) or service(s) involved prior to such claim's accrual under which such damages arose.

VI. CUSTOMER RESPONSIBILITY It shall be the responsibility of the Customer to have equipment protected by EOS approved uninterruptible Power Supply (UPS) and to use EOS approved storage media and perform preventative maintenance as described in the Operators Manual, it is the responsibility of the Customer to have trained personnel operating the equipment. Additional training is available from EOS for an additional charge as new people are hired to run the equipment. The Customer shall make the equipment available to the technical services representative as soon as a representative arrives on-site and agrees to allow the EOS technical services representative access to the equipment, immediately upon arrival. Access will be given to him/her for as long as it takes to repair and adequately test the equipment.

VII. TRAINING Training provided with the purchase of a system consists of on-site training upon completion of installation as agreed upon in Exhibit A. Detailed training shall encompass an overview of all functions and features necessary to operate equipment. It is the responsibility of the Customer to have basic PC knowledge prior to system training on new equipment. Upon completion of initial training should Customer require additional training of staff, EOS will invoice Customer at standard EOS training rates.

VIII. GOVERNING LAW; VENUE This Agreement and any matters and disputes related thereto shall be governed by and construed in accordance with the laws of the State of NC without regard to the choice of law principles thereof. Any cause of action arising hereunder may only be brought in a federal or state court located in Marion County, Indiana. Each party expressly agrees that Wake County shall be deemed to be a county of preferred venue and each such party waives any entitlement each might otherwise have to a transfer of venue out of Wake County under any preferred venue requirements or any other venue rules or laws which may be applicable. The parties hereby submit to the exclusive jurisdiction, those courts.

IX. SEVERABILITY In the event that any of the provisions of this Agreement is held to be invalid or unenforceable in whole or in part by a court of competent jurisdiction, those provisions to the extent enforceable and all other provisions will nevertheless continue to be valid and enforceable as though the invalid or unenforceable provisions had not been included in this Agreement, and this Agreement shall be construed by adding a valid provision which effectuates the intent of the invalid provision as nearly as lawfully possible.

iRecord®

Total Storage (GB) 2000 <-User may Change

Min Hours Possible 788
 Max Hours Possible 23,861

Local Storage	No MPEG-2	MPEG-2 Low	MPEG-2 Med	MPEG-2 High
WMV Low	23,861	1,704	1,290	918
WMV Med	13,557	1,617	1,239	892
WMV High	4,519	1,305	1,047	788

Target Media	Consumer DVD	Computer DVD	Computer CDR
WMV Low	N/A	52 Hours	8 Hours
WMV Med	N/A	29 Hours	4.5 Hours
WMV High	N/A	9 Hours	1.5 Hours
MPEG-2 Low	3.5 Hours	N/A	N/A
MPEG-2 Med	2.5 Hours	N/A	N/A
MPEG-2 High	2.0 Hours	N/A	N/A

This spreadsheet is designed to convert the total storage (in Gigabytes) to HOURS of iRecord storage. Simply change the number in the GREEN BOX to reflect the number of GB storage. This is a great sheet to show customers how much storage they can expect with the system...depending on how they want it set up. The numbers in the grid are expressed in RECORDING HOURS.

Examples:
 250 = 250GB
 500 = 500GB
 1000 = 1TB
 2000 = 2TB
 5000 = 5TB

iRecord MPEG-2 files are an option we highly recommend to leave ON within the software for the following reasons:

1. MPEG-2 files are industry standard for creating consumer playable DVD's
2. Higher video quality than WMV
3. The system is designed for redundant recording - the MPEG-2 must always be created, even if it's deleted after 24 hours.
4. MPEG can/will be purged after 30 days unless the customer says otherwise
5. MPEG-2 files are the only way to create consumer playable DVD's
6. True Watermarking can only be done with an MPEG-2 file