

**REQUEST FOR PROPOSALS RFP 2022-IT-01  
FOR  
Digital Court Audio Recording**

**NHJB Answers to Vendor Questions**

1. Does this RFP involve any hardware?

**Answer: No**

2. Section IV.B.i. sounds like a portable recording solution responding to the statement; “Software must be compatible with a touch screen “kiosk” mode which would allow for standalone use of the audio recording functions and features. “This implies that you have a hardware appliance such as FTR’s Reporter Deck that you want the software to be compatible with, is this the case?

**Answer: No**

- a. If not reporter deck, what are the hardware specifications of the touch screen kiosk mode device?

**Answer: An all-in-one Dell PC running Windows 10 with kiosk (Deep Freeze by Faronics) software installed. This is for courtrooms that do not have a courtroom monitor/court assistant/clerk to run the recordings, but instead only have a bailiff to start and stop recording.**

- b. Aren’t all of your courtrooms standalone?

**Answer: Yes**

3. Page 1, 1. Introduction: The title of this RFP is Digital Court Audio Recording. The first paragraph of this Introduction states “to solicit proposals to provide the NHJB with a digital audio recording software solution for the recording and storage of audio from proceedings that will be the official court record.” This statement implies this is a software procurement for the purpose of digital audio recording. Based upon this statement we ask the following questions:

- a. Don’t you currently have a digital audio recording software solution, FTR?

**Answer: Yes**

- b. Are you looking to replace FTR?

**Answer: We are evaluating all options.**

- c. Is your current solution inadequate?

**Answer: Our current solution is incompatible with Windows 10. Current solution is not compliant with the NHJB’s Information Security Policy, which states all systems must be currently supported by vendor and up to date within 30 days for critical security patches, and 90 days of non-critical security patches. Windows 7 was deprecated January 2020.**

- d. Does your current solution lack certain functions that you require or are you not receiving the support from your current vendor?

**Answer: Current solution lacks integration of cloud storage, configurable retention periods based on statute and/or court rules, and integration with third party transcription services that allow for a court approval process for transcription requests and cost recovery process for the court and transcription providers.**

- e. Please tell us what new functions you want the software to perform that you currently cannot have with your existing system.

**Answer: See responses 1., 2c., and 2d.**

4. Page 1,1. Introduction, Paragraph 2: Paragraph 2 states that the vendors should provide the NHJB with a

software licensing proposal and goes on to state “The contract period will be for one annual licensing period, with an option for the NHJB to renew annually”. This implies that you are seeking a SAAS proposal on an annual basis.

a. What is an “annual licensing period”?

**Answer: One calendar year from beginning of initial agreement.**

b. Are you referring to licensing the software for a year and not a perpetual licensing arrangement?

**Answer: No, perpetual licensing agreement that includes Software Assurance with annual M&S giving the NHJB rights to every new release as long as the annual M&S agreement and payment is executed.**

5. Page 2, Section IV. Proposed Scope of Work, 2.b. Please explain how this section applies to digital audio recording software. This appears to be another example of a SAAS, or services procurement as opposed to a software procurement, please explain.

**Answer: Beyond the licensing of standalone software for the recording of court proceedings, we expect a subscription based service that is native/integrated with the installed software for the storage of recordings in the cloud. This does lend itself to the definition of SaaS.**

6. Is the Court currently using cloud storage? **No**

7. Do you record both a primary and redundant backup recording?

**Answer: Currently the primary recording resides on the PC doing the recording, recordings are copied to optical disc for backup.**

a. If so, do you want both primary files and backup files backed up to Cloud storage?

**Answer: We expect the initial recording to be local to the PC doing the recording, then copied to the cloud storage either by schedule or through low bandwidth background processes during the course of the day.**

8. Does the Court want local storage of the record as well as cloud storage? What is the retention period for your record?

**Answer: We expect the local copy to remain on the PC until space is required for additional recordings, and that a copy of all recordings will exist in the cloud storage and be confirmed prior to any overwriting of local recordings. Retention periods are dependent on case type. Periods of retention can range from 1 year after disposition to 10 years after appeal period has ended.**

9. Cloud Storage costs are typically expressed as a cost per gigabyte per month or a price per terabyte per month or year. Please provide an estimate of the Court’s gigabyte or terabyte storage requirements per month.

**Answer: Unknown at this time. We would need help in evaluating those numbers from the selected vendor.**

10. Please provide an estimate of the Court’s retrieval frequency per-month and per gigabyte from the cloud data.

**Answer: See response to 8.**

11. Please detail the Court’s bandwidth for uploading and downloading data to and from the cloud.

**Answer: 3Gb fiber head with 1Gb fiber internet, 100Mb private fiber WAN to each court location <1ms latency, 1Gb LAN in each court <1ms latency.**

12. Page 2, Section IV. 2. c. d., i. According to your website, transcriptions are currently being contracted by eScribers, are you planning on replacing this service with another?

**Answer: No**

13. What functions do you specifically want a digital audio software provider to handle with respect to transcripts contracted to a third party?  
**Answer: A mechanism for transcription request and approval process utilizing either electronic notification and response, or preferred web interface. A mechanism for automated cost recovery with auditing capability.**
14. Does NHJB have a preferred cloud contractor and what is their preferred integration?  
**Answer: No, but the NHJB does utilize both Government Azure and Government AWS. Cloud Storage must be FEDRAMP certified, with a preference for CJIS compliance. Preferred integration RESTful API over TLS 1.3.**
15. Page 7 Vendor Qualifications A., c., and d. These two sections refer to vendor qualifications relating to “interpretation services”. Are you requesting that the vendors propose interpretation services?  
**Answer: No, this requirement was in error.**
16. As a summary of our questions, this procurement appears more related to services as opposed to software licensing. There are cloud, transcription, and even interpretive services that appear to be part of this procurement. If this is the case, please state this and we will make our decision to respond based upon the true nature of the procurement.  
**Answer: This procurement is for licensing of digital audio courtroom proceedings recording software that will be part of the official court record. Approximately 131 seats (Windows 10 PCs) with Software Assurance and annual M&S agreement covering end user support for the above mentioned installations. With this procurement is the request of cloud storage for the recordings integrated in a manner to be automated and configured using the software. In conjunction with the cloud storage of recordings, a request and approval process for transcriptions and cost recovery. The goal is to no longer have court staff manually uploading audio recordings to transcription service provider, end the manual process of backing up recordings to CD, and to have an automated process for the court to receive its portion of funds collected by the transcription service.**