

**SPECIFICATION
FOR
DICTATION EQUIPMENT**

(This specification is released for procurement purposes until revised, or rescinded.)

SCOPE

This specification covers digital dictating equipment. It is not meant to include all varieties of dictating equipment which may be commercially available, but is intended to cover only those generally used by state agencies and public schools.

I. CLASSIFICATION

This specification defines two styles of dictating systems which are categorized based on operational features and controls. Additionally one style of voice recorder is covered.

- A. Digital Portable (Handheld)
Transcription Recorder Class 1 and Class 2
Voice Recorder – Class 3
- B. Digital Transcribing Kit (Head Set, Foot Controls, and Software) – Class 1 and Class 2.

The digital recording media shall be either internal flash memory or readily removable flash memory as called for in the invitation for bids.

II. APPLICABLE STANDARDS

The following documents of issue in effect on the date of the invitation for bids shall form a part of this specification:

EIA STANDARDS AND SPECIFICATIONS
ELECTRONIC INDUSTRIES ASSOCIATION (EIA)
2001 "I" STREET N.W.
WASHINGTON, DC 20006

NEC STANDARDS
NATIONAL ELECTRIC CODE (NEC)
60 BATTERYMARCH STREET
BOSTON, MA 02110

UL LISTINGS
UNDERWRITERS LABORATORIES, INC. (UL)
PUBLICATIONS STOCK
333 PFINGSTEN ROAD
NORTHBROOK, IL 60062
FCC RULES AND REGULATIONS

FEDERAL COMMUNICATIONS COMMISSION (FCC)
WASHINGTON, DC

III. REQUIREMENTS

A. OPERATING POWER

Portable recorders shall be battery operable with a minimum operating time of 10 hours of continuous use of playback or recording functions between battery charging or replacement.

Class 1 and 2 portable recorders are provided with a rechargeable battery pack and charging adaptor connected through the recorder cradle for charging while downloading voice files. Recorder batteries shall be capable of recharging through the USB connection. Dry cell batteries can be used as an alternative. An appropriate Listed or safety certified ac power adapter or battery charger for connection to a 120 VAC, 60 Hz supply shall be provided.

The Class 3 recorder is provided with AA or AAA size dry cell batteries.

B. SAFETY CERTIFICATION

Equipment connected to a 120 VAC input power shall have a safety certification Listing label to indicate equipment has been evaluated by an independent third party laboratory acceptable by the North Carolina Building Codes Council for compliance to the current edition of the applicable UL safety standard.

Refer to the referenced list on the NC Department of Insurance website for acceptable safety certification and third party agencies accredited by the NC Building Codes Council (NCBCC) for Listed and Labeled, electrical and mechanical equipment by product category, as of September 15, 2009. The list includes however is not limited to Underwriters Laboratories, and Intertek (ETL). Ref: <http://www.ncdoi.com/osfm/engineering/bcc/documents/electricalmechanicalequipmentlabeling.pdf>

C. RECORDING MEDIA

Recording media shall be either internal flash memory or readily available removable flash memory, as called for in the invitation for bids. Typical examples of removable flash memory include but are not limited to xD, SD, microSD, Multimedia, Flash Card or Memory Stick.

Portable handheld digital recorders shall be provided with the following flash memory recording media:

Class 1 Portable Recorder – Minimum 512MB removable media and expandable to a minimum of 8GB.

Class 2 Portable Recorder - Minimum 128MB removable media and expandable to a minimum of 2GB.

Class 3 Portable Recorder – Minimum 2GB removable or internal media installed.

D. DIGITAL EQUIPMENT OPERATING CHARACTERISTICS

1. Class 1 and Class 2 recorders shall have a minimum of two record and playback modes, Quality Play (QP) and Standard Play (SP). The Class 3 recorder shall have High Quality (HQ), Standard Play (SP), and Long Play (LP) modes.

2. Portable recorders shall provide the following minimum specified file formats. Additional file formats may be provided.

<u>Portable Recorder</u>	<u>Required Native File Formats</u>
Class 1	DS2, and DSS
Class 2	Any compressed file format such as DS2, DSS, ADPCM, or CLEP.
Class 3	WAV or WMA

3. Portable recorders shall have a minimum recorded frequency response and minimum data sampling rates as follows:

<u>Record & Playback Modes</u>	<u>Minimum Frequency Response</u>	<u>Minimum Sampling Frequency</u>
Quality Play (QP)	300 to 7k Hz +/- 3 db	16k Hz
Standard Play (SP)	300 to 5k Hz +/- 3 db	12k Hz

4. Portable recorders shall have a minimum recording time as follows:

<u>Recorder</u>	<u>Minimum Available Recording Time</u>
Class 1	36 hours in QP mode with 512 MB memory installed
Class 2	9 hours in QP mode with 128 MB memory installed
Class 3	60 hours in SP mode with 2 GB memory installed

E. PORTABLE (HAND HELD) DIGITAL RECORDERS – CLASS 1, 2, & 3

Class 1 and 2 recorders are to be furnished with the following accessories: (1) battery pack or rechargeable batteries, (2) at least one removable flash memory, (3) PC connectivity software for file download and format conversion, (4) recorder cradle with a USB interface connection, (5) rechargeable battery charger / ac adapter, and (6) instruction manual or compact disk..

Class 3 digital portable recorder is to be furnished with the following accessories: (1) batteries, (2) one internal or removable flash memory, (3) PC connectivity software for file download and format conversion, (4) USB interface and (5) instruction literature or compact disk.

Optional accessories for Class 1 and Class 2 recorders shall include a rechargeable battery pack or rechargeable batteries, a battery charger / ac adaptor and foot pedals for the software provided with the recorder. Class 1 recorder connects to programmable foot pedals to provide a remote record switch.

A Class 1 and Class 2 recorders shall provide slide switch controls for record and edit functions.

All recorders shall have a built-in microphone, with dictation & conference recording sensitivity modes. Connectors are provided for earphones or headset, external microphone, and a USB PC connection port. Recorders are provided with a LCD display for visual indication of recording time reference, battery strength, mode of operation and document or message identification. A display also indicates recording status. Class 1 and Class 2 recorders are to include a built-in speaker with an equivalent minimum 20 mm diameter.

Recorder functions shall include start/stop, record, playback, fast forward, rewind, reverse, erase, insert, and append. Class 1 and Class 2 recorders shall also include overwrite dictation and partial erase functions after original recording. Class 1 and 2 recorders also include rewind or fast forward playback review in adjustable time increments, and an automatic up voice or recording level control as indicated on the recorder display.

Recorders are provided with document management capabilities to separate recordings into a minimum of 4 folders with each allowing a minimum of 99 messages or a similar structure. Class 1 and 2 recorder edit functions are to include the ability to (a) add indexing and denote priority recordings, (b) add verbal comments or annotations to the file header, and (c) add author id and time stamp.

Class 1 and 2 recorders shall record and playback an encrypted format for HIPAA compliant medical documents. Recorders shall provide both device-level and file-level passwords.

PC connectivity software shall be provided with recorder of identical manufacturer and compatible to the native file formats provided for same class recorder, without the use of any supplemental interfacing hardware or software. Software shall be able to download native files with or without conversion to WAV or WMA formats.

All recorder software shall include an automatic conversion routine that downloads and converts files to a format compatible to speech recognition software, including Dragon Naturally Speaking Preferred and Professional Software, Versions 10 and 11. Software for Class 1 and Class 2 recorders shall be compatible with 32 bit and 64 bit versions of Windows XP, Vista and 7 operating systems. Software for Class 1 recorders shall also be compatible with Apple MAC OS X Version 10.3.9 or later operating systems. Class 3 recorders shall be compatible with Windows XP, Vista and 7 operating systems.

Class 1 recorders and connectivity software shall have a minimum 60 Mbits per second USB download speed. Class 2 recorders and connectivity software shall have a minimum 12 Mbits per second USB download speed.

F. TRANSCRIBING KIT – CLASS 1 AND CLASS 2

Digital transcription kits shall include a headset, USB type foot controls, and PC software with network connectivity for file transcription, format conversion, archive, email and sever routing. Transcription kit shall be a companion product of identical manufacturer and compatible to the native formats provided for same class of recorder, without the use of any supplemental interfacing hardware or software. Software shall be able to download native files with or without conversion to WAV or WMA formats.

Transcription kit shall provide data transfer and record/ playback functions on the PC including volume control, speed control, fast forward, rewind (back space), erase capability, visual display pitch control and noise reduction. Programmable foot controls provide start/stop, backspace and rewind functions for hands free operation.

The transcription kit software shall also configure a computer to implement the following features (as applicable for recorder class):

- Download verification by visually, audibly or both,
- Provide indication of priority or indexed messages,
- Ability to view the number of files and special instructions,
- Ability to remember where a transcription was stopped in the event operator must start a new transcription and return to the previous file,
- Ability to track dictation and transcription status,
- Ability to random access within a visual display to any timed location within a message or single recording.

The transcription kit software shall recognize the author ID on the file or recorder and automatically download the voice files into the appropriate folder with a unique file ID number. Based upon the author profile, voice files can be routed to predefined locations through PC peer to peer networks, local area network (LAN) directories, and wide area network (WAN) directories.

Class 1 and Class 2 transcription kit software provides automatic routing to multiple e-mail addresses with voice files as an attachment to any e-mail message.

Software shall be compatible to be pushed out or installed remotely to individual workstations through a server environment. The license id number for the transcription kit software shall be readily accessible from the help menu of the installed software. A flash drive or secure device shall not be required to allow operation or confirm licensed use after installation.

Software shall be capable with file-level passwords and file decryption from digital recorder of identical brand and class recorder for HIPAA compliant medical documents.

Software shall provide downloads and conversion of voice files for compatibility to the speech recognition software. Voice file formats shall be recognized and compatible by Dragon Naturally Speaking Preferred and Professional Software, Versions 10 and 11.

Class 1 and Class 2 transcription kit software shall be compatible with 32 and 64 bit versions of Windows XP, Vista and 7 for operating systems. Class 1 transcription kit software shall also be compatible with Apple MAC OS X Version 10.3.9 or later operating systems.

Class 1 transcription software shall have a minimum 60 Mbits per second USB download speed. Class 2 transcription software shall have a minimum 12 Mbits per second USB download speed.

IV. WARRANTY

The contractor warrants to the owner that all equipment and software furnished under this specification will be a new, current production model, of good material and workmanship. All equipment furnished under this specification is to be fully warranted (all parts, labor, adjustments, maintenance, technicians travel and if applicable, all shipping costs) for a minimum period of 12 months from date of acceptance by the using agency or contract user at no additional cost to the state.

V. SERVICE, PARTS, AND MANUALS

- A. One owner's manual shall be included with each recorder and transcription kit furnished under this specification.
- B. Warranty service shall be provided by a factory authorized service facility, with service provided to the owner within 48 hours (next two business days) from notification.
- C. The contractor shall maintain spare parts inventory, especially for any known high mortality parts or components peculiar to the products furnished under this specification. Availability of such parts shall be assured for a minimum of three years after expiration of initial warranty.
- D. Loaner equipment shall be provided, at no cost to the owner, for use during repair periods that exceeding five business days including shipping, during the warranty term. Repair periods exceeding three business days must be anticipated by the contractor with loaner equipment furnished within that time frame. A repair period shall not exceed 30 days. Loaner equipment for the Class 1 and Class 2 recorders and supplementary equipment shall be provided of the identical make or model. Loaner equipment for any other products covered by the contract shall possess all functional capabilities present in equipment being serviced but need not be of the same make or model.

VI. COMPUTER FIRMWARE AND SOFTWARE UPDATES

The contractor shall provide all firmware and software updates or revisions free of charge for the digital recorders, pc connectivity software and transcription kit software for a minimum of three years after expiration of the initial warranty period or not less than the term of the contract. The contractor shall document and maintain the product serial number, user and user location for the notification of the updates or revisions. If the software licenses are maintained by a separate ITS (Information Technology Services) director for the end user, then both that agency and registered product user shall receive notification of the available updates or revisions.

VII. DELIVERY

The vendor shall be responsible for the safe delivery of the equipment.

Equipment shall be furnished with individual shipping cartons, suitable for reshipment. The ordering agency may require set-up and programming assistance at the time of initial delivery. Operating instructions and assistance to set-up shall be given the users by the contractor whenever requested by the buyer.

VIII. ORDERING DATA

Purchasers should exercise any desired option herein and should specify the following:

1. Title, number and date of this specification.
2. Class of machine(s) desired.
3. Portable digital recorder or transcription kit.
4. Accessories needed.
5. Prior to an order placement, the computer hardware and software compatibility needs to be determined by the purchaser, with that required by the digital recorder, the PC connectivity software and transcription kit software.
6. Unless otherwise specified by the purchaser, the contractor is responsible for demonstrating the functionality, security, and installation of the software to the satisfaction of the purchasing agency information technology services (ITS) director and/or his/her designee. The ITS designee may require a test installation of the hardware and software before a purchase recommendation can be provided. Once the agency has reviewed the software and license, approval will be determined whether to approve the purchase and accept or negotiate the terms or conditions of use with the contract holder. This requirement is applicable to the hardware and software employed with both the digital recorder and the transcription kit.
7. Unless otherwise specified by the purchaser, agencies are required to have their ITS director and/or his/her designee install the software or be present when the software is installed and are to maintain the software license(s) as applicable.
8. The State encourages vendors to provide the agency a hard copy manual and/or quick reference guide on how to use the software.

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