Augusta GEORGIA

AUGUSTA 9-1-1 CENTER

Daniel R. Dunlap
Director

Sanita Cheatham
Assistant Director

MEMORANDUM

Date: October 26, 2026

To: Andy Penick, Procurement Director 10/27/26

From: Daniel R. Dunlap, 911 Director

Subject: 911 Logging Recorder & API Sole Source Request

Please accept this memorandum as sole source justification for a secondary Logging Recorder and an Application Program Interface (API) for the E911 Logging Recorder at the 911 Center, to be purchased from Replay Systems, Inc. for $209,088.06.

In December 2025, The E911 Center began the process to replace the current logging recorder solution, as the servers and ancillary equipment reached the five-year mark. By working with the current vendor, Replay Systems, Inc., the E911 Center utilized a "Option to Upgrade" within the contract to upgrade one recorder on a new platform, and that sole source procurement was approved by the Procurement Department and Administrator's Office. The new primary recorder is operational and currently recording all 911 and non-emergency telephone calls.

The E911 Center is now prepared to implement the second part of the project – purchase of a secondary logging recorder for redundancy and a Motorola P25 Application Program Interface (API) radio server/recorder to record the IP 800 MHz trunked radio traffic and data. Our current recording solution requires the same API server, and they are unfortunately not transferrable between the recording solutions.

With the new recorder installed last year, purchasing a similar system from a separate vendor would require our department to seek bids and enter into a separate maintenance agreement with a third-party vendor. Additionally, a third-party vendor brings the potential for unneeded risks and delays, thus continuing with the current vendor permits standardization for our critical services. We have been pleased with the support, services and responsiveness received by Replay Systems, Inc.

The cost for all hardware, software, licensing, integration services and warranty is $209,088.06. E911 funding source for this purchase will be E911 fund balance reserves. This upgrade meets the allowable expenditure qualifications in O.C.G.A 46-5-134, and the request for sole source is budget conscious for the best use of available funding.

We understand this sole source, if approved, will need Procurement and Administration approval before being placed on a Public Safety Committee agenda for consideration. Thank you in advance.

Print Form

Sole Source Justification (Reference Article 6, Procurement Source Selection Methods and Contract Awards, § 1-10-56 SOLE SOURCE PROCUREMENT

Vendor: Replay Systems, Inc. **E-Verify Number:** _____

Commodity: 911 Recorder & API Equipment

Estimated annual expenditure for the above commodity or service: $ $209,088.06

Initial all entries below that apply to the proposed purchase. Attach a memorandum containing complete justification and support documentation as directed in initialed entry. (More than one entry will apply to most sole source products/services requested).

_____ 1. SOLE SOURCE REQUEST IS FOR THE ORIGINAL MANUFACTURER OR PROVIDER, THERE ARE NO REGIONAL DISTRIBUTORS. (Attach the manufacturer's written certification that no regional distributors exist. Item no. 4 also must be completed.)

_____ 2. SOLE SOURCE REQUEST IS FOR ONLY THE AUGUSTA GEORGIA AREA DISTRIBUTOR OF THE ORIGINAL MANUFACTURER OR PROVIDER. (Attach the manufacturer's — not the distributor's — written certification that identifies all regional distributors. Item no. 4 also must be completed.)

_____ 3. THE PARTS/EQUIPMENT ARE NOT INTERCHANGEABLE WITH SIMILAR PARTS OF ANOTHER MANUFACTURER. (Explain in separate memorandum.)

DRD 4. THIS IS THE ONLY KNOWN ITEM OR SERVICE THAT WILL MEET THE SPECIALIZED NEEDS OF THIS DEPARTMENT OR PERFORM THE INTENDED FUNCTION. (Attach memorandum with details of specialized function or application.)

DRD 5. THE PARTS/EQUIPMENT ARE REQUIRED FROM THIS SOURCE TO PERMIT STANDARDIZATION. (Attach memorandum describing basis for standardization request.)

_____ 6. NONE OF THE ABOVE APPLY. A DETAILED EXPLANATION AND JUSTIFICATION FOR THIS SOLE SOURCE REQUEST IS CONTAINED IN ATTACHED MEMORANDUM.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the service or material described in this sole source justification be authorized as a sole source for the service or material.

Name: Daniel R. Dunlap Department: 911 Emergency Services Date: 10/26/2026

Department Head Signature: Daniel R. Dunlap Date: 10/26/2026

Approval Authority: Andy Jeffers Date: 10/27/26

Administrator Approval: (required – not required) _____ Date: _____

COMMENTS:

Rev. 09/10/12

replay

PROPOSAL PREPARED FOR:

Augusta, GA 911 Center

Confidential – For Executive and Procurement Review



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replaysystems.com
TF 1.800.722.3472

The Challenge



911 centers operate in an environment where every call, radio transmission, and operational decision must be captured, reviewed, and defensible. Increasing call volume, staffing shortages, and heightened liability expectations require a recording platform that is reliable, scalable, and operationally aware.

Legacy or fragmented systems often lack the depth of integration needed to fully support quality assurance, reporting, and leadership visibility.

Why Replay Systems / HigherGround

Replay Systems specializes **exclusively** in mission-critical recording, replay, and quality assurance solutions for public safety environments.

HigherGround is a **U.S.-based manufacturer** purpose-built for modern PSAP operations. The platform includes **"I'm Alive"** technology, which continuously communicates system health, status, and operational data between the agency, HigherGround, and Replay Systems. This architecture ensures **system continuity, uptime visibility, and proactive support,** reducing operational risk and downtime.

Together, Replay Systems and HigherGround deliver a tightly integrated recording and QA ecosystem designed specifically for public safety , not adapted from commercial environments.

HIGHERGROUND

What's Included



Call & Radio Audio Recording

Secure recording of voice communications, including radio traffic via approved interfaces and attachments.

Metadata Capture & Indexing

Metadata-driven indexing based on telephony integrations to support fast search, review, and documentation.

Quality Assurance Integration Module

Structured QA workflows with automation to support evaluations, scoring, and supervisory review.

Review & Redaction Tools

In-depth reports and dashboards driven by metadata captured across telephony, radio, and QA systems.

Reporting & Oversight

QA and operational visibility tools supporting leadership insight, accountability, and compliance.

Implementation & Configuration Services

System deployment, configuration, and validation aligned to the agency's operational environment.

Add-on Options Included in Proposal:

Screen Capture

Rapid SOS Integration

P25 Radio Integration

Expanded QA or Analytics Modules

Public Safety Agencies Nationwide that Trusted Replay Systems

Honest opinions about **Replay Systems** as a company:

Support has never been anything less than impeccable. Prompt service and support from a dedicated group of technicians is priceless for a mission critical infrastructure.

City of Alpharetta Department of Public Safety

We utilize Replay Systems for quality assurance reviews and we are ery pleased with their detailed feedback and knowledge. When we have any question or need, they quickly respond to all inquiries.

Augusta, Georgia 911 Center

Whenever we have a special request, the Replay team works with the recorder manufacturer to make it happen. I would recommend the team at Replay Systems to anyone looking for a new partner for their recording system.

Hamilton County 911 Emergency Communications District

We find Replay to be committed to customer service while also delivering a quality stable solution. Replay is a company that works to treat its customers like part of the family.

Pasco County

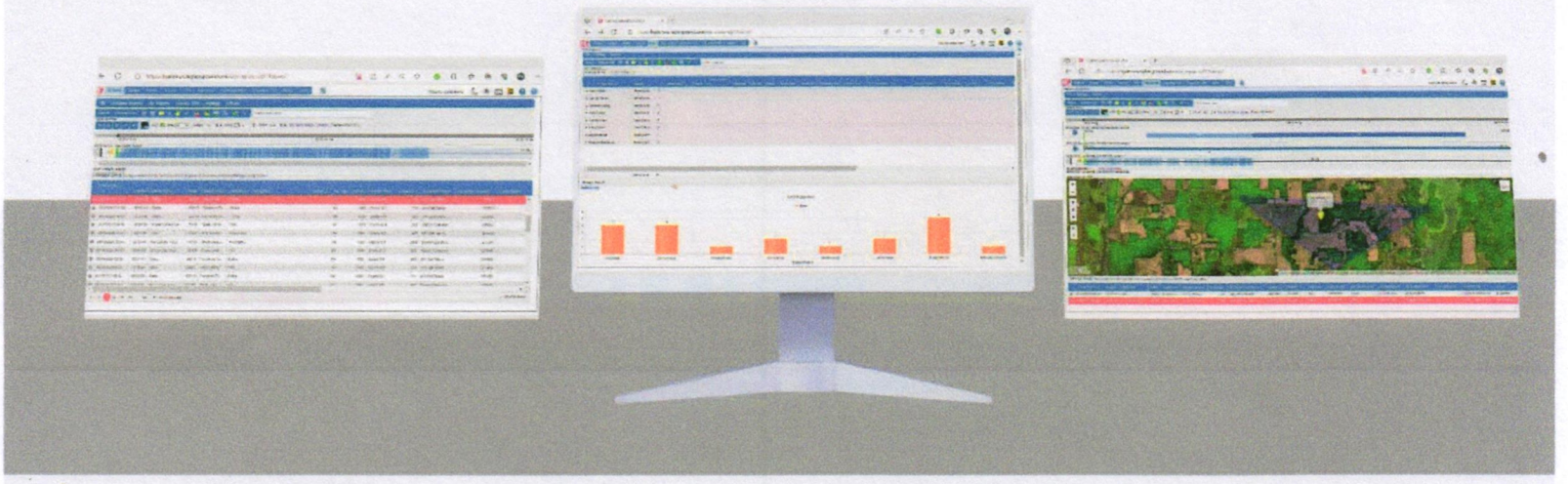
replay

License & Cost Summary

One-Time Costs

- Software Licenses
- Hardware (if applicable)
- Implementation & Configuration Services

Total One-Time Investment: $209,088.06



Annual Recurring Cost

- Ongoing Platform Updates
- Manufacturer Technical Support
- Software Maintenance & Support

Annual Recurring Cost: $46,924

Price Proposal

Presentation Date: 07/30/2026
Valid Until Date: 11/30/2026

Quote #: 003029
Rev: 10/14/2026 9:50 AM

Prepared For:

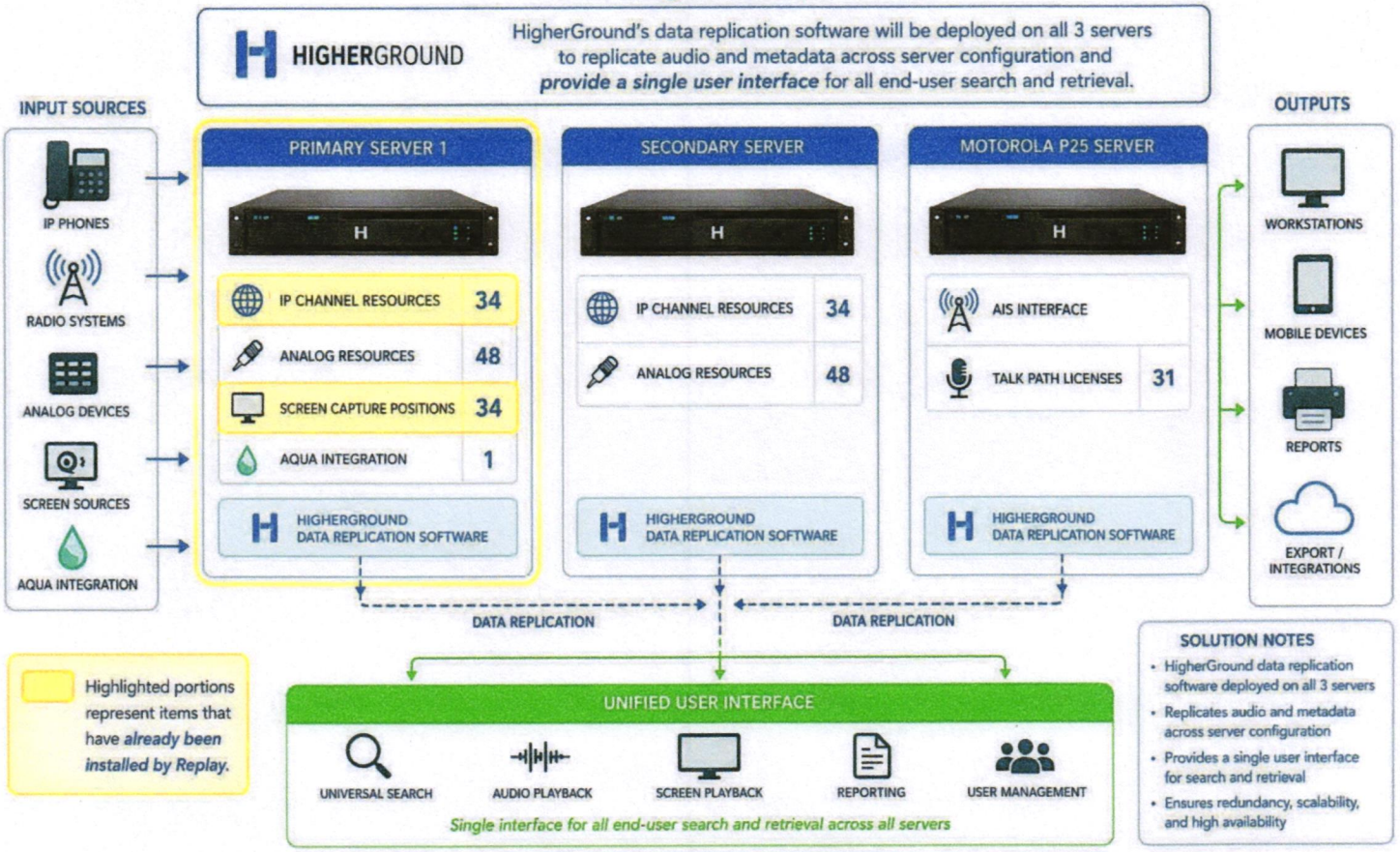
Company: Augusta Richmond County 911 (GA)
Contact: Daniel Dunlap
Install Address: 911 Fourth Street
Augusta, GA 30901
Phone: (706) 821-1209
Email: ddunlap@augustaga.gov

Prepared By:

Company: Replay Systems
Contact: Ryan Hurley
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Coral Springs, FL 33076
Toll-Free: (800) 722-3472
Phone: (954) 821-6870
Email: ryan.hurley@replaysystems.com

HigherGround Voice Recording System Solution

Recording Devices per Server



Price Proposal

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Software Subscription (annual fees)

Quantity	Part Number	Description	List Price	Sales Price	Total Price
31	RPL-ILL-REC-P25	illuminate911 Recorder P25 Channel License (includes voice recording, data replication, quality assurance, coaching, and software maintenance/support). Price per year.	$279.00	$279.00	$8,649.00
48	RPL-ILL-REC	illuminate911 Recorder Channel License (includes voice recording, data replication, quality assurance, coaching, and software maintenance/support). Price per year.	$279.00	$279.00	$13,392.00
82	RPL-ILL-REC-P	illuminate911 Parallel Recorder Channel License (includes voice recording, data replication, quality assurance, coaching, and software maintenance/support). Price per year.	$140.00	$140.00	$11,480.00
				Subtotal:	**$33,521.00**

Third Party API Fee (one-time fees)

Quantity	Part Number	Description	List Price	Sales Price	Total Price
1	HG-TRAD-MP25	Motorola P25 w/ 1 AIS	$115,000.00	$115,000.00	$115,000.00
				Subtotal:	**$115,000.00**

Software (one-time fees)

Quantity	Part Number	Description	List Price	Sales Price	Total Price
1	HG-AQUA-PQA	Aqua ProQA Integration	$3,145.00	$3,145.00	$3,145.00
1	HG-INTR-META-P	Intrado Console Meta Data Integration (Parallel)	$1,310.00	$1,310.00	$1,310.00
				Subtotal:	**$4,455.00**

Hardware (one-time fees)

Quantity	Part Number	Description	List Price	Sales Price	Total Price
4	HG-SACH-E024	24-Port Analog PCIe Tap Card	$3,815.00	$3,815.00	$15,260.00
2	RPL-SVR-HPDL380	HPE ProLiant DL380. Designed for supreme versatility and resiliency, this 2U platform is adaptable for diverse workloads and scalable for deployment in multiple environments, built on Intel Xeon Scalable Processors. Equipped with PCIe Gen4 capabilities, this server offers improved data transfer rates and higher networking speeds. Current compatible Windows Server OS included.	$19,176.03	$19,176.03	$38,352.06
				Subtotal:	**$53,612.06**

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Installation Services (one-time fees)

Quantity	Part Number	Description	List Price	Sales Price	Total Price
5	RPL-INSTALL-ONSITE/REMOTE	Replay Systems onsite/remote installation services per day	$2,500.00	$2,500.00	$12,500.00
				Subtotal:	**$12,500.00**

Subtotal (including additional services):	$219,088.06
Tradein:	$10,000.00
Grand Total:	**$209,088.06**

NOTE: *Server pricing is valid for 30 days due to fluctuations in hardware component costs.*

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Annual Subscription + Maintenance Information

This solution is provided under a subscription-based model, ensuring continuous access to the Illuminate911 platform, updates, and support services. The information below is intended to help with budget planning for future years.

Year 2 and Beyond (Estimated Annual Costs):

- Annual Subscription/Software Maintenance Fee: **$33,521.00**
- Annual Hardware Maintenance: **$13,403.00**

Note: Annual fees are subject to a cost-of-living adjustment at each renewal term.

Your Subscription and Maintenance Include:

- Software Maintenance & Upgrades – Access to the latest releases, enhancements, bug fixes, and security updates.
- 24/7/365 Remote Support – Telephone assistance for troubleshooting and technical questions.
- On-Site Service – Business hours coverage (Monday–Friday, 8:00 AM–5:00 PM local time, excluding holidays).
- Replacement Parts – Coverage for normal wear and tear or equipment defects, provided at no extra charge.
- Remote Access Support – With customer approval, Replay can securely connect to perform adjustments and improve uptime.
- Hardware Maintenance – Coverage for servers for up to five (5) years from the date of purchase.
- System Availability Commitment – Replay actively works toward achieving near 100% uptime of all supported equipment and software.

This subscription structure ensures your system remains secure, up to date, and fully supported—helping you avoid unexpected costs for covered services.

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Payment Terms: One-time Hardware fees due upon delivery in the amount of $53,612.06. Remainder of project fees due upon completion.

Augusta GA does not sign proposals AQP 10/27/26

Customer Signature: _____

Print Name: _____ Title _____

Date: _____

PO Number: _____

Unless otherwise agreed, Payment Terms are 50% with Order, 40% Upon Delivery, 10% Upon Completed Installation.

Projects put on hold by the customer require payment in full Net 30 post delivery.

Warranty begins upon equipment delivery.

If your business is tax exempt, please provide the documentation with your PO.

Please read **Replay Systems' "Installation Assumptions". These conditions apply to any purchase.** They are available at: https://www.replaysystems.com/wp-content/uploads/2022/05/Installation-Assumptions-updated-040622-1.pdf

Prepaid Performance Plans include one year of warranty plus two, three, or four additional years of prepaid support respectively.