

## **Request for Proposal**

Sealed proposals will be received by the Board of Commissioners of Pike County, Georgia, at the County Board of Commissioners Office located at 79 Jackson Street, Zebulon, Georgia 30295-0377 until January 20, 2010 at 4:00 p.m. the bids will be publicly opened at 6:30 p.m. on Jan 26, 2010 in the Board of Commissioners' conference room. No submitted bid may be withdrawn after the scheduled closing time. **NO BIDS WILL BE ACCEPTED AFTER 4:00 P.M. DEADLINE, WEDNESDAY, JANUARY 20, 2010.**

The work to be done consists of the furnishings of all materials, labor and equipment for

### **Pike County 911 Computer Aided Dispatch, and Geographic Information System**

Request for Bid Packages may be obtained from Pike County Board of Commissioners, 79 Jackson Street, Zebulon, Georgia, 30295-0377, (770)567-3406.

Please direct all questions in written form to Darlene Smith c/o Pike County Board of Commissioners, 79 Jackson Street, Zebulon, Georgia 30295-0377.

#### **Disclaimer**

Pike County is not liable for any costs incurred prior to entering into a formal written contract. Any costs incurred in the preparation of the statement of qualifications, interview, or other pre-contract activity are the responsibility of the respondent. All submissions become the property of Pike County and, as such, are public information.

The Board of Commissioners reserves the right to accept or reject any and all responses submitted, to amend the requirements of this R.F.P., upon timely notice of not less than five (5) days prior to the due date, and to cancel the R.F.P., in whole or in part, for any reason, in its sole judgment.

# Request for Proposal

## Computer Aided Dispatch, Geographic Information System

RFP ISSUED: (DECEMBER 2, 2009)

DEADLINE FOR QUESTIONS: (JANUARY 11, 2010)

PROPOSALS DUE: (JANUARY 20, 2010 / 5:00 P.M.)

**DEADLINE HAS BEEN EXTENDED**

### **Send proposals to:**

<Pike County Board of Commissioners>

P.O. Box 377

Zebulon, Ga. 30295

Questions should be submitted in writing, on or before <JANUARY 11, 2010>  
to the attention of:

Darlene Smith

In care of Pike County Board of Commissioners

P.O. Box 377

Zebulon, Ga. 30295

[e911\\_pikeco@bellsouth.net](mailto:e911_pikeco@bellsouth.net)

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# PROJECT OBJECTIVES AND GUIDELINES

The Agency is seeking a prime vendor to provide a fully integrated single source solution; including service, training and maintenance. The system will use state-of-art technology. No part of the proposed operating system will be in testing mode, all components shall be fully functional. The contract will be a firm-fixed price contract.

## 1. Agency Background

Pike County Georgia has population of approximately (17569), including the cities of concord, Meansville, Molena and Zebulon.

Public safety communications are processed by Pike County 911. The dispatch center serves (02 police agencies, 1 multijurisdictional Fire Department and 1 ambulance services) and dispatches (approximately 6800 calls for service annually).

## 1.2 Project Objectives

Pike County is seeking proposals for a Computer Aided Dispatch (CAD), Geographic Information System (GIS). The CAD/GIS system must be designed for multi-organizational/multi-jurisdictional Public Safety Answering Points (PSAP), and be customizable to the individual user. The proposed system must have pricing for (4) CAD with integrated NCIC, faxing and paging, (4) GIS positions and (5) view only web based licenses of CAD and also meet the CAD Requirements as listed in detail below in Section IV Technical Requirements and throughout this entire RFP. It must utilize a Windows platform and include pricing for an Application Programming Interface available to send standard information to a shared folder where the existing Records Management System (RMS) Golden Eagle can pick it up. Pricing should include the Firehouse CAD Monitor 7.0 Interface. Pricing should also include all required computer hardware including but not limited to servers/workstations/LCD monitors/switches/cabling, software, training for 16 dispatchers with 4 supervisors and 2 CAD/GIS administrators, services and maintenance. Pricing must include the software and hardware maintenance for 5 years and be priced as a 60 month proposal.

The system must have the ability to interface to a 911 system and include ANI/ALI and TDD data transfer. The system must be capable of interfacing with third-party paging and alerting systems, as well as call question protocol applications. The system must provide a one-way and full entry or two-way interface to the GA State/NCIC system and must include a robust reporting module to allow agencies to extract statistical data for each agency by incident, time, date or unit.

The following standard modules are required:

- Be on the Lookout
- Paging/Faxing
- Wrecker/Tow Rotation
- Vehicle File
- Command Line Entry
- System Status Management
- Help/Online Book
- Master Vessel Index
- Reports
- Pre-fire Plans
- Hydrants
- GIS-Based Event Analysis

- Routing
- Warrants
- Dynamic Routing
- Map-based Tow Rotation
- GIS Imaging
- Master Name Index
- Car Chase

### **1.3 Proposal Submittal**

Each proposal must furnish the information requested by this Request for Proposals (RFP). Each proposal shall include a letter of transmittal, not to exceed two pages in length. The proposal shall bear the signature of an authorized representative of the prime contractor.

**1.4** Pike County reserves the right to reject any and all bids/proposals and it is not the intent of these specifications to eliminate any vendor or manufacturer. Exceptions will be considered only if they are properly noted and explained. Verbal, faxed or emailed proposals will not be accepted.

**1.5** All terms and conditions below are a part of this request, and no offer will be accepted unless all these conditions have been complied with. Pike County, GA reserves the right to waive informalities in any offer; to reject any or all offers, in whole or in part, and/or to accept the offer(s) that in its judgment is from the most responsible and responsive offeror(s).

**1.6** Withdrawal of Proposal – Offeror’s may withdraw their proposal either personally or by written request at any time prior to the time set for the proposal opening. No proposal may be withdrawn after that time.

### Proposal Outline

- a. Title Page
- b. Letter of Transmittal
- c. Table of Context
- d. Executive Summary – This portion should be limited to a brief narrative highlighting the vendor’s proposal.
- e. Company Background – A brief description of the history, size and organizational structure of company.
- f. Proposed Software and Hardware
- g. Project Management Plan – A detailed plan for implementing the proposed system.
- h. Maintenance Warranty and Support information of proposed training.
- i. Responses to Technical Requirements
- j. References, Provide at least 10 reference sites of CAD/GIS systems with contact name, address, phone number and dates of installation within the State of Georgia
- k. Exhibits

- I. Price proposal include comprehensive itemize pricing for each element of the proposer's bid.

### **1.7 Award Criteria**

Contract award will be to a responsible Vendor, based upon an analysis of the following criteria:

A contract will be negotiated with the Vendor that proposes a system that is determined to be in the best interest of Pike County Examples of the types of factors Pike County will use in making this determination are listed below:

- conforms to software and hardware specifications
- cost of the proposed software, hardware, training and other items
- Vendor's reputation with current or past users
- similarity of proposed system to other systems in use by other agencies Pike County may work with
- availability of service and support
- quality of service and support
- potential for system growth
- options available to Pike County from the Vendor
- compatibility of CAD/GIS with existing computer hardware and software systems

### **1.8 Open Procurement**

The Agency reserves the right to lease and/or purchase more or less of each item or service at the unit price offered in the Proposer's system, unless the Proposer specifically and explicitly limits the response in this regard. The Agency reserves the right to negotiate with Proposers regarding variations to the original proposal(s) that may be in the best interest of the Agency. The Agency reserves the right to accept or reject any or all bids and to waive informalities and irregularities in bids or bidding procedures and to accept any bid determined by the Agency to be in its best interest, even though not the lowest bid. Bids shall remain firm for thirty (30) days from opening.

### **1.9 Proposal Preparation Costs**

The Vendor is responsible for any costs incurred in responding to the proposal.

### **1.10 Completeness of Response**

Failure to include in the proposal all information requested in this Request for Proposal may be cause for rejection of the proposal.

### **1.11 Compliance with Industry Regulations and Standards**

During their work, construction and equipment installation, all contractors must meet or exceed current standards of the organizations and guidelines listed below:

- \* Federal Communications Commission (FCC)
  - \* Electronic Industries Association (EIA)
  - \* Institute of Electrical and Electronic Engineers (IEEE)
  - \* American National Standards Institute (ANSI)
  - \* The Environmental Protection Agency (EPA)
  - \* Contractor Work Hours and Safety Standards Act
  - \* Equal Opportunity Act
  - \* Federal Aviation Authority (FAA)

## **Business Terms and Conditions**

### **2.1 New Equipment, Software Version**

The Agency shall accept only new equipment and the latest version of software and/or operating systems. Used and/or remanufactured equipment will not be accepted.

### **2.2 Contractor Commitment**

The Contractor shall offer maintenance and upgrades for the operational software and hardware at its then-current public-released level during the term of the contract or any subsequent maintenance contracts with the Agency, pursuant to this RFP.

### **2.3 Payment Terms**

Following is Pike County's schedule for payments to the Vendor:

#### **Installment Payments:**

Vendor must provide Sixty month installment plan

### **2.4 Independent Contractor Status**

It is expressly understood and agreed that the proposing Vendor is an independent contractor at all times and for all purposes hereunder. Officers, employees or representatives of the Vendor will not be deemed in any way to be and shall not hold themselves out as employees, servants, representatives or agents of Pike County and will not be entitled to any fringe benefits of Pike County such as, but not limited to, health and accident insurance, life insurance, longevity, economic increases or paid sick or vacation leave. The Vendor will be solely responsible for payroll wages, for the withholding and payment of all income and

### **2.5 Assignment of Contractual Rights**

It is agreed that the successful Vendor shall not assign, transfer, convey or otherwise dispose of the contract or its rights, title or interest in any part thereof, without prior written notification to Pike County.

All subcontractors providing onsite services must be approved by Pike County.



## **2.6 Statement of Time**

A period of time, unless stated as a number of workdays, shall include Saturdays, Sundays and holidays.

## **2.7 Non-discrimination in Employment and Affirmative Action**

During the performance of this contract, the Contractor agrees as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
2. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
3. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this RFP.

## **2.8 Qualifications of Proposers**

The Agency may make such reasonable investigations as deemed proper and necessary to determine the ability of solicited and unsolicited Proposers to perform the work. Proposers shall furnish the Agency all such information and data for this purpose as may be requested. The Agency reserves the right to inspect Proposers' physical plants prior to award to satisfy questions regarding Proposer capabilities. The Agency further reserves the right to reject any proposal if the evidence submitted by or investigations of such Proposer fails to satisfy the Agency that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work contemplated herein.

## **2.9 Compliance with the Law**

Vendors shall adhere to all applicable federal, state and local laws ordinances and regulations while rendering services pursuant to any Agreement entered into as a result of this RFP.

## **2.10 Maintenance**

Software maintenance support is expected to be available on a hotline or similar capability so that Agency personnel may contact support technicians. A secure high-speed Internet connection is required for software troubleshooting.

Vendors will offer a yearly maintenance contract for software support to begin upon acceptance of the system in their bid document.

It is preferred that software maintenance annual prices quoted in the proposal will be firm for one year from date of acceptance.

## **2.11 Licenses, Permits and Approvals**

The Vendor will obtain and pay for all permits, licenses and approvals necessary for them to perform their contracted services. The Vendor will comply with all of the laws ordinances, rules orders and regulations relating to performance of work.

It is Pike County's responsibility to obtain and pay for FCC and other licenses they are required to obtain. The Vendor can assist Pike County in this process, if agreed to for the project, but in an advisory capacity only.

### **3 Factors of Evaluation**

In determining the most responsible bidder, in addition to price, the purchasing agent shall consider:

1. Requirements set forth in the invitation to bid, including any special qualifications of prospective bidders set forth therein.
2. Life-cycle costing, value analysis and any other criteria such as inspection, testing, quality, workmanship, delivery schedules and suitability for a particular purpose, which may be helpful in determining acceptability.
3. The ability, capacity and skill of the bidder to perform the contract or provide the service required.
4. Whether the bidder can perform the contract or provide the service promptly or within the time specified, without delay or interference.
5. The character, integrity, reputation, judgment, experience and efficiency of the bidder.
6. The quality of performance of previous contracts or services.
7. The previous and existing compliance by the bidder with laws and ordinances relating to the contract or service.
8. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service.
9. The quality, availability and adaptability of the goods or services to the particular use required.
10. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract.

## 4. Technical Requirements

The Vendor's proposed application software must be capable of meeting the mandatory requirements as set forth in the application software checklists provided in this section. Pike County insists that all proposed software be currently developed and installed in other jurisdictions. While some modification of the proposed software may be required on the part of the Vendor to meet Pike County's requirements, Pike County will not consider options where new systems development is proposed for entire modules. The intention of Pike County is to purchase commercial off-the-shelf (COTS) software that has a high degree of functionality.

When packages do not precisely meet Pike County requirements, the Vendor must state the costs and schedule to update the packages to meet (Zebulon/Pike)'s specifications. The cost of all modifications to the Vendor's software must be included in the proposal cost submitted to Pike County. Modifications to the software must be made in such a way that Pike County will not be prevented from implementing future releases of the Vendor's software.

### 4.1 Functional Requirements Checklist Format

Vendors are required to complete and submit all checklists included in this section. Each Vendor's application software will be evaluated based on the information in the checklists. These checklists will be included, along with the rest of the RFP, in the contract with the Vendor. Acceptance of the system will be contingent upon the Vendor's delivering software that includes all the features promised by the Vendor.

#### **Requirements Codes**

The following codes are used by Pike County to indicate the relative importance of each application module feature. The designated code for each requested feature is listed in the "**REQ Code**" column.

- M** Denotes a MANDATORY feature that must be available..
- D** Denotes a desirable feature.

#### **Availability Codes**

The Vendor must use the following codes when completing Pike County's application software checklists. For each feature listed, the Vendor must put one of the following codes into the "**Available**" column. When the PF or CD code is used, the Vendor must also insert an explanation of the planned feature or custom development in the "**Comments**" column.

- SF** Standard feature of the proposed software, currently available and installed at customer sites.
- PF** Planned feature of the standard software, available in a future release.
- CD** Feature will be provided as an agency-specific custom developed option.
- NA** This feature is not available and there is no plan to provide it.

## CAD Requirements

Vendors should complete the following general requirements questionnaire for the proposed application software. Apply an availability code, from the list above, for each feature listed.

### 1.1 General Specifications

#	Description	REQ Code	Available	Comments
1.	All equipment must comply with any and all applicable Federal Communications Commission Regulations, Part 68 and Part 15, sub-part J.	M		
2.	All equipment must have been in service providing service to a client within the Continental United States for a minimum of six (6) months.	M		
3.	The system must be capable of complete dial-up remote diagnostics and maintenance.	M		
4.	The vendor must offer a single point of contact for reporting troubles with E911 equipment, Logging Recorder, CAD and the mapping application.	M		
5.	The vendor must offer software upgrades at no additional cost for the duration of the maintenance agreement.	M		
6.	All training must be completed using the agencies data.	M		
7.	The vendor must collect and load the agencies CAD data, including units, status codes and event codes.	M		

### 1.2 General CAD Functionality

#	Description	REQ Code	Available	Comments
8.	The CAD software package shall provide computer aided dispatching and unit update windows, available units and stations inventory windows, active units' status windows and active calls windows.	M		

9.	The CAD system shall allow users to change color schemes within windows to add to ease of use.	M		
10.	The CAD system must allow users to customize windows, including resizing and repositioning windows, changing sort options and hiding or viewing columns.	M		
11.	The system shall allow users to change and save their window attributes and changes (including window size and position, visible columns and column order)	M		
12.	Changes to window attributes and views must be permission based.	M		
13.	The CAD system must allow for a default "dispatcher" profile in order to allow agencies to maintain consistency in views of CAD screens	M		
14.	The vendor shall provide 4 full licenses of Computer Aided Dispatch.	M		
15.	The CAD software shall be supplied with an E911 interface to allow easy entry of basic call information into the system and to eliminate redundant data entry.	M		
16.	The CAD system shall be able to take Phase II Latitude/Longitude information and recommend the nearest physical address.	M		
17.	The CAD system shall be able to take "re-bid" Phase II information and recommend an updated address to the user.	M		
18.	The software shall automatically assign an incident number to each CAD call. These numbers shall be comprised of the four digit year and a sequential number.	M		
19.	The CAD system shall allow case/run numbers to be manually assigned on incidents where desired.	M		
20.	The CAD system must allow for multiple case/run numbers to be assigned to an incident	M		
21.	The system must allow for automatic case number/run number generation based on disposition code	M		
22.	The system must allow for automatic case number/run number generation based upon call type per agency.			
23.	The CAD system shall allow Run or Department numbers to be automatically assigned on dispatch.	M		
24.	The CAD system shall allow for each department to utilize its own set of case/run number and allow numbers to be rolled monthly or yearly.	M		
25.	The software shall support both field entry and command line entry of data.	M		

26.	The CAD system must maintain a complete call detail record for each event and shall be compatible with the incident reporting and records management subsystem.	M		
27.	The CAD system shall track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or in the squad room.	M		
28.	The CAD system must automatically assign a priority to an incident based on the event code utilized.	M		
29.	The CAD system must allow for the assigned/default priority to be agency/organization specific.	M		
30.	The CAD system must allow for at least nine call priorities.	M		
31.	The CAD system shall allow for the entry of an incident disposition when an incident is closed.	M		
32.	The CAD system shall allow for an incident disposition to be changed after the incident has been closed for any period of time.	M		
33.	The CAD system shall allow for a disposition to be required before the incident can be closed.	M		
34.	The CAD system shall provide a list of disposition codes to be displayed when entering a disposition code.	M		
35.	The CAD system shall provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident.	M		
36.	The CAD system should allow entry of future calls. These pending calls are reported to the users at a pre-determined time. The system will then alert the operator of the call status and requirements.	M		
37.	The CAD system must allow multiple CAD functions to be in progress at the same time. Including the generation of multiple Agency events for a single call entry.	M		
38.	The CAD system shall provide function key access for frequently used screens and functions.	M		
39.	The CAD system must provide an interactive help function with computer-initiated dialogues such as menu selections or Windows-based point and click functions.	M		
40.	The CAD system must provide online access to complete help documentation.	M		
41.	The CAD system must provide context-sensitive online help.	M		

42.	The CAD system must allow a closed CAD incident to be re-opened.	M		
43.	The CAD system must maintain a file of all calls received.	M		
44.	The CAD system must have a module to allow users to enter (back in) calls and data after system downtime (Catch-Up module).	M		
45.	The CAD system must have the ability to log users off automatically after a pre-determined period of inactivity.	M		
46.	The CAD system will allow users to track government-mandated statistics (collect Demographic data).	M		
47.	The CAD system will require dates to be entered in an MMDDYYYY format.	M		
48.	The CAD system requires a military (24-hour) time format.	M		
49.	The CAD system will function in a single or multi-jurisdictional environment.	M		
50.	The CAD system must allow users to search and view jail inmate information when applicable.	M		
51.	The CAD system, where used simultaneously with EMD, must upgrade or downgrade events based on information from EMD.	M		
52.	The CAD system, where used simultaneously with EMD, must include EMD comments in CAD narratives.	M		
53.	The CAD system, where used simultaneously with EMD, must allow for the co-existence of CAD and EMD event codes: to either allow or prevent EMD codes overwriting CAD codes.	M		
54.	The CAD system, where used simultaneously with PROQA, should provide a narrative reason if and when a PROQA session is terminated.	M		
55.	The CAD system, where used simultaneously with PROQA, should include PROQA questions as part of other CAD details.	M		
56.	The CAD system, where used simultaneously with EMD, must allow restriction of EMD functionality to users, as determined by management.	M		
57.	The CAD system must allow dispatcher to view personnel information associated with unit occupants.	M		
58.	The CAD system must allow dispatchers to search for officers by skills	M		

59.	The CAD system must allow dispatchers to search vehicle ID numbers for personnel information	M		
60.	The CAD system should allow paging of units (manually and automatically).	M		
61.	The CAD system should transmit CAD incident numbers as part of alphanumeric pages.	M		
62.	The CAD system should allow faxing of incident details (manually and automatically).	M		
63.	The CAD system shall have the ability to exclude specific incident detail information when faxed.	M		
64.	The CAD system shall have the ability to restrict users from manually entering a fax number that is not defined in the system.	M		
65.	The CAD system must interface with TDD (Terminal Device for the Deaf) systems.	M		
66.	The CAD system must allow media files to be attached to CAD incidents and viewed. The following files should be supported: <ul style="list-style-type: none"> <li>• Windows Media Player files</li> <li>• Image files such as .tif, etc.</li> <li>• Adobe .pdf files</li> <li>• Microsoft Word files (.doc)</li> </ul>	M		
67.	The CAD system must provide validation to ensure entry of proper two-letter state abbreviations, where used.	M		
68.	The CAD system must allow for export of rip and run prints to remote printers on the network.	M		
69.	Rip and Run prints must be configurable	M		
70.	The CAD system must allow for export of data in ASCII, XML, and other industry standard formats for use in third-party applications.	M		
71.	The CAD system should provide support for a minimum of twenty unit types.	M		
72.	The system must provide a system status management/coverage plan module that will utilize agency defined coverage plans to display unmanned EMS posts and resource allocation.	M		
73.	The system must alert users when EMS posts are unmanned (or resources have fallen below system status/coverage plan requirements).	M		



74.	The system will make recommendations for resource relocation based on the EMS system status coverage plan.	M		
75.	The system must allow users to relocate resources to EMS posts by drag and drop functionality.	M		
76.	Users must have the option to display the current EMS resource allocation/post coverage at all times.	M		
77.	The CAD system will recommend units for dispatch by considering the current EMS post coverage.	M		
78.	The CAD system should provide the ability to view—in the traffic-stop module—previous CAD incidents related to a particular vehicle.	M		
79.	The CAD system shall allow multiple traffic stop screens to be open simultaneously			
80.	The CAD system's unit log should provide documentation of activities performed and the identity of the user responsible for each activity.	M		
81.	The CAD system will automatically determine the priority of the incident based upon the incident type.	M		
82.	The CAD system will color-code events in the Active events display by priority.	M		
83.	All CAD stations will be updated with new status information automatically and immediately.	M		
84.	The CAD system shall allow users to add information to an incident at any time including the change of event address.	M		
85.	The CAD system will allow users to be set up as Call Takers only and restrict such users from dispatcher functions	M		
86.	The CAD system shall provide users the ability to stack or assign low priority calls to a busy unit.	M		
87.	The CAD system will allow units to be assigned to calls through drag and drop functionality (clicking on a unit ID and dragging it to the call to be dispatched on).	M		
88.	The CAD system will allow Dispatchers to have the ability to update unit statuses.	M		
89.	The CAD system must provide the ability to place all units in a station out of service or off duty at one time.	M		
90.	The CAD system must provide the ability to place all units in a station in service or on duty at one time.	M		

91.	The CAD system must allow users to place a unit en-route or on-scene after notification from the unit even if the unit was not dispatched.	M		
92.	The CAD system must allow users to view unit history/log information from command line or function key	M		
93.	Users shall have the ability to view the CAD incident from the unit log when a CAD incident number is displayed	M		
94.	The CAD system must differentiate between active (dispatched) and pending (non-dispatched) calls in the System Monitor.	M		
95.	Users must be able to toggle between pending and active calls.	M		
96.	The CAD system must have a separate pending calls window.	M		
97.	The CAD system must allow users to quickly select any call from the display for updating.	M		
98.	The CAD system must allow units to be added as assisting (backup) units on a call after it has been dispatched.	M		
99.	The CAD system must automatically send a call back to the pending call queue if all assigned units are preempted from that call.	M		
100.	The CAD system must allow users to take control of a single incident. Only information related to the single incident will be sent to the user's workstation.			
101.	The CAD system must alert users of the existence of standard operating procedures based upon call type and location.	M		
102.	The CAD system must allow administrators to develop specific lists of questions for users to ask callers based upon event types. These questions must automatically appear when a call with that event type is placed.	M		
103.	The CAD system must allow for handling of calls for towing service.	M		
104.	The CAD system must allow for assignment of wrecker companies from a rotating wrecker company assignment table and must allow for automatic assignment of the next company in a user-defined rotation.	M		
105.	The CAD system must allow for multiple wrecker rotation areas, each with their own rotation order and type of rotation selection.	M		
106.	The CAD System must track a history of all wrecker companies and their status on a wrecker incident.	M		
107.	The CAD system must allow for a wrecker to be returned to the wrecker assignment list out of sequence and be used as the "next up" wrecker	M		

108.	The CAD system must allow for assignment of wrecker companies outside of the rotation (owner's request) to accommodate callers requesting a specific wrecker company.	M		
109.	The CAD system must allow Dispatchers to search for wrecker incidents by Tag number, Make, Model or color, owner name or Wrecker Company.	M		
110.	Partial or wildcard searching of wrecker information is required.	M		
111.	The CAD system must provide the auto populate basic vehicle information into the Wrecker incident.	M		
112.	The CAD system must allow users to track/store impound, hold and release information.	M		
113.	The CAD system must provide a pre-formatted input screen for quick entry of officer-initiated traffic stops.	M		
114.	The CAD system must provide a Function key for quick access to entry of traffic stops.	M		
115.	The CAD system must automatically query NCIC for vehicle registration on all methods of traffic stop entries	M		
116.	The CAD system must allow Dispatchers to enter data on vehicles involved in incidents.	M		
117.	The CAD system when interfaced with Priority Dispatch must automatically update the vehicle module when vehicle information is collected in ProQA	M		
118.	The CAD system must allow Dispatchers to search for vehicles involved in prior incidents by VIN number, Tag number, Make, Model or color. Partial or wildcard searching of vehicle information is required.	M		
119.	The CAD system will allow users to place a call on hold in order to take another call.	M		
120.	The CAD system will allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.	M		
121.	The CAD system must allow users to enter a narrative of unlimited length on incidents.	M		
122.	The CAD system must allow users to add to a narrative as an incident progresses.	M		
123.	The CAD system must allow a setup option that limits editing of narratives to the creator of the narrative only.	M		

124.	The CAD system must include spell checking for narratives.	M		
125.	The CAD system must allow users to add to a narrative after an incident is closed.	M		
126.	The CAD system must have a narrative viewer which allows users to quickly move through all calls and review the narratives associated with each call.	M		
127.	The CAD system must alert users of possible duplicate calls based upon incident location	M		
128.	The CAD system must be capable of detecting duplicate calls based upon the GIS data. The duplicate radius must be configurable.			
129.	The CAD system must allow for the tracking and billing of false alarms.	M		
130.	The CAD system must allow users to send messages to users or groups of users of their choice.	M		
131.	The CAD system must allow users to send mail to external users (thru Outlook) from the CAD mailbox.	M		
132.	The CAD system must allow users to forward and reroute messages.	M		
133.	The CAD system must allow users to send messages to mobile units if interfacing with MDTs.	M		
134.	The CAD system will allow users to inquire into past CAD incidents via a form where they can input search variables.	M		
135.	The CAD system must allow users to inquire into past CAD incidents with partial data or wildcard searches	M		
136.	The CAD system will provide users immediate access to summary or detail on all incidents visible on their screens.	M		
137.	The CAD system will allow for an unlimited number of active incidents.	M		
138.	The CAD system will allow users to enter data of any sort into a Book File where they can call it up quickly for reference.	M		
139.	The CAD system will allow users to enter Pre-Fire Plans based on building names, addresses or locations.	M		
140.	The CAD system must allow users to monitor in progress events with real time updates	M		

141.	The CAD system must allow users to save/wait incomplete calls for service in order to process higher priority calls.	M		
142.	Incomplete calls for service shall be accessible to all users.	M		
143.	The CAD system shall provide a way to identify if the reporting party has requested contact with responders.	M		
144.	The CAD system must allow users to enter a "situation found" code for calls for service	M		
145.	The CAD system must have an additional location information field (separate from the Incident location field) where users may add additional information.	M		
146.	The CAD system shall automatically populated the location information field with place name information. For example an incident is created at 100 Main St at McDonalds. 100 Main St is the Incident location and the "Location" information field is automatically populated with "McDonald's."	M		
147.	The CAD system must have a Person module that is not dependant upon RMS	M		
148.	The CAD system shall allow users to enter an unlimited number of people associated with an incident into the Person module	M		
149.	The CAD system Person module should at a minimum allow users to define the "type" of person i.e. suspect, witness, victim etc.	M		
150.	The CAD system Person module should at a minimum capture person attributes (name, height, weight etc)	M		
151.	The CAD system when interfaced with Priority Dispatch must automatically populate the Person module when this information is collected in ProQA.	M		

### 1.3 Timers

#	Description	REQ Code	Available	Comments
152.	The CAD system shall utilize event and unit status timers to monitor units as a call progresses. The system shall notify the operator of overdue conditions.	M		
153.	The CAD system shall provide an initial check-back after a period of time between when a unit is on-scene to when the software shall first prompt the dispatcher to check on the unit's condition.	M		
154.	The CAD system shall allow On-Scene timers to be configured based upon the call priority.	M		

#	Description	REQ Code	Available	Comments
155.	The CAD system shall allow On-Scene timers to be configured based upon the call event type.	M		
156.	The CAD system must provide the ability to reset timers after any status change.	M		
157.	The CAD system must provide for timers based on event priority.	M		
158.	The CAD system must provide both an audio and visual indicator when a timer has expired	M		
159.	The CAD system must allow the audio alerts to be configurable based on alert type and priority.	M		
160.	The CAD system shall provide Dispatch to Enroute timers per agency.	M		
161.	The CAD system shall provide Time to Dispatch timers based upon event types.	M		
162.	The CAD system shall provide the ability to assign a timer to any status code.	M		
163.	The CAD system must provide for station timers.	M		
164.	The CAD system shall provide the ability to view all expired timers	M		
165.	The CAD system shall provide the ability to view all units and stations that have an associated timer regardless if the timer has expired.	M		

#### 1.4 Alerts and Warnings

#	Description	REQ Code	Available	Comments
166.	The CAD system shall make visual alerts to the user when BOLO (Be-On-The-Lookout) warnings occur.	M		
167.	The CAD system shall make visual alerts to the user when hazard warnings occur at a specific incident location.	M		

#	Description	REQ Code	Available	Comments
168.	The CAD system shall make visual alerts to the user when previous incident history at a specific location is available.	M		
169.	The CAD system shall make visual alerts to the user when place/landmark information is available for an incident at a specific location.	M		
170.	The CAD system shall make visual alerts to the user when pre-fire information is available for an incident at a specific location.	M		
171.	The CAD system shall make visual alerts to the user when hydrant information is available for an incident at a specific location.	M		
172.	The CAD system shall make visual alerts to the user when directions to an incident's specific location are available.	M		
173.	The CAD system shall make visual alerts to the user when warrant information is available for an incident's specific location.	M		
174.	The CAD system shall alert users when a call priority has been changed.	M		
175.	The CAD system shall alert users when a call has been cancelled.	M		
176.	The CAD system will alert a user upon attempt to log-off if a pending call remains incomplete in that user's stacked (pending) call queue.	M		
177.	The CAD system will alert supervisors when a user has been locked out of the system.	M		
178.	The CAD system will visually alert a user if a new message has been received.	M		
179.	The CAD system will, optionally, visually alert users when narratives are added to an incident of relevance to them.	M		
180.	When units are logged en-route to a hospital location that has been closed or a diversion to another hospital exists, users shall be alerted in CAD	M		
181.	The system will alert users to hydrants in the area when available.	M		
182.	When an incident is upgraded to a traffic pursuit, the CAD system will alert all positions.	M		
183.	The CAD system shall notify all supervisors when a user initiates "Help Needed" command.	M		

#	Description	REQ Code	Available	Comments
184.	The CAD system shall notify appropriate users when a Mobile Data Terminal (MDT) user activates the "Help Needed" command.	M		
185.	The CAD system shall notify appropriate users when a Mobile Data Terminal (MDT) user ran a person or vehicle and received a hit.	M		
186.	The CAD system shall allow different audible alerts to be assigned to different messages based upon the type" of the messages.	M		
187.	The CAD system shall allow different audible alerts to be assigned to different messages based upon the "priority" of the messages.	M		
188.	The CAD system shall include a FireHouse interface.	M		
189.	The CAD system shall have the capability to perform a standard one way RMS interface out to a shared folder.	M		

### 1.5 Logins/Security

#	Description	REQ Code	Available	Comments
190.	The CAD system will require a login and password in order to gain entry to the software package.	M		
191.	The CAD system shall have the ability to lock a user out of the system if they have exceeded the set number of logon attempts.	M		
192.	The CAD system will require the login identification to become part of the CAD incident record for all calls created and modified. All data entered will be stamped with the user's login identification.	M		
193.	The CAD system shall allow Administrators to be able to select the resource types for which Call Takers and Dispatchers will be responsible by geographic area, agency type, special group or any combination of these.	M		
194.	The CAD system shall allow that only calls in the dispatch group assigned to or being monitored by the Call Taker/Dispatcher will appear in that user's call queue when they are automatically routed by the system.	M		
195.	The CAD system must provide a method of viewing changes to a closed incident, including the name of the user implementing the change.	M		
196.	The CAD system must provide an Audit Trail to track changes and additions made to an incident or unit status.	M		



### 1.6 MSAG/GEO Functionality

#	Description	REQ Code	Available	Comments
197.	The CAD system shall utilize an on-line Master Street Address Guide and geographic reference feature to insure that appropriate emergency response resources are dispatched to legitimate addresses.	M		
198.	The CAD system must automatically determine the response zone, police zone and jurisdiction based on a verified incident location.	M		
199.	The CAD system shall allow that upon entry of the incident location, an automatic look-up in the geographic database shall verify the given incident location as a valid address.	M		
200.	The CAD system shall notify the Call Taker or Dispatcher if the address does not verify against the MSAG/Geo file.	M		
201.	The CAD system must allow the Call Taker or Dispatcher to enter an address that does not verify against the MSAG/Geo file.	M		
202.	The CAD system must allow the entry of Directions to a location which will be visible upon demand and upon a new incident at that location.	M		
203.	The CAD system must allow for alias street names such as abbreviations	M		
204.	The CAD system shall allow for a display of the nearest high and low cross streets upon MSAG/Geo validation.	M		
205.	The CAD system shall display the nearest mile marker upon MSAG/Geo validation.	M		
206.	The CAD system shall allow the user to enter a location as a commonplace or business name (place/landmark). The system shall automatically connect the commonplace or business name with an exact address.	M		
207.	The CAD system shall allow common place name entries to include an apartment or building number	M		
208.	The CAD system will provide a soundex type look-up for street names, road and highway names, intersections and place/landmark names.	M		
209.	The CAD system will provide a place type look-up for commonplace or business names (place/landmark).			
210.	The CAD system shall allow the user to input the correct location if the E911 location automatically sent is not correct.	M		

#	Description	REQ Code	Available	Comments
211.	The CAD system shall allow the user to enter partial street names to speed up the location entry and verification process.	M		
212.	The CAD system must log location entries that do not validate against the MSAG yet are saved as the correct address by the user.	M		
213.	The CAD system must provide address verification for and acceptance of invalid addresses, number ranges, street names, intersections, mile markers, rural routes and places/landmarks.	M		
214.	When dispatching to a street that occurs in multiple cities, the CAD system must display a list of all matching streets for each city.	M		
215.	The CAD system must provide intersection help. The help must display the low and high cross streets, block ranges, esn and community.	M		
216.	Users shall have the ability to enter information in any order when creating a call. In other words, users shall not be forced to enter a location prior to entering remarks.	M		
217.	Users shall have the ability with a single keystroke to clear out the incident location, apartment, building and community fields. For example an ALI record is received into CAD but the incident is not occurring at the location of the ALI. Users will not be forced to manually remove this data.	M		

### 1.7 Command Line Entry

#	Description	REQ Code	Available	Comments
218.	The CAD system must allow the ability to invoke Command Line entry with a single keystroke.	M		
219.	The CAD system must allow the Command Line entry window to be removed from the screen if the Call Taker/Dispatcher does not wish to use it.	M		
220.	The CAD system must allow command line entry users to scroll through and reselect previous command line entries with the use of a mouse or the keyboard.	M		
221.	The CAD System's Command Line entry will consist of a command identifier followed by data parameters.	M		

#	Description	REQ Code	Available	Comments
222.	The CAD system will provide a help display for Command Line functions.	M		
223.	The CAD system must allow multiple command lines to be open simultaneously.	M		
224.	The CAD system's command line must allow users to create and update calls, dispatch units, update unit statuses, log personnel into vehicles and send help needed messages.	M		

### 1.8 Unit/Equipment Recommendation

#	Description	REQ Code	Available	Comments
225.	The CAD system shall provide automatic unit recommendation for an event based on the event type and the zone, beat and response planning and availability.	M		
226.	Based on the nature code and location, the CAD system shall provide appropriate recommendations on the agency that should be dispatched.	M		
227.	The CAD system shall allow Dispatchers to override unit recommendation when required.	M		
228.	The CAD system shall allow units dispatched on a busy status (house checks, etc.) to be eligible for recommendation on higher priority incidents.	M		
229.	The CAD system will have the ability to recalculate Unit Recommendations if the incident type, incident location or incident priority change.	M		
230.	The CAD system must have the ability to recommend multiple units.	M		
231.	The CAD system must have the ability to recommend Fire units.	M		
232.	The system must allow units to be labeled with a minimum of 20 unit types/attributes or equipment identifiers.	M		
233.	The CAD system must allow for alpha numeric character unit types that are up to 6 characters each.	M		
234.	The CAD system must have the ability to recommend EMS (Rescue) units.	M		

#	Description	REQ Code	Available	Comments
235.	The CAD system must have the ability to recommend units of multiple types if necessary (Fire and Law, for example) on the same incident.	M		
236.	The CAD system must have the ability to recommend the appropriate units or apparatus based upon the type and location of the incident.	M		
237.	The CAD system must allow for specific recommendations (response line ups such as 1 ALS unit) for each class or units/organization based on time of day and day of week.	M		
238.	The system must allow for differing response line ups/recommendations based on geographic location, for the same event type.	M		
239.	The CAD system must allow for the recommendation of mutual aid depending on the incident type, incident location and type of equipment necessary.	M		
240.	The CAD system must allow for specific unit type/apparatus recommendations for each class or organization of units on the same incident.	M		
241.	The CAD system must allow for a combination of station based and unit based recommendations.	M		
242.	The CAD system must recommend the appropriate combinations of stations and/or units based on event type and location.	M		
243.	The CAD system must allow for a specified response for each alarm level for a specific type of Fire incident	M		
244.	The CAD system must continually track EMS unit coverage/posting and make necessary recommendations for equipment move-ups.	M		
245.	The system must allow for posting EMS units via drag and drop	M		
246.	The system must display a list of all EMS postings and uncovered areas	M		
247.	The CAD system must allow users to put a unit in move up status	M		
248.	The CAD system must automatically consider units on a move up status in recommendations.	M		
249.	The CAD system must allow for reversal of equipment move-ups.	M		
250.	The CAD system must allow users to view all units in a "move up" status, along with the current station/response area assignment at any time	M		

#	Description	REQ Code	Available	Comments
251.	The CAD system shall have the ability to recommend the next best unit for the type of incident if the initial unit recommended is unavailable for some reason.	M		
252.	The CAD system must allow for resource contingencies for fire units that will automatically enable or disable units based on pre set contingencies to be determined by the agency.	M		
253.	The CAD system must allow users to update/change resource contingencies on the fly	M		
254.	The CAD system must allow users and administrators to set a maximum number of fire units to be recommended from a specific station at one time (on a single incident) in order to not deplete resources in the area.	M		
255.	The ability to restrict resources in recommendations shall be fire station specific	M		
256.	Users shall have the ability to update resource restrictions for a fire station on the fly.	M		
257.	The CAD system must allow users to set resource recommendation restrictions based on time of day.	M		
258.	The CAD system must allow primary or alternate response recommendations. For example, call requires 1 Engine or 1 Quint. If the engine is not available, the system will recommend the Quint.	M		
259.	The CAD system must display the unit(s) that are in service and were not available for a call recommendation. The display must display why the unit(s) were not recommended.	M		
260.	The CAD system must notify the dispatcher when a complete recommendation cannot be fulfilled and indicate what resource(s) are not available.	M		
261.	Users shall have the ability to change recommendations on the fly. For example if a recommendation was for 1 engine and the user wanted the system to recommend 2 engines and 1 squad, the user shall have the ability to input this and the system will recommend the specified resources.	M		
262.	The CAD system must provide progressive response recommendations. Users shall have the ability to upgrade or downgrade a call/recommendation without having to modify the call incident type.	M		

**1.9 Warrants**

#	Description	REQ Code	Available	Comments
263.	The CAD system must include a module that allows qualified users to search for and view the details of warrants associated with incidents.	M		
264.	The CAD system warrants module must be accessible only to users with the appropriate permissions.	M		
265.	The CAD system warrants module must allow qualified users to add and maintain warrant information without leaving the CAD system.	M		
266.	The CAD system must automatically write warrant information into the call detail when it has been viewed by a user.	M		

**1.10 Be on the Lookout Alerts**

#	Description	REQ Code	Available	Comments
267.	The CAD System shall maintain a Be on the Lookout (BOLO) File	M		
268.	The CAD systems shall maintain a BOLO reference number for each BOLO entered	M		
269.	The CAD system shall allow BOLO records to be cross referenced to CAD incidents by BOLO number and CAD Incident number	M		
270.	Users shall be alerted to BOLO's that match on name or address upon creation of a CAD incident	M		
271.	The CAD system shall alert users to BOLO records that match on the vehicle license number when a traffic stop incident is generated	M		
272.	The CAD system shall allow BOLO records to be sent to specified users, all users or user groups	M		
273.	The CAD system shall allow users to set an expiration date for BOLO records	M		
274.	The CAD system shall allow users to enable an announcement frequency for a BOLO so that users will be alerted to the BOLO at specified time intervals	M		

#	Description	REQ Code	Available	Comments
275.	BOLO records shall be searchable by BOLO number or CAD incident number	M		
276.	BOLO records shall be searchable by keyword (including partial or wildcard searches)	M		
277.	The CAD system shall be configurable to display BOLO alerts automatically on incoming 911 calls			

### 1.11 All-Purpose Scheduler and Administrative Functions

278.	The CAD system must include an all-purpose scheduler for events, reminders and notifications that may or may not be CAD-incident-related.	M		
279.	The CAD system's scheduler must allow scheduling of both one-time and recurring events.	M		
280.	The CAD system's scheduler must allow users to alert a single terminal or all terminals	M		
281.	The CAD system's scheduler must issue automated reminders prior to scheduled events.	M		
282.	The CAD System's System Administration module (File Maintenance) should be provided through the use of menu-driven activities.	M		
283.	The CAD system must allow the System Administrator to enter and modify codes into code tables.	M		
284.	The CAD system must allow System Administrators the security rights to be the only individuals with the ability to alter code tables if desired.	M		
285.	The CAD system must allow for the removal of codes from code tables if those codes are no longer necessary.	M		
286.	The CAD system must allow System Administrators to monitor the work of Call Takers and Dispatchers in a real-time manner.	M		
287.	The CAD system must allow System Administrators to take over the screens and workload of Call Takers and Dispatchers if necessary.	M		
288.	The CAD system must allow System Administrators to log off a Call Taker or Dispatcher if situations arise making this necessary.	M		
289.	The CAD system must allow System Administrator changes to code tables to appear in drop down windows where available from the point of that change	M		

	forward.			
290.	The CAD system must allow for help tables and data validation in File Maintenance programs that reference other areas/tables.	M		
291.	The CAD system must allow System Administrators to control what appears on menus after changes to user's security rights.	M		
292.	The CAD system will allow System Administrators to define text appearing on menu buttons within CAD based upon agency terminology.	M		
293.	The CAD system must allow the System Administrator to generate reports of unauthorized or failed attempts to log in to the system.	M		
294.	The CAD system will allow the System Administrator to set up login groups and classes for Call Takers and Dispatchers in order for those individuals to see only the calls they need to see in order to perform their duties.	M		
295.	The CAD system must allow single-logon capability for users in non-traditional client/server environments.	M		
296.	The CAD system will allow System Administrators to define the amount of time before a user is automatically logged off due to inactivity.	M		
297.	The CAD system shall allow for System Administrators to send messages to be received by all online users.	M		
298.	The CAD system shall allow System Administrators to send messages to only one or specific users, as opposed to all users.	M		
299.	The CAD system will allow System Administrators to set the maximum number of log on attempts before the user is locked out of the system.	M		
300.	The CAD system will allow System Administrators to unlock a locked out user.	M		

### 1.12 Reports

#	Description	REQ Code	Available	Comments
301.	The CAD system must provide pre-designed reports that are able to be run on demand.	M		
302.	The CAD system must provide the ability to export reports to adobe reader, rft and excel formats.	M		
303.	The CAD system must utilize Crystal Reports and provide a minimum of 70 preconfigured reports with the ability through code tables to also design Ad-hoc reports.	M		



#	Description	REQ Code	Available	Comments
304.	<p>The CAD system must provide Department Analysis reports of the following types:</p> <ul style="list-style-type: none"> <li>• Events by Department</li> <li>• Hourly Call Distribution by Department</li> <li>• Department Unit Call Activity</li> <li>• Unit Time Analysis</li> <li>• Officer Log</li> <li>• Calculate Non-CAD Unit Events</li> <li>• CAD Incidents by Unit Status</li> </ul>	M		
305.	<p>The CAD system must provide Event Recap reports of the following types:</p> <ul style="list-style-type: none"> <li>• Event Type (Detail or Summary)</li> <li>• Agency Total Calls for Service</li> <li>• Detail Call Report</li> <li>• CAD Events by Date and Location</li> <li>• CAD History by Date Range</li> </ul>	M		
306.	<p>The CAD system must provide Call Response Time/Call calculation reports that allow for selection of the following parameters and display:</p> <ul style="list-style-type: none"> <li>• Unit, Department, Station or Organization</li> <li>• Location, Incident Type or Priority</li> <li>• Shift or time parameters</li> <li>• Call calculation options for the incident or a specified departments response on the incident that include total length of time on the call, received to dispatch, dispatch to en-route, en-route to on-scene, dispatch to en-route, dispatch to on-scene, dispatch to clear or on-scene to clear.</li> </ul>	M		
307.	<p>The CAD system shall allow for a graphical display of call calculation reports and allow users to select graph display parameters.</p>	M		
308.	<p>The CAD system must provide Department Response Time reports of the following types:</p> <ul style="list-style-type: none"> <li>• Receipt to Dispatch by Department</li> <li>• Receipt to On-Scene by Department</li> <li>• Receipt to Clear by Department</li> <li>• On Scene to Clear by Department</li> </ul>	M		

#	Description	REQ Code	Available	Comments
	<ul style="list-style-type: none"> <li>• Dispatch to On-Scene by Department</li> <li>• Dispatch to En-route by Department</li> <li>• Dispatch to Clear by Department</li> <li>• Organization Response Summary by Dept.</li> </ul>			
309.	The CAD system must provide a report of addresses accepted as valid entries of incident location that do not validate against the Geo database.	M		
310.	<p>The CAD system shall provide Wrecker Reports of the following types:</p> <ul style="list-style-type: none"> <li>• Wrecker Service by Date/Area</li> <li>• Wrecker Services by Last Name</li> <li>• Wrecker Summary by Month</li> <li>• Wrecker Service by CAD Incident Number</li> <li>• Wrecker Schedule by Week</li> </ul>	M		
311.	The CAD system shall provide a report of Call Event codes.	M		
312.	The CAD system shall provide a report of Status codes.	M		
313.	The CAD system shall provide a report of Units by Service Organization.	M		
314.	The CAD system shall provide a Unit Log Inquiry report.	M		
315.	The CAD system shall provide a Run/Case Number Summary report for a specified department.	M		
316.	The CAD system shall provide a Call Type Totals by Date report.	M		
317.	The CAD system shall provide a Daily Media report.	M		
318.	The CAD system shall provide a report that displays all BOLO records for a specified date range, name, location originating agency or offense/violation type.	M		
319.	The CAD system shall provide reports on Racial Profiling Statistics.	M		

#	Description	REQ Code	Available	Comments
320.	The CAD system shall provide 911 reports of the following types: <ul style="list-style-type: none"> <li>• Telco Subscribers</li> <li>• 911 Log by Date Range</li> <li>• 911 Log by Phone Number</li> <li>• 911 Log by Position</li> <li>• Inquire Miscellaneous</li> <li>• 911 Reference Tables</li> </ul>	M		
321.	The CAD system shall provide a Blotter Report.	M		
322.	The CAD system shall provide a Public Dissemination Report.	M		
323.	The CAD system shall provide a report that displays Place/Premise information and when the contact information was reviewed/updated.	M		
324.	The CAD system must allow reports to be scheduled to run automatically at pre-defined times.	M		
325.	The CAD system must allow reports to be emailed. Administrators must have the ability to email any report and schedule reports to be automatically be emailed.	M		

### 1.13 NCIC

#	Description	REQ Code	Available	Comments
326.	The vendor must have an existing, GA state certified integrated NCIC interface.	M		
327.	The CAD system must offer the ability to automatically query vehicle tags on traffic stops	M		

#	Description	REQ Code	Available	Comments
328.	The CAD system must provide a hotkey that opens the NCIC “general” query form.	M		
329.	The CAD system must provide users with a hotkey/single keystroke that will open the NCIC “general” query form from within the CAD call.	M		

#### 1.14 General GIS Specifications

#	Description	REQ Code	Available	Comments
1.	All equipment must comply with any and all applicable Federal Communications Commission Regulations, Part 68, Part 15 and sub-part J.	M		
2.	All equipment must have been in service providing service to a client within the Continental United States for a minimum of six (6) months.	M		
3.	The system must be capable of complete dial-up remote diagnostics and maintenance.	M		

#### 1.15 General GIS Technical Specifications

#	Description	REQ Code	Available	Comments
4.	The Geographic Information System (GIS) will provide the CAD Dispatchers with the ability to display the location of a caller on a separate computer screen.	M		
5.	The GIS system will instantly display the caller’s location on the map monitor without any keystroke from the Dispatcher.	M		
6.	The GIS system will display locations either entered automatically via an E911 interface into CAD or manually entered by the user.	M		
7.	The GIS system will allow Dispatchers to drag and drop available units from a CAD system onto the map in order to dispatch units.	M		
8.	The GIS system will allow users to route responding units and display the route on the digital map.	M		

9.	The GIS system will allow users to update unit status from the map.	M		
10.	The GIS system will allow users to zoom in or out on the map.	M		
11.	The GIS system will allow users to “pan” around a map to view different locations.	M		
12.	The GIS system will allow users to manually look up addresses even if there is no current call at that location.	M		
13.	The GIS system will allow administrators to maintain the map database.	M		
14.	The GIS system will automatically display CAD incidents and assigned units on the map.	M		
15.	The GIS system will allow users to fax map data to an emergency responder.	M		
16.	The GIS system will utilize layers in order to draw the map.	M		
17.	The GIS system will allow users to email map data to an emergency responder.	M		
18.	The GIS system will allow users to turn off and on certain layers (example, the hydrant layer) from the map if desired.	M		
19.	The GIS system, when interfacing with a CAD system, shall display the map location within 5 seconds of the call being received.	M		
20.	The GIS system shall allow users to draw barriers (roadblocks) on the map and automatically re-route responder traffic around these barriers.	M		
21.	The GIS system shall allow printing of displayed maps.	M		
22.	The GIS system shall allow transferring of maps to other GIS workstations.	M		
23.	The GIS system will be fully Wireless Phase I and Phase II compatible.	M		
24.	For a wireless Phase I call, the GIS system’s map display shall detail the RF coverage area of the cell-face that received the call	M		

25.	For a wireless Phase II call, the GIS system's map display shall center on the received latitude/longitude coordinate and also make available to the dispatcher the display of the RF coverage area of the cell-face that received the call as an option	M		
26.	The GIS system shall allow users to manually enter the ALI information or latitude/longitude coordinate and receive the same functionality of an automatic "hit".	M		
27.	The GIS system will have the capability to display real-time location of units where AVL technology is available and has been deployed in the vehicles.	M		
28.	The GIS system will display actual house or building numbers if provided by the agency.	M		
29.	The GIS system shall display the site plan or footprint of buildings when this data has been provided by the agency.	M		
30.	The GIS system shall display latitude and longitude on the map.	M		
31.	The GIS system will support Distance Measurement by selecting two points on the map.	M		
32.	<p>The GIS system will display whichever layers the agency provides to incorporate before going live. Typical layers are as follows:</p> <ul style="list-style-type: none"> <li>• Sites symbolized by type of structure</li> <li>• Hydrants</li> <li>• Municipal Names</li> <li>• Pay Phones</li> <li>• Street Centerlines</li> <li>• Point Landmarks</li> <li>• Area Landmarks</li> <li>• Water Features</li> <li>• Boundaries of any type</li> <li>• ESN Boundaries</li> </ul>	M		
33.	The GIS system will display aerial photographs if provided to incorporate before going live.	M		

34.	The GIS system will allow users to draw shapes on the map (circles, squares, polygons, etc.) and will display location information such as phone numbers (if available) for all structure points located within the specified area.	M		
35.	The GIS system will allow users to create a map perimeter in order to reroute traffic around special events.	M		
36.	The GIS system shall allow the creation of frequently displayed map windows for display of pre-selected map areas.	M		
37.	The GIS system will allow users to use maps in order to perform Event Analysis functions.	M		
38.	The GIS System will allow for map updates to be pushed out to all terminals from a central database and not require updates to be performed manually at each terminal. When the map update is pushed out there will be a visual representation on the map screen indicating that a map update is available.	M		
39.	The GIS System will allow for visual notification of hospital diversions.	M		
40.	The GIS System will allow for suggested routing by closest EMS unit based on post location.	M		
41.	The GIS System will be able to initiate a CAD event.	M		
42.	The GIS System will allow for visual representation via drag-and-drop for documenting and viewing chase events. All the times must be date stamped and able to be saved to a CAD incident and stored as a digital image.	M		
43.	The GIS System will allow for Image Catalogs.	M		
44.	The GIS system must provide online access to complete help documentation.	M		
45.	The GIS system must support SDE.	M		
46.	The GIS system must be capable of automatically converting SDE data into shapefiles and storing them locally.	M		
47.	The GIS system must allow users to enter Quick Notes onto the GIS display.	M		

48.	The GIS system must automatically alert users to the existence of Quick Notes when a location has been validated.	M		
49.	The GIS system must allow users to flag a Quick Note as Responder Safety, Invalid Address or Other at a minimum.	M		
50.	The GIS systems Quick Notes shall automatically be made global.	M		
51.	The GIS system Quick Notes database shall be accessible to the GIS administrator. The administrator shall be able to make changes and reconcile the Quick Notes.	M		
52.	The GIS system shall provide users with the ability to add/remove symbols on the fly to their map display. For example, a user may add a specific symbol on top of a fire hydrant that is currently out of service.	M		
53.	The GIS system shall allow users to turn on/off the display of symbols added on the fly.	M		

### 1.16 AVL Technical Specifications

#	Description	REQ Code	Available	Comments
54.	The system must be capable of accepting GPS data in an XML stream for display of unit location on the map.	M		
55.	The mapping application must be capable to allow GPS data to be transferred using a TCP Windows based connection.	M		
56.	System must have capability to have AVL data available for display on the Communications Center maps	M		
57.	System must have capability to have AVL data available for viewing on the mobile users map display	M		
58.	The mapping application must have capability to allow a mobile user to view their current AVL location when GPS data is being provided	M		



59.	The mapping application must have capability to allow a mobile user to view other units AVL location when GPS data is provided and the units are within an agency defined distance from the mobile user	M		
60.	The System must have capability for the AVL unit display to include the unit ID	M		
61.	The mapping application must have the capability to allow a single icon to display multiple units when they are within an agency defined proximity to one another.	M		
62.	The mapping application must have the capability to allow users to double click an AVL unit icon to display the following information: Unit name, latitude/longitude, address and date and time of last update.	M		
63.	The mapping application must have the capability to update AVL data based on an agency configurable refresh rate.	M		
64.	The mapping application must have the capability to accept GPS/AVL data based on an agency defined rate.	M		
65.	The mapping application must have the capability to provide mobile units with routing information to a dispatched incident from their current GPS/AVL location.	M		
66.	The system must have the capability to route Units to a main incident location when dispatched to a CAD incident with a verified GIS location. Verified locations and routes are contingent upon valid and connecting GIS street segments that match valid CAD MSAG data	M		
67.	The system must have the capability for Unit routing that displays on the mobile mapping application.	M		
68.	The system must have the capability upon refresh of unit location, directions shall be recalculated and displayed on the mobile map client.	M		
69.	The system must have the capability to re-center a unit location on the local GIS client when the location is within an agency specified distance from the edge of the map view.	M		
70.	The system must have the capability to ensure that the mapping application must log and store AVL data to a configurable folder	M		
71.	The system must allow for Historical AVL data to be available for replay	M		

## APPENDIX A MINIMUM REQUIREMENTS FOR COMPUTER HARDWARE

### 1.17 CAD Hardware Specifications

The Uninterruptible Power Supply (UPS) shall be line-interactive. The UPS shall always be on-line, providing conditioned, computer-grade power for the entire load. The entire load shall be defined as all systems included within the proposal. When line power is lost, it shall continue to provide full power from its batteries with no break in output power for a minimum of 30 minutes.

The UPS shall provide continuous power and output monitoring capability with communications to the server and workstation system for possible problems, alarms, alerts and automatic shutdown procedures.

The following items will be provided by Pike County, GA:

1. High Speed VPN Connectivity for Support. The VPN solution will support either the Cisco VPN Client or Windows VPN Client.
2. Antivirus Protection will be provided by the Agency.

**The minimum hardware specifications for a Workstation are as follows:**

- Core2Duo Processor, 2.0GHZ or better
- 40 GB IDE Hard Drive
- Windows XP Professional
- One 750VA UPS
- Three 64 Bit PCI Slots
- One 700VA RM Surge Protector
- 1 GB RAM minimum, 2 GB preferred
- Multiple Port Quad Video Card
- DVD-ROM drive
  - Floppy Drive
- Two 9 Pin Serial Com Ports

**The minimum hardware specifications for a CAD Server are as follows:**

<b>CAD Server System</b>	<b>CAD Position</b>
<b>Item</b>	<b>Description</b>
Processor	Single Processor Dual Core 2.0 Ghz or better
Memory	4 GB RAM
RAID	Hardware RAID Controller Required

Hard Drives	Five 73 GB SCSI disks for Minimum configuration.
Network	Gigabit NIC required. Teamed Adapters are preferred
Video	1024x768
UPS	Rack-mount 750 VA
Serial Ports	8 port Asynchronous Controller
Backup Device	DAT 72 Tape Drive
Modems	Two 56k Fax Modems
Operating System	Microsoft Server 2003
Database Engine	Microsoft SQL Server 2005

**1.18 CAD Software Specifications**

- It is desired that the computer system is Windows 2000 compatible and all servers and workstations should run Windows 2000 or higher versions of this package.
- The CAD system must be capable of a wide range of networking and communications options for the use of Local Area Networks using TCP/IP and asynchronous communications.
- The CAD system must offer a web based view-only CAD that will allow users to view and search incident and unit information in real time.
- The web based view only CAD must allow for basic inquiries into prior incidents, as well as basic reporting capabilities.

**1.19 GIS Hardware Specifications**

The Un-Interruptible Power Supply (UPS) shall be line-interactive. The UPS shall always be on-line, providing conditioned, computer-grade power for the entire load. The entire load shall be defined as all systems included within the proposal. When line power is lost, it shall continue to provide full power from its batteries with no break in output power for a minimum of thirty (30) minutes.

The UPS shall provide continuous power and output monitoring capability with communications to the server and workstation system for possible problems, alarms, alerts and automatic shutdown instructions.

**The minimum specifications for a GIS Server are as follows:**

- Dual-Core Processor, 2.0ghz
- 4 GB RAM minimum

- Hardware RAID Controller
- Redundant Power Supply
- DVD-ROM drive
- Five 72 GB, 15k Hot Swappable Hard Drives at Minimum
- Tape Backup 80 GB SCSI
- 100/1000 Ethernet Switch
- Redundant Fan
- Battery Backed Cache F/641
- 8 Port Asynchronous Controller
- Windows Server 2003
- SQL Server 2005
- 1 GB NIC (Minimum)
- 1 GB NIC (Minimum)
- One 700VA RM Surge Protector
- One 650VA UPS
- Two 56k Modems

**The minimum specifications for a GIS Workstation are as follows:**

- Core2Duo Processor, 2.0GHZ or better
- 40 GB IDE Hard Drive
- Windows XP Professional
- One 650VA UPS
- Three 64 Bit PCI Slots
- One 700VA RM Surge Protector
- 1 GB RAM minimum, 2 GB preferred
- Multiple Port Quad Video Card
- DVD-ROM drive
  - Floppy Drive
- Two 9 Pin Serial Com Ports

The monitor for the GIS program shall display only GIS information and maps. However each integrated monitor and application shall allow the option to move and display GIS data on the CAD Monitor and CAD data on the GIS monitor.