REQUEST FOR PROPOSAL

Computer Aided Dispatch System

(CAD)

Blaine County, Idaho

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I. Rules of Preparation

A. Introduction

The Board of the Blaine County Commissioners invites written proposals from vendors for a five (7) station turnkey Computer Aided Dispatch (CAD) system. Three (3) workstations will be placed at the Blaine County Sheriff's office, three (3) workstations will be placed at Ketchum Communications, and one in the mobile command post. Limited access to CAD should also be available from other network workstations, and the Contractor should provide information determining that cost per workstation. This Request for Proposal (RFP) is intended to solicit proposals from qualified CONTRACTORS to provide the CAD system identified herein.

The primary objective in procuring a new CAD system is to enhance officer safety and further expand emergency service resource management in connection with an E911 PSAP. Computer Aided Dispatch is a key information system which automates functions including call receipt and dispatching. The system also provides reporting and an analysis capability for CAD calls. CAD data can be provided via system interfaces to the member agencies for integration into their various Records Management Systems (RMS) and Mobile Data Computers. In addition, the CAD system also interfaces with various independent software programs and record management systems to facilitate the dispatcher's ability to send the appropriate agencies to the scene.

B. Request for Clarification or Interpretations

All questions, requests for clarifications or interpretations should be directed via e-mail to the Project Manager for this project:

> Susan Bille
> Interim Director
> Blaine County Communication Center Board (BCCC)
> sbille@ketchumpolice.org

A prospective Contractor may submit a request for clarification or interpretation of any aspect of the Request for Proposal. All clarifications and interpretations made will be distributed to those Contractors submitting a contact name and email address.

Blaine County member agencies shall not be obligated to respond to requests for clarification or interpretations not received on a timely basis.

C. Estimated Key Dates

Table 1.   Key Dates

Event	Date
Release RFP	June 1, 2005
Written Questions Due	June 9, 2005
Proposal Due Date	June 30, 2005
Contractor Demonstrations	July 19-22, 2005
Contractor Evaluation/Contract Negotiations	August 1, 2005
Target Implementation Date	February 1, 2006

D.   Submission of Proposals

All responses to the Request for Proposal must be received no later than 4:00 p.m. on June 30, 2005. All proposals must be submitted in accordance with this Request for Proposal.

Please submit one (1) sealed original with ten (10) copies of the proposal to the Blaine County Cerks Office, 206 First Avenue South, Hailey, Idaho. 83333. Attention: Marsha Riemann. Brochures, photos, financial statements, annual reports and/or other information not specifically requested may be appended to the back of each proposal packet. All proposals should be marked **"Blaine County CAD Proposal."** Incomplete, late submissions or faxes will not be accepted. Proposals received after the designated time and date will be returned unopened.

The Prime Contractor identified will be responsible for all services offered in the proposal whether performed by the Prime Contractor's own personnel or through the use of Subcontractors. One consolidated response with all cost items included in the cost summary shall be submitted.

Prospective provider responses must clearly detail how the software and services proposed can best satisfy the County's requirements. A thorough demonstration may be required of all proposed Software and Systems by selected finalists.

Prices quoted in the proposal response shall remain fixed and binding on the Contractor for not less than 180 days.

1.   Proposal Format

The submitted proposal must follow the rules and format established within this RFP and specified below. Include all sub-topics and sub-numerals provided herein.

I.   Specifications and Technical Discussion
II.   Vendor Information
III.   Maintenance Proposal
IV.   Miscellaneous
V.   Instructions to Contractors
VI.   General System Specifications
    VI.I   General
    VI.II   System Hardware
    VI.III Implementation and Training
VII.   Computer Aided Dispatch Software
    VII.I   Software
    VII.II Geobase System
    VII.III Enhanced 911 Interface
VII.IV Geographic Display

E.   Inclusion of Taxes

Unless otherwise specified in this solicitation document, the Contractor shall include and be responsible for paying all taxes, which shall be applicable to the goods or services or the furnishing or sale thereof.

F.   Cost of Preparation of Proposal

Blaine County member agencies will not pay costs incurred in the proposal preparation, printing, demonstration or negotiation process. All costs shall be borne by the proposing Contractor, with the exception of costs associated with Blaine County member agency personnel visits to other sites.

G.   Demonstrations

Blaine County will require a thorough demonstration of all proposed Software and Systems by selected finalists. Contractors should demonstrate their ability to provide additional information services as described in the Project Intent.

H.   Evaluation

An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The selected proposal shall provide the most cost-effective approach that meets local member agencies' and the County's requirements. The lowest price proposal will not necessarily be selected.

Blaine County reserves the right to reject any or all proposals, or to make no award. They also reserve the right to require modifications to initial proposals or to make partial awards and to make subsequent follow-up requests for additional information or follow-up interviews.

Notwithstanding the recommendations of the evaluation team, final award cannot be made without the explicit approval of the Blaine County Commissioners.

The criteria upon which the evaluation of the proposals will be based include, but are not limited to, the following (associated weights will be used as factors for proposal evaluation):

➢ **Overall Proposal (5%)**

❑ Completeness and thoroughness of the proposal. All required information must be provided in the format specified.

❑ Vendor's understanding of Blaine County's purpose, scope and objectives, including the applicability and quality of the vendor's approach.

➢ **Contract (5%)**

❑ The vendor's willingness to negotiate a contract, including payment terms, acceptable to the Blaine County Commissioners.

➢ **Vendor Experience and Resources (20%)**

❑ The quality, relevance and number of references.

❑ The vendor's ability to successfully install the proposed system, as demonstrated by installation of a similar system in at least two comparable jurisdictions within the past five years.

❑ The financial stability and resources of the vendor.

❑ Vendor's ability to provide all future projected Public Safety Information Services including but not limited to Fire, EMS and Police Records Management and Mobile Data Computer Systems either as the Prime Contractor or through Sub-Contractors.

➤ **Customer Support/Warranty and Maintenance (10%)**

❑ The level or service and responsiveness that the vendor commits to providing.

❑ Qualifications, experience and technical expertise of the vendor's customer support staff.

❑ Ability of the vendor to provide long-term maintenance support.

❑ The vendor's process for providing new releases of software and costs for software subscription (version upgrades).

➤ **Application Software and Integration (20%)**

❑ Design, capability, and functionality of the proposed application software.

❑ The level of integration between modules.

❑ The vendor's ability to interface with existing or external systems.

➤ **Hardware/Software Design and System Architecture Approach (10%)**

❑ Design, capability, reliability and functionality of the proposed software and any hardware required, including conformance with the current network system.

❑ The vendor's current technological position and future direction.

➤ **Implementation/Project Management (5%)**

❑ Level of assistance to be provided by the vendor during the implementation process.

❑ Philosophy and approach toward data conversion.

❑ Feasibility, timeliness and quality of the implementation schedule.

❑ Ability to meet Blaine County's implementation deadlines.

➤ **Training, Documentation and System Administration (5%)**

❑ The amount and extent of user training

❑ Quality and extent of the documentation to be provided

❑ The extent of the effort required to perform system administration functions.

➤ **Costs (15%)**

❑ One-time costs. Although the lowest cost proposal may not necessarily be awarded the contract, costs are important evaluation criteria.

❑ Ongoing costs for maintenance, project management, support, etc.

- Ability to purchase additional components to the CAD system modularly as needed.

I. Exceptions to the RFP

The format of the RFP must be followed and all requested information must be submitted as indicated. However, Blaine County member agencies are receptive to additional suggestions pertaining to the services and System capabilities contained in the RFP that the Contractor believes would be useful.

J. Confidentiality of Documents

All documents submitted, as part of the Contractor's proposal will be deemed confidential during the evaluation process. Contractor proposals will not be available for review by anyone other than the Evaluation Team. Any areas of your bid that include proprietary or confidential information must be clearly identified as such so those areas can be excluded from public view. Pricing cannot be considered proprietary information. Following award of contract, all proposals become public documents and are available for public view through Blaine County member agencies upon written request.

K. Contact with Employees

In order to ensure fair and objective evaluation, all questions, correspondence, etc. related to this RFP should be addressed directly to the point of contact for this project as noted in Section I.B.

L. Withdrawal of Proposal

Any Contractor may withdraw its proposal, either personally or by telegraphic or written request at any time prior to the time set for the opening of proposals.

M. Reservations

Blaine County reserves the right to reject any or all bids and any item or items therein, and to waive any non-conformity of proposals with this RFP, whether of a technical or substantive nature, as the interest of Blaine County member agencies may require.

N. Errors and Omissions

Contractor shall not be allowed to take advantage of any errors in or omissions found in the Request for Proposal. Full instructions will be given if such error or omission is discovered and timely called to the attention of the Blaine County Commissioners.

O. RFP Not Contractual

Nothing contained in this Request for Proposals shall create any contractual relationship with the Contractor and Blaine County. Blaine County will accept no financial responsibility for costs incurred by any Contractor regarding this RFP.

P. Patent Fees, Patent, Copyright, Trade Secret and Trademark Fees

Each Contractor shall include in the price bid any patent fees, royalties and charges on any patented article or process intended to be furnished or used in the proposed system.

Q. Other General Conditions

1. **Current Manufacture:** All Hardware and Software furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer's latest design. All material and equipment offered shall be new and unused.

2. **Purchase Alternatives**: Blaine County reserves the right to purchase more or less of any item proposed at the unit price offered unless specifically limited in a Contractor's response. Blaine County reserves the right to procure hardware, software, or components through alternative, third party or other resources at a lower cost, as approved for compatibility by the Contractor.

3. **Site License Option:** Blaine County will consider the purchase of a site license for all system components proposed. Site license costs versus user licenses should be proposed as an option and clearly identified.

4. **Current Version:** "Packaged" application and system software shall be the most current publisher or Contractor's version, as of date of contract. Beta test versions must be specifically highlighted for review.

5. **Prior Use**: Blaine County reserves the right to use hardware and software furnished under this proposal prior to Final Acceptance. Such use shall not constitute acceptance of the work or any part thereof by Blaine County.

6. **Availability of Funds:** In the event that sufficient funds are not available for the project, Blaine County reserves the right to negotiate the scope of this contract, delay implementation, reject all proposals, or award another type of contract.

7. **Requirement to Meet All Proposal Provisions**: Each Contractor shall respond to all of the specifications and proposal terms and conditions. By virtue of the proposal submission, the Contractor acknowledges agreement with and acceptance of all provisions of the specifications except as expressly qualified in the proposal.

8. **Proposal Retention and Award:** Blaine County reserves the right to determine and waive non-substantial irregularities in any proposal, to reject any or all proposals, to reject one part of a proposal and accept the other, except to the extent that the proposals are qualified by specific limitations, and to make award as the interest of Blaine County may require.

9. **Business/Delivery License:** Prior to beginning any work or delivering any equipment or material to be furnished under this solicitation and proposal, the Contractor shall secure the appropriate business/Delivery license from the City of Hailey.

II. Background and System Overview

A. History

Blaine County is located in south central Idaho at the entrance to the Sawtooth Mountains. The Sawtooth National Recreation Area, Bald Mountain and the Sun Valley ski resort are top attractions in our area. The total county population from the 2003 estimate is approximately 21,000. It is a resort area so the population fluctuates greatly. During July and August, our resident population is joined by an estimated 135,000 total visitors. Blaine County consists primarily of five small cities, with an outlying rural

population serviced by the following fire services, EMS and law enforcement agencies. All of the listed fire departments have mutual aid agreements with the Bureau of Land Management and the United States Forest Service for fire protection. The city and county services are:

- **Bellevue:** The City of Bellevue has its own police and volunteer fire department. Bellevue Fire has auto-aid agreements with Wood River Fire and Rescue, and Hailey Fire for fire response. Wood River Fire and Rescue is the primary EMS provider for the city. The Bellevue Marshal is responsible for patrolling and investigating within city limits.
- **Carey:** The City of Carey provides no public safety services. Blaine County has both a volunteer quick response unit for EMS (Carey QRU), and a fire protection district handling the Carey area. The Blaine County Sheriff's department handles patrol and investigations within city limits. Wood River Fire and Rescue is the primary EMS provider for the city.
- **Hailey:** The City of Hailey has its own police and fire departments. Hailey Police are responsible for patrolling and investigations within city limits. Hailey Fire is responsible for fire suppression, and investigations of fires within city limits. Hailey Fire provides an EMS quick response for medical calls. Wood River Fire & Rescue is the primary EMS provider. Hailey Fire has auto-aid agreements with both Wood River Fire and Bellevue Fire.
- **Ketchum:** The City of Ketchum maintains a communications center (Ketchum Communications) that dispatches for all police, fire, and medical in the northern half of Blaine County. The City of Ketchum has its own police and fire departments. Ketchum Fire is responsible for fire suppression, and investigations of fires within city limits, and is also the primary EMS provider (operating as Ketchum/Sun Valley Rescue). Ketchum Fire has an auto-aid agreement with Sun Valley Fire. Ketchum Police are responsible for patrolling and investigations within city limits.
- **Sun Valley:** The City of Sun Valley has its own police and fire departments. Sun Valley Fire is responsible for fire suppression, and investigations of fires within city limits, and provides an EMS quick response for medical calls. Ketchum/Sun Valley Rescue (Ketchum Fire) is the primary EMS provider. Sun Valley Fire has an auto-aid agreement with Ketchum Fire. The Sun Valley Police department is responsible for patrolling and investigations within city limits.
- **Smiley Creek:** Smiley Creek has a newly established a fire protection district. Ketchum/Sun Valley Rescue (Ketchum Fire) is the primary EMS provider. Ketchum Fire has had an auto-aid agreement with Stanley Quick Response, a volunteer EMS provider located in Custer County in the past.
- **West Magic:** West Magic has a fire protection district with a volunteer response, responsible for fire suppression, and investigations of fires. Wood River Fire and Rescue is the primary EMS provider.
- **Blaine County:** Wood River Fire and Rescue operates as a fire protection district serving the unincorporated areas outside of Hailey and Bellevue, responsible for fire suppression, and investigations of fires. Wood River Fire and Rescue is the primary EMS provider in the southern half of the county. Wood River Fire and Rescue has auto-aid agreements with Hailey, Bellevue, and Ketchum. Ketchum Rural Fire contracts through the City of Ketchum, and is responsible for fire suppression and investigations of fires in the unincorporated areas outside of Sun Valley, and Smiley Creek. Ketchum Fire and Wood River Fire and Rescue have

initial attack agreements for fires in the Sawtooth National Forest (USFS), and the BLM. Ketchum/Sun Valley Rescue (Ketchum Fire) is the primary EMS provider for the northern half of Blaine County. Sun Valley Ski Patrol responds to medical calls on Dollar and Bald Mountains during ski season. Ketchum Fire has auto-aid agreements with Stanley QRU; Sun Valley Fire, and Wood River Fire and Rescue. The Blaine County Sheriff is responsible for patrolling and investigating within the county. Blaine County Sheriff has a communications center that dispatches for all agencies, with the exception of Ketchum police, fire and ambulance services. The Blaine County Sheriff also has a mobile command unit capable of dispatching units, when and if a center goes down. The Sheriff is responsible for all civil processing and driver's services, and maintains the county jail and houses inmates.

- **Other Agencies:**　　Other agencies that are dispatched within Blaine County include Sun Valley Ski Patrol, Ketchum, Sun Valley, and Wood River Technical Rescue Teams, Blaine County Search and Rescue, Galena Nordic Patrol, Idaho State Police, US Forest Service, Idaho Fish and Game, and Bureau of Land Management.

Most of the area law enforcement agencies are using CRIS reporting software, which is owned by Motorola. The version of this software that is being used is not adequate for today's current technology.

Blaine County Sheriff implemented CAD and a records management system in the early 1980s. The software is a LifeWorks product running off a UNIX platform. The software is currently owned and supported by Tiburon, Inc. The software development was abandoned in the 1990s and has had no major upgrades since that time. The Blaine County Sheriff is currently the last law enforcement agency that is using the software. The Bellevue Marshal also VPNs into this software for their reports.

The area fire departments and ambulance services have developed their own software for tracking calls and reporting. They are satisfied with its current performance. They are however open to researching other options.

For the last nine years, Blaine County has been developing a wide area network that includes mobile data, with the expectation of purchasing a new, more modern CAD system. Within the last ten years both CAD and RMS systems have had many major changes and upgrades in its ability to help in the response to emergency calls.

The Blaine County area currently has two dispatch centers; one located in the Blaine County Sheriff's office in Hailey, Idaho, and one located at Ketchum city hall in Ketchum Idaho. The two dispatch centers are currently managed separately. For a number of years now, Blaine County has been discussing the possibility of consolidating the two dispatch centers. Blaine County Dispatch and Ketchum Communications are currently located twelve miles apart from each other. It is currently hoped that a consolidated dispatch could be housed in one building within a couple of years. However, it is believed that a new modern CAD should have the ability to technologically consolidate these two facilities, prior to being housed in one building. Both centers have or will have a wide area network through dedicated leased lines. Both dispatch centers will have the ability to

pickup an incoming E-911 call, and be able to dispatch police, fire and EMS from either center.

The County has been working with the local emergency departments and has developed a Blaine County Communications Board known as the BCCC Board. It is an advisory board to the Blaine county commissioners. This board consists of a member of each emergency discipline: fire, EMS, city police, sheriff and one non-commissioned entity, representing combined city governments. The board has been working on developing an E911 system, with 'phase two' wireless capabilities. It has also setup a subcommittee to develop this CAD RFP.

The ultimate goal for this board and the county commissioners is to develop a modern communications center with E911 and 'phase two' wireless. A modern CAD that either has its own map or interfaces with a modern mapping system, mobile data and modern radio is desired.

The ultimate long range plan for Blaine County, area law enforcement and fire/EMS is to be able to purchase modern records management software that could support all agencies by discipline. We would also like these systems to work hand in hand with a chosen CAD system. The total project may have to be purchased in stages. This CAD RFP is the next stage in this project.

B.   Project Intent

The CAD system selected will provide the anchor for BCCC's public safety information system. Strategic project goals and priorities for the system include the following:

- Become a regional leader in the use of information technology
- Enhance the agencies' relationships with constituents by implementing systems that improve public safety
- Leverage advances in public safety technology to improve operations in the most cost-effective manner
- Implement systems that maximize efficient deployment of public safety personnel
- Increase productivity by eliminating duplicate and/or unnecessary tasks
- Deploy systems in a manner that minimizes disruption to current operations
- Provide timely and consistent data necessary to effectively manage public safety resources
- Enhance system integration to increase efficient use of data by end users and management
- Acquire workflow capabilities to automated business processes
- Increase accountability via electronic routing and approval with field reports
- Provide integrated, comprehensive crime analysis functionality that enables law enforcement to proactively identify crime patterns and trends
- Increase officer, firefighter, deputy and all emergency worker safety
- Improve public safety response time
- Provide analysis tools that support individual and department accountability
- Increase overall usability and user-friendliness of systems
- Provide comprehensive training on the new systems
- Develop a service-oriented relationship with systems vendors

- Allow flexibility in providing solutions; open systems
- Increase appropriate staff access to information
- Utilize wireless technology in a manner that enables paperless processing, real-time mapping and other dynamic applications
- Acquire an end-user centric system that will improve availability, accessibility and timeliness of information to personnel in the field

C.   Interfaces

1.   Existing Connections

- **Computer Aided Dispatch System**: It is the intent to replace Blaine County's current CAD system with a new comprehensive, redundant CAD system that is fully-integrated with current or proposed record management systems (RMS), mobile data computers (MDC), E911, a geographical information system (GIS) and indicated external systems, (e.g. jail management system (JMS) and fire/EMS RMS). The existing CAD runs on a UNIX operating system and LifeWorks software currently owned by Tiburon. The proposed CAD should eliminate the need for redundant data entry, and provide the ability to conduct real time integrated mapping for all dispatchers or an interface mapping solution; system interconnections for CAD, E911, and Zetron radio equipment, as well as existing ancillary applications accessed by many agencies throughout Blaine County.   The CAD Software, mapping software, CML software, JMS & RMS Software, state ILETS software, and any other needed software should be able to all work all using only one key board and one mouse per station. Each transaction or command should require the minimum entry by dispatch personnel.   Each transaction or command should be able to be completed by keystroke, mouse click and shortcut functions.
- **E-911**: Blaine County is currently working on an E-911 project with CML and Mountain West Communications. The CML project has proposed a 5 station full turn key E911 system with multiple flat screens.
- **Police Records Management System**: The CAD system should provide component ability to a Record Management System and/or interface with any independent RMS selected by Blaine County. In addition, the CAD should provide an interface to current law enforcement Record Management Systems. The RMS should be comprehensive and fully integrated so that it will streamline data entry, improve quality and completeness of data, eliminate redundant data entry, provide detailed search capabilities, comprehensive crime analysis capabilities, and interface with indicated internal systems (e.g. CAD) and external systems (e.g. ILETS/NCIC). Existing data will need to be converted and housed in the RMS.
- **Jail Management System**: Blaine County has a new Jail Management System (JMS) package from Abbey Group using a Dell Power Edge 1500SC Pentium Three Server with Windows 2000 and Microsoft SQL software.
- **Geographical Information System (GIS)**: Currently Blaine County utilizes data via ARC-Editor and ARC-View software from the County's GIS Department. The County plans to acquire mapping software more specific to E911 and Emergency Dispatch. The chosen CAD provider will be able to extract the

appropriate data from the County GIS data system for mapping and/or demonstrate an alternative mapping solution with a corresponding cost analysis or provide an interface to a mapping program of the County's choosing.

- **Civil Processing System**: Blaine County recently purchased civil processing software from Computers Arts. The CAD provider should describe interface options for hazards based on names and prior activity, etc. on name and address files.

- **Fire EMS Records Management System:** Currently the member agency fire departments and EMS use a web-based records system on an Access Database to track their fire calls and EMS calls, created by a local programmer. The CAD provider will provide an interface to that reporting system or show a more cost effective solution. It is also the desire of those departments to have an auto-notify which could be sent to on or off duty personnel via a pager, a PDA, or cell phone, as well as station tones, once the proper response code was given by the CAD software. A prospective CAD provider would need to be able to show this capability or if it is not yet available, to provide a time line when this feature could be added.

- **Esteem Wireless Modem/Motorola Premier Software:** Blaine County currently has a Mobile Data system using a Power Edge 2600 2.4 ghz/512k Server with Windows 2003 Standard Edition, Microsoft SQL, and Motorola Premier MDC software. This system utilizes Esteem Radio Modems running at 19.2 bandwidth which covers 90% of the County. A CAD provider should show the ability to interface with that technology or be able to demonstrate a less expensive or more usable alternative. Ketchum Police currently use Verizon Express Network CDMA 1xEVDO card with a VPN connection to link their mobile computers to their network.

- **EMD:** Blaine County currently uses a manual card-set with dispatchers certified by NCI, and Ketchum Communications uses a manual card-set with dispatchers certified by Priority Dispatch. The County could upgrade from manual cards to a computerized EMD software program. Both agencies plan to certify under, and use the same EMD program. The CAD provider will either provide complete integration with Power Phone or APCO; or provide an integrated solution with a customized decision tree.

- **Wide Area Network:** Blaine County has been working on a wide area network that currently connects the Sun Valley Police Department (located in Sun Valley, Idaho), and the Ketchum Police Department (located in Ketchum, Idaho) which includes Ketchum Communications, Ketchum Fire and EMS (also located in Ketchum, Idaho) with the Blaine County Sheriff's Office (located in Hailey, Idaho) by a Frame Relay. The Bellevue Marshal's Office (located in Bellevue, Idaho) is connected to the Blaine County Sheriff's Office by a VPN provided by Cox Cable Internet. The Hailey Police Department, Wood River Fire and EMS, Hailey Fire, Bellevue Fire, and Carey Fire are not currently connected to this County Wide Area Network. It is proposed that these agencies will connect to this network in the future.

- **ILETS:** Blaine County and Ketchum Communications are currently connected to ILETS through Omnixx Force Client Services. Blaine County and Sun Valley Police Department are also connected to ILETS through the current Mobile Data Network.

- **CAD VIEWING ACCESS:** Ability to remotely view CAD from remote locations such as the hospital and fire stations is expected.

2. Anticipated Connections

- **Mobile Data:** The County will enhance existing mobile data computing software. The chosen CAD provider will also have suitable component ability for mobile data public safety functions including but not limited to state interfacing, in-car messaging and field report generation.
- **GIS Mapping:** The County plans to purchase a mapping component to enhance E-911 and Emergency Dispatch.
- **Record Management:** The County will purchase a Records Management System.
- **Ancillary Access:** The future RMS system will provide limited access to certain ancillary agencies (e.g. Blaine County Prosecuting Attorney's Office and Blaine County Probation); to receive read only data and generate reports from the CAD database.
- **ISTARS:** The future RMS system will require access for history information from the Blaine County Court's ISTARS system.

D. Specifications and Technical Discussion

Present information to describe the features of the proposed system and how it will meet the overall and specific requirements of the RFP document. At a minimum, it should cover the following:

1. A detailed list of proposed software, hardware, design and implementation costs presented in a modular pricing format.
2. Optional pricing for additional information systems including associated costs.
3. Contractor shall provide information on proposed minimum hardware and operating system requirements, database management system, applicable software needs, ability to interface with all existing connections and all associated costs.
4. A description of ability to interface with E911, Phase II Wireless E911, State of Idaho ILETS law enforcement data system, and County's GIS data system for mapping.
5. The proposal shall provide information on its ability to interface with all the local police, fire, and EMS Records Management software.
6. The proposal must describe the interface and transmit packet data through the mobile data system, maintaining a speedy through-put, CAD, mapping, and photos to the mobile unit running at 19200 with the Esteem radio modems as well as the Verizon wireless system.
7. The proposal shall describe any EMD Interface ability or EMD software solutions.
8. It is also the desire of those departments to have an auto-notify which could be sent to on or off duty personnel via a pager, a PDA, cell phone, or other acceptable notification system, once the proper response code was given by the CAD Software. A prospective CAD provider would need to be able show this capability or if it is not yet available, to provide a time line when this feature could be added.
9. Identify the cost of converting existing CAD data; and transferring that data to the new system.

III. General Information

A.   Contractor Information

Table 2   Contractor Background and Qualifications

Contractor Background and Qualifications	
Provide narrative responses to the following questions. Be sure to provide the necessary documentation for each item listed below.	
Questions	
1.	Specify the number of years the vendor has been in the public sector software business.
2.	Provide a chronology of the company's growth, heritage, staff size and ownership structure.
3.	Indicate whether the business is a parent or subsidiary in a group of companies.
4.	Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition? If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.
5.	What percentage of revenues does this offered system verses other products/ services represent to your company?
6.	Provide a brief statement of the company's background demonstrating longevity and financial stability.
7.	Include the company's past three (3) years of audited financial statements. Indicate if the company incurred an annual operating loss in the last 5 years. If vendor is a subsidiary, provide financial statements for parent organization as well as separate financial statements for the proposing subsidiary.
8.	Has the company had a workforce reduction during the past 5 years? If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.
9.	Provide details of all past or pending litigation, liens or claims filed against Vendor.
10.	Describe the seniority, tenure and background of the senior management team.
11.	Describe how your company measures customer satisfaction for software applications and customer service & support.

12.	Describe internal performance metrics used to quantify key customer support responsiveness, such as: issues resolved on first call, average call duration, average time to reach issue resolution, etc.
13.	Describe the company's commitment to research & development for the specific product being proposed; include development staff size and percentage of annual revenue invested in development including the resources devoted to the specific product.

14.	For each of the applications being proposed, please provide the following background information.
	
	    A. Original Development Organization
	
	    B. Date of First Release
	
	    C. Date of Current Release

15.	If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects: • Date of product merger / acquisition • Name of the products and organizations involved • Description of how integration / interfacing were accomplished (batch vs. real time, consolidated or separate databases, etc.) • References of all customers using proposed applications and interfaces • Description of the development technologies used for each product Status of the originating development team resources (retention rate, location)

B. Maintenance Proposal

It is important that the CAD system be maintained in a timely manner. The proposal should explain in detail how the CAD system will be maintained, including a break down of the associated costs for the first year, and on-going costs for these services. The explanation should specifically include the following:

1. Description of onsite or remote services.
2. Maintenance agreement plans available & explain warranties of software & equipment.
3. Frequency and cost of CAD software updates and/or enhancements.
4. Inclusion of software subscription for version updates
5. Location of service facilities
6. Description of qualifications of any technical support personnel performing maintenance
7. Normal response time including escalation provisions; for routine maintenance problems.
8. Emergency response time; for failures that severely impact the dispatch operation (maximum two (2) hours)

C.   Miscellaneous

1. An authorized representative of the company named thereon must sign the proposal.
2. If after review of this Request for Proposal the Contractor finds any functionality of CAD not listed or required herein, the Contractor should submit a list of additions to the proposal.
3. Installation and training shall be at the discretion of the County and shall not be overly disruptive to the normal everyday operation of local agencies.
4. General systems specifications can be obtained free of charge by contacting the project manager listed in I.B.

D.   General Requirements

Computer Automated Dispatch
Functional Specifications shall be submitted on Table 4 as is. Vendors are required to respond to all questions. Enter your responses clearly. No alterations or changes of any kind are permitted.

Table 3   Response Code Definitions

RESPONSE CODE	DEFINITION
A	The requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to Blaine County. An "A" response to any requirement phrased "…ability to…" signifies that the proposed system provides the <u>actual</u> capability to meet the requirement without extensive user intervention. Indirect or implied solutions to meet the requirement should not be coded "A".
B Under Development	Requirement will be met by software that is currently under development, in Beta test, or not yet released.
C Minor Modification	Requirement will be met with minor modifications to existing software or use of software tools such as application report writer, query, etc. All work shall be performed by the vendor – any additional costs must be noted.
D Report Writer	Requirement could be met by the use of proposed software tools, such as a report writer, query language or spreadsheet.
E Major Customization	Requirement will be met by major modifications to existing software or by new custom software programming. All work shall be performed by the vendor and any additional costs must be noted.
F Not Available	Requirement cannot be provided.

<u>Additional Instructions:</u>
a. An omitted response will be scored as an 'F' response.
b. Any deviation from the response codes will be interpreted at the discretion of the County.
c. Costs associated with C or E responses should be clearly shown in the box to the right of the response.
d. All costs associated with C or E responses must also be included in the Vendor's Cost Estimates.
e. Whenever a description or narrative is requested, vendors should specifically cite the location of such information within the vendor's proposal.

Table 4

1.0.0 Functional Specifications

1.1.0	*Major Functions and Features*	*Code*
1	Ability to perform functions with minimal keystrokes	
2	Ability to perform multi agency/multi discipline logs from single command line, and by using typical windows interface based on individual user preference	
3	Provide pull-down menus/windows	
4	Proposed system must be multi-agency and multi-jurisdictional allowing unique case identifiers/numbers for each participating agency	
5	Ability to move forward and backward to complete data fields without having to retype the entire field or delete field spaces (e.g., insert and delete)	
6	Ability to toggle or hot key to any screen, table or Application	
7	Provide "type ahead" capabilities to allow data entry during computer processing	
8	Ability to use colors and audible tones to help users process information	
9	Ability to advise users of data entry or command errors with clear and concise messages	
10	Display data entry or command errors on last line of screen	
11	Display system messages on a pop-up window; without interrupting data entry	
12	Provide help facility via function key or icon from any screen or field	
13	Ability for administrator to edit/add to on-line help text	
14	Ability to use upper and lower case letters	
15	Ability to define fields as all upper or lower case letters	
16	Ability to process dates as MM/DD/CCYY	
17	Ability to log times in 12-hour format (e.g., hour/minute/second) and military time	
18	Provide name and address search capability via: (1) Partial names, common spellings & mis-spellings (2) Common names (3) Soundex (first and last name) (4) (Please provide a description of Soundex algorithm that will be used) (5) Phonetically (6) Date of Birth and age range (e.g., 20-25 years) (7) Any field or combination of fields	
19	Ability to scroll in any field or list	
20	Ability to perform a string search on any narrative text	
21	Ability to validate entries against the following data types (at a minimum): (1) Date (i.e., past date, current date, future date, logical date parameters) (2) Numeric (3) Alpha (4) Alpha numeric (5) Code tables	
22	Ability to have system automatically convert date to day of the week	
23	Ability to default screens to display all fields, with optional ability to set parameters to suppress display of fields with no data and fields with sensitive data (e.g., juvenile-related data)	
24	On all screens and fields, validate entry of coded fields against the appropriate code table; if invalid entry, the following should occur: (1) Highlight field on screen (2) Display appropriate error messages (3) Display pop-up or pull down window containing the valid entries (code and code description) for the field (4) Pop-up or pull down window of valid field entries should be:	

24 cont	(a) Scrollable (b) Searchable by code value or description (c) Provide ability to update table with new entries, changes or deletions (5) Select valid entry and return to entry screen without losing data	
25	List of Values (LOV) or code tables should be user definable	
26	Provide ability for all code tables to: (1) Search by code and go directly to the corresponding code entry and description (2) If no match entry, the entry with the next greater code is displayed	
27	Provide hot key or icon that displays the code table screen whenever cursor is on a field that contains or requires a code table entry (i.e., violation)	
28	Provide consistent, common screen formats system-wide which display the following information: (1) Current system date (2) Current time (3) Screen name/description (4) System name/description (5) User ID (6) Current screen number and total number of screens (e.g., page 1 of #)	
29	Provide quick method to access any screen or transaction through: (1) Command line entry (2) Tool bar icon (3) Pull down menus (4) Function key	
30	When multiple screens exist, provide quick method to page forward, backward, "go to" or scroll using any of the following: (1) Page Up, Page Down keys (2) Function keys (3) Arrow keys (4) Mouse	
31	Provide quick method to erase or cancel the screen entry prior to update (i.e., refresh screen)	
32	Ability to update system information real-time with each transaction	
33	Provide capabilities for user-created specialty entry screens (Vendor should describe proposed approach)	
34	Ability to retain deleted table information with the capability to perform an archive and final purge	
35	Ability to automatically "save" and "log-off" via a hot button or function key	
36	Provide 24x7 hour system availability for all applications	
37	Ability to produce ad hoc reports on-line	
38	Ability to print screens (including any error messages)	
39	Ability to change print location and print to a different location	

1.2.0	*Security and User Profiles*	*Code*
1	Security should support a multi-jurisdiction law enforcement environment including the ability to define intra-jurisdiction access	
2	Security levels and user profiles may be defined by remote workstation administrators	
3	Provide user security at the following levels: (1) Application/subsystem (2) Screen/transaction (3) Record (4) Field	

4	Maintain the following user security information and audit trail: (1) User ID (2) User name (3) Security level (4) Last inquiry, update or delete--date, time, user initials, transactions	
5	Ability to maintain a history of de-activated user IDs and prevent using de-activated user IDs when adding new users	
6	Ability to provide the following security features: (1) Provide appropriate security access to correspond with a user name and password (2) Ability to prevent any external agency from having access to update, alter or delete data (3) Ability to "hide" information from displaying (e.g., juvenile-related information) (4) Ability for users' security access to be modified (5) Ability for all passwords to be changed at agency-defined intervals, by user, with the ability to set a global maximum time (6) Ability to define what information will display on screen by security level (7) Ability to automatically log off user after 15 minutes of inactivity, with no loss of data	
7	Ability to prevent display, view and print of passwords — all passwords must be encrypted	
8	Ability to maintain user profiles for: (1) User ID (2) User name (3) Location (4) Default printer location/address (5) Date of last update and User ID	
9	Ability to log date, time and user ID associated with: (1) File maintenance transactions (e.g., create, read, add, update, delete transactions) (2) Transaction entries (3) Any report sent to a printer (4) Capture time to complete transactions by user	
10	Ability to track user sign-on/off times for time reporting purposes	
11	Ability to flag a data element as sealed/expunged for security purposes	
12	Ability to highlight, flag, or otherwise alert users with the appropriate security access that a record or data element is to be sealed/expunged	
13	Ability to alert users without security access "record not on file" when searching for a sealed/expunged item	
14	Ability to alert users to seal an item if user-defined file parameters are met	
15	Ability to note sealed/expunged items as "confidential" when included in a print	
16	Ability to sort sealed/expunged items at the beginning/ end when included in a print	
17	Ability to lock a record once a record has been approved	

1.3.0	*Reporting and Output*	*Code*
1	Ability to generate ad hoc reports using 4th generation, user-friendly applications (e.g. Crystal Reports)	
2	Ability to print all tables and screens (long and short versions) by ranges	
3	Ability to schedule and automatically generate daily, weekly, monthly, annually, and user-defined date range reports based on the pre-determined scheduled, and based on request	
4	Ability to selectively edit and/or print information (1) Print single record (2) Print group/all records	

(4)	(3) Print all except specific records	
5	Ability to download statistical data to an off-the-shelf spreadsheet program [e.g., Excel (County Standard), Lotus, as appropriate. Standard), Lotus, as appropriate]	
6	Capability when printing reports to: (1) Determine length of report prior to printing (2) Queue reports for later printing (3) Select printer (4) Specify number of copies (5) Specify page ranges and multiple pages (6) Cancel report print jobs	
7	Ability to send reports to screen (on-line viewing)	
8	Ability to e-mail reports	
9	Ability to track the following information when a report is printed: (1) User ID (2) Number of pages printed (3) Destination of report printed (e.g., user, courts, insurance company, etc.)	
10	Ability to create and automatically generate notification letters, courtesy notices and forms online as a result of transactions processed	
11	Ability to mail merge names and addresses into standard notices, letters and forms	
12	Ability to print agency logos on reports and forms	
13	Provide tools to generate user-defined, customized screens, forms and reports	

1.4.0   *Documentation* *Code*

1	Ability to maintain on-line user-defined, agency specific documentation and procedures: (1) Provide spell check capability (2) Searchable by key words (3) Download information from existing text files (4) Glossary of terms (5) Definitions (6) Staff procedures/ready references (7) Standard operating procedures (8) Policy/procedure statements (9) Statutes and codes	
2	Ability to track User ID and revision dates when on-line user documentation is revised/changed	
3	The system should allow for on-line context sensitive help features and provide the user with the ability to access directly on the screen help information regarding the operation in progress	
4	The system must allow the database to be backed up without interrupting operations or performance	
5	The system must provide redundancy of critical data by using multiple hard disks	
6	All critical CAD disk files must be duplicated	
7	A full set of user documentation should be available in English detailing the functionality of each application. User documentation should be in narrative form and should be understandable to non-technical users. Also, an on-line version of this documentation is desired to allow key word searching to facilitate location of the needed text. Current documentation describing systems design, operations, troubleshooting, and performance tuning should be made available to the system administrator.	

8	System must provide: (1) On-line context-sensitive help functions (2) On-line user-friendly tutorial (3) Site-specific on-line documentation + user guide (4) Keyboard templates (5) System design documentation describing file layouts and program design (6) Operator's Guide (7) System Manager's Guide	

1.5.0 *Other* *Code*

1	Ability to access the RMS system(s) from remote PCs with appropriate security	
2	Ability to access the RMS system(s) from mobile data devices	
3	Provide automated source documents via: (1) Forms generator (2) Electronic filing	
4	Provide image-enabled applications for all CAD/RMS modules. Vendor should describe proposed approach in detail.	
5	Ability to selectively edit and purge information (based on security level): (1) Purge single record (2) Purge group/all records (3) Purge all except specific records	
6	Ability to print report-identifying records that will be purged in a specific date range (i.e., day, week, month, etc.)	
7	Ability to generate hard copy listing of purged data	
8	Ability to selectively download data to a PC workstation using a menu selection, function key, or command	
9	Ability to electronically distribute all forms, notices, letters to interested parties; either via electronic mailing to other CAD/RMS-accessible parties or faxing to non-CAD/RMS accessible parties with faxing capabilities	
10	Software must be available to operate on an open systems hardware and operation system platform such as Windows 2000	
11	Software must be capable of interfacing with existing County RMS/JMS systems	
12	Software must use non-proprietary relational database management architecture and ODBC Compliant	
13	Vendor support must be available 24 hours a day 7 days per week as well as via remote capability	
14	Blaine County currently owns a Power Edge 2600 2.4 ghz/512k Server with Windows 2003 Standard Edition, Microsoft SQL server and multiple flat screen monitors and keyboards. Vendor shall evaluate whether this equipment can be utilized. Any additional hardware purchases required by the vendor must be specifically delineated in your response.	
15	The system must incorporate sufficient automatically-switched redundant and backup equipment to enable any single-mode major component failure, resulting in the loss of functional operations at any position to be corrected.	
16	The system must be flexible to the degree if a peripheral device fails, it may be replaced without operational disruption	
17	The system must function with a single keyboard/mouse at each position for seamless operation of all functions.	

18	System must allow use of a single PC at a workstation with multiple monitors for CAD.	
19	System response times for multiple user updates must be automatic and must be timely (less than 2 seconds on the LAN and less than 2 seconds at remote or wireless terminals).	
20	Ability to interface with existing RMS systems currently in place	
21	Ability to combine records of an individual if they have been entered under different names and to automatically track those names as aliases of the individual.	

2.0.0 Computer Aided Dispatch Features

2.1.0 *Call Receipt and Incident Entry*   *Code*

1	Ability to receive calls and initiate incidents: (1) Calltaker/Dispatcher initiated (2) E9-1-1 interface (3) Seven digit call (non 9-1-1 lines; plus area code) (4) Unit generated/request incident number	
2	Ability to selectively capture and display E9-1-1 generated telephone number and address (including full address) on dispatcher screen (including building/room/sub unit/apartment numbers)	
3	Ability to transfer E9-1-1 ALI and ANI information to event entry fields including calling party name and record this information to a system history file	
4	Ability for system to automatically generate dates and times: (1) Date as MM/DD/YY (2) Time (to one-tenth of a second) (3) Must be year 2000 compliant (system wide attribute)	
5	Ability to allow combined and/or separate call taking and dispatch functions at any position	
6	Ability to use a common call input screen for fire, EMS and/or law enforcement	
7	Ability to generate multiple agency dispatches from single entry; creating individual agency case numbers	
8	Ability to view customizable call-taking decision tree by call-type	
9	Ability for multiple users to update log simultaneously; notifying the other users of the update	
10	Ability to clone calls	
11	Ability to cross-reference and/or link calls	
12	Ability to update all cross-referenced or linked calls from single transaction	
13	Ability to automatically check for duplicate calls for service: (1) Check vicinity of new call (proximity and radius search) (2) Display potential duplicate incidents to calltaker at time of incident entry	
14	Ability to automatically verify address (full street address, city) either by exact address (full street address, city), block range or specific premise based upon the following criteria for all incidents wherein an address needs to be verified (including all forms of call entry): (1) Block range (2) Exact address (full street address, city) (3) Mile marker (4) Street name (5) Common place name (6) Jurisdiction (including auto-aid) (7) Intersections (any order) (8) Phonetically or by Soundex *In an attachment, vendor should describe the phonetic or Soundex algorithm used* (9) Any field or combination of fields	

15	Ability to override geofile rejection of incident location	
16	Provide possible address (full street address, city) matches for valid address (full street address, city) /location; including duplicate cities	
17	Provide common name entry/location verification/phonetic/soundex/duplicate names/partial names/mis-spellings/alias with a menu of alternatives if not verified	
18	Ability to automatically generate separate agency incident numbers using an automatic sequential numbering scheme based on a user-defined 12 character alphanumeric format and to view same in incident history	
19	A location must be able to be verified without creating an event	
20	Dispatchers should be able to view an incident being created prior to the incident being entered into the system	
21	No limit to the number of calls which can be suspended	
22	A critical incident must be available for dispatch at any time following the validation of location and call type information	
23	A duplicate call must be able to be supplemented with the new information but without re-typing data	
24	Ability to attach an existing case number to an incident	
25	Ability for system to expand code entry on screen for confirmation (plain English)	
26	Entry of dispatch priority (minimum 5 levels) as defined by user	
27	Ability to transfer assigned call back to queue if unit assigned is redirected to another call	
28	Ability to transfer incidents to any dispatch position for unit assignment (i.e., additional units during special events)	
29	Ability to automatically route incidents to particular dispatch position depending on call type/priority or location	
30	Ability to initiate incident from input of address (full street address, city) information and incident type only	
31	Ability to use user defined common name abbreviation for location	
32	Ability to capture the following calltaker information: (1) Date and time call entered (2) Date and time incident occurred (3) Reporting party name/phone number (including area code) (4) Activity code/Incident type (5) Incident priority (in progress or cold) (6) System generated incident number (7) Location of incident (8) Complainant's name and phone number (9) Suspect information description (multiple subjects) (10) Vehicle description (multiple vehicles) (11) Comments/narrative (unlimited) (12) Direction of travel (13) Calltaker/dispatcher ID (14) Premise History and Complaintant History indicator	
33	Ability to automatically provide the following information when address (full street address, city) is verified: (1) Nearest cross street, by lowest number (2) Geocode (3) Common name (4) Patrol/Fire District/EMS District/Area unit and/or station recommends (5) Jurisdiction; including Auto-Aid (6) Premise warning (7) Prior incident(s) at address (full street address, city) (8) Full Map Number	

33 cont	(9) Secondary Map Number (10) High/low cross streets (11) Special needs or access	
34	Ability to temporarily suspend/save "in progress" calls to allow handling of higher priority calls for service	
35	Ability to review closed calls	
36	Ability to enter incidents scheduled for dispatching at a later time (e.g., several hours later)	
37	Ability to automatically track a dispatcher creating or modifying call	
38	Ability to integrate with APCO or Powerphone EMD; or to provide integral decision tree	
39	Call-taker can suspend EMD software to return to CAD at any time	
40	EMD software does not obscure CAD command line, status screen(s), map	
41	Pre-formatted answers to EMD questions can be automatically 'dumped' into CAD	
42	Automatic name check against the RMS Master Name Index and NCIC/ILETS, if requested	
43	Automatic vehicle check against the RMS Master Vehicle Index and NCIC/Ilets, if requested	
44	Automatic geofile address (full street address, city) verification and notification of premise information such as hazardous conditions, weapons, known offenders, haz mats, special needs, etc	
45	Automatic hazardous information display based on specific location (area) or zone/vicinity search	

2.2.0	*Unit and Incident Status Monitoring*	*Code*
1	Ability to monitor real-time unit status on screen separate from incident entry and dispatch functions	
2	Dedicated status window(s) shall provide real-time continuous unit status (all agencies: Fire/EMS/Police) and complaint status in a Windows format which is user-sizeable	
3	Ability to assign status conditions and a location of a unit - units are displayed on status workstation in alphanumeric order in groupings by status	
4	Ability to assign borrowed units (units not normally controlled by participating agencies)	

5	Ability to display unit summary including:
	(1) Available units
	  (a) Unit designator
	  (b) Station/last location
	  (c) Radio channel
	  (d) Special skill or equipment (e.g., rescue tool, translator, dog)
	(2) Unavailable units
	  (a) Reason
	  (b) Location	

6	Ability to automatically print unit status summary at regular intervals (e.g., 15 minutes) to automated logging system (to disk or paper)	
7	Ability to query and review calls for service and incidents by: (1) Incident number (2) Incident type (3) Unit designator (4) Incident location (5) Date and time range (6) Personnel ID Number/Badge number (7) Jurisdiction (8) Last five incidents	

7 cont	(9) Case number (10) Incident Command (IC) name and/or name of incident as assigned by IC	
8	Ability to track Incident Command components through organizational chart. Incident command components should reflect functional assignments and key locations common to Homeland Security IC system.	
9	Incident status display should contain the following information: (1) Incident type (2) Incident location (3) Status (4) Number of minutes in present status	

10	Pending incident queue and active incident list:
	(1) Display priority order by:
	  (a) Incident type/priority
	  (b) Elapsed time since receipt of call
	(2) Ability to select any incident from queue
	(3) Pending incidents should be visually differentiated for each priority
	(4) Display incident by incident and or/unit assigned	

11	Ability to obtained detailed call information by clicking on the event from any of the queues, or by use of a command or function key	
12	Ability to redirect a unit from a lower priority call. The abandoned call must then be stacked to the unit for later response, or returned to the unassigned queue	
13	Ability to assign responding units suggested by the system, or assign an entirely different agency and units. This must be accomplished with a single transaction	
14	Ability to append and display additional comments to unit status and ILETS returns	
15	User controlled audible and/or visual alerting to dispatchers: (1) Assigned units not en route within preset time (2) Unit status unchanged past a preset time (3) Pending calls in queue over a preset time	
16	Ability to define timers for incident related status duration, (e.g., if a dispatched unit has not arrived on scene within ten minutes)	
17	Ability to generate incident report while call is still open	
18	Ability to display unit status in colors as defined by users, including: (1) Unit designator (2) Current status (3) Incident Assigned/Report type – full info (4) Time since last status change (5) Location (Full address) (6) Special notation (IC position, Cellular phone number, contact phone number, training etc.) (7) Radio channel (8) Radio Availability	
19	Ability to display incidents pending, including: (1) Time in queue (2) Call type/priority (3) Location (4) Geofile code	
20	Ability to display active incidents, including: (1) Time since last unit status change (2) Location (3) Units assigned (4) Activity code/Incident type (5) Call Priority	

21	Ability to prompt dispatcher if more incidents pending exist than are being displayed	
22	Priority listing of incident queue	
23	Ability to display incident information in color corresponding to incident priority	
24	Ability to display unit information in color corresponding to unit status	
25	Ability to cancel, change or update entries as incident progresses, with visual and/or audible notification to assigned dispatcher	
26	Ability to designate other selected network workstations as a CAD display workstation with separate viewing areas for unit status and incident status	
27	Ability for dispatcher to configure both status and incident monitors as follows: (1) Define units to display (including non-County units, Police, etc.) (2) Define order of display (for example, alphabetically, by unit type, area, etc.) (3) Display unit status and incidents pending simultaneously (4) Display incidents pending in order by priority and time in priority queue w/ Ability to log shift changes (5) Team/organization number (assignment) (6) Personal ID number (7) Area assigned (8) Date/time in (9) Date/time off (10) Mileage in/out (11) Special skills (12) Two-man units	
28	Ability to pre-program shift change information.	
29	Ability to identify or flag non-departmental units on status monitor	
30	Ability to identify units logged on	
31	Ability to schedule the default time that a scheduled call enters the unassigned call queue	
32	Ability to view all units for a particular type (EMS, Fire, LE) with a separate sort capability for event status (assigned, open, scheduled, etc)	
33	The system's resource status monitor and call queue will exist in multiple separate windows that can be loaded by users anywhere on their monitors	
34	Unit status can be updated quickly through command line, function key, drag and drop, or shortcut key	
35	Ability to log-in generic units	

2.3.0	*Dispatching*	*Code*
1	Ability to automatically recommend units based upon: (1) Area plan (2) Availability of units/status (3) Activity code/incident type (4) Priority (5) Capability/skill set (6) Pre-defined district assignment (7) Pre-defined response plans (8) Unit type	
2	Ability for system to automatically or manually route incidents to appropriate dispatcher according to call type and geocode	
3	Ability to override recommended units	
4	Ability to auto-notify based on call-type and location	
5	System should provide automatic display of initial unit recommendation	
6	System should provide the following dispatching capabilities: (1) Update entries in real time as incident progresses	

6 cont	(2) Add additional comments as required (time stamped)	
	(a) Direct comments to a single unit, group (i.e. EMS only or LE only); or to all units	
	(3) Assign additional units:	
	(a) Track subsequent times	
	(b) Track incident commander and other IC assignments and locations	
	(4) Select units and dispatch multi agencies	
	(5) Alert dispatcher when units have not updated status (based on time in status and incident type)	
	(6) Switch unit assignments in a single transaction	
	(7) Clear units from an incident as a single transaction:	
	(a) Individually	
	(b) Grouped units (e.g., strike team)	
	(c) All units (multi-agency)	
	(8) Cancel incident	
	(9) Automatically close incident when last unit checks available or in service based on user configuration	
	(10) Manually close incident with disposition	
	(11) Link events together that pertain to the same incident (combine incidents) with disposition	
7	Ability to track individual (volunteer) responders to incidents (i.e., advised responding)	
8	Ability for any workstation to call up and view an additional active incident without interfering with current incident information on screen	
9	Ability for multiple terminals to view active incident information	
10	Automatic notification to responding units and dispatcher of existence of prior or premise history, with hazard information at location of call.	
11	Automatic notification of responding units and dispatcher of existence of hazard information for location based on radio polygon or contiguous, including target areas (hotels, etc.)	
12	Ability to notify responding units of existence of hazardous conditions within given proximity of incident location.	
13	Automatic alert to responding units and dispatcher of hazards associated with address or person	
14	Ability to notify dispatcher handling incident that new information is available (update to incident information).	
15	Ability to immediately reflect status changes on dispatch displays	
16	Display unlimited recommended units and highlight available units	
17	Display recommended unit move-ups by station and units	
18	Ability to assign primary unit and unlimited backup units by ID # or name to any incident	
19	Ability for dispatcher to override automatic unit recommendation(s)	
20	Ability to audibly and visually notify dispatcher of pending incidents in queue over predefined time with user controlled volume.	
21	Ability to audibly and visually notify dispatcher of units in particular status over predefined time (for example, police units on field interview, traffic stop, etc.) with user controlled volume.	
22	Ability for any dispatcher to view, modify or update unit or incident status	
23	Ability to add comments and disposition to active incident record	
24	Ability to add comments to all responding agencies, and to specific agencies only (i.e. only EMS or only LE)	
25	Ability to display auxiliary data for vehicle or person information related to incident being processed	
26	Notification if dispatched units do not go en route to incident within predefined time	

27	Ability to recall and amend information to any incident in free form text with appropriate audit	
28	Ability to have flexible area/district boundaries or a number of different area/district plans	
29	Ability to readily exchange unit assignments or report responsibility after initial dispatch and keep audit trail	
30	Ability to enter vacation, patrol check, haz-mat or burn permits for residences and business with user-defined auto-purge (date, Location, Name, Date range, telephone contact for responsible party, special instructions)	
31	Ability to recall and amend permits information	
32	Ability to track/log abandoned vehicles by license number and location, dates and times: (1) Marked and tagged (2) Approved for tow (3) Tow company assigned (4) street and cross-street of re-located vehicle	
33	Ability to track tow company rotation	
34	Quick sign-on during peak activity periods with or without password	
35	Temporary transfer of area responsibility during personnel breaks, including: (1) Ability to track dispatcher ID	
36	System should include pre-set field codes for all activity that involves the NCIC/ILETS interface (i.e., dispatcher entering car stop with plate should automatically run plate and registered owner through NCIC/ILETS)	
37	System should scan NCIC/ILETS returns, as shown, for key fields and alert dispatcher by prioritizing message in queue and providing flashing and audio alert: (1) Stolen Vehicle (2) Wanted Person (including IHOTS) (3) Armed and Dangerous (4) Stolen Hit	
38	Ability to notify dispatcher of new call by visual and/or audible alert	
39	System should route NCIC/ILETS returns to both dispatch and unit requesting, if specified	

2.4.0	*Supervisor and Training Functionality*	*Code*
1	Ability to define supervisory position by individual logged on at position (position is where supervisor is logged on)	
2	Ability to receive system error or system dispatcher messages at a user defined position	
3	Ability to provide simulated incidents for dispatcher training that do not affect live operations: (1) Simulated incidents queue only to training position (2) Training activity does not increment incident numbering (3) Training activity does not change actual unit status	
4	Initial training must be conducted on-site and must be flexible enough to accommodate personnel assigned to shift work, and may require some scheduling of training classes in the evenings and on Saturdays.	
5	Ability to flag incidents for future training	

2.5.0	*Dispatch Support Files and Capabilities*	*Code*
1	Geofile data elements should include: (1) Exact address (full street address, city, state, zip code) with ample room for lengthy street names (2) Address range/block range (3) Intersections	

1 cont	(4) Cross streets
	  (a) High
	  (b) Low
	  (c) Closest
	(5) Common place names
	(6) Street name
	(7) Directional (N/E/S/W/NE/NW/SE/SW)
	(8) Street type (street, lane, drive, etc.)
	(9) Geocode
	(10) City (includes adjacent cities)
	(11) Jurisdiction
	(12) Map page
	(13) Patrol area
	(14) Preplan reference
	(15) X-Y coordinates
	(16) Building Numbers for apartment complexes
	(17) Suite #'s and/or apartment #s
	(18) Tactical Locations (as defined by user)
	(19) Street Closure Information	

2	Ability to capture and maintain specific premise information: (1) Special response (2) Hazardous materials (3) All hazards (4) Emergency contact information (5) Miscellaneous narrative (6) Restraining orders	
3	Ability to view topographic overlay on map	
4	Ability to zoom in/out on map; keeping incident centered	
5	Ability to mouse over incident location on map & receive address/lat/long/map page	
6	Automatic scaled view of map adjusts according to incident location (ex: 4 block area for city location; 1/2 mi radius for rural)	
7	Ability for dispatcher to predefine deletion (expiration date) or review date for specific premise information.	
8	Ability to perform batch and transactional updates of the CAD geofile from the County's GIS and maintain indexed resource telephone lists: (1) Emergency contacts (2) Agency directory (3) Personnel rosters and skill flags (4) Equipment and supply resources (5) Emergency call outs (e.g., Ambulance, other agencies, etc.) (6) Reverse directories (MSAG)	
9	Ability to access the following on-line indexes: (1) Information Index/Menu of available files (2) Procedures Manual (3) Quick Code Guide (4) Dialer File (5) Other files that may be created by user (6) Municipal Code (7) Legal Sourcebook (8) Penal Code	
10	Ability to perform the following call maintenance functions: (1) Append call information	

10 cont	(2) Modify call information	
	(3) Cancel calls (for cause and with notification)	
	(4) Combine calls	
	(5) Temporarily suspend in-progress call without forwarding for dispatch	
	(6) Review closed calls	
11	Ability to create and maintain user defined help files.	
12	Ability to create and maintain data files in support of dispatch operations including:	
	(1) Street closures	
	(2) Special equipment file	
	(3) Telephone number lists	
	(4) Policies and procedures	
	(5) Notification lists	
	(6) Public agency referral lists	
	(7) Special resource files	
	(8) Hazardous materials	
	(9) D.O.T. 90 files	
	(10) Officer hazards	
	(11) Restraining Order Information (with autopurge data capabilities)	
	(12) Miscellaneous Narrative	
13	Ability to create and maintain indexed resource telephone lists:	
	(1) Emergency contacts	
	(2) Personnel rosters	
	(3) Equipment and supply resources	
	(4) Emergency call outs	
	(5) User defined	
	(6) Reverse directories	
14	Ability to create and maintain premise history and hazard files.	
15	Ability to capture and maintain specific premise information:	
	(1) Hazardous materials	
	(2) Hazardous conditions	
	(3) Emergency contact information	
	(4) Knox box	
	(5) Other as defined by user	
16	Ability to create and maintain an on-line "passalong" information log for subsequent shifts.	
17	Ability to create sign-on messages for subsequent shifts or individuals.	
18	Ability to create and maintain automatic reminders of scheduled activities (e.g., radio tests, etc.)	
	(1) Daily	
	(2) Weekly	
	(3) Monthly	
	(4) Annual	
	(5) User-defined interval (e.g., 30 minutes)	

2.6.0	*Geofile Attachment*	*Code*
1	Vendor will assist the County in the development of the geofile which must be based upon full integration with the County's ESRI GIS shapefile. Y/N___	

2.7.0	*CAD Inquiry and Reporting*	*Code*
1	Ability to print simultaneous log of CAD transactions (audit trail):	
	(1) Call entry	
	(2) Incident dispatch	

1 cont	(3) Unit status changes (4) Incident disposition (5) Additional information	
2	Ability to print (to directed printer) complete geofile listing for use during backup operations and update verification.	
3	The system should be capable of inquiry or generation of management information reports using report writer capabilities found in a standard database management software package.	
4	System should provide call for service activity reports by incident types, time of day, day of week, date and/or time range, shift, officer identification number and district summary reporting	
5	Ability to print management summary reports: (1) Calltaking and incident activity by time and day of week (by user ID) (2) Average times required to process calls for service, by priority (by user ID) (3) Total calls by jurisdiction and type of call	
6	Automated dispatch log should provide chronological list of events, by shift and day.	
7	Ability to generate geographic / frequency / Response report by reporting area and call priority, including: (1) Reporting area (2) Total incidents (3) Average response time	
8	Ability to inquire incident detail records for viewing or printing by: (1) Incident number (2) Incident type (3) Disposition (4) Report number (5) Complainant name (6) Address/location (partial or full) (7) Reporting area (8) District (9) Date or date range (10) Time or time range (11) Responder ID	
9	Ability to print call entry and incident detail to user-defined printer (with appropriate audit trail) Including: (1) Incident number (2) Date/time received (3) Report number (4) Reporting district (5) Response area/map page (6) Call type (7) Location/Address (8) Complainant name (9) Telephone number (10) Narrative (11) Disposition (12) Units assigned (13) Time dispatched (14) Response code level (15) En route time	

9 cont	(16) On-scene time	
	(17) Available time	
	(18) Personnel reporting	
	(19) Dispatchers handling incident	
	(20) Changes in unit status	
	(21) Open or active incidents	
	(22) Additional information	
10	Incident chronology should contain at a minimum:	
	(1) Time call received (from E9-1-1)	
	(2) Time call entered	
	(3) Time call dispatched	
	(4) Time units reported en route	
	(5) Time units on scene	
	(6) Time left scene	
	(7) En route hospital	
	(8) Time call canceled	
	(9) Ambulance en route and on-scene times	
11	Ability to predefine routine reporting frequencies:	
	(1) Daily	
	(2) Weekly	
	(3) Monthly	
	(4) Quarterly	
	(5) Semi-annually	
	(6) Annual	
	(7) Year-to-date	
	(8) On-demand	
12	Ability to maintain prior period summaries for comparison to current period.	
13	Ability to print run cards (response recommendations) for use during system downtime.	
14	Ability to print reports of all files or records which have a purge date or time (e.g., Premise history).	
15	Hard copy logging of incidents.	
16	Ability to print management summary reports:	
	(1) Call taking and incident activity by time and day of week	
	(2) Average times required to process calls for service, by priority	
	(3) Average time incidents held in queue, by priority	
17	Statistical reports of unit status changes and incidents.	
18	The CAD system should at a minimum provide the following reports:	
	(1) Incidents - Area/Beat/Jurisdiction/Auto-aid or Mutual Aid by Hour of Day	
	(2) Activity Analysis by Area/Beat/Jurisdiction/Auto-aid or Mutual Aid	
	(3) Activity Analysis by Day of Week	
	(4) Activity Analysis by Hour of Day	
	(5) Activity Analysis by Shift	
	(6) Response Times by Area/Beat/Jurisdiction/Auto-aid or Mutual Aid	
	(7) Response, On Scene, Patient Contact, Enroute and @ Hospital Times by Type of Call	
	(8) Time Consumed – Type Call by Hour of Day	
	(9) Time Consumed - Area/Beat/Jurisdiction/Auto-aid or Mutual Aid by Shift	
	(10) Daily Bulletin - Listing by Case Number	
	(11) Press Bulletin - Listing by Case Number	
19	Ability to define automatic generation of periodic reports.	
20	Ability to print chronological incident and/or incident report listing.	
21	Ability to generate daily listing of incidents and personnel assigned:	
	(1) Incident number	

21 cont	(2) Personnel assigned (3) Disposition (4) Report type (5) Location (6) Date/time received	
22	Ability to generate geographic / frequency /response report by area/beat and call priority: (1) Reporting district (2) Total incidents (3) Calls for service (4) Incidents responded to (5) Average response time	
23	Ability to print audit report of changes to incident records: (1) Date/time of change (2) Workstation/terminal ID (3) Dispatcher ID (4) Record number (5) Transaction type (deletion, edit, etc.) (6) Field modified	
24	Ability to generate additional management reports selected on any combination of the following: (1) Reporting area/district (2) Date range (3) Time range (4) Patrol areas (5) Location/address (full street address, city, state, zip code) (6) Incident type/priority (7) Final Disposition (8) Unit ID/Badge # (9) Dispatcher ID (10) Response time range (call to dispatch, dispatch to en route, en route to on scene, on scene to clear) for the final call type as well as the type code at the time of dispatch.	
25	Ability to track statistical system usage: (1) Number of incidents (2) Number of remote inquiries (3) Number of calls received	
26	Ability to select any field in CAD system and perform a search using the relational criteria and logical dispatchers (e.g., less than, greater than, equal to or less than and equal to, etc.).	
27	Ability to view an unverified address log	
28	Ability to direct inquiry results to local or remote printer	

2.8.0	***Messaging Capabilities***	***Code***
1	Ability to identify all messages by sender	
2	Ability to direct messages to specific positions or users (name/terminal ID #)	
3	Ability to direct messages to user specified groups of positions or users	
4	Ability to queue and display message waiting by priority	
5	Ability to log all messages to a disk file	
6	Automatic time/date stamp of all messages	
7	Ability to allow workstations to specifically address printed output requests to local and remote printers.	
8	Ability to direct system error or system dispatcher messages to automatically display at user defined position	

2.9.0 *On-line Inquiries* | *Code*

1	Ability to search for and retrieve master name file based on any user defined criteria	
2	Ability to inquire records using partial information	
3	Ability to display index of automated records associated with individual name inquiry and automatically retrieve records from that screen	
4	Ability to open multiple files/records in a single transaction	
5	Ability to select and view detailed online record from index listing, ability to return to index listing with single transaction	

2.10.0 *Other Features* | *Code*

1	Ability to synchronize computer time stamp with logging recorder	
2	Daily rosters and assignments should be available to Dispatch	
3	Ability to simultaneously maintain calltaker and/or dispatch capability during external database inquiry	
4	Ability to direct inquiry results to local or remote printer, workstation or MDC.	
5	System must be modular, so that application modules can be purchased and implemented separately if desired	
6	Yearly maintenance CAD contract includes all current upgrade releases	
7	Ability for system back-ups without any "down time"	
8	Ability to track all NCIC/ILETS inquiries and responses for a minimum of twelve months (Searches of same to be controlled by supervisor)	