COUNTY OF COLE – MISSOURI

REQUEST FOR BID
2020-34: C.A.D. (COMPUTER AIDED DISPATCH) SERVICES, EMS

SUBMISSIONS SHALL BE ACCEPTED THROUGH

THURSDAY, DECEMBER 17, 2020 AT 3:00 p.m. CENTRAL

AND RECEIVED AT:

COLE COUNTY COMMISSION
311 EAST HIGH STREET, ROOM 200
JEFFERSON CITY, MO 65101

_____	_____
Company Name	**Direct Contact Name (Typed/Printed)**
_____	_____
Mailing Address	**Title**
_____	_____
City/State/Zip	**Email**
_____	_____
Office Telephone Number	**Direct Line or Extension**

I hereby certify that I am submitting the following information on behalf of the above-listed company and understand that by virtue of executing and returning with this response this REQUIRED RESPONSE FORM, I further certify full, complete and unconditional acceptance of the terms and conditions set forth herein, all attachments and the contents of any addendum or amendment released hereto. (Submission must be signed by an officer or employee having authority to legally bind the respondent.)

_____	_____
Authorized Signature	**Authorized Name (Typed/Printed)**
_____	_____
Title	**Date**

REQUEST FOR BID

Sealed offers will be accepted by the Cole County Commission for consideration in provision of the following:

2020-34 C.A.D. (COMPUTER AIDED DISPATCH) SERVICES, EMS

Submissions will be received at the office of the Cole County Commission, 311 East High Street, Room 200, Jefferson City, Missouri until 3:00 p.m. on Thursday, December 17, at which time they will be publicly opened and taken under advisement. Bidders should be aware that submissions are public record under state law. Specifications are available at www.colecounty.org or by contacting Jessica Bryant at (573) 634-9168 or jbryant@colecounty.org.

NEWS TRIBUNE: November 22, 29 & Dec 6
Legal Notices
Cole County Commission
311 East High Street
Jefferson City MO 65101

COLE COUNTY COMMISSION

PURCHASING

311 EAST HIGH STREET, ROOM 200
JEFFERSON CITY, MISSOURI 65101

REQUEST FOR BID

1.0 OVERVIEW

1.1 **NOTIFICATION**. This document constitutes a request for competitive, sealed offers per the Terms and Conditions of bidding and any special conditions set forth herein for the provision additional software, hardware, and C.A.D. (computer aided dispatch) product features that enable dispatchers to more efficiently deploy and route the most appropriate resources to each request for service for our Cole County EMS Department.

Respondents are responsible for being thoroughly familiar with all specifications and requirements of this solicitation. Failure to examine any relevant document or provision thereof will not relieve the successful respondent from any obligation under this bid. Qualified organizations are invited to prepare an offer in response to this document and in doing so, concur with all terms, conditions, specifications and addenda to this bid unless specifically noted otherwise in a separate section within their response titled "EXCEPTIONS".

1.2 **QUESTIONS, REQUESTS FOR CLARIFICATION OR INTERPRETATION.** Respondents are advised that all questions concerning the meaning or intent of these specifications must be submitted **IN WRITING** and received at least five (5) business days prior to the date scheduled for bid opening. All inquiries shall be directed to:

Jessica Bryant, Purchasing Agent
jbryant@colecounty.org

As of the issuance date of this solicitation and continuing until the final date for acceptance of submissions, all respondents are specifically directed not to discuss, hold meetings, conferences, or technical discussions with any County employee for the purpose of responding to this solicitation except as otherwise permitted by this bid document. Respondents should not otherwise ask any County officials or employees questions about the bid or related issues, either orally or by written communication. Respondents directly contacting other County employees risk elimination from further consideration.

1.3 **ISSUANCE OF ADDENDA**. Every attempt shall be made to ensure that all written questions receive an adequate and prompt response. However, in order to maintain a fair and equitable bid process, all respondents will be advised of any questions submitted, the County's response, and any other pertinent information related to this solicitation via the issuance of addenda, which will be posted at www.colecounty.org. All issued addenda are incorporated by reference as if fully set out herein. An addendum may contain information that could affect bid responses. Respondents are cautioned that the only official position of Cole County is that which is issued by Cole County in these specifications or by addendum thereto; no other means of communication, whether written or oral, shall be construed as a formal or official response or statement.

It shall be the responsibility of the respondent to verify whether or not any addenda have been issued prior to submitting a bid response to Cole County. The County assumes no liability if a respondent fails to incorporate addenda into their bid. Failure to have requested an addendum covering any questions

affecting the interpretation of these specifications shall not relieve the awarded party from delivering the completed project, product and/or service in accordance with the intent of these specifications.

1.4 **SUBMISSION REQUIREMENTS**. A fully executed response, including the specification pages comprising this invitation and any related illustrative documentation and/or issued addenda shall:

- Be submitted in a sealed envelope identified by bid number, bid title, and bid opening date/time;
- Be complete and signed by an official authorized to obligate company submitting the bid;
- Include (1) complete original bid and two (2) exact duplicates.

It is the responsibility of each respondent to deliver its submission to the office of the Cole County Commission, 311 East High Street, Room 200, Jefferson City, Missouri on or before the date and exact time indicated for public bid opening. Fax and email submissions will not be accepted. Responses will be time and date stamped; those received late will be determined non-responsive without exception. Late bids may be returned unopened to the respondent upon request within ten (10) business days after the bid opening. All returns will be made at the respondent's expense.

1.5 **BID OPENING**. Submissions will be publicly opened in the Cole County Commission Chambers on Thursday, December 17th at 3:00 p.m. Central. Respondents and the public are invited but not required to attend the formal bid opening. All documents will be made available for public inspection, but no decision relating to the award of the contract or agreement will be made at the bid opening.

1.6 **ADVICE OF AWARD.** Upon bid award by the Cole County Commission, award notification letters, including a bid tabulation summarizing responses received, will be sent via email to all parties submitting a response.

2.0 TERMS AND CONDITIONS

2.1 **INCURRING COSTS.** Cole County shall not pay for any information requested herein nor be obligated or liable for any cost incurred by any respondent in submitting a response.

2.2 **RESERVATIONS.** The right is hereby reserved to reject any or all submissions for any reason, in part or in whole, received in response to this solicitation; to waive or not waive informalities or irregularities in any response or the bidding procedures; to request supplementary information from respondents as determined necessary to effectively evaluate responses; to cancel this solicitation, advertise for new and/or purchase off of cooperative purchasing contracts; and to accept, request clarification or further negotiate the terms, conditions and/or methodology of any response if, in Cole County's sole judgment, the best interests of Cole County will be so served.

2.3 **MODIFICATION/WITHDRAWAL.** Receipt of written notice or an in-person request from a properly identified individual prior to the official date and time set for bid opening must occur in order to modify or withdraw a submission which has been delivered to the office of the Cole County Commission.

2.4 **VALIDITY.** Respondents agree that submissions will remain valid for consideration by Cole County for a minimum period of ninety (90) calendar days after the date specified for bid opening.

2.5 **RESPONSE MATERIAL OWNERSHIP**. All material submitted in response to this solicitation becomes the property of Cole County and may be disclosed upon proper Sunshine Law request per 610.021(12) RSMo.

2.6 **EXCEPTIONS.** The wording of this solicitation may not be changed or altered in any manner by a respondent. Changes, additions or limiting provisions made on the invitation will render the bid

informal and may cause its rejection. Taking exception to any clause in part or in whole does not necessarily disqualify a respondent; any such exception shall be clearly identified and described in full detail in the respondent's submission on a separate page clearly titled "EXCEPTIONS." Any exception will be evaluated and accepted or rejected by Cole County, whose decision shall be final and conclusive. In the absence of such declaration(s), the response shall be accepted as in strict compliance with all terms, conditions, and specifications and the awarded party shall be held responsible for providing the product or service accordingly.

2.7 **RESTRICTIVE LANGUAGE**. It shall be the responsibility of potential respondents to ask questions, request changes or clarification, or otherwise advise Cole County if any language, specification or requirement of this solicitation appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit responses to a single source. Such notification must be directed to the Purchasing Agent and received at least five (5) business days prior to the date set for bid opening.

2.8 **INTERPRETATION.** If a respondent has any questions which arise concerning the true meaning or intent of these bid documents, plans or any part thereof which affect the cost, quality, quantity, or character of the project or service, respondent shall request in writing that an interpretation be made and an addendum be issued which shall then be posted at www.colecounty.org. Failure to have requested an addendum covering any questions affecting the interpretations of the bid documents shall not relieve the successful respondent from delivering the product, service or completed project in accordance with the intent of the bid documents. Should any differences arise as to the meaning or intent of these specifications, Cole County's interpretation shall be final and conclusive.

2.9 **EQUIVALENT MATERIAL/EQUIPMENT**. Any listed manufacturer/model number(s) or a definite reference to a particular item or piece of equipment is intended to establish a minimally acceptable design, type, quality, functional capacity, and/or desired performance level. It is to be understood that any equivalent alternate which will perform adequately the duties imposed by the general design may be proposed and bid so long as sufficient details necessary to establish equivalency are included in the submission. Acceptance is subject to approval of the County which may request further information, sample(s) and/or a demonstration prior to bid award. Cole County shall be the sole judge of equivalency.

2.10 **LIKE OR SIMILAR PRODUCT**. Cole County reserves the right, at its sole discretion, to obtain like or similar product to that which has been specified herein when use of such product is deemed in the best interest of the County.

2.11 **QUALIFICATIONS OF RESPONDENTS**. Cole County may make such investigations as deemed necessary to determine the ability of any respondent to provide the product and/or service described herein. Respondent shall furnish to the County all such information and data for this purpose that the County may request. The County reserves the right to reject any submission if the evidence submitted by the respondent or investigation of such respondent fails to satisfy the County that such respondent is properly qualified to carry out the obligations of the contract and/or to complete the work contemplated herein.

2.12 **EVALUATION & BASIS OF AWARD**. The County's sole purpose in the evaluation process is to determine from among the responses received which one is best suited to meet the County's needs at the lowest possible cost. Any final analysis or weighted point score does not imply that one bidder is superior to another, but simply that in our judgment the awardee appears to offer the best overall solution for our current and anticipated needs at the lowest possible cost. Award shall be made to the lowest responsible bidder(s) whose offer best responds to the quality, capacity, and service requirements of Cole County, as determined by the County. Award may be made on an item-by-item basis to the lowest and best bids or award may be made to the lowest and best bid overall, whichever the County determines is in its best interest.

2.13 **PRICES**. Prices must be stated in units of quantity specified and must be firm. Price submitted for each item shall include all cost, of whatever nature, that is involved in achieving the good or service per the bid documents. Bids qualified by escalator clauses may not be considered.

2.14 **TAX EXEMPTION.** Cole County is funded by public monies and as such has been approved by the State of Missouri for sales/use tax-exempt status. The Missouri tax identification number and certificate is available to the awarded party upon request.

2.15 **DELIVERY.** If requested, the delivery date or when work will start shall be stated in definite terms as they may be taken into consideration when making award. Cole County reserves the right to cancel all or any part of an order or project if delivery is not made or work not started as guaranteed.

2.16 **DEFAULT**. In case of default by the bidder or contractor, Cole County may procure the articles or services from other source(s) and hold the successful respondent responsible for any excess cost occasioned thereby.

2.17 **ACCEPTANCE**. No equipment, supplies, materials and/or services received by Cole County pursuant to this solicitation shall be deemed accepted until the County has had reasonable opportunity to inspect. Cole County reserves the right to reject anything that does not comply with reasonable expectations based on the specifications outlined herein.

2.18 **SHIPMENTS**. All shipments and deliveries shall be F.O.B. destination, freight prepaid to Jefferson City, Missouri.

2.19 **APPLICABLE LAW**. In submitting a bid, the respondent warrants that it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other governmental authority or agency in providing the product(s) or service(s) specified herein. Any contract resulting from this solicitation is to be interpreted by the laws of Missouri. The parties agree that the proper forum for litigation arising out of the contract resulting from this solicitation is Cole County, Missouri.

2.20 **AS NEEDED, IF NEEDED**. The contractor shall provide product or service on an "as needed, if needed" basis for Cole County in accordance with the provisions and requirements stated herein. The resulting award or contract does not guarantee that all purchases of this nature will go to the successful respondent(s), but rather establishes primary vendor(s). Any usage quantities included in this request are based on estimated need; Cole County reserves the right to increase or decrease quantities to meet actual need and maintain the quoted pricing.

2.21 **ASSIGNMENT.** The awarded party shall not assign the contract, subcontract, or sublet it as a whole without the prior written consent of Cole County. Assignment, subcontracting, or subletting without such consent will in no way relieve the awarded party of any of its obligations under this Contract unless specified, in writing, by Cole County.

2.22 **PREFERENCE**. In making bid awards, Cole County shall give preference to all firms, corporations, or individuals that maintain office or places of business within the County of COLE when the quality of the commodity or performance promised is equal or better and the price quoted is the same or less.

2.23 **APPROPRIATION OF FUNDS.** Financial obligations of Cole County payable after the first fiscal year the system is in place are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting Contract will become null and void, without penalty to Cole County.

2.24 **CERTIFICATION.** The contractor certifies that it is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by; licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.

2.25 **COOPERATIVE PROCUREMENT**. Various State Agencies, City and County Offices, and/or any other government entity may or may not request an unknown quantity of goods or services under this bid during the effective period or resulting agreement period at the same prices, terms and conditions.

If the awarded party agrees to cooperative procurement, it is agreed and understood that each participating political subdivision will make its own separate contract with the awarded party; that each participating political subdivision shall only be liable to the awarded party for service, materials or supplies for which it has directly contracted without any liability for purchases contracted for by any other participating political subdivision; and each awarded party shall be required to bill each participating political subdivision separately and directly for the service, materials or supplies it has purchased.

In the event of any dispute between a political subdivision and an awarded party arising after a contract of purchase has been executed, such dispute shall be handled by and between the particular political subdivision affected and the awarded party.

3.0 SCOPE OF SERVICES

3.1 **OVERVIEW.** Cole County Emergency Management Services is seeking proposals from vendors for the provision of additional software, hardware, and C.A.D. (computer aided dispatch) product features that enable dispatchers to more efficiently deploy and route the most appropriate resources to each request for service. The specifications and requirements are considered the minimum requirements for the C.A.D. system, including function and operations, quality and workmanship, warranty and maintenance support that meet industrial standard. The C.A.D. system shall be in compliance and verified to meet operations and safety standards, ensuring a secure and safe environment to Cole County EMS. It also must meet all federal, state, and local evidence standards.

3.2 **WARRANTY.** Vendors shall provide the details of all warranties that are applicable to the services and equipment that are being provided to the Cole County EMS Department. The proposal shall include all fees, if any, to maintain the warranty on the equipment during a five (5) year period.

3.3 **QUALIFICATIONS**. The vendor is required to submit a minimum of five (5) references that the proposer has provided and installed similar equipment in similar configurations for emergency management service agencies.

3.4 **REQUIREMENTS.** Vendor is responsible for the installation and service of the new C.A.D. system. The vendor should consider these minimum requirements:

3.4.1 **USER REQUIREMENT.**

- 3 C.A.D. seats
- 20 mobile users
- Maintenance/24-7 support

3.4.2 **SOFTWARE REQUIREMENTS.**

- Map support for ESRI, Google Maps, HERE Maps, and Open Street Map
- Mobile C.A.D. with existing Panasonic CF-33 and Sierra wireless MG-90
- Mapping in mobile environment to include turn by turn navigation

- Google Map Aerial View, Street View
- User definable and system generated map layers
- Road closures
- Support for Address Flags, HazMat Flags
- Built-in GPA and AVL functionality with AVL replay
- GEO Fencing
- Situation awareness with proximity flags
- GPS based unit recommendation
- Automatic text when a certain CFS, address, or name is encountered
- Automatic email, text, and Rip and Run for EMS agencies
- Be alerted about critical flags with Stop and Go Dispatching
- Customizable home screen
- Command line entry, drag and drop dispatch, custom layout, ribbon menu
- Customer color setting and unit sort order
- Customizable, dynamically configurable dispatch status
- Multi-monitor support for call status, unit status, map and satellite view
- Multi-agency
- Handle dispatch functions using keyboard alone or keyboard with mouse
- Ad Hoc Reporting Tool
- RMS for C.A.D. calls for service
- C.A.D. status resource monitor (admin view)
- C.A.D. to C.A.D. transfer

3.4.3 **INTERFACE REQUIREMENTS**

- ProQA (EMS)
- ESO
- FirstWatch
- RapidSOS (standard and enhanced)
- Pulse Point
- New World Tyler (CAD to CAD)

3.4.4 **HARDWARE REQUIREMENTS**

- All server(s) required
- UPS battery back up
- Any additional hardware or IT related equipment

3.4.5 **MISCELLANEOUS**

- C.A.D. training (communicator and C.A.D. admin/super user)
- C.A.D. go live

3.5 **SPECIFICATIONS.**

3.5.1 **GENERAL**

3.5.1.1 Common integrated platform for CAD and MDS with tight integration and data interoperability.

3.5.1.2 Ability to support 13 Communications staff utilizing, 1 supervisor, and 4 Administrators.

3.5.1.3 Ability to support multiple displays and wall mounted displays.

3.5.1.4 Ability to capture and retrieve all personnel activity in a personnel history database.

3.5.1.5 All applications must provide for future updates and enhancements on a regular basis.

3.5.2 CAD USER INTERFACE

3.5.2.1 Provide a graphical user interface which utilizes menus, shortcuts, function keys, and a quick command line to operate and navigate the system.

3.5.2.2 Provide users with a consistent user interface design in order to reduce user training and system administration.

3.5.2.3 The system shall have a separate window (ability to support multiple windows) for displaying unit status. Windows can be user configured and sized.

3.5.2.4 Ability to lock windows in place on Windows-based workstations.

3.5.2.5 Ability to restore windows arrangement to default, if changed.

3.5.2.6 Ability to support user-definable forms for screens/forms.

3.5.2.7 Provide for the display of the time, position ID numbers, and CAD mode (live or training) in the work area at all times while a workstation is logged on.

3.5.2.8 Ability for users to open and use multiple windows simultaneously, and tile and/or cascade the child windows.

3.5.3 CAD AUTHENTICATION

3.5.3.1 Prior to accessing any CAD function or file, require users to be logged into the CAD system using an Employee or User ID and unique password combination.

3.5.3.2 Provide no limit to the number of workstations that can sign on to a given jurisdiction or geographic area simultaneously assuming that all have proper security clearance.

3.5.3.3 Ability to add and remove dispatch areas to a dispatcher workstation, including capability to view or dispatch in that area.

3.5.3.4 Ability to see who is logged into the CAD system.

3.5.3.5 Ability to distinguish between users by position (level) identified by their logon and configure the screen based on the position.

3.5.3.6 If a user attempts to log into a second workstation, system will notify user that they are logged in already and provide that workstation location.

3.5.3.7 Ability to transfer session information from one user to another within the same workstation. User accepting session will log on to accept the existing session.

3.5.3.8 Ability for user to log into any available workstation.

3.5.4 NOTES AND MESSAGING

3.5.4.1 Provide CAD messaging between CAD workstations (one-to-one and one-to-many).

3.5.4.2 Ability to support a minimum of the following two-way CAD related messaging with system configurable message length: CAD-to-Vehicle messaging, Vehicle-to-Vehicle messaging.

3.5.4.3 Ability to configure and monitor messaging at the supervisor position.

3.5.4.4 Ability to create, save and send recurring messages for Communications Center personnel.

3.5.4.5 Ability to send daily administrative messages.

3.5.4.6 Ability for sender to select the priority of the message sent (otherwise the message is sent with a default priority). Priority messages will be displayed differently than other message statuses.

3.5.4.7 Ability to manage message inbox, sent, and deleted messages.

3.5.4.8 Ability to attach messages to the CAD incident and note it in the audit log.

3.5.4.9 Ability to print messages.

3.5.4.10 Provide for the automatic display of message and dialog boxes, not as a repose to a use request; these must not cover other windows so as to impede the efficient processing of calls for service or other work.

3.5.4.11 Provide for logging messages, archive, and retrieval and provide reports.

3.5.5 NUMBERING

3.5.5.1 Ability to ensure that call numbers and incident numbers remain unique in perpetuity and cannot be modified by a user.

3.5.5.2 Ability for each agency to draw from its own run number pool, and have the numbers reset at different dates.

3.5.5.3 Ability to ensure that patient ID numbers remain unique and can be tracked to a particular CAD Incident Number and Agency Run Number.

3.5.5.4 Ability to automatically create an Agency Run Number on first unit assignment.

3.5.6 CAD USER INPUT

3.5.6.1 Provide free form text and comment fields of an unlimited length.

3.5.6.2 Ability to clear all units and assign a disposition quickly for an incident.

3.5.6.3 Ability to capture business classifications (restaurant, retail)

3.5.6.4 Ability to perform data validation of MDT data from CAD workstations. The objective is to enhance system use by detecting incorrect MDT entries and incomplete forms prior to CAD closing the record.

3.5.6.5 If the data is entered into a restricted field and is incorrect or incomplete, return cursor to the first incorrect or incomplete field automatically with an explanation of the error/required information. This function should not impede completion of the call; complete validation at end of the call.

3.5.6.6 In any case where a table lookup is performed during data entry, automatically insert the selected code into the screen field.

3.5.6.7 Provide speed keys or shortcuts to specify frequently-recurring information (unit on route, unit on scene, unit transporting, etc.).

3.5.6.8 Provide for efficient use of input methods (command line, short cut key, function key, graphic command buttons), recognizing the different ways that operators work.

3.5.6.9 Provide for the placement of the cursor at the first position of the first empty field in a new screen thus minimizing tabbing requirements.

3.5.6.10 Ability to clear all units and assign a disposition from the command line.

3.5.6.11 Ability for users to have the option of adding to, editing or update form fields from the command line.

3.5.6.12 Ability to do command line functions that update the current incident from within the comments field (updating an apartment number).

3.5.6.13 Ability for unit status changes to be completed from the command line and function keys by entering the unit number or designator, the separator and the new status.

3.5.6.14 Ability for new incidents to be entered directly from the command line.

3.5.6.15 Ability to perform all dispatch related functions using the command line, including address, incident type and comments.

3.5.6.16 Ability to see the previous functions typed in to the command line.

3.5.6.17 Provide support for more than one command line.

3.5.6.18 Allow for custom commands for the command line.

3.5.6.19 Provide context sensitive navigation based on entry of key fields. Present appropriate forms/fields and require appropriate response to each.

3.5.6.20 Provide auto-navigation which takes the user from one logical required field or form to the next.

3.5.6.21 Ability to turn off auto navigation.

3.5.6.22 Denote required fields and forms for each type of report by highlighting required fields, “graying out” inappropriate fields and forms, and other distinctive mechanisms.

3.5.6.23 Ability for a user to edit any field initially populated by a user, including incident type, incident address, and complainant name/address/phone for any active transaction;

authorization must be configurable by the System Administrator; changes must be tracked in the audit trail.

3.5.6.24 Ability for TDD information from the phone system to be imported into the CAD comments section.

3.5.6.25 When comments or incident information is added/changed to the call, the call would display visual and audio indicators to the dispatcher and anyone logged into that incident. Ability to turn off audio indicator. New comments/fields changed must be highlighted; once the new comments are viewed, the flag would disappear.

3.5.6.26 The operator who makes or adds the comments to the call should not receive an update flag.

3.5.6.27 Ability to clearly distinguish between Call Taker comments, Dispatcher comments and unit information.

3.5.6.28 Ability for the System Administrator to create short hand comments using a set of predefined abbreviations that will translate into the actual statement.

3.5.6.29 If there is a system failure, users signed on to CAD at the time of the failure shall be able to continue to view, at a minimum:

- pending incidents
- incidents number
- stacked or waiting incidents
- incidents in progress
- units on duty and last known location, including posting, administrative status, or other non-incident activities.

3.5.7 STATUS MONITORING

3.5.7.1 System Administrator configurable color/visual signal indicator to help differentiate unit statuses, incident statuses and pending call priority.

3.5.7.2 Visual and audible alert to dispatcher to view priority change and new information.

3.5.7.3 Unassigned incidents display in the color defined by user or with another visual indicator acceptable by the user.

3.5.7.4 Provide for an unlimited number of unit and incident statuses, and incident types.

3.5.7.5 Provide each incident and unit status with an associated system administrator-defined timer.

3.5.7.6 Provide for user-definable timers.

3.5.7.7 Ability to allow authorized users to create and update times for all unit types.

3.5.7.8 Ability for dispatcher to re-set the unit overdue timer to a different time that what was defined.

3.5.7.9 Ability to audit all status timers acknowledgements logged with dispatcher ID #, workstation ID # and date and time.

3.5.7.10 The dispatcher is notified if a call is stacked or in pending for an amount of time determined by incident type priority.

3.5.7.11 Ability to display unit over-due timers after a predetermined time is set for units in different statuses (defined and modifiable by agency); times can be reset by dispatcher.

3.5.7.12 Provide time-stamping and recording to audit log for each status change.

3.5.7.13 Ability to view which unit is the primary unit and which unit is the backup unit.

3.5.7.14 Provider call taker with a window showing a user definable selection of new incidents entered from any or all CAD stations, including but not limited to incident number, address, location, type, status, and time received.

3.5.7.15 Ability to support multiple windows; support separate windows for displaying and distinguishing pending incidents. Windows can be user configured and sized.

3.5.7.16 Once an incident has been dispatched or referred, it shall be removed from the pending incidents monitor/status.

3.5.7.17 For available units, the Unit Status display shall minimally display the unit detail, including but not limited to: unit number, status, time-in-status, address and location.

3.5.7.18 Ability to right click to change unit status**.**

3.5.7.19 For assigned or busy units, the Unit Status display shall minimally display the unit number, status, time in status, address and location**.**

3.5.7.20 Allow fields in the Unit Status monitor to be reorganized, sorted by one or more criteria, and grouped according to units assigned to the same incident and other relevant criteria.

3.5.7.21 Ability for System Administrator to configure how units appear on the Unit Status monitor.

3.5.7.22 The Units Status field shall offer the following status options:

- recommended for an assignment
- available for an assignment even though not recommended

3.5.7.23 Ability to show two locations (to/from) for a unit (for transport)

3.5.7.24 Dispatchers shall be notified of an incident update made by a user by changing the color of the incident status line or through some other method that denotes an update to a specific incident. This will include any mobile unit initiated status change.

3.5.7.25 Ability to visually identify Mobile Computer equipped vehicles and their connection status.

3.5.7.26 Ability to display all active units in an area regardless of assignment status.

3.5.8 MAPPING AND GEOCODING

3.5.8.1 The system shall utilize Google maps and ESRI GIS Geo-Databases to determine the district, grid and correct routing for each unit on an incident entered into the system.

3.5.8.2 The Geo-Database shall support and the CAD shall recognize multiple districts, map pages, and section numbers, municipal boundaries and geo-political layers including:

- EMS and Fire Zones or Districts
- City and Municipal Boundaries
- County Boundaries

3.5.8.3 Ability to support up to 256 separate layers

3.5.8.4 Ability for the Geo-Database to support both address points and address range layers.

3.5.8.5 The map display shall have the ability to run as a window on the same monitor as the status display and/or separate monitor.

3.5.8.6 Ability to perform all map maintenance in ESRI GIS system and provide map maintenance tools to perform the upload to CAD.

3.5.8.7 Ability to perform Geo-Database updates to the CAD system, CAD clients, and MDS clients without system downtime.

3.5.8.8 Ability to use ESRI's topology rules.

3.5.8.9 Ability for commonplace names to be maintained in the Geo-Database.

3.5.8.10 The maintenance map administrator shall have the ability to add labels to graphic attributes such as streets and parks on the map.

3.5.8.11 The system shall always display the last recorded location of each unit with previous locations or changes in location retained in the database for breadcrumb trail review.

3.5.8.12 Support user ability to turn on/off different map layers for showing hydrants, trails, gravel roads, etc.

3.5.8.13 Ability to display 9-1-1 calls, incidents, location of assigned units on the map.

3.5.8.14 Ability to support multiple simultaneous view of the map.

3.5.8.15 Support Call-Taker capability to point to a map location with a mouse, and have the system determine the dispatch address based upon Latitude and Longitude.

3.5.8.16 The mapping system shall provide a graphical representation of the unit and incident status monitors overlaid on a street map of the County.

3.5.8.17 Display symbols on the map for each active or pending incident currently being controlled or monitored by the attached workstation or all workstations.

3.5.8.18 During the incident entry process the system will zoom the map to a user (or administrator) defined level once an address has been verified and display a symbol on the map showing the location of the verified address.

3.5.8.19 Ability to point to a map location, and retrieve the associated address into the Call Taker screen.

3.5.8.20 The user shall have the ability to point to a map location and obtain the proper address.

3.5.8.21 The map display shall zoom to a user-defined level each time an incident record is selected for review, centering on the incident location.

3.5.8.22 Ability to provide access to information directly from the map, including but not limited to: floor plans, images.

3.5.8.23 The mapping display shall have the ability to manually pan and zoom the map through function or control keys.

3.5.8.24 Ability for map manipulation through as many methods as possible; function key, mouse, command, or graphic command button.

3.5.8.25 The map display system shall display progressively more detail (turning layers on and off) as the zoom level is increased.

3.5.8.26 Ability to configure the information (user or administrator level) that will be displayed on the map at each zoom level.

3.5.8.27 Ability to configure the notation accompanying each graphic symbol. For example, the option to list the incident number and status alongside an incident symbol.

3.5.8.28 Ability to represent aerial pictography.

3.5.8.29 Maker user-configurable the default map zoom levels of workstations.

3.5.8.30 Ability for all units to be displayed on the dispatchers' map based on logon rights.

3.5.8.31 Once an incident is created on the map, it must plot on the map.

3.5.8.32 Ability to display all incidents on the map or those under control of the dispatcher.

3.5.8.33 Accept latitude and longitude for incoming cellular telephone calls.

3.5.8.34 Ability to provide reverse geo-coding if Lat/Long are used.

3.5.8.35 Ability to show the best route for each unit assigned to the incident with an estimated time of arrival updated as AVL data is received.

3.5.8.36 Ability to distribute additional GIS map layers to the CAD and mobile units.

3.5.8.37 Ability to support feet and meter distances.

3.5.8.38 CAD user shall be able to initiate a "Poll" or refresh of the units AVL location from the map at any time.

3.5.8.39 CAD shall support the ability to configure the polling frequency of AVL equipped vehicles either by Agency, Unit Status, or Vehicle Type.

3.5.8.40 The map shall accept the closing and opening of roads by authorized user.

3.5.8.41 During road closure the user shall be able to designate if an intersection should be treated as "open" so support crossing by public safety personnel.

3.5.8.42 Ability for AVL playback for an incident or individual unit shall be available to be authorized user from their map.

3.5.9 CALL PROCESSING AND INCIDENT INITIATION

3.5.9.1 Ability to create calls from the map.

3.5.9.2 Support separate and combined Call Taker and Dispatcher positions (single stage dispatching).

3.5.9.3 When a call for service is received the operator shall automatically display a new window for entering new incidents with the option to press a function key or on-screen command button.

3.5.9.4 If the new call for service is being received via 9-1-1, automatically transfer the ANI and ALI information from the 911 controller with the option to press a function key or on-screen command button.

3.5.9.5 Ability for call source to be captured and auto populated.

3.5.9.6 Ability to make incident types available in a drop down box with alpha/numeric filtering and auto completion.

3.5.9.7 Only the incident type and address shall be required to forward a new call to a dispatcher.

3.5.9.8 If the new incident is occurring at all the ALI-reported address, the call taker shall not be required to re-enter the address data in any other field and ALI information shall be displayed on a screen at all times.

3.5.9.9 If the new incident is not occurring at the ALI reported address, the call taker shall enter the incident address in a separate address field and the system shall use this address for address verification and dispatch routing. However, the original 911 ALI spill must remain as port of the call record.

3.5.9.10 Ability to configure multiple responses to each area per incident type.

3.5.9.11 Ability to configure multiple responses priorities for individual or multiple units based resource allocation as defined by Priority Dispatch.

3.5.9.12 Once the call taker has entered the information necessary to create a new incident a single keystroke or operator action shall be used to submit the new incident.

3.5.9.13 The CAD system will complete the following actions upon receipt of an incident:

- Perform entry field validation for entry logic
- Address verification
- Hazards/alerts checking
- Premise records inquiry
- Call history inquiry
- Determine the agency

- Determine that Fire/EMS Zone, using and map page and section number
- Determine the high and low cross streets for the verified address
- Display zoomed map

3.5.9.14 After CAD has completed these steps, the new incident shall be simultaneously routed to the dispatch queue and redisplayed at the call takers position for update.

3.5.9.15 Ability to send basic call header information before call is closed.

3.5.9.16 Call takers will be permitted to add additional information to a call for service record subsequent to dispatch with audit log.

3.5.9.17 Ability to update call priority while it is in the queue.

3.5.9.18 Ability to edit/update/append to pending incidents.

3.5.9.19 Ability to immediately transfer call type and location to the dispatcher for a hot call/emergency, without waiting for completion of the call taker screen.

3.5.9.20 Ability to configure special alerts to communications supervisor for designated types of selected/high priority incidents.

3.5.9.21 Provide a means of initiating an incident and closing it immediately without routing it to a dispatcher. This function could be used, for example, to create an incident and issues an I/O number for an incident that occurred earlier, but was not recorded.

3.5.9.22 Ability to enter an incident for pre-scheduled transport and special details.

3.5.9.23 All comments will be stamped with user ID and time comments were added.

3.5.9.24 Ability to enter unlimited notes into the call take incident screen.

3.5.9.25 Ability to allow all positions to filter calls by agency, radio channel, Fire/EMS zone.

3.5.9.26 Support computer-assisted caller-aid instructions.

3.5.9.27 Ability to have EMD determinant to populate the CAD initiate incident form.

3.5.9.28 Ability for all Pro QA entries, including but not limited to: CE, KQ, special tabs, DLC, time stamps, and comments to be agency selected for inclusion in to CAD Comments.

3.5.9.29 After initial EMS information is sent, ability to resend new EMD info into comments of CAD as entered or upon closing the EMS call.

3.5.9.30 Ability for call taker to start a call, open Pro QA, send the dispatch data to dispatcher and continue Pro QA protocol process.

3.5.9.31 Ability for agency to build a question and answer tree with the ability to add/transfer caller response information to the CAD comments section.

3.5.9.32 Ability to use EMS determinants as CAD incident types.

3.5.9.33 Ability for EMD to transfer certain information (address, incident type, chief complaint, etc.) to the dispatcher to initiate incident screen.

3.5.9.34 Ability for user to enter a phone number and search priors and alerts associate with the number.

3.5.9.35 Ability to create and have CAD automatically attach a pre-defined message to the Call Narrative field based on the address, area, incident type, or phone number.

3.5.9.36 The system shall automatically set a system administrator-defined priority for each new incident.

3.5.9.37 Ability for the system administrator to designate priorities codes (from Alpha to Omega).

3.5.9.38 Ability for the system administrator to restrict overrides of priority codes to activate prorate codes.

3.5.9.39 Ability to modify the incident priority based on incident location. The system shall have a means of designating certain addresses as requiring a high priority.

3.5.9.40 Ability to enter a test in production.

3.5.9.41 Ability to assign different priorities based on "special circumstances" entered by the call taker.

3.5.9.42 Ability for the system administrator to create custom question/answer forms for scheduled transports/calls for service.

3.5.10 STREET ADDRESSES, INTERSECTIONS, AND VALIDATION

3.5.10.1 Ability to validate an address without creating a call with a specific incident type attached, and allow the CAD to return the recommended units (based on available units).

3.5.10.2 When an incident is initiated, verify the address against the Map Geo-Database to determine its exact location, responsible agency and other data required for completing the incident initiation and recommending resources.

3.5.10.3 Ability for address validation as address is entered or by tabbing from ALI provided address.

3.5.10.4 Use spatial Geo-Database for address information.

3.5.10.5 Ability for call taker to override the ANI/ALI information and enter an address manually. The entered address must be geo-validated before the incident can be sent/closed.

3.5.10.6 Allow the dispatcher the ability to override and dispatch without having a specific address.

3.5.10.7 Allow for address override (with output to an address override report).

3.5.10.8 Ability to validate an address without creating a call – information to be displayed includes; city, area, zone, premise information, cross streets, etc.
- output anomalies to log report
- allow entry of block range

3.5.10.9 Validate each incident address whether entered as part of a call for service or unit status

3.5.10.10 If an address is entered that is outside the block ranges for the entered street, the system displays an indicator of invalid range and displays a list of valid block ranges for that street.

3.5.10.11 Intersections of two streets to be verified as a valid address/location (cross streets).

3.5.10.12 Allow users to enter mile markers on highways and exit ramps as a valid location.

3.5.10.13 Accept locations entered as street addresses (123 Main St)

3.5.10.14 Ability to accept hyphenated addresses or addresses with ampersands (1920 J & C Blvd).

3.5.10.15 If the street name is invalid the system shall utilize a "Soundex," or phonetic, algorithm to develop and present a list of streets that most closely match the one entered by the user.

3.5.10.16 The user shall than have the opportunity to choose one of the displayed records as the incident location.

3.5.10.17 If more than one page of possible matches is displayed the system shall allow the user to page forward and backward through the pages in order to select the correct record.

3.5.10.18 The system shall accept as little as one character for a street or commonplace name during the address verification routine (Partial Address).

3.5.10.19 Provide ability to discriminate between the same street names in two different cities.

3.5.10.20 If a user enters a street which has more than one record due to a directional (N, S, E, and W) or a suffix (St., Blvd., and Rd.), the system prompts the user to select the correct entry.

3.5.10.21 If an address match is not found on the Geo-Database, the call take will be permitted to by-pass verification and force the address into the system.

3.5.10.22 If this occurs, then the entered address must go to a verification file for review by GIS administration for addition or deletion from the system.

3.5.10.23 Ability to display a pop-up window list of candidate address locations for an alarm; show in alphabetic name sequence in cases of duplicate addresses (apartments, shopping malls).

3.5.10.24 Ability to store and retrieve building and contact information about businesses and premises within the County.

3.5.10.25 Ability to run a report on all premise information and by category.

3.5.10.26 The CAD system shall allow premise records to be associated with a specific address (including apartment number or trailer lot number), block range, area, or common place).

3.5.10.27 The system shall automatically build a call history database for each location initiating a call for service.

3.5.10.28 The call history data base shall contain not less than the 20 previous incidents occurring for a given address.

3.5.10.29 When an operator initiates a new incident, the CAD system shall search for Priors and Alerts immediately and display the results without interrupting the processing of the call.

3.5.10.30 At operator request, the system shall check the verified address for premise records and call history during the address verification process.

3.5.10.31 The system shall search for Priors and Alerts each time the location to a call is changed.

3.5.10.32 In the event that Priors and Alerts are located during a search, the system shall:

- Indicate in a non-intrusive fashion the type(s) or record(s) (Hazmat, gun, dangerous person, etc.) that were found
- Recall also any special alerts entered by the department (alarm non response).

3.5.10.33 Each premise record shall have a date field for specifying the validity date for the record.

3.5.10.34 The system shall allow multiple aliases for each official street name, common place, or intersection.

3.5.10.35 When a street alias is used to enter an incident the system shall record the official address in the incident location field and the alias in the secondary address field.

3.5.10.36 The system allows the user to manually search the area of a given address for business names and common place records.

3.5.10.37 If the user enters an alias, CAD will geo-validate the alias against the valid street address.

3.5.10.38 The system shall accept locations entered as common place (Walmart, McDonald's, etc.).

3.5.10.39 When a common place is entered the system shall respond by entering the official or pre-programmed address into the location field with the common place name in the secondary address field.

3.5.10.40 When a non-unique common place name is entered the system shall display all potential matches along with their addresses.

3.5.10.41 When a common place name is used, the system shall display high and low cross streets.

3.5.10.42 Ability to run a report on all common places.

3.5.10.43 The system shall accept locations entered as intersections with the street names in any other and the street names separated by a slash or other character (Main/Oak).

3.5.10.44 Support multiple intersection name combinations when street names change.

3.5.10.45 If either street name is invalid the system shall utilize a "Soundex" algorithm to develop and present a list of intersections which include the valid street name and which most closely match the invalid street name.

3.5.10.46 If both street names are invalid the system shall utilize an algorithm to develop and present a list of intersections which most closely match the two partial or invalid street names.

3.5.10.47 The user shall have the option of entering a space for either of the streets at the intersection in order to display a list of all streets intersecting with the valid street given by the user.

3.5.11 DUPLICATE INCIDENT HANDLING

3.5.11.1 Ability to put an unlimited number of partially completed incidents on hold to retrieve at a later time.

3.5.11.2 Allow an authorized user to update an incident with new or additional information.

3.5.11.3 All comments will be stamped with user ID and time comments were added.

3.5.11.4 Allow a user to update any field except system-generated times and dates, operator ID, ANI/ALI information, CAD position and call source**.**

3.5.11.5 Ability for supervisors to track current and hourly incidents by dispatcher assigned calls or by area/agency.

3.5.11.6 Ability to cross reference the two incidents to one another and cancel or close one of the incidents in the event that the dispatcher determines the two CAD incidents reference the same call for service.

3.5.11.7 The system shall have a means of automatically identifying potential duplicate calls for service.

3.5.11.8 The system shall identify potential duplicates by searching within a user-defined distance around the new call for service.

3.5.11.9 The system shall include recently closed incidents in the potential duplicate identification process.

3.5.11.10 Ability to define recent closed (within one hour).

3.5.11.11 It is preferred that the system provide the call taker with the following details about incidents which have been flagged as potential duplicate calls:

- Incident number
- The exact location of the incident
- The type of incident

- The status of the incident
- The time the incident was initiated
- The unit assigned, if any

3.5.11.12 If a new call for service is determined to be a duplicated call, the system shall allow the call taker to close the incident with no further action.

3.5.11.13 If the original incident is updated the system shall then notify the dispatcher that additional information has been received by marking the original incident as updated.

3.5.12 **DISPATCHER INCIDENT HANDLING**

3.5.12.1 When a new call appears in the pending queue, provide an audible and visual cue configurable by workstation.

3.5.12.2 When a dispatcher reviews a pending incident and returns it without action, the system shall time stamp and identify operator for review of the incident.

3.5.12.3 The system shall provide for sorting by highest priority, oldest incident, from the pending incident sequentially.

3.5.12.4 The system shall also provide a command of function key for reviewing each pending incident sequentially.

3.5.12.5 The system shall allow the dispatcher to interrupt one transaction to handle another without losing information entered on the first.

3.5.12.6 When the system recommends units for dispatch or request for additional units, the dispatcher shall have the following options for completing the dispatch:

- Press a single key to accept the system recommendation units or resources (no limit on number units or resources).
- Select individual units from the recommended units for dispatch, then dispatch (no limit on number units or resources).
- Select units not recommended by the system for dispatch, then dispatch (no limit on number units or resources).
- Accept recommended units and add to, then dispatch (no limit on number units or resources)

3.5.12.7 Ability to perform “Drag and Drop” dispatch (no limit on number units or resources).

3.5.12.8 Ability to display active incidents in proximity to the premise address of other calls or a new call.

3.5.12.9 The audit log shall record “copied”, “referred” and “duplicated” incidents in the same manner as other transactions.

3.5.12.10 The system shall have a means of assigning one case number to multiple incident number and logically linking those incidents together.

3.5.12.11 The dispatcher shall be able to assign more than one incident to a given unit or resource (call stacking).

3.5.12.12 Ability to view a unit’s call stack to verify current call and future calls.

3.5.12.13 Ability to allow automatic dispatching of a unit when the unit is available.

3.5.12.14 Ability to sort calls in the order to be dispatched (first in first out).

3.5.12.15 Ability to allow the user to reorder the call stack, remove a call from the stack and transfer the call to another unit.

3.5.12.16 Allows a designated position, supervisor or dispatcher to cancel an incident. Require a reason for cancellation prior to executing. Upon, execution, automatically remove the incident from pending or active incidents queue to close it with the given reason.

3.5.12.17 The system shall provide a command for re-opening or re-activating an incident that has previously been closed.

3.5.12.18 If an incident is re-opened the system shall record the re-opening command in the original incident audit log and continue recording actions to the original audit log.

3.5.12.19 Ability to change information (disposition codes, incident types) after an incident is closed. The incident does not need to be re-opened and closed for the new information to be reportable. All changes are captured in the audit log.

3.5.12.20 Allow a user to select an incident for continuous monitoring. Such incidents will appear in a separate window and all incidents or unit activity, regardless of their point of entry, will be displayed in this window as they are recorded to the CAD database.

3.5.12.21 Dispatchers shall have the option to sign on to cover and/or view any number of zones, grids, districts, or agency.

3.5.12.22 Ability to revert a unit status.

3.5.12.23 Ability to clear one unit or all units from an incident.

3.5.12.24 Ability to add or put multiple units.

3.5.12.25 Ability to create a call and send to dispatch from the command line with address, including type and comments.

3.5.12.26 Provide principal status view of units assigned to dispatcher’s district.

3.5.12.27 Provide alternate view to include units in neighboring districts normally dispatched by other dispatchers.

3.5.12.28 Provide call taker identify to dispatchers.

3.5.12.29 Ability to assign unique capabilities/resources to an incident (units with special skills, canine, two-person unit).

3.5.12.30 Ability to provide dispatcher with employee special skills (Spanish speaker).

3.5.12.31 Ability to query to see who has these skills by who is on duty and off duty.

3.5.12.32 Ability to create and send a call to the pending queue and continue to update the call with information. After the call is sent, the update form appears in front of the operator. They can continually update the call while the call is being dispatched.

3.5.12.33 Upon Fire dispatch, identify the recommended or requested resources, remove the incident from the pending queue, retrieve and provide address directions, update the status display, start the status timers, and log the times.

3.5.12.34 Ability to assign unlimited number of units to a call on initial dispatch, and subsequent dispatches.

3.5.12.35 The system shall have no limitation on the number of units that can be assigned to a given incident, and the times for each unit will be separately tracked.

3.5.12.36 Ability to change a unit's assigned zone/district while on duty.

3.5.12.37 Maintain multiple identifiers for each unit, such as vehicle unit number, mobile and portable radio call numbers, and mobile computer number.

3.5.12.38 Support capability to dispatch resources such as Chiefs, admin, and Battalions.

3.5.12.39 The system shall provide a command for changing the address of a unit assigned to an incident.

3.5.12.40 The recorded incident address shall not be affected by a change in the unit location.

3.5.12.41 The system shall permit determining the last known address for a given unit.

3.5.12.42 Dispatcher shall have the option to determine whether original assignment is returned to pending queue for reassignment or stacked to originally assigned unit.

3.5.12.43 The system will record all incident and unit times, including tracking times separately for primary and all secondary units assigned to a call, including but not limited to:

- Time call received
- Time incident created (time the incident screen is pulled up)
- Time transferred to dispatcher
- Time each unit is dispatched
- Time each unit en-route (non-emergency, no lights and sirens)
- Time each unit is responding
- Time each unit on standby (arrived in staging area)
- Time each unit on-scene
- Patient contact
- Time of transport – begin (unit departing the scene)
- Time of transport – end
- Time of transfer of care
- Time each unit is cleared

3.5.12.44 Ability to put multiple units in a status at one time.

3.5.12.45 Ability for any position in the communication center to be able to dispatch units to another dispatcher's positions incidents.

3.5.12.46 Ability to use a single command to change the status of one or multiple units.

3.5.12.47 System shall require a disposition before clearing the unit or closing the incident.

3.5.12.48 Ability to have a primary unit clear the call by the disposition.

3.5.12.49 Ability to have additional units associated with an incident.

3.5.12.50 Ability for each unit to be able to enter an incident clearance code describing how it completed each activity within the incident.

3.5.12.51 Ability to update disposition codes.

3.5.12.52 The system shall have a command for clearing multiple units without closing the incident. If the units are the last units currently assigned to the incident, require a disposition before completing the command.

3.5.12.53 Support a unit exchange feature. Allow two units to exchange currently assigned activities

3.5.12.54 For EMS, upon unit exchange, the new unit receives the profile, alerts (including pages, MDC push, etc.) of the original unit.

3.5.12.55 Ability to exchange with an available unit.

3.5.12.56 Ability to change unit from backup to primary.

3.5.12.57 Ability to track units that are not defined in the unit table. These temporary units shall be uniquely identified on the status display.

3.5.12.58 Ability to track special details information.

3.5.13 UNIT RECOMMENDATIONS

3.5.13.1 The system shall recommend EMS units based on AVL location (proximity).

3.5.13.2 Assignment of the recommended units, if so desired, shall be accomplished with a function key, on screen command button or any other simple mechanism.

3.5.13.3 The system shall also supply a means of dispatching some, but not all of the recommended units.

3.5.13.4 Ability to create temporary units for EMS for recommendations.

3.5.13.5 Logic to make recommendations based on proximity (using AVL and considering route obstructions known to the AVL/GIS system) irrespective of district/zone/grid of the incident's occurrence, including but not limited to searching a different run card order.

3.5.13.6 Ability to interface with automated vehicle location (AVL) to automatically determine proximity of units/resources to incidents and make automated unit assignment recommendations and provide response routing information to units.

3.5.13.7 Ability for the system to use AVL to recommend the best route to the incident or selected location and plot.

- Ability to display both AVL recommendation and the CAD predefined recommendations based on run cards or zone.
- Ability for dispatcher to modify the units to be assigned to the call using information from either AVL or CAD pre-defined recommendations.
- Recommendations (used or not) as well as actual units displayed will be recorded in the audit trail

3.5.13.8 If the recommendation based on the AVL data is not complete, an identifier such as AVL recommendation incomplete will be provided to the dispatcher.

3.5.13.9 The system shall permit "on-demand" polling of AVL transponders to determine the current location of a selected unit or units, or of all units on command.

3.5.13.10 Capability to recognize all units transmitting AVL, both in on-duty and off-duty statuses, and differentiate on/off duty status on dispatch/field supervisor's display/status screen.

3.5.13.11 Ability to capture and replay AVL data.

3.5.13.12 Ability to configure the ability to make recommendations on time of day/day of week configurations for EMS dispatch and can be by agency and/or incident type.

3.5.13.13 It is preferred that the audit log record the unit recommendation made immediately previous to a unit assignment, as well as the actual unit(s) assigned.

3.5.13.14 Ability to recommend different resources based on a street direction, street availability or run card order.

3.5.13.15 Ability to add additional EMS units to scene by allowing the dispatcher through a single command to find the next closet unit with the required capabilities.

3.5.13.16 Based on AVL, the system shall have the ability to recommend units that are on lower priority calls to a call that is higher priority. That dispatcher will have the ability to override these recommendations.

3.5.13.17 The application shall be able to recommend task forces. Task force is a user defined group or two or more units immediately created to responds to calls that are assigned a single call sign and handled as a single entity.

3.5.13.18 The system shall allow the dispatcher to designate a primary unit for a given incident at any time.

3.5.14 **DISPATCH SUPERVISOR**

3.5.14.1 In the event that the CAD system shall be unavailable for a time, a supervisor function shall be provided which shall allow incidents to be added to the system retro-actively and while new incidents are being received.

3.5.14.2 Process retro-active incidents and assign incident numbers just as new incidents: however, supervisor can override times associated with incident. Performed in background mode so not all history needs to be entered before a dispatch can be effected.

3.5.14.3 The system shall clearly note in the audit log that an incident was entered "retro-actively."

3.5.14.4 Ability for the supervisor to log off users.

3.5.14.5 Ability to search for past transactions on each workstation.

3.5.14.6 Ability to perform a unit history search for any and all units at a point in time.

3.5.14.7 Ability to perform an edit of an incident with complete audit logging of changes.

3.5.15 SYSTEM ADMINISTRATION

3.5.15.1 Ability to dynamically change CAD deployment plans.

3.5.15.2 Ability to support a minimum of 2 workstations and remote access for System Administration.

3.5.15.3 Ability for the system administrator to access the system via laptop, aircard, or web client.

3.5.15.4 The system administrator and/or the department representatives, shall have the ability to retrieve premise records from local or remote locations based on their expiration date so that they can be renewed or purged as appropriate.

3.5.15.5 Allow the system administrator to manage the CAD configuration files, passwords, and security tables, and interfaces.

3.5.15.6 It is required that the system allow the system administrator to define multiple deployment plans with different patrol areas and resource availability for each plan.

3.5.15.7 Support agency-defined incident dispositions of at least five fields each containing at least alphanumeric characters.

3.5.15.8 Ability for the system administrator to define and program the questions provided for call screening and the actions that the system takes in response to a given answer, if any, beyond priority dispatch.

3.5.15.9 Provide CAD logging PC in real-time which will provide incident and unit data in a CAD failure/emergency.

3.5.15.10 Ability for system administrator to reconfigure/modify/add/delete fields on screens.

3.5.15.11 Ability for the system administrator to change field labels.

3.5.15.12 Ability for system administrator to set the security of each user.

3.5.15.13 Ability for the system administrator to delegate authority to supervisors to easily maintain CAD profiles and users.

3.5.15.14 Ability to search changes made to the CAD database. If someone changes someone's phone number, the system administrator must be able to see who change it with date and time and what the old information was compared to what it was changed it.

3.5.15.15 Ability to create agency-defined commands.

3.5.15.16 Ability to keep original data, and update history.

3.5.15.17 Ability to purge from CAD call history information order than 12 months.

3.5.15.18 Ability to access purged call history information indefinitely.

3.5.15.19 Ability to enter run cards, response priorities or other information in bulk/multiselect into test/ training system first and then transfer or upload the information to production/live environment.

3.5.15.20 Ability to automatically update priority dispatch protocols.

3.5.15.21 Ability for the system administrator to configure how date and time are displayed.

3.5.15.22 The system shall include a command for retrieving and loading a new deployment plan.

3.5.15.23 The loading of a new responses/beat deployment plan shall not require the system to be stopped.

3.5.15.24 Supervisors have the ability to lock down the CAD desktop to predefined formats.

3.5.16 **ONLINE HELP**

3.5.16.1 Provide online context sensitive help for completing forms in order to further reduce user training requirements and system administration.

3.5.16.2 Help files must be provided by vendor and reflect any tailored, modified, or customized functionality.

3.5.16.3 Ability for authorized users to create and maintain help files.

3.5.16.4 Ability to display to the call taker the call interrogation guide based on incident type.

3.5.16.5 Documentation is searchable by key words.

3.5.16.6 Ability to provide help facility via icon, mouse click, or function key from any screen or field within any application.

3.5.16.7 Ability to maintain on-line user-defined, agency-specific documentation and procedures, including by not limited to:

- Glossary of error codes
- Glossary of terms
- Staff procedures/ready references

- Standard operating procedures
- CAD incident types
- Policy/procedure statements

3.5.17 TRAINING AND TEST SYSTEM

3.5.17.1 Ability to test new software before it is put in the live environment.

3.5.17.2 All workstations in the communications and training center shall have the production and test/training modes.

3.5.17.3 The proposed application shall include a training and test system that utilizes a copy of the production CAD data files.

3.5.17.4 Ability for the system administrator to easily sync the training and test systems with production system whenever desired.

3.5.17.5 Users shall be able to switch between training and production modes by the log on screen or some other simple software command. This shall not require the workstations or the client application to be reprogrammed in any way.

3.5.17.6 The use of the training and test system will not degrade the performance of the production CAD system.

3.5.17.7 The training and test system will record the entries made in secondary storage files where they can be retrieved for review.

3.5.17.8 The system will maintain separate training records and production records.

3.5.17.9 Users logged on to the training and test system will have access to all application commands and functions.

3.5.17.10 The authorized user will have the option to enable or disable system interfaces for users logged on to the training and test system.

3.5.17.11 While in training mode the screen will provide some designated that the system in a training mode.

3.5.17.12 Ability to support a training log that would show all the functions that a dispatcher/call taker did for each call in training mode.

3.5.18 REMOTE CAD VIEW

3.5.18.1 Provide web-based client with full call taking/dispatching views in near real-time with an active map.

3.5.18.2 Ability to see pending and active incidents, units assigned to calls and available units.

3.5.18.3 Ability to perform queries against all active and closed calls with varied parameters.

3.5.18.4 Ability to configure web client with restrictive views by user and/or agency.

3.5.18.5 Ability to configure web client to de-identify data by user.

3.5.18.6 Provide a historical view at a point in time (snapshot view) of the system.

3.5.19 REPORTING AND ANALYTICS

3.5.19.1 Ability to create reports based on any available CAD data.

3.5.19.2 Ability to create a standard incident detail report by a single command, that includes all data associated with a specific incident formatted in an easy-to-read, professional style.

3.5.19.3 Ability to view, query and archive CAD logging data from a PC.

3.5.19.4 Ability to generate the following standard reports:

- Activity analysis by day of the week
- Activity analysis by geographic area or any agency-defined layer
- Activity analysis by hour of the day
- Activity analysis by shift
- Incidents – by geographic area by hour of day
- Response time by method of receipt
- Response time by geographic area
- Response time by type of call/priority
- Total and average time on call – by day of the week
- Total and average time on call – by geographic area
- Total and average time on call – by hour of day
- Total calls for service by date by nature or disposition
- Total incidents by date by nature or disposition
- Agency defined query

3.5.19.5 Ability to record and create reports using the following information:

- Alarm type and alarm company code
- All associated geo-database information
- ANI/ALI data including address and phone number
- Available mobile to available at station
- Available mobile to unavailable
- Business or premise name
- Call taker/dispatcher ID
- Comments/narrative (unlimited)
- Common place (parks, streets, schools)
- Date and time call received by 911
- Date and time incident was entered
- Date and time of held incident
- Date range
- Disposition
- Geographical areas defined by the user
- Incident number
- Incident type
- Incident type/priority
- Location address, description, supplemental location
- On-scene to close of call by officer who arrive at scene

- On-scene to transporting
- Premise and prior information flag
- Premise type
- Priority
- Reporting areas
- Reporting party information, including name, address and phone
- Reporting zone
- Responding to on-scene
- Source
- Time range
- Unit/officer ID
- User name and ID of all users associated with the incident
- Workstation ID associated with all CAD functions performed on incident

3.5.19.6 Ability to print chronological incident and/or incident report listing

3.5.19.7 Ability to query and print/fax incident details including:

- Incident entry or incident number
- Date/time received
- Reporting zone
- Activity code/incident type
- Location or partial location
- All incidents in a geographical region defined by the user
- Priority
- Reporting party/complainant/caller name
- Phone number
- Narrative
- Vehicle description
- Canceled call
- Disposition
- Units assigned
- Time dispatched
- En-route time
- On-scene time
- Available time
- All call take/dispatcher handling incident
- Any time-stamped event

3.5.19.8 Ability to automatically fax and incident report to fax numbers associated with units on the incident

3.5.19.9 Ability to query using partial names and wild cards in any field within the incident

3.5.19.10 Ability to print audit report of changes to incident reports:

- Date/time of change
- Workstation/terminal ID
- Call taker/dispatcher ID
- Transaction type
- Incident location

- Actual dispatch location

3.5.19.11 Ability to direct inquiry results to any CAD printer

3.5.19.12 Ability to view requested reports prior to printing

3.5.19.13 Ability to restrict user actions by:

- Warning of the number of records found
- Using prompt to continue/refine/alter the query

3.5.19.14 Ability to extract unit, incident and call data to data warehousing and analysis packages

3.6 DEMONSTRATIONS AND PRESENTATIONS

Vendors may be required to provide detailed demonstrations of proposed C.A.D. system. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of Cole County.

3.7 HARDWARE AND SOFTWARE SYSTEM REQUIREMENTS

The CAD system proposed will be the manufacturer's most recent versions available for installation that substantially meets the requirements of this RFP. The vendor will describe the versions proposed for Cole County EMS and any associated components. The vendor will include a configuration diagram as a graphical representation of the system to be provided.

3.8 FAULT TOLERANCE

The proposed CAD system will be fully redundant and designed for high availability. In an environment in which any incident can potentially develop into a life or death situation, system reliability and availability are paramount. The extremely high reliability achieve by fault tolerance is therefore mandatory. A fault tolerance system is defined as one that will continue operation despite any single hardware or software failure. This means that all critical system components must have a backup that takes over automatically in the event of failure.

The vendor will describe the availability architecture of the proposed solution, including database mirroring and failover, network load balancing, exception handling, system logging, and system management. Additionally, the vendor will describe the redundant and fault tolerance capability of any proposed system hardware including servers, storage, power and networking equipment.

3.9 ONLINE MAINTENANCE AND REPAIR

The solution will have established maintenance and repair schedules and procedures that can be performed while keeping the processes in operation. Providing cost effective maintenance alternatives will maximize availability of the application. The capability of the system must allow the user to maintain the system using commercially available management tools and without extensive training.

3.10 DATA COMMUNICATIONS AND NETWORKING

The proposed system must include a robust networking solution that isolates the CAD system from the remainder or the network and providers firewall and network intrusion detection and protection to the CAD system. The networking solution must be redundant and fault tolerant.

The vendor will describe the network architecture for the proposed solution, including how the CAD network is isolated and protected from external threats. The vendor will also describe the redundancy and fault tolerance of the proposed network solution and existing infrastructure can be utilized to minimize additional solution cost.

3.11 WARRANTY AND MAINTENANCE

The vendor will indicate the warranty period for both system and hardware components.

The vendor will propose a service warranty and maintenance plan for both system hardware and software components.

The vendor will describe the service warranty and maintenance plan(s) that covers the application and operating system software through the warranty period. The vendor will also describe the different maintenance/support plans available after the warranty period.

3.12 DOCUMENTATION

During implementation, the vendor will provide a full set of documentation required to operate and maintain the proposed system including hardware, software, computer operations, training and operations users and reference guides. The vendor will provide this documentation in electronic form.

3.13 TRAINING

The vendor will provide a training plan identifying the recommended training offerings that will be provided as a part of the solution. The plan will identify the actual training hours and describe the size and assumed skill levels of each group.

3.14 **PROPOSAL REQUIREMENTS.** Each proposal will be submitted in a sealed envelope with the RFP's name, number, and bid opening date. RFP's must be delivered by 3:00 pm on Thursday December 17, 2020.

The proposal must be prepared in the following format:

Section 1 – Executive Summary
Provide a concise overview of the system proposed.

Section 2 – Vendor Background and Qualifications
Provide narrative responses to the following questions, including any necessary documentation, for each item listed below.

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. Describe the seniority, tenure and background of the senior management team.
4. Describe how your company measures customer satisfaction for software applications and customer service and support.

5. 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.
6. Describe the company's commitment to research and development for the specific public safety application being processed; include development staff size and percentage of annual revenue invested in application development of solution proposed.

Section 3 – Customer References
Provide at least five (5) customer references that are representative of the requested system.

Section 4 – Bidder Response Form.
Vendors are required to complete the bidder response form provided in the RFP.

Section 5 – Software Descriptions
Provide narrative descriptions of the proposed software applications.

Section 6 – Implementation and Support
Answer the following questions and provide the necessary documentation for each item listed below.
1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
2. Describe your overall user training approach.
3. Describe your company's service and support philosophy, how it is carried out and how success is measured.
4. The vendor must provide ongoing services and support, such as toll free 24 x 7 customer service number, annual and continued training, online customer service website and online software maintenance.
5. Provide a thorough description of help desk services including dial-in, web support, and ongoing maintenance.
6. How do you service and troubleshoot problems for your current clients?
7. The vendor must provide software updates and enhancements on a regular basis. The vendor must communicate provisions and identify associated costs.

Section 7 – Cost Information

Review the specific software applications described in the RFP. All pricing MUST be itemized out within the vendor's response. The following costs associated with these applications must be included in your response:

- Application software license fees
- Modification costs if denoted to satisfy a requirement
- Implementation, Training and Support Services Costs
- Annual Software Maintenance costs for 5 years
- Anticipated cost increase in percentages for annual software maintenance for 5 years.
- Other anticipated costs
- Onsite support/training costs
- Warranty information for a five (5) year period
- Any hardware costs (server requirements, IT related equipment)
- Additional costs, if any

Section 8 – Contract
Provide a sample of the proposed contract.

ANTI-COLLUSION STATEMENT

STATE OF _____)

COUNTY OF _____)

_____

_____ being first

duly sworn, deposes and says that he is _____
(title of person signing)

of _____

_____
(Name of Bidder)

that all statements made and facts set out in the proposal for the attached bid are true and correct; and that the bidder (The person, firm, association, or corporation making said bid) has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with such bid of any contract which result from its acceptance.
Affiant further certifies that bidder is not financially interested in, or financially affiliated with, any other bidder for the attached bid.

(BY) _____

(BY) _____

Sworn to before me this _____ day of _____, 20 ___

_____
Notary Public

My Commission expires: _____

_____

BIDDER RESPONSE FORM

2020-34 C.A.D. (Computer Aided Dispatch) Services, EMS

The below are the minimum requirements for the C.A.D. Services. You shall meet the mandatory requirements of this bid specification or your bid will be excluded.

User Requirements

- ☐ 3 C.A.D seats
- ☐ 20 mobile users
- ☐ Maintenance/24-7 support

Software Requirements

- ☐ Map support for ESRI, Google Maps, HERE Maps, and Open Street Map
- ☐ Mobile CAD with existing Panasonic CF-33 and Sierra wireless MG-90
- ☐ Mapping in mobile environment to include turn by turn navigation
- ☐ Google Map Aerial View, Street View
- ☐ User definable and system generated map layers
- ☐ Road closures
- ☐ Support for Address Flags, HazMat Flags
- ☐ Built-in GPS and AVL functionality with AVL replay
- ☐ Geo Fencing
- ☐ Situation awareness with proximity flags
- ☐ GPS based unit recommendation
- ☐ Automatic text when a certain CFS, address, or name is encountered
- ☐ Automatic email, text, and Rip and Run for EMS agencies
- ☐ Be alerted about critical flags with Stop and Go Dispatching
- ☐ Customizable home screen
- ☐ Command Line entry, drag and drop dispatch, custom layout, ribbon menu
- ☐ Custom color settings and unit sort order
- ☐ Customizable, dynamically configurable dispatch status
- ☐ Multi-monitor support for call status, unit status, map and satellite view
- ☐ Multi-agency
- ☐ Handle dispatch functions using keyboard alone or keyboard with mouse
- ☐ Ad Hoc Reporting Tool
- ☐ RMS for CAD calls for service
- ☐ CAD status resource monitor (admin view)
- ☐ CAD to CAD transfer

Interface Requirements

- ☐ ProQA (EMS)
- ☐ ESO
- ☐ FirstWatch
- ☐ RapidSOS (standard and enhanced)
- ☐ Pulse Point
- ☐ New World Tyler (CAD to CAD)

Hardware Requirements

- ☐ All server(s) required
- ☐ UPS Battery backup
- ☐ Any additional hardware or IT related equipment

Miscellaneous

- ☐ CAD training (communicator and CAD admin/super user)
- ☐ CAD go live

Please check YES or NO if the system you are proposing can do the following functions, also add any additional comments if necessary and provide further detail within your RFP.

Functional Questions

1. Ability for users to configure their own workstation environment (sort status monitors, change colors, font style, and text size).
   _____ YES _____ NO
   Comments: _____
   _____
   _____

2. Ability to "hide" information from displaying (juvenile related information, from EMS reports). Information to hide should be user-defined.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

3. Ability to cut and paste data between fields and across applications.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

4. During address verification if you have an apartment complex and the caller didn't give you the apt #, does the system prompt you that there are multiple entries with different apt/street numbers?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

5. Does the system track personnel, ID's and Units, to an event/call?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

6. Does the system have the ability to display attachments (floor plans, alert history)?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

7. Can the system search history by name, call number, location, radius, dispatcher, officer, unit ID, remarks, partial number searches?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

8. Does the system assign separate case or incident numbers by agency for the same event/call?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

9. Can two call takers/dispatchers be in the same call at the same time editing?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

10. Does the system allow Standard Operating Procedures to be added based on the call nature/event type? If so, can instructions and call taker questions be added and does this information spill into the call form? If it does not spill into the call form, is the information saved in an audit log and can you verify that the dispatcher displayed the information if reviewing the call for quality control?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

11. Is text in the remarks/comments section of a call for searchable?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

12. Does the system having email capabilities to auto send on time stamp (dispatch, arrive, second alarms, clear) and can have manual capabilities? Can you edit the information to be sent based on the time stamp you sending information on? (location, cross streets, information on dispatch and second alarms and unit/officer times on cleat time stamp).
    _____ YES _____ NO
    Comments: _____
    _____
    _____

13. Can time stamps be edited or rolled back if a mistake has been made? If so, is this user defined by user rights?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

14. Can units on a call be exchanged and if so does it keep the same time stamps as previously set prior to the exchange?

_____ YES _____ NO
Comments: _____
_____
_____

15. Does the system have an audit log that keeps track of every key stroke and application opened?
_____ YES _____ NO
Comments: _____
_____
_____

16. Does the system allow for the administrator to configure a command string/command order and hints for the command line usage?
_____ YES _____ NO
Comments: _____
_____
_____

17. Does the system allow for the administrator to configure HOT keys (F1, F2, F3, etc.) to be used for various dispatching tasks to save time?
_____ YES _____ NO
Comments: _____
_____
_____

18. Does the system have a type ahead function when entering premise or location information, where it will automatically type head or show a drop down box of choices?
_____ YES _____ NO
Comments: _____
_____
_____

19. How does the CAD look at the time and atomic clocks for syncing purposes? Can it be set to show military time? If the server is pointed to a time sync program, will it automatically change with that program during daylight savings time?
_____ YES _____ NO
Comments: _____
_____
_____

20. If a call taker is in a call form entering remarks, can another call taker or dispatcher look at the same call and see the remarks as they are being typed? If not, how and when will they show up for the other call taker?
_____ YES _____ NO
Comments: _____
_____
_____

21. Can the call tree be filtered and sorted, by agency, active or pending calls and by discipline?
_____ YES _____ NO
Comments: _____
_____
_____

22. Does the CAD have a scheduled call capability? If so, does the call remain on the screen in pending or scheduled section until the date and time or does it just show up in pending when it is set to be dispatched?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

23. Does the CAD have a stacking call capability? If a unit is responding to a call and gets delayed due to another higher priority call, will it stack the unit on the previous call and/or give the ability for the call to be returned to pending status? Is this audited in the call with times?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

24. Does the CAD have a re-occurring call capability? If so, can you set a call to re-occur by day of the week, month, daily, weekly? (medical transfers by EMS to doctor's appointment).
    _____ YES _____ NO
    Comments: _____
    _____
    _____

25. Does the CAD allow for messages or scheduled tasks to be set as reminders, but not a call? (example: daily radio check at 8:00)
    _____ YES _____ NO
    Comments: _____
    _____
    _____

26. Does the system allow or require that calls be archived at some point and it so, is it still searchable quickly and easily by any user?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

27. Can different agencies be assigned to the same call without the dispatcher needing to manually duplicate the call information?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

28. On the CAD view screen where available units are listed, is there a unit description to identify the unit ID displayed?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

29. Where can you filter your unit status window or display by?

_____ YES _____ NO
Comments: _____
_____
_____

30. Can the system check for previous related events or warrants when the caller's name or phone number is entered?
_____ YES _____ NO
Comments: _____
_____
_____

31. Can ortho layers be displayed on the map? If so, can a pictometry interface be used?
_____ YES _____ NO
Comments: _____
_____
_____

32. Does the map display hyperlinks to point to a layer or importation information? (assessor's file for pictures)
_____ YES _____ NO
Comments: _____
_____
_____

33. Can layers be moved up and down from the map display, user defined and preferences saved?
_____ YES _____ NO
Comments: _____
_____
_____

34. Does your system allow for overlay maps from NOAA weather radar or FEMA hazard maps to display as a layer on our maps?
_____ YES _____ NO
Comments: _____
_____
_____

35. Does the CAD or map display the uncertainly factor for Phase II calls?
_____ YES _____ NO
Comments: _____
_____
_____

36. Does the mapping system have search functions to search recorded file data with range or combination? Is there plotting capabilities with this search?
_____ YES _____ NO
Comments: _____
_____
_____

37. Is there query capability to do pin mapping and then print those results as a pdf or display bar/pie chart?
_____ YES _____ NO
Comments: _____

_____
_____

38. Does the CAD and/or map display a Phase II call and move the location of the caller if during the refresh process, the caller is moving? Will it continue to display this information every time the call is refreshed?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

39. Does the CAD map display the latitude/longitude in degrees/minutes/sections and in decimals degrees?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

40. If an address does not verify, can it be over-ridden by the call taker and is it logged in an audit log? Is this information available in a report with the system?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

41. What information is moved over to the call form during 9-1-1 call CAD to CAD interface?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

42. Can you configure the tab order within the CAD? (example: have the tab set when entering a call to go from the address to the phone number and then to the reporting party name).
    _____ YES _____ NO
    Comments: _____
    _____
    _____

43. Can you re-dispatch a closed call? If so, does it keep the times the same or do you have to manually enter them in the remarks?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

44. Is there a phone book with premise information configurable within the CAD that is easily accessible to the user?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

45. Can you set up aliases in the phone book or premise information to a business name?
    _____ YES _____ NO

Comments: _____
_____
_____

46. Can you configure alias road names? (example: Highway 171 is also known as Central between certain ranges and McArthur Blvd between other or Highway 171 vs. Hwy 171)
_____ YES _____ NO
Comments: _____
_____
_____

47. Are status checks configurable on time stamp by nature/event type? (example: 5-minute status check after arrive on burglary call, but 3-minute status check on transporting time stamp)
_____ YES _____ NO
Comments: _____
_____
_____

48. Can alerts be set up on an address or proximity to identify a hazard or important information to dispatch to field units? Can these be set to expire or not expire? Is this free text?
_____ YES _____ NO
Comments: _____
_____
_____

49. Can alerts like status checks and important information, alerts on an address be set up to flash, beep, change color, etc?
_____ YES _____ NO
Comments: _____
_____
_____

50. The mapping system must support multiple shape files so different geographical features, such as stream and lakes, political boundaries, railroads and utilities, etc. can be displayed. Are these features selectable during display so they can be turned on and off or moved up or down by the user?
_____ YES _____ NO
Comments: _____
_____
_____

51. Can a call be linked or associated with another call? If so, is this call linked and does it display in the call form? Can it be cancelled if it is found to be linked in error?
_____ YES _____ NO
Comments: _____
_____
_____

52. Does the CAD screen allow for multiple docking positions and resizing of individual regions based upon user preferences?
_____ YES _____ NO
Comments: _____
_____
_____

53. Can a mouse be used to navigate thru screens and also to dispatch units using drag and drop dispatching?
_____ YES _____ NO
Comments: _____
_____
_____

54. If the business/place name is entered, does the system automatically transfer that businesses address as the call location, but still display that business/place name on the call form for the dispatch and Mobile user?
_____ YES _____ NO
Comments: _____
_____
_____

55. Does the system allow specific colors configurable by the Systems Administrator to the user status screen, the open call status screen, or any other screens available to show consistency among the unit status, and call status (pending, held, assigned, etc.)?
_____ YES _____ NO
Comments: _____
_____
_____

56. Does the system allow for the display of elapsed time when a call has been pending in an open call status screen? If so, does it change colors, flash, beep, or how is it displayed?
_____ YES _____ NO
Comments: _____
_____
_____

57. How often does the CAD company provide updates? Are these updated provided for free? If not, please provide cost information with the RFP. How long approximately does an update take and can the call takers/dispatchers still work in the CAD during this update?
_____ YES _____ NO
Comments: _____
_____
_____

58. Does the system allow for the rotation of various services? Is it configurable and does it have an audit log or display on a report (like wrecker rotation, medical helicopter rotation, etc).
_____ YES _____ NO
Comments: _____
_____
_____

59. Can dispositions be placed on each individual unit on a single CAD event? Can the system preset to always provide a disposition based on discipline (each unit may need a different disposition on a traffic crash, however EMS units may need the same disposition every time)?
_____ YES _____ NO
Comments: _____
_____
_____

Requirements

1. The proposed public safety system must provide integration between the CAD and Records Management applications without the need for batch updates or data transfers.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

2. The vendor must be a Certified Microsoft Solution Partner.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

3. The software architecture must make extensive use of stored procedures for application scalability, security and integrity.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

4. Application security should provide flexible access control down to the field level, allowing specific access permissions such as update, view-only, or prohibit-view.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

5. Application should provide ability for users to tailor system provided reports, retaining application level security and performance.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

6. Application shall feature an audit log to track user activity. It should record every time a record is created, updated, or deleted, capturing the date, time and user making the change. Reports can be generated on user activity and search tools can be employed to located specific
   _____ YES _____ NO
   Comments: _____
   _____
   _____

7. The system must be capable of participating in data sharing by using a universal file structure.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

8. The system must be capable of rolling over to a new numbering sequence on a given date, such as the beginning of a new year.

_____ YES _____ NO
Comments: _____
_____
_____

9. The system must allow the call location to be specified by an exact address, area, intersection, business/place name or latitude/longitude.
_____ YES _____ NO
Comments: _____
_____
_____

10. The map must be integrated with the CAD system, so when a call location is entered, a dispatcher can view the location of the call on the map, and the location of all current calls on the map.
_____ YES _____ NO
Comments: _____
_____
_____

Technical Questions

1. Is the proposed application developed with a widely accepted development environment such as Microsoft.Net, IBM WebSphere or Sun J2EE? Please describe all development languages utilized, including any proprietary toolsets.
_____ YES _____ NO
Comments: _____
_____
_____

2. Does the system architecture support a multi-tier deployment allowing multiple agencies to enter information into the system and both segregate AND combine their data at will?
_____ YES _____ NO
Comments: _____
_____
_____

3. Please describe CAD Mapping capabilities including a description of GIS integration.
_____ YES _____ NO
Comments: _____
_____
_____

4. Does the system provide global query function so that users can search system wide based on name, range of values, or partial & wild-cards?
_____ YES _____ NO
Comments: _____
_____
_____

5. Please describe all 3rd party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, AVL/GPS, etc.
_____ YES _____ NO
Comments: _____

_____
_____

6. Does the system provide multiple levels of data security control access by station, terminal, or department and by transaction, function, and file?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

7. The system must be able to communicate with and export data to other systems utilizing the Justice XML standard and NDEX Standard. For clarity, the system does not have to include all fields of data for each of those standards. Rather, the fields of data chosen to be included in the system must simply be compliant with those standards.
   _____ YES _____ NO
   Comments: _____
   _____
   _____

8. Describe the process involved to keep the "Training" database environment up to date with changes that have been made to the "Live" database?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

9. During address verification will the system look at both a point file and centerline file?
   _____ YES _____ NO
   Comments: _____
   _____
   _____

10. Does your CAD roll over dates from 1 year to the next seamlessly at year end without loss of data and without the need for any intervention from IS/IT staff?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

11. Can select users print active screens at any time within the application?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

12. Are the software updates automatically sent to the user's machine from the agencies server?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

13. Can the clients applications use dynamically assigned IP addresses or is a static IP required?
    _____ YES _____ NO

Comments: _____
_____
_____

14. Does the system support single and multiple monitor setups?
_____ YES _____ NO
Comments: _____
_____
_____

15. Explain how the user permissions are defined and at what levels they are configurable?
_____ YES _____ NO
Comments: _____
_____
_____

16. Are reports configurable without a third party?
_____ YES _____ NO
Comments: _____
_____
_____

17. Can incident / case numbers be configured in different formats for different agencies? (e.g., X PD Case number #10-1234 versus Y PD Case number #20101234)
_____ YES _____ NO
Comments: _____
_____
_____

18. Can road segments be shown as closed due to weather, construction, etc.?
_____ YES _____ NO
Comments: _____
_____
_____

19. Are all messages audited and can they be retrieved in a report?
_____ YES _____ NO
Comments: _____
_____
_____

20. Can you search a history by telephone number within the CAD?
_____ YES _____ NO
Comments: _____
_____
_____

21. Can unit status be changed and will it be displayed in the unit status screen if the unit is not on a call? Is the status configurable? (e.g., lunch, 10-80, training, court, out of service, on paper work, etc.)
_____ YES _____ NO
Comments: _____
_____
_____

22. Does the unit status display the last known position with time of that position if it was just a status change and the unit was not placed on a call? (e.g., lunch at Denny's) This is useful if you're not able to reach a unit that should have been available, you can look at their last known location to attempt contact.
    _____ YES _____ NO
    Comments: _____
    _____
    _____

23. Can the system save selected reports to various file formats, such as pdf, graphic, html, xhtml, etc.?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

24. How are reports viewed in CAD? Is there a third party vendor or are there canned reports within the system?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

25. How many canned reports are written within the system?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

26. Can reports be set to automatically send to an email address based on the type of report, date and time? (e.g., address override reports sent to the GIS manager daily)
    _____ YES _____ NO
    Comments: _____
    _____
    _____

27. Can phone book data be converted from an excel format into the CAD?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

28. Is there a Web viewer CAD available for other agencies to view our calls from our CAD? If so, what is the cost associated with each web client and what is necessary to do this? Is this client restricted to view only? What information may be viewed on this Web client?
    _____ YES _____ NO
    Comments: _____
    _____
    _____

29. How does the CAD training database work? Can information and updates be moved from the live CAD to the training database, along with the user preferences easily so that we may perform continuing

education easily at no additional cost? Is the training database kept on the same CAD server or does it require another server / computer?
_____ YES _____ NO
Comments: _____
_____
_____

30. What is the cost associated with training CAD license or a back up CAD license for training?
_____ YES _____ NO
Comments: _____
_____
_____

31. Please list any other products your company provides that may be beneficial to public safety. (e.g., RMS, Jail Management, etc.)
_____ YES _____ NO
Comments: _____
_____
_____

32. How much time is required for configuration, implementation and training once a contract is agreed upon and signed? Is this negotiable?
_____ YES _____ NO
Comments: _____
_____
_____

33. How are enhancements requests submitted by the user? What is the process for approval of enhancements and please provide statistics on how many enhancements were requested within the last year, to date that have been approved and provided in past updates versus not approved.
_____ YES _____ NO
Comments: _____
_____
_____

34. How often is continuing education provided? Is there cost for webinar training? What type of training is pushed out to the end user when an update has been released?
_____ YES _____ NO
Comments: _____
_____
_____

REFERENCES

BID NUMBER 2020-34

C.A.D. (Computer Aided Dispatch) Services, EMS

To be considered qualified by the County for the work contemplated herein, the respondent must have had completed a minimum of five (5) projects of similar size and scope over the past five (5) years. For the purpose of verifying quality of service, please list customer references that the County may contact.

REFERENCE ONE

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE TWO

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE THREE

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE FOUR

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE FIVE

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____