



LUCAS COUNTY OHIO  
INVITATION TO BID  
REPLACEMENT CAD SYSTEM

EMERGENCY SERVICES - 911  
COUNTY AGENCY

09-063P  
BID NUMBER

FEBRUARY 18, 2010 AT 2:00 PM (local time)  
DATE AND TIME OF BID OPENING

A MANDATORY PRE-BID CONFERENCE WILL BE HELD AT 9:30 AM (local time),  
JANUARY 7, 2010. PARTIES ARE TO MEET AT THE EMERGENCY SERVICES  
TRAINING CENTER LOCATED IMMEDIATELY BEHIND THE EMERGENCY SERVICES  
BUILDING, 2127 JEFFERSON AVENUE, TOLEDO, OH 43604.

BIDDER MUST COMPLETE THE FOLLOWING:

NAME OF COMPANY OFFICIAL \_\_\_\_\_

OFFICIAL'S SIGNATURE \_\_\_\_\_

NAME OF COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE & ZIP \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

FAX NUMBER \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

The Lucas County Board of Commissioners is seeking bids for a **Replacement CAD System with Options for Mobile Data Software, Electronic Reporting and Fire Records Management System.**

Any bidder submitting a bid must submit a completed bid following the procedure outlined in this Invitation to Bid (ITB) no later than **February 18, 2010 at 2:00 PM (local time)**. All of the sections applicable in the Invitation to Bid shall be read so as to give meaning to all such provisions. However, when there is a conflict in the interpretation between a specification in the Invitation to Bid and sections, the specification in the Invitation to Bid shall take precedence. A Pre-Bid conference is scheduled for **9:30 AM (local time), January 7, 2010. Parties are to meet at the Emergency Services Training Center located immediately behind the Emergency Services Building at 2127 Jefferson Avenue, Toledo, OH 43604.**

**1.0 Legal Framework**

This Invitation to Bid (ITB) is issued under the provisions of the Ohio Revised Code (ORC) Sections 307.86 to 307.92. All bids submitted in response to this ITB shall comply with Ohio law. The laws of the State of Ohio will govern any disputes rising under this ITB and subsequent contract.

**2.0 Bid Opening**

The bid opening is scheduled for **February 18, 2010 at 2:00 PM (local time)**. All sealed bids received after this time and date, for any reason, will be rejected. The opening of the sealed bids will take place at the Lucas County Support Services, Purchasing Division, One Government Center, Suite 480, Fourth Floor, Toledo, Ohio 43604-2247

**3.0 Bid's Bid Bond Requirement**

A bid bond in the amount of **Five Thousand Dollars and No Cents (\$5,000.00)** must be included with each bid or be disqualified. The bond is to be in the form of a surety bond, certified check, cashier's check, or money order from a solvent bank, or savings and loan association with the Lucas County Board of Commissioners identified as the obligee. Bonds will be returned to unsuccessful bidders within thirty days of contract award. Bonds will be returned to the successful bidder within 30 days of receipt of goods.

**4.0 Pre-Bid Conference**

<b>X</b>	Applicable if box is checked
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Detailed questions regarding this Invitation to Bid can be addressed at the Mandatory Pre-Bid Conference held **9:30 AM (local time), January 7, 2010. Parties are to meet at the Emergency Services Training Center located immediately behind the Emergency Services Building, 2127 Jefferson Avenue, Toledo, OH 43604. Attendance is mandatory;** failure to attend Pre-Bid Conference

will disqualify your bid. There will be no written responses to questions unless research is required, in that instance, written responses will be mailed or sent via fax or e-mail to all bidders along with any and all amendments that are issued to those that attended the Pre-Bid Conference.

**5.0 Prevailing Wage**

<input type="checkbox"/>	Applicable if box is checked
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**Prevailing Wage does not pertain to this ITB.**

**6.0 Administrative Requirements**

By submitting a bid, the bidder will be held accountable to know the specifications and conditions under which this contract will be accomplished. This includes the contents of all proposal documents, regulations, and applicable laws.

Each bid will be submitted in a clearly marked sealed container or envelope, with the project title, Bid #, date and time of bid opening marked clearly on the outside of the package. If a selected bidder chooses not to submit a bid, the bid should be returned and marked "No Bid" for the project title, Bid #, date and time of bid opening on the envelope or package. All bids must be sent to:

**Lucas County Support Services, Purchasing Division  
One Government Center, Suite 480  
Toledo OH 43604-2247**

The entire set of completed ITB documents must be returned intact and in the following order:

- a. Original completed Request for Bid (ITB), **three (3) copies and one printable CD-rom electronic file**; this includes any amendments applicable to this ITB.
- b. Completed Affidavits: (1) Delinquent Property Tax, (2) Non-Discrimination, (3) Non-collusion, (4) No Findings for Recovery, (5) Compliance Affidavit for Businesses, (6) Transparency Purchasing Policy Disclosure, (7) Sweatfree Affidavit and (8) Living Wage Affidavit; all signed by your legally authorized representative and notarized and (9) Government Business and Funding Contracts.
- c. Bid Bond - Separated from (ITB) and Marked "Bid Bond", your Company's Name, Project Title and Bid Number. **The bid bond is mandatory.** A bidder will be disqualified if the bid bond is not submitted.
- d. The ITB Pricing Response Form completed in its entirety **(Section 1).**

Faxed transmissions of bid are unacceptable. Sealed bids received through the mail after the specified date and time will also be returned.

Lucas County reserves the right to postpone the bid opening for its convenience. Bidders are required to submit firm and fixed prices in the format specified on the pricing sheet (**Section 1**). When there are errors in multiplication or addition in a bid, the unit price quoted will be used for calculating the correct total bid. If the error is in the unit price, the bid will be automatically disqualified.

All bid pricing will be valid for **120 (one hundred twenty) calendar days** from the bid opening date to permit adequate evaluation of bid responses.

Lucas County may make this award as a whole or on a partial basis, based on the individual bid specifications.

The Board of County Commissioners does not obligate itself to purchase the full quantities indicated and the unit price bid must be effective if purchase is less. Conversely, the Board's requirements may be in excess of the quantities shown and the successful bidder shall be required to furnish all requirements under the specification at the unit price bid for an agreed period of time.

Lucas County does not assume any late payment penalties. No condition will alter this statement.

Ohio Revised Code sections 307.90 and 307.91 permits Lucas County to reject all bids, waive technicalities, and to amend the original estimate and to advertise for new bids on the required items, products or services. Lucas County reserves the right to reject any or all of the bids on any basis without disclosure of a reason. The failure to make such a disclosure will not result in the accrual of any right, claim or cause of action by any unsuccessful bidder against Lucas County.

Bidders may withdraw their bids at any time prior to the bid opening date. After the bid opening, bidders may only withdraw their bids as provided in Section 9.31 of the Ohio Revised Code. Withdrawal of a bid after a bid opening exposes a bidder to legal liability for sanctions, including costs for re-bid, or may result in a bid being awarded to the next lowest bidder. Bidders failing to respond to all requirements specified in this ITB may result in the rejection of the bid.

Questions regarding the specifications outlined in this ITB should be directed in writing to:

Lynn DiPierro  
Support Services Manager  
One Government Center, Suite 480  
Toledo OH 43604

Voice: (419) 213-4509  
Fax: (419) 213-4533

Bidders should carefully review all elements of their bids. Once opened, bids may not be altered. Each response in regard to this ITB shall be completed, self-contained and meet the requirements of the ITB. The County may initiate clarifications after the bid

opening. However, these clarifications will not constitute an alteration of the bid submitted.

References to a particular trade name, manufacturer's catalog, or model number are made for descriptive purposes to guide the Bidder in interpreting the bid requirements. They should not be construed as excluding proposals on other types of materials, equipment and supplies. However, the successful Bidder will be required to furnish the particular item referred to in the bid specifications unless a departure or substitution is clearly noted and described in the proposal shown to be compatible with the specifications and accepted by the Board. Lucas County reserves the right to be the sole judge of suitability and fitness of the product bid.

Any deviations from the specifications must be clearly detailed on the exception form. **(Section 2 on page 35 and also in Part C specifications as appropriate.)**

If any items being bid have an expiration date, items delivered cannot be expired and must carry a good date for at least 6 (six) months after receipt.

There will be no incidental charges for services. If Lucas County has left any information out of these specifications where the Vendor would foresee additional charges/fees, bidder must include that information on the attached exception form.

All materials in the bid will become the property of Lucas County and may be returned only at the County's discretion. Materials received constitute public information as a matter of statutory law and will be made available for public inspection and copying upon request by members of the public pursuant to ORC Section 149.43. Any portion of the bid to be held confidential should be marked to that effect and will not be considered public record if it clearly falls within an exemption enumerated in ORC Section 149.43.

Additional information, such as brochures, glossies and or promotional materials, is to be provided in a separate section at the back of the response.

**6.1 Additional Administrative Requirements - Compliance with Support Order(s)**

Financial responsibility, integrity, and accountability are essential for operating a business that services the public. Unpaid obligations are a social problem, which threatens the welfare of children and increases the burden on taxpayers to provide social services. Due to the public's growing concern with non-paying parents, government initiatives to create additional, effective enforcement mechanisms are necessary. It is in the County's interest that all contractors doing business with Lucas County demonstrate financial responsibility and integrity and accountability.

All bidders must submit the completed "Compliance Affidavit For Businesses" with their bid. Once a lowest and best bidder has been determined and prior to award, this form will be submitted by Lucas County to the Child Support Enforcement Agency for certification of substantial compliance of court ordered and/or agency ordered child support of any individuals of the company who have twenty-five (25%) percent or greater vested interest in the company. If the individual is found to be not in compliance, said bidder will be notified that the individual is not in compliance and therefore the bidder/company/contractor is not in compliance and will have five (5) days to be in compliance from date of notification. Failure to comply will cause disqualification of the bidder's/company's /contractor's bid.

Bidders should contact Lucas County Child Support Enforcement Agency, (419) 213-3106, regarding this requirement should they have questions.

**6.2 Additional Administrative Requirements - Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization (DMA) Section 9.08**

Ohio Revised Code Section 2909.21 Terrorism requires that any contract that will result in an Offeror receiving funding in an aggregate amount greater than \$100,000 annually shall certify that it does not provide material assistance to any organization on the United States Department of State Terrorist exclusion list. Prior to award of the contract, the successful Offeror shall complete the DMA Form (Section A).

Affixing a signature on the Declaration Regarding Material Assistance/Nonassistance to a Terrorist Organization form of the Proposal, the Offeror certifies that it does not provide material assistance to any organization on the list, and that failure to complete the form or answer "yes" to any question shall serve for the purposes of this affidavit as a disclosure of the provision of assistance to an organization that is listed on the terrorist exclusion list (Section A).

**7.0 Contract Administration**

The Lucas County Purchasing Department will administer the contract.

**8.0 Bid Evaluation Criteria and Award**

An award will be made to the provider who is considered lowest and best bid for the County's needs.

Lucas County Board of Commissioners reserves the right to reject any and all bids, to waive minor technicalities and to request a re-bid through the bid process. Lucas County reserves the right to conduct site visits of proposed facilities (at County expense) to determine capability of the bidder to perform.

**9.0 Bid Alterations, Amendments, and Alternate Bids**

No alterations, additions (alternate bids), or exceptions to the specifications contained herein are permitted except by amendments issued by the Lucas County Purchasing Department to all bidders that have received an ITB.

During the bid process, bidders may be furnished certain amendments covering additions or deletions to the ITB documents. Amendments will be included in the scope of work and will become a part of contract documents. Amendments may be issued up to seventy-two (72) hours preceding the bid opening date, excluding weekends and holidays.

Any prospective bidder desiring an explanation or interpretation of the ITB or specifications must request it in writing soon enough to allow a reply to reach all prospective bidders before the submission of their bids but no later than 5 (five) business days prior to the bid opening. Oral explanations or instructions given before the award of a contract will not be binding. Any information given a prospective bidder concerning the ITB will be furnished promptly to all other prospective bidders as an amendment, if that information is necessary in submitting bids or if the lack of it would be prejudicial to other prospective bidders.

**10.0 Equal Opportunity Provisions Required**

All bidders must be willing to enter a contract containing the express language contained in Section 125.111 of the ORC, which requires the following:

Every contract for or on behalf of the state or any of its political subdivisions for the purchase of materials, equipment, supplies, contract of insurance, or services shall contain provisions similar to those required by Section 153.59 of the Revised Code in the case of construction contracts by which the bidder agrees to both of the following:

That in the hiring of employees for the performance of work under the contract or any subcontract no bidder or subcontractor shall, by reasons of race, color, religion, sex, age, handicap, national origin or ancestry, discriminate against any citizen of this state in the employment of a person qualified and available to perform the work to which the contract relates.

That no bidder, subcontractor, or any person acting on behalf of any bidder or subcontractor shall, in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the contract on account of race, color, religion, sex, age, handicap, national origin or ancestry.

All bidders who contract with the state or any of its political subdivisions for materials, equipment, supplies, contracts of insurance, or services shall have a written affirmative action program for the employment and effective utilization of economically disadvantaged persons, as defined in Section 122.71 of the Revised Code. Annually, each such bidder shall file a description of the affirmative action program and a progress report on its implementation with the Ohio Civil Rights Commission and the Minority Business Development Office established under Section 122.92 of the Ohio Revised Code.

**11.0 Insurance Requirements**

If bid specifications require performance of labor for Lucas County, seller must agree to indemnify and protect Lucas County against all liabilities, claims, or demands for injuries or damages to any person or property growing out of the performance of this contract, by seller, its servants, employees agents or representatives. Prior to issuance of purchase order, the successful bidder must furnish an Insurance Carrier's Certificate showing that the seller has adequate worker's compensation, public liability, and property damage insurance coverage in accordance with the "County of Lucas Contractor Insurance" page of the bid document.

**12.0 Contract Term and Extension**

The successful bidder's Support Services and Implementation Work Plan submission may define the term of the resulting contract. The exact contract commencement date, completion date, and option periods will be set forth in the contract and resolution approving the contract as adopted by the Lucas County Board of Commissioners. **The term of this maintenance contract will be a One (1) year warranty followed by Five (5) individual years.**

**13.0 Invoices**

The bidder will be required to submit invoices in triplicate (one original and two copies) to the "invoice to" address identified in the purchase order used to issue orders against this contract. The bidder's Federal Tax Identification Number should appear on all statements and invoices.

Invoices must include the following:

Name and address of bidder  
Invoice remittance address as designated in the contract & description including:

Billing period  
Location  
Unit Code (must match bid)  
Calculated extended cost  
Description of item purchased

P. O. or Contract #

**14.0 Assignment/Subcontractor**

Neither the contract nor any rights, duties or obligations described herein will be assigned by either party hereto without prior express, written consent of the other party. The contract will be made pursuant to the bid submitted by the bidder. The contract will be based on the bidder's qualifications and responsibilities. The bidder will not sublet or assign the contract nor shall any subcontractor commence performance of any part of the work included in the resulting contract, without the previous written consent of Lucas County.

**15.0 Taxes**

Lucas County does not pay local, state or Federal taxes. If requested, the bidder will be furnished with an exemption certificate.

**16.0 Permits/Codes**

The selected bidder is responsible for obtaining all permits and licenses required for performance of the work specified. All labor and materials provided under this agreement shall meet or exceed minimum standards covered by the current applicable code(s) or bidder shall have obtained a legal waiver.

**17.0 Compliance with the Law**

The bidder must agree to comply with all applicable Federal, state, and local laws in the conduct of the work specified in this ITB including applicable state and Federal laws regarding drug-free work places. The bidder will be required to accept full responsibility for payment of all taxes and insurance premiums including, but not limited to; Unemployment Compensation insurance premiums, Workers' Compensation, all income tax deductions, Social Security Deductions, and any other taxes or payroll deductions required for all employees engaged by the bidder in the performance of the work specified in this ITB.

**18.0 Pricing**

Bidders are expected to quote firm and fixed prices on a per unit basis, in the format specified in **(Section 1. Use the Pricing format in Part C, Section IX Cost Proposal)**. The successful bidder will not change the unit price or the scope of work during the contract period or any extension periods, however, should the bidder receive a decrease in overall costs associated with the commodity, this provision shall allow for modification of the existing contract to decrease the price.

Bidders must utilize pricing forms supplied in this document contained with **(Section 1. Use the Pricing format in Part C, Section IX Cost Proposal)**.

It is the County's intent to establish a contractual arrangement for specified commodity or service. Any services not specifically named on the pricing pages are to be named and priced on Additional Response Area (**Section 2 on page 35 and also in Part C specifications as appropriate**). Additional pricing may be submitted on subsequent pages so long as presented in a manner consistent with supplied format.

There will be no incidental charges for services. If Lucas County has left any information out of these specifications where the Bidder would foresee additional charges/fees, the bidder must include that information on the exception sheet found in (**Section 2 on page 35 and also in Part C specifications as appropriate**).

**19.0 Termination for Convenience**

Lucas County reserves the right to terminate the resulting contracts for its convenience by giving the bidder 30 (thirty) days written notice. Lucas County reserves the right to terminate during the contract period or any subsequent renewal period.

**20.0 Termination for Default**

Lucas County may terminate the contract at any time the bidder fails to carry out its provision under the terms and conditions of the specified contract after issuance of a cure notice. The bidder will have thirty days after notice of required improvement to make necessary corrections. If, after such notice, the bidder fails to remedy the conditions, Lucas County will issue an order to stop work immediately and terminate the contract without obligation.

**21.0 Non-Acceptance Criteria for Work, Materials and Service**

No certificate of payment, no provision in the bidding documents, or any partial shipment of materials or entire occupancy of government shall constitute an acceptance of work, materials or service not done or provided in accordance with the contract documents, or relieve the bidder of liability for any express or implied warranties or responsibility for faulty materials or workmanship. The bidder shall remedy any defects in the work, material or service and pay for any other resulting damage to other work, material or equipment which appears within one year of final acceptance of the work, materials, or service unless a longer period is elsewhere specified. Nothing stated herein should relieve the bidder of common law liability for latent defects, which may appear after the expiration of the warranty period.

**22.0 Performance Requirements**

The delivery of any material, equipment, or the performance of any service that does not conform in all respects to the specifications will be rejected and the Board of Commissioner's

representative and reasons for the rejection shall notify the Bidder. If the Bidder fails to make immediate replacement of such rejected material, equipment or service meeting the specifications, the Board of Commissioners will procure in the open market materials, and equipment, or hire labor of the quality required to meet the specifications up to the value rejected and the Bidder and his surety shall be liable to the Board of Commissioners for the total costs of the correction. The Board of Commissioner's performance of the work, when the Bidder is not doing the work in accordance with the specifications of the contract, shall result in a claim against the bidder for all costs and damages which will be allowed by reason of such non-performance.

If the Bidder defaults or neglects to carry out the work in any respect in accordance with the contract documents and fails to correct the default, except where an extension of time is granted in writing by the County, the County upon written notice to the Bidder may, without prejudice to any other remedies the County may have, make the correction required. If the default or neglect results in a threat to the safety of persons or property, the Bidder must immediately commence to correct such default or neglect upon written or oral notice.

**23.0 Indemnification**

The Bidder awarded this contract shall assume the defense of, indemnify, and save harmless the County or any authorized political subdivision receiving services under this contract from any claims or liabilities of any type or nature to any person, bidder, or corporation arising in any manner from the bidders performance of the work required under this contract and shall pay any judgment obtained or growing out of said claims, liabilities, or any of them.

**24.0 Non-Appropriation of Funds**

Bidders are advised that although the term of this contract may span several fiscal years, this contract is contingent upon the County budgeting and appropriating the funds necessary for the continuation of this contract in the current year. In the event that the funds necessary for the continuation of this contract are not approved for expenditure in any year, this contract shall terminate on the last day of the fiscal year in which funding was approved, with no penalty to the County.

**25.0 Co-Op Opportunities**

ORC 9.48 allows any county to participate in contracts of other counties or townships in the acquisition of equipment, materials, supplies or services using the same terms, conditions and specifications and same or lower price.

Lucas County may permit authorized counties, townships or municipalities here after referred to as political subdivisions, to participate in contracts that Lucas County has entered into

for the purchase of certain supplies, services, materials and equipment. Upon contract award, authorized political subdivisions are approved to order directly with the supplier. All invoices for such purchases must be sent directly to the ordering political subdivisions' billing address. Under no circumstances is Lucas County obligated to that political subdivision's financial commitments.

COUNTY OF LUCAS CONTRACTOR INSURANCE

21 INSURANCE

21.1 The CONTRACTOR shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the CONTRACTOR'S execution of the WORK, whether such execution be by himself or by any SUBCONTRACTOR or by anyone directly employed by any of them, or by any one for whose acts any of them may be liable:

21.1.1 Claims under workmen's compensation, disability, benefit and other similar employee benefit acts;

21.1.2 Claims for damages because of bodily injury, sickness or disease or death of his employees;

21.1.3 Claims for damages because of bodily injury, sickness or disease or death of any person other than his employees;

21.1.4 Claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the CONTRACTOR, or (2) by any other person; and

21.1.5 Claims for damages because of injury to or destruction of tangible property, including loss of use resulting there from.

21.2 Certificate of Insurance acceptable to the OWNER shall be filed with the OWNER prior to commencement of the WORK naming OWNER as additional insured. These Certificates shall contain a provision that coverages afforded under the policies will not be canceled unless at least thirty (30) days prior WRITTEN NOTICE has been given to the OWNER.

21.3 The CONTRACTOR shall procure and maintain, at his own expense, during the CONTRACT TIME, liability insurance as hereinafter specified;

21.3.1 Comprehensive General Liability and Property Damage, Contractor's Protective Liability, Contractual Liability, Completed Operations-Products, Automobile Bodily Injury and Property Damage, owned and non-owned and hired vehicles and Owner's Protective Liability. The latter policy shall name as the insured the OWNER. If excluded from CONTRACTOR'S standard coverages, the following shall be deleted for policies provided under the CONTRACT DOCUMENT EXCLUSIONS: (1) "Underground Operations" (2) "Third Party Beneficiary" and (3) "Collapse" - where exposure is determined. Bodily Injury Liability and Property Damage Insurance shall cover the use of "Explosives" if used in performance of the CONTRACT. Insurance should be placed with a carrier with an AM Best Rating of at least an A-.

The types and **minimum** limits of insurance shall be as follows:

Commercial General Liability Insurance -  
General Aggregate Limit - \$2,000,000  
Products-Completed Operations-

Aggregate Limit - \$2,000,000  
Personal and Advertising  
Injury Limit - \$1,000,000  
Each Occurrence Limit - \$1,000,000  
Comprehensive Automobile Liability  
Bodily Injury & Property Damage Liability Limit  
Each Occurrence - \$1,000,000

The above minimum coverages may be obtained through the primary insurance or any combination of primary and umbrella insurance. In addition, the General Aggregate Limit shall be required on a per project basis.

21.3.2 The CONTRACTOR shall acquire and maintain, if applicable, Fire and Extended Coverage Insurance upon the PROJECT to the full insurable value thereof for the benefit of the OWNER, the CONTRACTOR, and SUBCONTRACTORS as their interest may appear. This provision shall in no way release the CONTRACTOR or CONTRACTOR'S surety from obligations under the CONTRACT DOCUMENTS to fully complete the PROJECT.

21.4 The CONTRACTOR shall procure and maintain at his own expense, during the CONTRACT TIME, in accordance with the provisions of the laws of the state in which the work is performed, Workmen's Compensation Insurance, including occupational disease provisions, for all of his employees at the site of the PROJECT and in case any work is sublet, the CONTRACTOR shall require such SUBCONTRACTOR similarly to provide Workmen's Compensation Insurance, including occupational disease provisions for all of the latter's employees unless such employees are covered by the protection afforded by the CONTRACTOR. In case any class of employees engaged in hazardous work under this contract at the site of the PROJECT is not protected under Workmen's Compensation statute, the CONTRACTOR shall provide, and shall cause such SUBCONTRACTOR to provide, adequate and suitable insurance for the protection of his employees not otherwise protected.

21.5 The CONTRACTOR shall secure, if applicable, "All Risk" type Builder's Risk Insurance for Work to be performed. Unless specifically authorized by the OWNER, the amount of such insurance shall not be less than the CONTRACT PRICE totaled in the BID. The policy shall cover not less than the losses due to fire, explosion, hail, lightning, vandalism, malicious mischief, wind, collapse, riot, aircraft and smoke during the CONTRACT TIME, and until the WORK is accepted by the OWNER. The policy shall name as the insured the CONTRACTOR, and the OWNER.

22. INDEMNITY

22.1 PROFESSIONAL LIABILITY

Relative to any and all claims, losses, damages, liability and costs, the CONTRACTOR agrees to indemnify and save the County of Lucas, its officials and employees (herein after "County") harmless from and against any and all suits, actions or claims for property losses, damages or personal injury claimed to arise from a negligent act, error or omission by the CONTRACTOR or its employees.

22.2 NON-PROFESSIONAL LIABILITY

To the fullest extent permitted by law, the CONTRACTOR shall indemnify and hold harmless the County of Lucas, its officers, officials and employees (hereinafter "County"), or any of them from and against claims, damages, losses and expenses, including but not limited to attorneys' fees arising out of the acts or omissions of the CONTRACTOR, provided that such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of property (other than the Work itself) including loss of use resulting there from, but only to the extent caused in whole or in part by the acts or omissions of the CONTRACTOR, any subCONTRACTOR(s) of the CONTRACTOR, its agents, or anyone directly employed by them or anyone whose acts they may deem liable, regardless of whether or not such claim, damage, loss or expense is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this paragraph 22.2. It is understood and agreed that this indemnification obligation is enforceable to the full extent permitted by Ohio Revised Code Section 2305.31.

22.3 It is expressly understood and 'agreed that these indemnification obligations are enforceable to the full extent permitted by Ohio Revised Code Section 2305.31. In any and all claims against the County by any employee of the CONTRACTOR, and any subCONTRACTOR(s) of the CONTRACTOR, agent or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. CONTRACTOR hereby expressly waives the immunity provided to CONTRACTOR by Article II, Section 35, of the Ohio Constitution and Ohio Revised Code Section 4123.74 and 4123.741, all regarding worker's compensation immunity, so that this indemnification obligation may be enforced by the County of Lucas against CONTRACTOR in those instances.

22.4 If the CONTRACTOR subcontracts with the County, the CONTRACTOR shall require its subCONTRACTORS to indemnify the County of Lucas in accord with Article 22.

22.5 CONTRACTOR Responsible - The CONTRACTOR expressly understands that the insurance requirements as outlined above are minimum requirements to be met under the contract and does not in any manner represent that the limits, coverage or policy forms are sufficient or adequate to protect the interest or liability of the CONTRACTOR and/or its subCONTRACTORS.

**THE FOLLOWING MUST BE INCLUDED (IN THE SPECIFIED AREAS) ON ALL INSURANCE CERTIFICATES:**

DESCRIPTION OF THE PROJECT AND LOCATION: you may use a generalized listing of the duties to be performed under this certificate of insurance. Example: "Projects Executed for the Board of Lucas County Commissioners."

CERTIFICATE HOLDER: Board of Lucas County Commissioners, c/o Purchasing Department, One Government Center, Suite 480, Toledo, Ohio 43604-2247.

**SECTION A - AFFIDAVITS**

DELINQUENT PERSONAL PROPERTY TAX STATEMENT  
(O.R.C. Section 5719.042)

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND NOTARIZED

I \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(NAME) (TITLE) (NAME OF COMPANY)

affirm that at the time that I submitted the bid for \_\_\_\_\_  
(BID TITLE)

to the Board of Lucas County Commissioners on \_\_\_\_\_ that  
(DATE)

\_\_\_\_\_ was / was not charged with delinquent  
(NAME OF COMPANY) (CIRCLE ONE)

Personal Property Taxes by the Lucas County Auditor.

(If Personal Property Taxes are delinquent, complete the following section)

The amount of delinquent Personal Property Taxes due Lucas County is  
\_\_\_\_\_ and unpaid penalties and interest are \_\_\_\_\_.  
(AMOUNT) (AMOUNT)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(COMPANY)

\_\_\_\_\_  
(DATE)

Sworn to and subscribed before me this \_\_\_\_\_ day of, \_\_\_\_\_ 20\_\_.

(SEAL)

\_\_\_\_\_  
(NOTARY)

My Commission Expires:

(Date) \_\_\_\_\_

NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY AFFIDAVIT

STATE OF \_\_\_\_\_

SS

COUNTY OF \_\_\_\_\_

\_\_\_\_\_ being first duly sworn, deposes and says that  
(Name)

he/she is \_\_\_\_\_ of \_\_\_\_\_ the party  
(Title) (Company)

that made the foregoing proposal; that such party as bidder does not and shall not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. If awarded the bid and contract under this proposal, said party shall take affirmative action to insure that applicants are employed and that employees are treated, during employment, without regard to their race, religion, color, sex or national origin. If successful as the lowest and best bidder under the foregoing proposal this party shall post non-discrimination notices in conspicuous places available to employees and applicants for employment setting forth the provision of this affidavit.

Furthermore, said party agrees to abide by the assurances found in Section 153.59 of the Ohio Revised Code in the Contract Provisions with the Owner if selected as the successful bidder by the owner.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Affiant)

\_\_\_\_\_  
(Company/Corporations)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City/State/Zip Code)

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

(Seal)

\_\_\_\_\_  
(Notary)

My Commission Expires:

\_\_\_\_\_  
(Date)

NON-COLLUSION AFFIDAVIT

STATE OF OHIO,

COUNTY OF LUCAS, SS:

\_\_\_\_\_ being first duly SWORN, deposes and says that he is the \_\_\_\_\_ or authorized representative of \_\_\_\_\_ or is the party submitting this bid; that such bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived, or agreed, directly or indirectly, with any other bidder or person, to submit a sham bid, or refrain from bidding; has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, to fix any overhead, profit or cost element of said bid price, or of that of any other bidder; to secure any advantage against the County of Lucas or any person or persons interested in the proposed contract; that all statements contained in said proposal of bid are true and that, such bidder has not, directly or indirectly submitted this bid, or the contents thereof, or divulged information or data relative thereto to any other potential bidder. Further, Affiant affirms that no county employee has any financial interest in this company or the bid being submitted.

\_\_\_\_\_  
(Affiant Signature)

\_\_\_\_\_  
(Affiant Title)

SWORN to before me and subscribed in my presence  
this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.  
(Date) (Month) (Year)

\_\_\_\_\_  
(Notary Public)

(SEAL)

My Commission Expires

\_\_\_\_\_  
(Date)

NO FINDINGS FOR RECOVERY AFFIDAVIT

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND NOTARIZED

I \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(NAME) (TITLE) (NAME OF COMPANY)

affirm that at the time that I submitted the bid for \_\_\_\_\_  
(BID TITLE)

to the Board of Lucas County Commissioners on \_\_\_\_\_ that  
(DATE)

\_\_\_\_\_ has / has no unresolved  
(NAME OF COMPANY) (CIRCLE ONE)  
finding for recovery from the State Auditor per Ohio Revised Code  
Section 9.24.

(If there is unresolved finding for recovery from the State Auditor ,  
complete the following section)

The amount of unresolved finding for recovery due the State Auditor is  
\_\_\_\_\_ and unpaid penalties and interest are \_\_\_\_\_.  
(AMOUNT) (AMOUNT)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(COMPANY)

\_\_\_\_\_  
(DATE)

Sworn to and subscribed before me this \_\_\_\_\_ day of, \_\_\_\_\_ 20\_\_.

(SEAL)

\_\_\_\_\_  
(NOTARY)

My Commission Expires:

\_\_\_\_\_

**Additional Administrative Requirements  
Compliance with Support Order(s)**

Financial responsibility, integrity and accountability are essential for operating a business that services the public. Unpaid obligations are a social problem which threatens the welfare of children and increases the burden on taxpayers to provide social services. Due to the public's growing concern with non-paying parents, government initiatives to create additional, effective enforcement mechanisms are necessary. It is in the County's interest that all contractors doing business with Lucas County demonstrate financial responsibility and integrity and accountability.

All bidders **must submit** the **completed** "Compliance Affidavit For Businesses" with their bid. Once a lowest and best bidder has been determined and prior to award, this form will be submitted by Lucas County to the Child Support Enforcement Agency for certification of substantial compliance of court ordered and/or agency ordered child support of any individuals of the company who have twenty-five percent (25%) or greater vested interest in the company. If the individual is found to be not in compliance, said bidder will be notified that the individual is not in compliance and therefore the bidder/company/contractor is not in compliance and will have five (5) days to be in compliance from date of notification. Failure to comply will cause disqualification of the bidder's/company's/contractor's bid.

Bidders should contact Lucas County Child Support Enforcement Agency, 419-213-3106, regarding this requirement should they have questions.





LUCAS COUNTY SWEATFREE AFFIDAVIT

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_, ss:

Personally appeared before me the undersigned, as an individual or as a representative of

\_\_\_\_\_ for a contract for \_\_\_\_\_  
(Name of Entity) (Type of Product or Service)

to be let by the Board of Commissioners, Lucas County, Ohio, who, being duly cautioned and sworn, makes the following statement with respect to the Lucas County Sweatfree Procurement Policy and further states that the undersigned has the authority to make the following representation on behalf of himself or herself or of the business entity:

1. Name, physical address, phone number and contact persons for each production facility that will be involved in the production of goods or the provision of services.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. I have personal knowledge of the information contained in section 1 or I have obtained such information from any resale entity.
3. I understand my obligation to ensure that all applicable production facilities adhere to the sweatfree code of conduct as defined in Section IV of the Lucas County Sweatfree Procurement Policy.
4. I understand that if Lucas County, the State and Local Sweatfree Consortium, and/or an independent monitor find any of the production facilities listed above to be out of compliance with any of the provisions of Section IV of the Lucas County's Sweatfree Procurement Policy, and I fail to take all reasonable steps as specified by and/or its designee(s), I will be deemed out of compliance with the sweatfree code of conduct as defined in the Lucas County Sweatfree Procurement Policy.

5. I have furnished a copy of the sweatfree code of conduct as defined in Section IV of the Lucas County Sweatfree Procurement Policy to each production facility named in paragraph 1 and to each relevant subcontractor and I have instructed each subcontractor to furnish the code of conduct to each relevant production facility.

**BIDDER:**

SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

Sworn to before me and subscribed in my presence by the above named person this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

NOTARY PUBLIC: \_\_\_\_\_

My Commission Expires:

\_\_\_\_\_

LUCAS COUNTY LIVING WAGE AFFIDAVIT

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_, ss:

Personally appeared before me the undersigned, as an individual or as a representative of

\_\_\_\_\_ for a contract/public incentive for  
(Name of Entity)

for \_\_\_\_\_  
(Type of Product, Service or public incentive)

to be awarded by the Board of Commissioners, Lucas County, Ohio, who, being duly cautioned and sworn, makes the following statement with respect to the Lucas County Living Wage Procurement Policy and further states that the undersigned has the authority to make the following representation on behalf of himself or herself or of the business entity:

1. I have personal knowledge of the information contained herein.
2. Number of employees. \_\_\_\_\_
3. Is the company/entity a non-profit? YES \_\_\_\_\_ NO \_\_\_\_\_
4. Are employees paid a wage equivalent to at least 110% of the most recent federal poverty guidelines for a family of four, as defined by the Department of Health and Human Services and adequate healthcare coverage as defined in the Commissioners Living Wage resolution? YES \_\_\_\_\_ NO \_\_\_\_\_
5. If no healthcare coverage is provided, are employees paid a wage equivalent to at least 130% of the most recent federal poverty guidelines for a family of four, as defined by the Department of Health and Human Services? YES \_\_\_\_\_ NO \_\_\_\_\_

**BIDDER:**

SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

Sworn to before me and subscribed in my presence by the above named person this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

NOTARY PUBLIC: \_\_\_\_\_

My Commission Expires:  
\_\_\_\_\_



Ohio Department of Public Safety  
 Division of Homeland Security  
<http://www.homelandsecurity.ohio.gov>

**GOVERNMENT BUSINESS AND FUNDING CONTRACTS**  
 In accordance with section 2909.33 of the Ohio Revised Code

**DECLARATION REGARDING MATERIAL ASSISTANCE/NONASSISTANCE TO A TERRORIST ORGANIZATION**

This form serves as a declaration of the provision of material assistance to a terrorist organization or organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List (see the Ohio Homeland Security Division website for a reference copy of the Terrorist Exclusion List).

Any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided. Failure to disclose the provision of material assistance to such an organization or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree.

For the purposes of this declaration, "material support or resources" means currency, payment instruments, other financial securities, funds, transfer of funds, and financial services that are in excess of one hundred dollars, as well as communications, lodging, training, safe houses, false documentation or identification, communications equipment, facilities, weapons, lethal substances, explosives, personnel, transportation, and other physical assets, except medicine or religious materials.

LAST NAME		FIRST NAME		MIDDLE INITIAL
HOME ADDRESS				
CITY	STATE	ZIP	COUNTY	
HOME PHONE		WORK PHONE		

**COMPLETE THIS SECTION ONLY IF YOU ARE A COMPANY, BUSINESS OR ORGANIZATION**

BUSINESS/ORGANIZATION NAME				
BUSINESS ADDRESS				
CITY	STATE	ZIP	COUNTY	
PHONE NUMBER				

<b>DECLARATION</b>	
In accordance with division (A)(2)(b) of section 2909.32 of the Ohio Revised Code	
For each question, indicate either "yes," or "no" in the space provided. Responses must be truthful to the best of your knowledge.	
1. Are you a member of an organization on the U.S. Department of State Terrorist Exclusion List?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Have you used any position of prominence you have with any country to persuade others to support an organization on the U.S. Department of State Terrorist Exclusion List?	<input type="checkbox"/> Yes <input type="checkbox"/> No

HLS 0038 2/08

GOVERNMENT BUSINESS AND FUNDING CONTRACTS - CONTINUED

3. Have you knowingly solicited funds or other things of value for an organization on the U.S. Department of State Terrorist Exclusion List?  
 Yes  No
4. Have you solicited any individual for membership in an organization on the U.S. Department of State Terrorist Exclusion List?  
 Yes  No
5. Have you committed an act that you know, or reasonably should have known, affords "material support or resources" to an organization on the U.S. Department of State Terrorist Exclusion List?  
 Yes  No
6. Have you hired or compensated a person you knew to be a member of an organization on the U.S. Department of State Terrorist Exclusion List, or a person you knew to be engaged in planning, assisting, or carrying out an act of terrorism?  
 Yes  No

In the event of a denial of a government contract or government funding due to a positive indication that material assistance has been provided to a terrorist organization, or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List, a review of the denial may be requested. The request must be sent to the Ohio Department of Public Safety's Division of Homeland Security. The request forms and instructions for filing can be found on the Ohio Homeland Security Division website.

CERTIFICATION

I hereby certify that the answers I have made to all of the questions on this declaration are true to the best of my knowledge. I understand that if this declaration is not completed in its entirety, it will not be processed and I will be automatically disqualified. I understand that I am responsible for the correctness of this declaration. I understand that failure to disclose the provision of material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List, or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree. I understand that any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided by myself or my organization. If I am signing this on behalf of a company, business or organization, I hereby acknowledge that I have the authority to make this certification on behalf of the company, business or organization referenced on page 1 of this declaration.

X

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

OHIO DEPARTMENT OF PUBLIC SAFETY  
Division of Homeland Security

## Terrorist Exclusion List

As of March 16, 2009

### U.S. Department of State List of Designated Foreign Terrorist Organizations

1. Abu Nidal Organization (ANO) (International, Palestinian)
2. Abu Sayyaf Group (ASG) (Philippines)
3. Al-Aqsa Martyrs Brigade (Palestinian)
4. Al-Shabaab (Somali)
5. Ansar al-Islam (Iraqi Kurdistan)
6. Armed Islamic Group (GIA) (Algeria)
7. Asbat al-Ansar (Lebanon)
8. Aum Shinrikyo (Japan)
9. Basque Fatherland and Liberty (ETA) (Spain, France)
10. Communist Party of the Philippines/New People's Army (CPP/NPA) (Philippines)
11. Continuity Irish Republican Army (Northern Ireland)
12. Gama'a al-Islamiyya (Egypt)
13. HAMAS (Islamic Resistance Movement) (Palestinian)
14. Harakat ul-Jihad-i-Islami/Bangladesh (HUJI-B) (Bangladesh)
15. Harakat ul-Mujahidin (HUM) (Kashmir, India)
16. Hizballah (Party of God) (Lebanon)
17. Islamic Jihad Group (Syria)
18. Islamic Movement of Uzbekistan (IMU) (Uzbekistan)
19. Jaish-e-Mohammed (Army of Mohammed) (JEM) (Kashmir, India)
20. Jemaah Islamiya organization (JI) (Southeast Asia)
21. al-Jihad (Egyptian Islamic Jihad) (Egypt)
22. Kahane Chai (Kach) (Israel)
23. Kongra-Gel (KGG, formerly Kurdistan Workers' Party, PKK, KADEK, Kongra-Gel) (Turkey, Iran, Iraq, Syria)
24. Lashkar-e Tayyiba (Army of the Righteous) (LT) (Kashmir)
25. Lashkar i Jhangvi
26. Liberation Tigers of Tamil Eelam (LTTE) (Sri Lanka)
27. Libyan Islamic Fighting Group (LIFG) (Libya)
28. Moroccan Islamic Combatant Group (GICM) (Morocco)
29. Mujahedin-e Khalq Organization (MEK) (Iran)
30. National Liberation Army (ELN) (Colombia)
31. Palestine Liberation Front (PLF) (Palestinian)
32. Palestinian Islamic Jihad (PIJ) (Palestinian)
33. Popular Front for the Liberation of Palestine (PFLP) (Palestinian)
34. PFLP-General Command (PFLP-GC) (Palestinian)
35. Tanzim Qa'idat al-Jihad fi Bilad al-Rafidayn (QJBR) (al-Qaida in Iraq) (formerly Jama'at al-Tawhid wa'al-Jihad, JTJ, al-Zarqawi Network) (Iraq)
36. al-Qa'ida (Global)
37. al-Qa'ida in the Islamic Maghreb (formerly GSPC) (The Maghreb)
38. Real IRA (Northern Ireland)
39. Revolutionary Armed Forces of Colombia (FARC) (Colombia)
40. Revolutionary Nuclei (formerly ELA) (Greece)
41. Revolutionary Organization 17 November (Greece)
42. Revolutionary People's Liberation Party/Front (DHKP/C) (Turkey)
43. Shining Path (Sendero Luminoso, SL) (Peru)
44. United Self-Defense Forces of Colombia (AUC) (Colombia)

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U.S. Department of State Terrorist Exclusion List

1. Afghan Support Committee (a.k.a. Ahya ul Turas; a.k.a. Jamiat Ayat-ur-Rhas al Islamia; a.k.a. Jamiat Ihya ul Turath al Islamia; a.k.a. Lajnat el Masa Eidatul Afghania)
2. Al Taqwa Trade, Property and Industry Company Ltd. (f.k.a. Al Taqwa Trade, Property and Industry; f.k.a. Al Taqwa Trade, Property and Industry Establishment; f.k.a. Himmat Establishment; a.k.a. Waldenberg, AG)
3. Al-Hamati Sweets Bakeries
4. Al-Ittihad al-Islami (AIAI)
5. Al-Manar
6. Al-Ma'unah
7. Al-Nur Honey Center
8. Al-Rashid Trust
9. Al-Shifa Honey Press for Industry and Commerce
10. Al-Wafa al-Igatha al-Islamia (a.k.a. Wafa Humanitarian Organization; a.k.a. Al Wafa; a.k.a. Al Wafa Organization)
11. Alex Boncayao Brigade (ABB)
12. Anarchist Faction for Overthrow
13. Army for the Liberation of Rwanda (ALIR) (a.k.a. Interahamwe, Former Armed Forces (EX-FAR))
14. Asbat al-Ansar
15. Babbar Khalsa International
16. Bank Al Taqwa Ltd. (a.k.a. Al Taqwa Bank; a.k.a. Bank Al Taqwa)
17. Black Star
18. Communist Party of Nepal (Maoist) (a.k.a. CPN(M); a.k.a. the United Revolutionary People's Council, a.k.a. the People's Liberation Army of Nepal)
19. Continuity Irish Republican Army (CIRA) (a.k.a. Continuity Army Council)
20. Darkazanli Company
21. Dhamat Houmat Daawa Salafia (a.k.a. Group Protectors of Salafist Preaching; a.k.a. Houmat Ed Daawa Es Salafiya; a.k.a. Katibat El Ahoual; a.k.a. Protectors of the Salafist Predication; a.k.a. El-Ahoual Battalion; a.k.a. Katibat El Ahouel; a.k.a. Houmate Ed-Daawa Es-Salafia; a.k.a. the Horror Squadron; a.k.a. Djamaat Houmat Eddawa Essalafia; a.k.a. Djamaatt Houmat Ed Daawa Es Salafiya; a.k.a. Salafist Call Protectors; a.k.a. Djamaat Houmat Ed Daawa Es Salafiya; a.k.a. Houmate el Da'awaa es-Salafiyya; a.k.a. Protectors of the Salafist Call; a.k.a. Houmat ed-Daoua es-Salafia; a.k.a. Group of Supporters of the Salafiste Trend; a.k.a. Group of Supporters of the Salafist Trend)
22. Eastern Turkistan Islamic Movement (a.k.a. Eastern Turkistan Islamic Party; a.k.a. ETIM; a.k.a. ETIP)
23. First of October Antifascist Resistance Group (GRAPO) (a.k.a. Grupo de Resistencia Anti-Fascista Premero De Octubre)
24. Harakat ul Jihad i Islami (HUJI)
25. International Sikh Youth Federation
26. Islamic Army of Aden
27. Islamic Renewal and Reform Organization
28. Jamiat al-Ta'awun al-Islamiyya
29. Jamiat ul-Mujahideen (JUM)
30. Japanese Red Army (JRA)
31. Jaysh-e-Mohammed
32. Jayshullah
33. Jerusalem Warriors
34. Lashkar-e-Tayyiba (LET) (a.k.a. Army of the Righteous)
35. Libyan Islamic Fighting Group
36. Loyalist Volunteer Force (LVF)
37. Makhtab al-Khidmat
38. Moroccan Islamic Combatant Group (a.k.a. GICM; a.k.a. Groupe Islamique Combattant Marocain)

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39. Nada Management Organization (f.k.a. Al Taqwa Management Organization SA)
40. New People's Army (NPA)
41. Orange Volunteers (OV)
42. People Against Gangsterism and Drugs (PAGAD)
43. Red Brigades-Combatant Communist Party (BR-PCC)
44. Red Hand Defenders (RHD)
45. Revival of Islamic Heritage Society (Pakistan and Afghanistan offices -- Kuwait office not designated) (a.k.a. Jamia Ihya ul Turath; a.k.a. Jamiat Ihia Al- Turath Al-Islamiya; a.k.a. Revival of Islamic Society Heritage on the African Continent)
46. Revolutionary Proletarian Nucleus
47. Revolutionary United Front (RUF)
48. Salafist Group for Call and Combat (GSPC)
49. The Allied Democratic Forces (ADF)
50. The Islamic International Brigade (a.k.a. International Battalion, a.k.a. Islamic Peacekeeping International Brigade, a.k.a. Peacekeeping Battalion, a.k.a. The International Brigade, a.k.a. The Islamic Peacekeeping Army, a.k.a. The Islamic Peacekeeping Brigade)
51. The Lord's Resistance Army (LRA)
52. The Pentagon Gang
53. The Riyadus-Salikhin Reconnaissance and Sabotage Battalion of Chechen Martyrs (a.k.a. Riyadus-Salikhin Reconnaissance and Sabotage Battalion, a.k.a. Riyadh-as-Saliheen, a.k.a. the Sabotage and Military Surveillance Group of the Riyadh al-Salihin Martyrs, a.k.a. Riyadus Salikhin Reconnaissance and Sabotage Battalion of Shahids (Martyrs))
54. The Special Purpose Islamic Regiment (a.k.a. the Islamic Special Purpose Regiment, a.k.a. the al-Jihad-Fisi-Sabilillah Special Islamic Regiment, a.k.a. Islamic Regiment of Special Meaning)
55. Tunisian Combat Group (a.k.a. GCT, a.k.a. Groupe Combattant Tunisien, a.k.a. Jama'a Combattante Tunisien, a.k.a. JCT; a.k.a. Tunisian Combatant Group)
56. Turkish Hizballah
57. Ulster Defense Association (a.k.a. Ulster Freedom Fighters)
58. Ummah Tameer E-Nau (UTN) (a.k.a. Foundation for Construction; a.k.a. Nation Building; a.k.a. Reconstruction Foundation; a.k.a. Reconstruction of the Islamic Community; a.k.a. Reconstruction of the Muslim Ummah; a.k.a. Ummah Tameer I-Nau; a.k.a. Ummah Tameer E-Nau; a.k.a. Ummah Tameer-I-Pau)
59. Youssef M. Nada & Co. Gesellschaft M.B.H.

**U.S. Treasury Department's Designated Charities and Potential Fundraising  
Front Organizations for FTOs**

1. Makhtab al-Khidamat / Al Kifah (formerly U.S.-based, Pakistan)
2. Al Rashid Trust (Pakistan)
3. Wafa Humanitarian Organization (Pakistan, Saudi Arabia, Kuwait, United Arab Emirates)
4. Rabita Trust (Pakistan)
5. Ummah Tameer E-Nau (Pakistan)
6. Revival of Islamic Heritage Society - Pakistan and Afghanistan Branches (Kuwait, Afghanistan, Pakistan)
7. Afghan Support Committee (Afghanistan, Pakistan)
8. Al Haramain Foundation (Indonesia, Kenya, Pakistan, Tanzania, Bosnia, Somalia, Bangladesh, Afghanistan, Albania, Ethiopia, Netherlands, Comoros Islands, and United States branches)
9. Aid Organization of the Ulema (Pakistan)
10. Global Relief Foundation (United States)

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11. Benevolence International Foundation (United States):
12. Benevolence International Fund (Canada)
13. Bosanska Idealna Futura (Bosnia)
14. Stichting Benevolence International Nederland (Netherlands)
15. Lajnat al Daawa al Islamiyya (Kuwait, Pakistan, Afghanistan)
16. Al Akhtar Trust (Pakistan)
17. Taibah International (Bosnia)
18. Al Haramain & Al Masjed Al Aqsa Charity Foundation (Bosnia)
19. Al Furqan (Bosnia)
20. Islamic African Relief Agency (IARA) / Islamic Relief Agency (ISRA) (Sudan, United States and 40 other branches throughout the world)
21. The Holy Land Foundation for Relief and Development (United States)
22. Al Aqsa Foundation (United States, Europe, Pakistan, Yemen, South Africa)
23. Comité de Bienfaisance et de Secours aux Palestiniens (France)
24. Association de Secours Palestinien (Switzerland)
25. Interpal (Palestinian Relief & Development Fund) (United Kingdom)
26. Palestinian Association in Austria (Austria)
27. Sanibil Association for Relief and Development (Lebanon)
28. Elehssan Society (Palestinian territories)
29. Aleph (Aum Shinrikyo/Aum Supreme Truth)
30. Rabbi Meir David Kahane Memorial Fund (Kahane Chai and Kach)  
American Friends of the United Yeshiva (Kahane Chai and Kach)  
American Friends of Yeshivat Rav Meir (Kahane Chai and Kach)  
Friends of the Jewish Idea Yeshiva (Kahane Chai and Kach)
31. Irish Republican Prisoners Welfare Association (Real IRA)
32. Socorro Popular Del Peru/People's Aid of Peru (Sendero Luminoso/Shining Path)

**SECTION 1 - SPECIFICATIONS & PRICING**

**LUCAS COUNTY, OHIO**

**Computer Aided Dispatch system  
Request for Proposals (RFP)**

**Part B**

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## 1. PROJECT SCOPE

The Board of Lucas County Commissioners “the County” is seeking on behalf of the Department of Emergency Services a Request For Proposals (RFP) for a countywide Computer Aided Dispatch (CAD) system and optionally Mobile Data Software, Electronic Reporting Software and a countywide Fire Records Management (RMS) system. The countywide system will support all public safety law enforcement, fire and emergency medical agencies in Lucas County. This document is a Request for Proposal pursuant to Ohio Revised Code 307.862.

The County will only entertain responses from vendors with at least five (5) years experience in successfully developing and implementing public safety CAD systems. As part of the contract Lucas County will require the placement of application source code with a third party escrow agent.

The detailed requirements for this system are included in later sections of this solicitation. However, any requirements not in the current document, but which are necessary for the operation of such a system are to be included in the vendor proposal. Unless otherwise noted, the vendor selected under this solicitation will be responsible for furnishing all necessary labor, software, hardware, test equipment, training and documentation needed for a complete and operating CAD system. One original printed proposal, one CD ROM printable file and three (3) additional printed copies stamped “Copy” shall be submitted to this RFP. A Microsoft Word file copy of RFP Part C (specifications and pricing) is available by e-mailing [dcoble@co.lucas.oh.us](mailto:dcoble@co.lucas.oh.us) .

This RFP is comprised of the following:

RFP Part A - Lucas County Purchasing Administrative Requirements

RFP Part B - Project Scope

RFP Part C - Specifications and Pricing

RFP Addenda – (as issued by Lucas County Purchasing)

Proposing vendors must complete and return all sections of the Requirement Documents/Proposal Response in the RFP (Parts A, B and C) with their responses filled in. Vendors are required to respond to all specifications and pricing (cost proposals) in the order and format provided in Section C to allow efficient review of responses. Section C is available as a Word document to allow you to respond in the document format.

The following Precedence of Documents shall be used to resolve any apparent conflicts between documents:

1. LCES Approved Contract with Successful Respondent
2. RFP Addenda issued by Lucas County Purchasing
3. LCES RFP including

Part A  
Part B  
Part C

Lucas County Emergency Services currently operates a countywide CAD system with a Northrop Grumman (PRC) Cobal CAD system operating Open VMS on HP Alpha servers. Lucas County as of the 2000 census has a population of 455,054 people. Approximately 661,507 CAD incidents were logged in 2008. Lucas County is seeking an CAD system with current technical capabilities to include: mapping, AVL, automatic and inproptu mutual back-up, potential load sharing of emergency calls, establishing ‘hot standby” dispatch at incident command and the ability to interface with CAD systems for Ohio Highway Patrol and regional mutual aid agencies outside of Lucas County.

The planned multi-jurisdictional, multi-discipline, multi-PSAP, countywide Computer Aided Dispatch system will provide a common technology platform among the County’s public safety agencies and will provide the simultaneous information to each respective dispatch center for each discipline (law enforcement, fire, and emergency medical responders). As the call taker is capturing the incident information, it is instantaneously provided to the appropriate responders. Shared access to incident and unit information provides for improvements in selection and response time for the first responders, since the awareness of the closest unit is now provided across jurisdictional boundaries. The

ability for each agency to independently enter and dispatch lower-priority calls also allows for distributed call entry, and retains the independence of individual agency resource management.

The CAD system will also be integrated with an existing BIO-key mobile data system and electronic reporting software to allow for electronic communications with field units and improved unit status and location information. Lucas County has included an option to purchase a vendor proposed mobile data and electronic reporting solution to be determined based on pricing and capability enhancements over the current mobile data system. Automatic Vehicle Location (AVL) capability (BIO-key Fleet Navigator) is being used by several departments and it is envisioned that the new CAD system will provide for expanded utilization of this capability. The CAD system will also be integrated with each agency's records management system to provide for local records inquiries and provide the core of incident reporting information.

The CAD system is expected to support run card, response plan, beat area and other procedural information specific to each dispatched agency. An existing county public safety Wide Area Network (WAN) will be utilized to support connectivity between the various participating agencies. The WAN could also be leveraged for future applications, such as backbone connectivity to remote radio sites and connectivity to commercial carrier services. The following diagram (Figure 1) provides an overview of the current WAN:

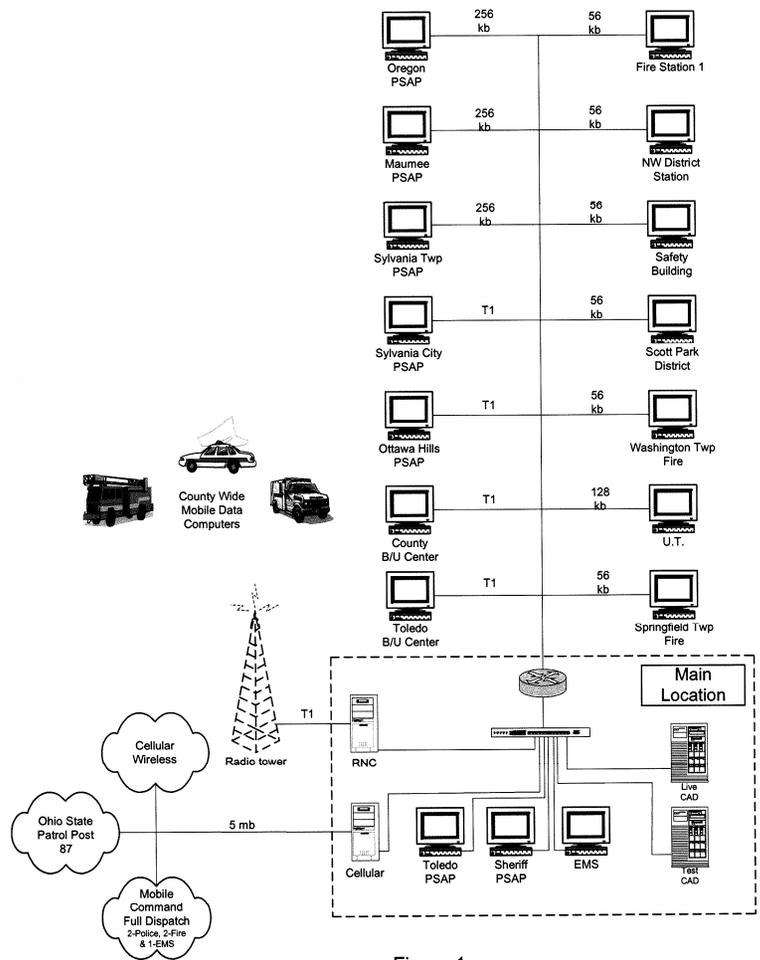


Figure 1

Revised 11/23/2009

The following diagram (Figure 2) shows the current CAD networking configuration:

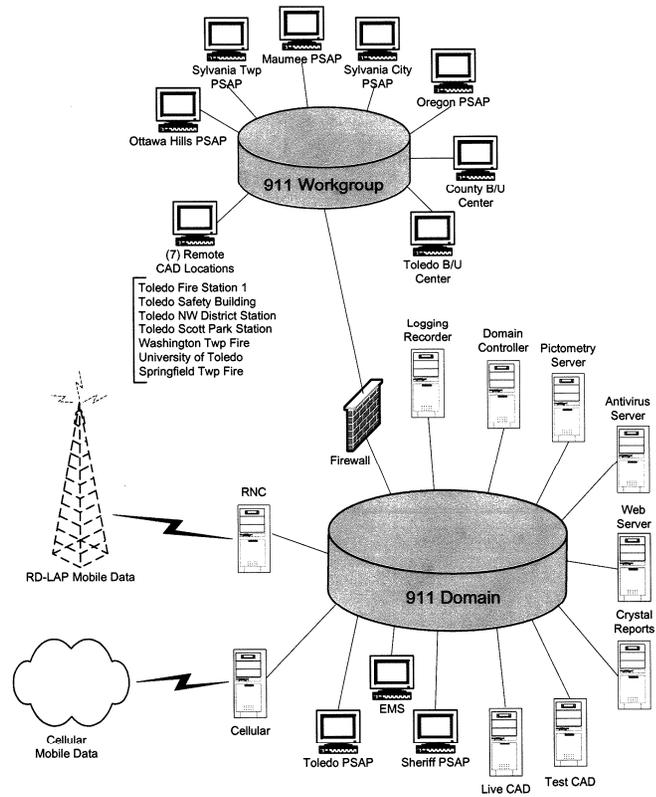
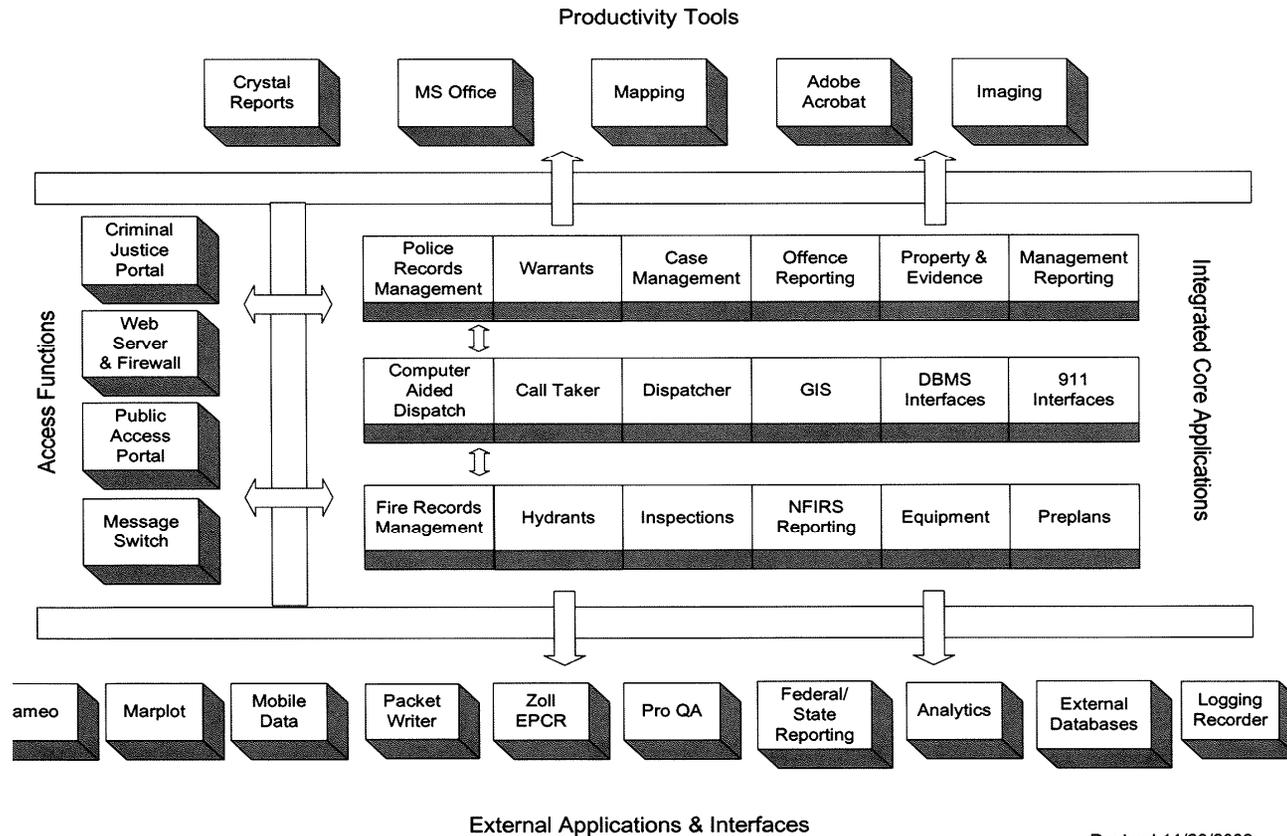


Figure 2

Revised 11/23/2009

The following diagram (Figure 3) shows the planned integrated applications for the new CAD system:

**Figure 3 - Integrated Application Suite**



## 2. TIME LINE OF EVENTS

The following schedule identifies the milestone dates for accomplishment of this procurement and implementation project. This timeline is subject to change.

Time line of Events	
RFP Available	Monday, December 7, 2009
Pre-Proposal Conference	Thursday, January 7, 2010 at 9:30 a.m.
Deadline for Questions	January 15, 2010
<b>Proposals Due from Vendors</b>	<b>Thursday, February 18, 2010</b>
Preliminary Evaluation Complete	March 12, 2010
Finalist Interviews Begin	March 22, 2010
Notice of intent to Award	April 7, 2010
Written Acknowledgement by Awarded Vendor	April 14, 2010
Contract Negotiations Complete	May 18, 2010
Begin Implementation	June 1, 2010
CAD System Design Complete/Accepted	August 2, 2010
Implementation Begins	August 2010

### 3. EVALUATION AND AWARD

LCES at its sole discretion, shall determine the responsiveness of proposals and whether the vendor is responsible. LCES will evaluate all responsive proposals based on the requirements and criteria set forth within this request. LCES reserves the right to reject any and all proposals as a result of this request, with or without cause.

#### A. Evaluation Criteria

The following evaluation criteria provide guidance to the LCES evaluation team in reviewing vendor proposals; however, the evaluation is not limited to these items. The consensus of the evaluation team will be utilized to recommend finalists. Lucas County may accept any proposal, reject any or all proposals for any reason with or without cause, may waive any defects or infirmities in any proposal or the process. The Board may negotiate with any vendor after the opening of proposals and allow modifications to proposals. The Board may award a contract to the offeror whose proposal is determined to be the most advantageous to the County. The Board is not bound to select the lowest cost proposal.

Key questions to be answered by the vendor's narrative proposal are identified below:

#### **Project Methodology 15%**

- a) Does the narrative reflect an understanding of the necessary tasks?
- b) Does the response identify any anticipated difficulties or issues? Does it acknowledge any 3<sup>rd</sup> party coordination requirements?
- c) Does the narrative describe any special or substantially superior vendor capabilities?

#### **Experience & References 15%**

- a) Does the vendor have prior experience in providing multi-agency, multi-jurisdictional CAD systems?
- b) Are the products and services new to the marketplace? Is this an extension of a mature product?
- c) Are at least three fully compliant references provided?
- d) Are the references uniformly positive?
- e) Do the references demonstrate the offeror's ability to successfully provide the required services/product.

**Responses to Detailed Requirements 30%**

- a) Has the vendor responded affirmatively to all requirements?
- b) Are exceptions taken to any requirements? Are they substantial exceptions?
- c) Does the response reflect an understanding of the requirements?
- d) Do the narrative responses to Implementation Requirements reflect subject matter expertise?

**Vendor Qualifications Capabilities 5%**

- a) Does the proposed methodology reflect the vendor's experience in developing integrated CAD environments?
- b) Does the proposal reflect adequate technical expertise?
- c) Does the vendor appear to have sufficient software development resources?
- d) Are the development tools and methodologies named/identified?
- e) Does the vendor hold information technology certification or profess formal process methodologies?
- f) Will the vendor rely exclusively on its own resources?

**Financial Profile 5%**

- a) Has the vendor been in the CAD software business over five years?
- b) Does the vendor have adequate corporate financial resources?
- c) Has the vendor been subject to legal action or notice to cure?

**Total Cost of Ownership 25%**

- a) How does the total cost of ownership compare to product capability and quality?
- b) Comparison of annual maintenance/support costs.
- c) What is the cost of back-end support (County personnel and resources) to support the proposed system?
- d) What is the connectivity cost to implement and maintain the proposed solution?
- e) What is the fiscal impact on integration to existing or proposed interfaced systems/programs?

**System Life Cycle 5%**

- a) What is the projected life cycle for the proposed solution software and hardware?
- b) How does the proposed solution support scalability?
- c) Does the Offeror support a road map for product improvements with user input?
- d) Does the Offeror support user group meetings and training programs?

## **B. Promotion to Finalist**

The evaluation team will identify the highest-ranking vendors and select those vendors for finalist evaluation. The finalist evaluation consists of the following:

- a) LCES will provide to the selected vendors a comprehensive list of application functions and features to be demonstrated.
- b) LCES will submit individual questions to each vendor where additional proposal clarification is desired.
- c) Vendors may likewise ask in writing for further clarification of requirements or scope of work.
- d) Each vendor will provide a demonstration of the proposed application functions and features.
  - Numerous requirements in this RFP have been identified as agenda items for specific vendor demonstration.
  - Finalist vendors should allocate at least two days for on-site demonstrations.
  - Vendors may indicate a request for demonstrations to be held at an existing customer site (depending on reasonableness of the location).
- e) Vendors will be requested to submit written replies to written LCES inquiries or clarification of issues identified in the finalist evaluation.
- f) Vendors will submit "best and final" cost proposals at the end of the finalist evaluation.

The LCES evaluation team will submit its award recommendation to the Communication Board for consideration and recommendation to the Board of County Commissioners. The vendor selected for the award will be notified of the Board's Intent to Award and contract negotiations will commence immediately.

#### **4. LOCAL RESPONSIBILITIES**

This section identifies the implementation tasks and infrastructure that will be provided by LCES and participating agency resources.

##### **A. Technical Advisory Committee**

LCES has established a technical advisory committee to provide operational and technical recommendations on the acquisition and design of the new CAD system. The technical advisory committee will provide guidance and coordination for implementation tasks including system design, third party vendor coordination, and system technical and staffing support for the project.

##### **B. Area Wide Network**

To the extent possible, LCES will utilize the existing county-wide Wide Area Network (WAN) as well as other existing county, city, or township infrastructure. Additional new or enhanced connectivity to local agencies will be provided by LCES or jurisdiction's expense after final requirements are identified in the system design process.

##### **C. Mobile Data Systems**

Lucas County currently uses BIO-key mobile data software and electronic reporting in conjunction with both Motorola 800 MHz radio modems and commercially provided wireless connectivity, such as Sprint for data communications. For the immediate future, these wireless networks will remain in place; however, a parallel initiative to review the County's data communications network is in process. Lucas County may choose to continue using BIO-key mobile data software and electronic report software with the new CAD system or may consider purchase of the selected vendor's mobile data system based on price and capability.

##### **D. Geographical Information**

LCES, with participation of local agencies and jurisdictions, will prepare a consolidated geographical data base for initial loading and subsequent updates for CAD application requirements. The various data files will come in an ESRI ArcInfo format. Coverage information will include adjacent areas of Monroe, Fulton, Wood, Henry, and Ottawa Counties.

## E. Existing System Vendor Coordination

LCES and its participating agencies will coordinate with third-party vendors and providers of existing CAD related systems. However, the selected vendor will be required to initiate and provide sufficient technical information to facilitate the necessary exchange of information to achieve project goals and objectives.

### 5. AGENCY PROFILES

Lucas County has seven (7) primary public safety answering points (PSAPs)/dispatch centers, one (1) secondary PSAP/dispatch center, five (5) dispatch only locations, two (2) back-up centers and numerous administrative CAD user positions. The countywide CAD supports eighteen (18) law enforcement agencies, fifteen (15) fire agencies and one (1) ALS medical agency operating within Lucas County.

Public Safety Answering Point (PSAP) and Dispatch	# of CAD Positions	Location/Contact Number
<b><u>Primary PSAPs and Dispatch</u></b>		
Lucas County Sheriff	4 dispatch 5 calltaker	2144 Monroe St., Toledo, OH 43604; (419) 213-6545
City of Toledo	13 dispatch 12 calltaker	2144 Monroe St., Toledo, OH 43604; (419) 245-3271
City of Oregon	4 dispatch/ calltaker	5330 Seaman Rd, Oregon, OH 43616 (419) 691-5787
City of Maumee	4 dispatch/ calltaker	109 E. Dudley St., Maumee, OH 43537 (419) 897-7007
City of Sylvania	3 dispatch/ calltaker	6635 Maplewood Ave., Sylvania, OH 43560 (419) 885-8902

Sylvania Township	4 dispatch/ calltaker	4420 N. King Rd., Sylvania, OH 43560 (419) 882-2055
Village of Ottawa Hills	3 dispatch/ calltaker	2125 Richards Rd., Toledo, OH 43606 (419) 531-4211
<b><u>Secondary PSAP and Dispatch</u></b>		
Lucas County EMS Dispatch	6 dispatch	2144 Monroe Street, Toledo, OH 43604; (419) 213-6556
<b><u>Dispatch Only</u></b>		
Springfield Township Fire Dispatch (may be moving to 2144 Monroe St.)	2 dispatch	1534 S. Crissey Rd., Holland, OH 43528 (419) 865-1146
University of Toledo – Main Campus	3 dispatch	1515 S. Towerview, Toledo, OH 43606 (419) 530-2600
University of Toledo – Health Sciences	1 dispatch	3025 Library Circle, Toledo, OH 43614 (419) 383-2600
Ohio State Patrol	1 – VPN	12891 Middleton Pike, Bowling Green, OH 43402 (419) 352-2481
Mobile Incident Command	5 - VPN	2144 Monroe St, Toledo, OH

<b><u>Back-up PSAPs and Dispatch</u></b>		
Toledo Alarm Building		525 Erie Street, Toledo, OH 43604; (419) 936-
Sub –basement of Lucas Co Corrections Center (Jail)		1622 Spielbusch Ave, Toledo, OH 43604; (419) 213-

The following exhibits summarize the jurisdictional response areas for the County's public safety agencies, as well as identifying the associated dispatch center.

<b>Law Enforcement Agency</b>	<b>Dispatched By</b>	<b>Jurisdictions Served</b>
Lucas County Sheriff	L. C. Sheriff	All Lucas County
		Jerusalem Twp, Harborview
		Providence Twp, Harding Twp
		Springfield Twp, Monclova Twp
		Swanton Twp, Spencer Twp,
		Richfield Twp, Neapolis
Toledo	Toledo	Toledo
Oregon	Oregon	Oregon
Maumee	Maumee	Maumee
Sylvania City	Sylvania City	Sylvania City
Sylvania Township	Sylvania Township	Sylvania Township
Berkey	L.C.Sheriff	Berkey
Harborview	L.C.Sheriff	Harborview
Holland	L.C.Sheriff	Holland
University of Toledo	University of Toledo	University of Toledo
Washington Township	L.C.Sheriff	Washington Township
Waterville Township	L.C.Sheriff	Waterville Township
Waterville Village	L.C.Sheriff	Waterville Village
Whitehouse Village	L.C.Sheriff	Whitehouse Village
Metro Parks	L.C.Sheriff	Metro Parks

Port Authority	L.C.Sheriff	Toledo Express Airport
Ohio State Patrol	OHSP Bowling Green Post	Interstate and State Routes
Ottawa Hills	Ottawa Hills	Ottawa Hills

<b>Fire Department/Medical First Responder</b>	<b>Dispatched By</b>	<b>Jurisdictions Served</b>
Toledo	Toledo	Toledo
Oregon	Oregon	Oregon
Jerusalem Township	Oregon	Jerusalem Township
Maumee	Maumee	Maumee
Sylvania Township	Sylvania Township	Sylvania Township
		Sylvania City
Springfield Township	Springfield Township	Springfield Township
		Holland
Monclova Township	Maumee	Monclova Township
Ottawa Hills	Ottawa Hills	Ottawa Hills
Washington Township	L.C. Sheriff	Washington Township
Waterville Village	L.C. Sheriff	Waterville Village
		Waterville Township
Whitehouse Village	L.C. Sheriff	Whitehouse Village
		Waterville Township
Richfield Township	L.C. Sheriff	Richfield Township
		Berkey
Providence Township	L.C. Sheriff	Providence Township
		Neapolis
Spencer Township	L.C. Sheriff	Spencer Township
Swanton	L.C. Sheriff	Swanton
		Providence Township
		Harding Township

<b>Paramedic ALS Transport</b>	<b>Dispatched By</b>	<b>Jurisdictions Served</b>
Lucas County EMS	Lucas County EMS Dispatch	All Lucas County jurisdictions

The following exhibits identify the records management and incident reporting systems currently utilized by the County's public safety agencies:

<b>Law Enforcement Agencies</b>	<b>RMS Provider / Version</b>
Lucas County Sheriff	NORIS CRS
Toledo	NORIS CRS
Oregon	NORIS CRS
Maumee	CMI
Sylvania City	Emergitech
Sylvania Township	NORIS CRS
Berkey	Law Enforcement Tool Kit (LEOT)
Harborview	N/A
Holland	Emergitech
University of Toledo	ARMS
Washington Township	NORIS CRS
Waterville Township	N/A
Waterville Village	Xpediter
Whitehouse Village	CMI
Metro Parks	NORIS CRS
Port Authority	N/A
Ottawa Hills	NORIS CRS

<b>Fire Department / Medical First Responder Agencies</b>	<b>RMS Provider / Version</b>
Toledo	Crystal Vision
Oregon	Fire House
Jerusalem Township	Fire House
Maumee	CMI
Sylvania Township	Fire House
Springfield Township	Fire House
Monclova Township	Fire House
Ottawa Hills	Fire House
Washington Township	Fire House
Waterville Village	Fire House
Whitehouse Village	Fire House
Richfield Township	Fire Programs
Providence Township	Fire House
Spencer Township	Fire House
Swanton	Fire Programs



**LUCAS COUNTY EMERGENCY SERVICES**  
**Lucas County, Ohio**

**Computer Aided Dispatch System**  
**Request for Proposals**

**Part C**

- Section I – Vendor Information (page 2)**
- Section II– Functional Requirements (page 9)**
- Section III – Technical Requirements (page 110)**
- Section IV – Implementation Requirements (page 144)**
- Section V – Performance Requirements (page 166)**
- Section VI – Interface Requirements (page 174)**
- Section VII – Vendor Provided Documents (205)**
- Section VIII – Fire Records Management System (page 206)**
- Section IX – Cost Proposal (page 286)**

To achieve a uniform review process and obtain the maximum degree of comparability, it is necessary that vendor proposal responses be organized in the manner specified in Part C. Each requirement item requires a specific answer or narrative reply by the proposer to be considered responsive. Additional narrative material may be appended as needed. Please reference appended material in the appropriate Item Number's Vendor Response

Vendors can receive a Microsoft Word file of Part C by e-mailing Dennis Cole, Director, Lucas County Emergency Services at: dcole@co.lucas.oh.us

## SECTION I

### VENDOR INFORMATION

This section is intended to identify potential vendors experience and capability to successfully design and implement the proposed CAD system. Additional narrative material may be appended to this section.

**For Joint Ventures or Subcontractors, Section I must be completed separately for each entity having a role in the accomplishment of the proposed scope of services. The aggregate proposer response must reflect the minimum requirements of this procurement.**

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3. EXPERIENCE AND REFERENCES.....	4
4. VENDOR QUALIFICATIONS AND CAPABILITIES.....	6
5. FINANCIAL PROFILE.....	7

LETTER OF TRANSMITTAL

This letter must be signed by a corporate officer or other individual who has the authority to legally bind the proposer.

Item	Vendor Response
1. List name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers.	

By signing below, the Proposer hereby certifies the following:

1. The proposing firm has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of a free competitive process in connection with this solicitation.
2. The individual signed below is authorized to bind the proposing firm or corporation to a legal contract.
3. The proposer and its subcontractors are not debarred or suspended from doing business with Lucas County, the State of Ohio or any of the participating jurisdictions.
4. They are acknowledging receipt of the following Addenda Numbers, if no addenda have been issued, indicate "N/A" or "None."

Addenda Received:

Company Name	Date	Signature
Mailing Address		Printed (or typed) Name
City, State and Zip Code		Title (printed or typed)
		Telephone Number

## 1. PROJECT METHODOLOGY

This section requires a narrative response as to the proposing vendor's approach to the project.

Item	Vendor Response
1. Provide detailed information on the firm's methodologies in meeting the scope of work requirements, including a narrative Scope of Work Statement.	
2. Describe your approach to developing a cooperative System Design with the customer.	
3. Describe your overall deployment approach to include any special considerations which may be envisioned in the current project.	

## 2. EXPERIENCE AND REFERENCES

This section requires a narrative response as to the proposing vendor's experience in designing and implementing complex computer aided dispatch systems. Lucas County is seeking a vendor with a minimum of five (5) years experience in design and implementing CAD systems. References must meet minimum requirements:

- a) having a service population of at least 150,000 persons
- b) separate 911 call taking and dispatcher operating positions
- c) having at least three physically separate call taking and/or dispatch centers sharing the same application platform
- d) having at least 500 active end user accounts
- e) CAD-integrated mobile data computer system of at least 150 units
- f) interface to a separate records management system

Item	Vendor Response
1. Detail the firm's experience in the development and support of complex, distributed application software environments.	
2. Describe you firm's organizational stability and adaptability to providing the required documentation, software development, installation, integration, training and support services.	
3. Provide at least three (3) comparable references for which your company has provided the same products and services as proposed for this Project. Include: a) Name of Product Installed b) Name of Site, and names and service populations of all agencies served c) <u>Current</u> customer point of contact name, telephone numbers, email addresses, and mailing addresses d) <u>Contract</u> date, and system <u>acceptance date</u> e) A brief description of the scope of each project, including conformance with minimum RFP requirements.	
4. Provide a list of <u>all</u> CAD installations during the past five years,	

Item	Vendor Response
<p>including all systems that were contracted for but not completed. Include the same information for each as required in 3 above. Also include a brief description of the scope of each project.</p>	

### 3. VENDOR QUALIFICATIONS AND CAPABILITIES

This section requires a narrative response as to the proposing vendor's qualification and capabilities to undertake and accomplish the proposed project.

Item	Vendor Response
<p>1. If proposing as a Joint Venture or using Subcontractors, provide a description of the roles and responsibilities of each entity.</p>	
<p>2. Provide an overview of your system development organization, including the qualifications of your developers, programmers and technical support staff, as well as their tenure with your company. If considered proprietary, the specific names of individuals may be omitted.</p>	
<p>3. Provide information on the external resources available to your firm which indicates you have access to the</p>	

Item	Vendor Response
<p>services necessary to perform the work. Identify any subcontractors and the part of the project they will be working on, local service providers and formal relationships with other manufacturers or providers.</p>	
<p>4. Identify the firm's location from which the primary services are to be provided. Describe the ability to meet in person with LCES project personnel as required during the performance of the contract.</p>	
<p>5. Identify the project manager that will be assigned to this implementation if awarded the contract.</p>	
<p>6. Is the primary person(s) who wrote the proposal going to be the project manager or actively involved in the implementation of the proposed system?</p>	

#### 4. FINANCIAL PROFILE

This section requires a narrative response to questions regarding the proposing vendor's financial circumstances.

Item	Vendor Response
<p>1. How long has your company been in business?</p>	

Item	Vendor Response
2. Is your company a subsidiary of another entity? If so, identify the parent company.	
3. What is the legal organization of your company (i.e., incorporation, LLC, etc?) Is it a domestic (U.S.) corporation? If so, in what state? If not, what country?	
4. List all entity names and trademarks/service marks used by your company within the past five years.	
5. What were your firm's direct gross revenues for each of the last three years, including 2009/Year to Date?	
6. What percentage of your company's revenue is directly related to the sales and support of Computer Aided Dispatch application software?	
7. Provide a copy of your company's most recent annual financial statement. Financial Statement should only reflect the business unit responsible for development and support of computer aided dispatch applications.	
8. What is your company's DUNS Number?	

Item	Vendor Response
9. In the last five years, has your company been subject to legal process, notice to cure, or notice of termination related to contractual performance? If so, please explain.	

**SECTION II FUNCTIONAL REQUIREMENTS**

This section identifies the Functional Requirements for the proposed CAD system. Functional Requirements generally refer to software application functions and features. This document is structured to allow for narrative vendor responses to specific requirements.

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**VENDOR RESPONSE INSTRUCTIONS**

CAD functions and features in this document have been identified by a thorough review of the dispatch center operations in Lucas County, as well as a consideration of the current CAD system in use. It is recognized that any one proposer may not have 100% of the listed items; however, if a requirement or specification is listed that you currently do not offer in the system that you are proposing, you have several options in your response to this RFP.

For each item, indicate one of the following next to each CAD RFP requirement in the Vendor Response Code column:

- F – Fully Provided “Out-of-the-Box” – feature provided in current application configuration
- CU – Customization Required (Change to source code required) – scope of work/level of effort included in proposal
- CO – Configuration Item (Setup required with built-in tools and procedures but no change in source code is required)
- R – Function accomplished with provided Reporting Tool(s)
- NA – Feature or Function Not Available (Not Proposed)
- TP – Third Party Software Required to Fully Provide Requirement

Vendors must provide affirmative responses to all descriptive requirements, and may offer additional comments in the Vendor Response Narrative column.

If a particular requirement, function or feature is not included in the proposed system total cost, but can be included at additional cost, that should be indicated in the Item Pricing Column as an optional cost item. Specific pricing for every requirement is not requested.

If a requirement is satisfied by a same or very similar function or feature that is offered in another response, clearly describe the alternate in detail and identify the page number(s) where the description can be found.

<b>1. GENERAL REQUIREMENTS</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
1.1	Application software shall support a multi-agency, multi-jurisdictional environment, accommodating at a minimum law enforcement, fire, and emergency medical services.			
1.2	All system functions available to call takers shall also be available to dispatchers.			
1.3	The system shall allow multiple users to simultaneously modify and review records and incidents with appropriate time stamping for all updates.			
1.4	The system shall store all dates and times internally in a consistent, standard format (e.g. EST/DST). The system shall also store all times to a precision of 1 second.			
1.5	Vendor to explain how times are recorded to reconcile daylight savings time.			
1.6	The system shall display all times in a 24-hour format.			
1.7	The system shall provide timestamps:			

## 1. GENERAL REQUIREMENTS

1. GENERAL REQUIREMENTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<ul style="list-style-type: none"> <li>a. For every incident activity entered,</li> <li>b. For every unit activity entered, and</li> <li>c. For each line of dispatcher narrative entered.</li> <li>d. For every CAD message.</li> </ul>			
1.8	The system shall log and retain the operator ID, workstation ID, date and time for each action performed by a user.			
1.9	<p>The system shall provide a bulletin-board (electronic message center) function for the following applications:</p> <ul style="list-style-type: none"> <li>a. Copy and paste information from LEADS/NCIC messages, CAD incidents, and CAD messages or free text additions into the bulletin-board for shift briefings.</li> <li>b. Information is available to any logged-on Authorized User.</li> </ul>			
1.10	<p>The system shall include an online help capability organized according to the major functions of the application.</p> <ul style="list-style-type: none"> <li>a. System to provide access to a context-sensitive, on-line help from any screen or field</li> <li>b. System to support agency-defined additions, such as agency-specific operating procedures</li> </ul>			

<b>1. GENERAL REQUIREMENTS</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	<ul style="list-style-type: none"> <li>c. on-line documentation shall be searchable by topic or keyword</li> <li>d. on-line documentation shall be comparable to end user documentation and printable with consistent page numbers</li> </ul>			
1.11	The failure of any one or more workstation(s) shall include automatic notification to the pre-designated backup workstation or group of workstations (with automatic roll-over capability to bypass any workstation that does not have a logged-on operator).			
1.12	<p>The system shall provide ability for a CAD incident /event to be entered, updated, or changed by multiple agencies at different PSAPs.</p> <ul style="list-style-type: none"> <li>a. An audible and visual prompt must be sent to the primary dispatcher to announce action taken.</li> <li>b. Changes or additions to existing incidents must easily be forwarded to all events simultaneously.</li> </ul>			
1.13	The system shall provide the ability to perform remote dispatch from a field incident for major incidents i.e. through commercial data cards such as Sprint. Vendor to explain their capability to accomplish this.			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
2.1	The system shall provide a consistent (default) user interface design (e.g. use of controls, function keys, navigational procedures, etc.) in order to reduce user training and system administration.			
2.2	The user interface shall be a Graphical User Interface (GUI), which utilizes menus, scalable data field drop-downs with window size being appropriate for the amount of information displayed, custom short-cuts (e.g. CMD+U), function keys (e.g. F4), and a command line to operate and navigate within the system.  Vendor to explain how the system uses these tools to expedite the users' interaction with the system, helping them to enter data quickly and accurately.			
2.3	The system shall display message / dialog windows such that the windows do not cover other windows (impeding efficient processing of incidents, etc.).			
2.4	The default size and location of pop-up and drop-down windows shall be configurable by the System Administrator.			
2.5	Any message displayed by the system will not cover any existing data on the screen and should be displayed in an area designated for such messages			

## 2. USER INTERFACE

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	on the screen.			
2.6	<p>In any event where the system presents multiple “pages” of information in response to user action (inquiry, address verification, etc.), the system shall notify the user that multiple pages exist, and the user shall be able to page either forward or backward through the material.</p> <p>a. The system shall present to the user the option of using either the keyboard or the mouse for this scrolling function.</p>			
2.7	<p>The screen layout configuration options shall include, at minimum:</p> <p>a. Background and font colors,</p> <p>b. Creation and design of status monitors (different filtering, sorting, grouping and colors),</p> <p>c. Location of windows, command lines, fields, graphic buttons, and error messages,</p> <p>d. Turn graphic command buttons on and off,</p> <p>e. Function key assignments, and</p> <p>f. Short-cut key assignments.</p>			
2.8	For those agencies with large numbers of units and incidents, proposed system shall support using two screens dedicated to unit and incident status displays.			
2.9	The system shall specifically allow (if the user			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
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	desires) the status monitors to be configured in such a manner that columns group like unit/apparatus types, rows group units/apparatus by department/jurisdiction and stations and colors indicate current status. This function shall also allow cross-column groupings by fire station.			
2.10	Status monitors at a minimum shall allow Authorized User to filter the incidents and units displayed by: <ul style="list-style-type: none"> <li>a. Alarm Level</li> <li>b. Unit Status</li> <li>c. Station Area</li> <li>d. Unit Type</li> <li>e. Incident Status</li> <li>f. Unit Activity Type</li> <li>g. Incident Type</li> <li>h. Units Assigned</li> <li>i. Incident Creation Time</li> <li>j. Waiting Incidents</li> </ul>			
2.11	The system shall provide a prominent visual notification of new messages, new inquiry returns, new incidents, and incident updates. This shall include changed or modified calls for service.			
2.12	The system shall have the capability to provide System Administrator-defined audible alerts.			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
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2.13	The system shall offer configuration parameters for turning the audible alert on and off for each incident type code.			
2.14	The system shall allow the System Administrator to define the data field entry order for any screen or form. Vendor to identify any constraints to defining data field entry order on screens or forms native to the system.			
2.15	The user interface shall include a “command line” interface that allows single line keyboard commands to be used in place of menu selections. Vendor to explain how this is accomplished in a GUI environment, including the command line capabilities and restrictions inherent in the system.			
2.16	The system shall provide the System Administrator the ability to assign commands / functions to shortcut key such as F1 key or Shift F1 or Alt F1 along with sequences (e.g. Ctl+I = “open a blank incident entry form”, or Ctl+A = “open an incident entry form and populate it with ANI/ALI information”).			
2.17	The system shall allow the System Administrator to create macros that combine two or more individual commands or other actions.			
2.18	The system shall allow customization and aliasing of commands to match Lucas County’s existing commands. Command alias substitution shall be			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
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	automatically activated by recognition of the logged on user.			
2.19	The system shall provide case-insensitive entry for commands.			
2.20	The system shall allow retrieval of up to 50 previously entered commands from the command line. Is the number configurable by admin?			
2.21	The system shall provide a default order for command line parameters for each command.			
2.22	The command line shall include word wrap and shall allow a minimum of 256 characters to be typed on the command line at one time. Is this admin definable?			
2.23	If a command code is entered on the command line without any required parameters, the system shall display the appropriate format for completing the command.			
2.24	Free-form text fields shall be of an unlimited length. Is this admin definable?			
2.25	All telephone number fields shall be long enough to allow the entry of area code + prefix + number and extensions.			
2.26	The system shall provide a caller location field long enough to accommodate address + apartment / suite number + business name. Vendor to explain how the system accommodates the entry of detailed			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
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	location information into the incident form.			
2.27	All contact name fields shall be a minimum of 30 characters.			
2.28	The system shall allow a user to update any field except: system-generated times and dates, user ID, ANI / ALI information, and CAD workstation ID / position on any open or closed incident. The system will track previous field information as well as recording the user, time and date of the change. Are non-changeable fields admin definable?			
2.29	The system shall validate user entries into restricted-entry fields against the appropriate validation tables. The System Administrator shall have the ability to expand the number of restricted-entry fields and tables as the need arises.			
2.30	The system shall allow the System Administrator to define the values for restricted entry fields and pull-down lists.			
2.31	The system shall incorporate data validation for fields that are table-driven, (i.e. the user shall only be able to choose (pop-up box options) or enter one of the previously-defined values).			
2.32	The system shall include the ability to override data validation with the override noted in the incident history and with an entry into a data override exception log file.			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>a. If related to a geo-file override, the system shall allow the user the ability to override verification and send the incident to dispatch without having a validated address. Vendor to describe the process used by the system to override address verification.</p>			
2.33	<p>When a user overrides Area, Section, Beat and/or other geo-file information, a message is sent to a database administrator to advise of the overridden call; further follow-up can be done to research and correct geo-file.</p>			
2.34	<p>In the event of an invalid entry in a coded field, the system shall:</p> <ul style="list-style-type: none"> <li>a. Highlight the incorrect field on the user's screen,</li> <li>b. Display the appropriate error message(s), and</li> <li>c. Allow the user to select a valid entry and return to the entry form without losing any data.</li> </ul> <p>All CAD related error messages will appear in a short format and be displayed so as to not cover any other data on screen. The error message shall not impede the user's ability to enter time-critical data.</p>			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
2.35	The system shall allow the System Administrator to modify field validation error messages.			
2.36	The system shall support forms for entering suspect, vehicle, and property information related to an incident or an ATL, for distribution to mobile users.			
2.37	The system shall place the cursor at the user-specified default position in a new form.			
2.38	<p>The system shall allow customization of the client user interface (UI - window sizing, location, and fonts, etc.) by:</p> <ul style="list-style-type: none"> <li>a. Individual user</li> <li>b. Agency System Administrator or</li> <li>c. System Administrator with the System Administrator controlling which users (or user types) have access to customizing certain characteristics.</li> </ul> <p>Colors will only be changed by the System Administrator. The interface shall be saved as part of the user's profile and automatically invoked on login. Preferences will be saved into multiple profiles for the same user based on what pre-determined function that user is performing on a given day (Call-taker, Police Dispatcher, Fire Dispatcher, Supervisor, LEADS/NCIC Operator, etc). In other words, if the user logs in as a call-</p>			

## 2. USER INTERFACE

2. USER INTERFACE		Vendor Use		
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	taker, it will show the last configurations and preferences used from the last time they logged off as a call-taker. The user will also have the ability to change configuration of displayed screens at any time by use of command line or mouse.			
2.39	The system shall allow the individual user to restore the User Interface (UI) settings to the default UI design.			
2.40	The system shall provide alternate visual cues (e.g. tick marks, symbols, etc.) to convey status and other indicators normally denoted by color.			
2.41	The time, position ID number, and CAD mode (live, test, or training) shall be displayed in the work area at all times while a workstation is logged on. The system shall default to log the user into live mode. An Authorized User shall be able to change CAD modes.			
2.42	The system shall provide a unit status summary display to include unit ID, incident type code, time dispatched, and location. The summary display is to be based on area or group requested.			
2.43	System shall have provisions for trainers and supervisors to log on and monitor user screens.			

<b>2. USER INTERFACE</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
2.44	System shall permit multiple window options per user, such as one for 911, one for Police Dispatch, one for Fire Dispatch.			
2.45	Integrated call intake protocol questions and logged answers, such as emergency medical call intake protocol, shall never prevent an operator from entering data in any data field even if one or more data fields are incomplete.			
2.46	Status displays shall not require scrolling of screens to see any units for a specified dispatch area or grouping. This function will include enough room to incorporate at least 65 units.			
2.47	Incident displays shall not require scrolling of screens where any incidents are hidden from the view of the dispatcher who is responsible for the call.			

<b>3. INCIDENT ENTRY</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
3.1	The system shall allow the user to record the caller's address if different from the incident location. If the new incident is not occurring at the			

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3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	ALI reported location, the user shall enter the incident address in the incident location field and the system shall use this address for address verification and dispatch routing.			
3.2	The system shall record each action taken with regard to an incident which includes recording and time stamping all incident record entry and modifications into incident history. <ul style="list-style-type: none"> <li>a) This will include questions and recorded responses from ProQA.</li> <li>b) The system shall include a field for determinant codes for the Priority Dispatch ProQA software.</li> </ul>			
3.3	Incident entry time for each call will commence when the CAD incident is first available for dispatching and not when the Incident Entry mask is first displayed.			
3.4	The system shall track the source of an incident (e.g. E911, 10-digit line, walk-in, on-scene) and allow an Authorized User to define source types for incidents.			
3.5	The system shall provide a search / query function into local, state, and national databases upon user entry of key data fields within the call entry screen.			
3.6	When a Call-for-Service is received, the system shall display a blank form for entering new			

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	incidents from a single keystroke or action (e.g. mouse click). For a designated call taker position, the blank incident entry form is always displayed and formatted in such a way so that all fields are available without the need for screen paging.			
3.7	The system shall allow information captured during call-taking to be recorded in incident history and sent to appropriate agency records management system/s (RMS) as described later in this RFP			
3.8	The system shall allow a user to begin entry of a new incident by populating ANI/ALI and Phase II cellular calls, manually entering a map coordinate or by designating a specific set of coordinates on the map (e.g. a boater in distress calls with a GPS generated location, or a neighbor calls about a fire at the house across the street, but doesn't know the exact address). Except when entering coordinates manually, this should be accomplished with one key stroke or click and always generate a usable street address automatically.			
3.9	The system shall allow the user to enter incidents which occur within a hundred block as well as at a specific '00' address in a particular block (e.g. the 200 block of 5 <sup>th</sup> St. NW vs. 200 5 <sup>th</sup> St. NW). Displayed and geo verified incident location will			

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	have the ability to display after the city code with the addition of ‘#’ up to 6 or more non spaced characters to indicate apt numbers or “across from” locations. Vendor to explain how the proposed system would provide this functionality.			
3.10	Vendor to explain application handling of operator entry of “two hundred block” versus “200 blk”			
3.11	The system shall allow the System Administrator to define at least 1,000 combined incident type and priority codes.			
3.12	The system shall allow a combination of alpha and numeric characters for incident type codes, up to 12 characters.			
3.13	An Authorized User shall have the ability to define an alias for each incident type code which is a minimum of two alphanumeric characters (e.g. a pedestrian injury accident type code is PACCINJ; an Authorized User-assigned type code alias could be PA2).			
3.14	The system shall have the ability to create multi-agency and /or multiple jurisdiction incidents, with overlapping jurisdictions with ability for incident/event to be entered, updated or changed by multiple agencies at different PSAPs. a) When an incident involves more than one agency and /or jurisdiction, including the			

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	<p>possibility of multiple agencies of the same type, the system shall have the ability to simultaneously create an incident for each required service and route the incident to the appropriate dispatch positions. (Minimum 60 agencies / jurisdictions, e.g. Police, Fire, and EMS).</p> <p>b) As soon as the CAD system creates a local agency case number, the beginnings of the incident record shall be pushed to each responsible RMS.</p> <p>c) The system shall send incident data to the local RMS when the incident is closed to update the original information with additions or changes.</p> <p>d) Incident numbers must be unique to each agency.</p> <p>e) Each incident must show a cross reference to the other agency's incident number.</p> <p>f) An audible and visual prompt must be sent to the primary dispatcher to announce actions taken.</p> <p>g) Changes or additions to existing incidents must be easily forwarded to all events simultaneously.</p> <p>Vendor to explain how the proposed system would</p>			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
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	provide this functionality.			
3.15	<p>The system shall allow a System Administrator to define which incident types require multi-agency responses. A separate, duplicate incident shall be automatically created by the system and routed to the appropriate dispatcher.</p> <p>Vendor to explain how the proposed system would provide this functionality.</p>			
3.16	<p>The system shall provide a function to allow entry of an incident for dispatch at a later date and time (deferred dispatch). Issuer has ability to determine date/time incident is to be viewed at dispatch. This function shall support multi-agency assignment.</p> <p>Vendor to explain how the proposed system would provide this functionality.</p>			
3.17	<p>The system shall allow the user to interrupt one incident to handle another of higher priority without losing information entered on the first.</p> <p>a) Ability to maintain up to five in-progress incidents per position, per user.</p> <p>Vendor to explain how the system provides for multi-tasking within the operating environment, including any restrictions.</p>			
3.18	The system shall allow the individual user to			

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3. INCIDENT ENTRY		Vendor Use		
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	manually enter /override Police Response Area or Fire/EMS Zone for an incident.			
3.19	The system shall assign priority based on jurisdiction, type code, and whether or not the incident was tagged as “report only”, “in-progress”, or “just occurred.” The prioritization function will include a manual override option. This function does not pertain to EMS prioritization. (Some agencies include the “report only”, “in-progress”, or “just occurred” tag as part of the incident type.) For example TPD needs the ability to handle reporting of minor property crimes via creating an incident, refer to a telephone reporting unit, have the incident close itself out automatically and be reopened later.			
3.20	The system shall allow an Authorized User to define a default priority for each incident type, by jurisdiction and whether or not the incident was tagged as “report only”, “in-progress”, or “just occurred.”			
3.21	The system shall determine whether mutual or automatic aid response is required (i.e. a fire incident adjacent to a fire district boundary would recommend alternate resources in adjacent service area) and display which agency should be contacted during incident entry.			

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3. INCIDENT ENTRY		Vendor Use		
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3.22	The system shall be configured to prioritize the verification to the jurisdictional boundaries, zone, group or region that the dispatcher is assigned.			
3.23	Only the incident type, location (police response area or fire/EMS zone), and priority shall be required to forward a new incident to a dispatcher.			
3.24	Once the user has entered the information necessary to create a new incident, the system shall assign a CAD control number which is displayed to the user and forward the incident to Dispatch via a single keystroke or action. The assignment of a local agency case number is determined by the call type, a settable feature to tell the system to assign or not assign a local agency case number once a call is entered.			
3.25	<p>The system shall allow the CAD control number format to be defined at time of configuration. For example, AANNNNNNN, or AAYYMMDDNNNN where AA is the agency ID, YY is the year, MM is month, DD is day, and N (sequentially assigned) digits.</p> <p>a) Along with local agency case numbers, each call entered into the system will also be given a CAD control number for tracking such activities as meals/breaks/training and other “out”</p>			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>codes to be determined by each user.</p> <p>Vendor to describe the available formats for tracking numbers.</p>			
3.26	The new incident shall be simultaneously routed to the correct dispatch position(s), based upon police district and fire / EMS agency.			
3.27	<p>The system shall allow a System Administrator to configure some incident types as “advised incidents”.</p> <p>a) Advised incidents are closed and recorded without being routed to a dispatcher.</p> <p>b) Advised incidents can be reopened and routed to a dispatcher.</p> <p>Vendor to explain how the proposed system performs this function.</p>			
3.28	The system shall allow a System Administrator to configure some incident types as to be routed to a desk officer or administrative personnel. Some jurisdictions use this procedure to collect incident information and provide a case number for insurance purposes without sending a mobile unit into the field.			
3.29	The system shall have the ability to receive geographic coordinates directly from the ANI /			

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	<p>ALI interface or when manually entered by a user. The system shall process the coordinates and be able to provide a response recommendation based on administrator defined rules to include location/proximity to an incident based on AVL or run card.</p> <p>Vendor to discuss call processing using geographic coordinates.</p>			
3.30	The system shall allow the call-taker to optionally enter and display the caller's location coordinates (as the caller manually reports them) and enter them into an incident form without retyping (one key stroke or click).			
3.31	The system shall allow an Authorized User to pre-define an incident that can then be activated by entering a unique command. The pre-defined incident function shall allow an Authorized User to pre-fill any and all information fields, including comments, on a new incident entry form which will be required to process the new call for service. For example, airplane crash on airport runway XX .			
3.32	When location is entered, the system shall immediately verify the incident location/address against the geo-file to determine its exact location, responsible jurisdiction and agency and premise			

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	information (if applicable).			
3.33	<p>The system shall accept the following as locations and validate them against the geo-file:</p> <ul style="list-style-type: none"> <li>a) Street Addresses (e.g. 123 Elm St NE) The system shall also accept partial street names and if unique to verify without any message asking the user “did you mean???” example, 123 Mad geo verifies to 123 Madison Av Se, GR, if a non-unique street, list all possibilities that would match the 100 block of Mad.,</li> <li>b) Street Addresses with fraction suffixes (e.g. 123 ½ Elm St NE),</li> <li>c) Street Addresses with prefixes (e.g. Ottawa County addresses (O-123 Main St)),</li> <li>d) Block ranges (e.g. 100 Block Elm St NE),</li> <li>e) Intersections. Vendor to explain how the proposed system handles multiple entry formats for street names at intersections (e.g. Broadmoor and 28<sup>th</sup> St.) Intersections will be entered as name of street or ave, etc. then a single slash [/] followed by the name of the second street. i.e.: Hall/Madison.,</li> <li>f) Limited Access Roadway (LAR) entry/exit ramp numbers and mile markers,</li> </ul>			

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3. INCIDENT ENTRY		Vendor Use		
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	<p>g) Limited Access Roadways. Vendor to explain how the proposed system handles address verification for LARs,</p> <p>h) Common place names and / or landmarks (e.g. McDonald's, County Building, Sheriff Department East Precinct, etc.).</p>			
3.34	When a common place name is entered, the system shall respond by entering the official address into the incident location field with the common place name in a secondary field.			
3.35	<p>When a non-unique (e.g. McDonald's) commonplace name is entered the system shall display potential matches along with their addresses.</p> <p>a. System shall also present an option to reduce the list of potential matches (e.g. partial address or community name etc.)</p> <p>Vendor to explain how the system narrows the choice of potential matches to avoid presenting a long list of matches to the user.</p>			
3.36	The system shall support special occupancies or facilities (such as airport locations e.g., runways, gates, terminals, baggage claim locations, etc., shopping malls, and college campuses) with non-numeric addresses.			

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3. INCIDENT ENTRY		Vendor Use		
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	Vendor to explain how the proposed system would accommodate the unique location definition and verification of these facilities.			
3.37	Rural, mile marker, and river locations. Vendor to explain how the proposed system would accommodate the unique location definition and verification challenges of rivers, large rural areas with few cross streets, and limited access roadways (e.g. freeways).			
3.38	The system shall accept as little as two characters (with the option of using one letter plus a space as in the case of "B" St) for a street or commonplace name during the address verification routine.			
3.39	The system shall allow multiple aliases per jurisdiction for each official street name, common place, or intersection. (e.g. Martin Luther King Blvd, MLK).			
3.40	When a street alias is used to enter an incident, the system shall record the official address in the incident location field and provide a secondary field for the alias.			
3.41	If the street name does not match the geo-file data, Vendor to explain how the system utilizes a "soundex", or other phonetic algorithm, to develop and present a list of streets that most closely match			

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3. INCIDENT ENTRY		Vendor Use		
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	the one entered by the user.			
3.42	The user shall have the option to display a list of all streets intersecting with the valid street provided.			
3.43	The system shall successfully validate an intersection location regardless of the order in which the cross-street names were entered. If the intersection is on a border of a jurisdiction, the system shall display a list of the options presented. Vendor to explain how the call-taker could use the system to narrow-down the correct jurisdiction (e.g., the intersection is the border for multiple jurisdictions).			
3.44	The system shall not flip the entered order of street names.			
3.45	The system shall allow for multiple intersections of the same two streets (e.g. Detroit Ave. may intersect I 75 in two separate locations). Vendor to explain how the system differentiates between the different intersections.			
3.46	The system shall provide support for multiple intersection name combinations when street names change. (e.g. Door Street and Douglas vs. Door Street and Westwood – “Douglas” becomes “Westwood” at Door Street)			
3.47	The system shall distinguish between the same street names, and present possible duplicates, in			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	different cities or municipal areas.			
3.48	The system will provide an option to highlight and/or distinguish a location field to identify a potential address or intersection conflict and alert the call taker, dispatcher, and responders that other address options may exist in other jurisdictions or that there is some other ambiguity with the location.			
3.49	The system shall prompt the user to select the correct entry when a street is entered that has more than one record due to a directional (e.g. N, S, E, SW, etc.) and / or street type (e.g. Ave., Place, Blvd., etc.) The user shall then be able to select one of the records listed as a possible location as the incident location and populate the incident location field using a keyboard command or display operation (e.g. mouse click).			
3.50	The system shall provide an automatic means of identifying potential duplicate incidents based on address or hundred blocks when a new incident is entered. The system shall provide the user with the following information for potential duplicate incidents: <ul style="list-style-type: none"> <li>a) The location of the incident,</li> <li>b) The type of incident,</li> <li>c) The status of the incident, and</li> </ul>			

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	<p>d) The time the incident was initiated. This search shall be initiated as soon as the address/location field has been populated. Additionally, dispatchers must be able to cancel duplicate events cross-referencing the incident number within the history of both events. Vendor to explain how the proposed system handles the above functions.</p>			
3.51	<p>An Agency System Administrator will define the following ways for the system to search for possible duplicate incidents:</p> <ul style="list-style-type: none"> <li>a) A geographic radius to search per incident type and</li> <li>b) What types of incidents to include in the search (Pending, Assigned, and/or Advised Incidents as well as incident type codes such as PIAC for Personal Injury Accident etc.)</li> </ul> <p>Vendor to explain the method(s) used for identification of potential duplicates, including the exclusion of closed calls from searches.</p>			
3.52	<p>Users will have the capability to link an incident they are entering (or have already entered) to an existing incident that has been identified as a duplicate.</p>			
3.53	<p>The system shall maintain incident history</p>			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
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	information for a given address displayed in Last In First Out (LIFO) sequence which is viewable by defined search parameters. Can closed incidents be changed or updated by authorized users?			
3.54	<p>If a new incident is determined to be a duplicate incident, the system shall allow the user to do any one of the following:</p> <ul style="list-style-type: none"> <li>a) Add a second complainant with complete complainant contact information, and comments about the incident to the original incident record,</li> <li>b) Add an additional E-911 caller/s ANI/ALI info to the original incident record with 1 button,</li> <li>c) Close the incident entry form with no further action (no local agency case number assigned), and</li> <li>d) Create an entirely new incident with the user option to link the new incident to a prior (duplicate) incident.</li> </ul> <p>Vendor to explain how the proposed system adds supplemental information to linked incidents.</p>			
3.55	The system shall check the verified address for			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>hazard records during the address verification process and notify the call taker, any dispatchers responsible for the incident, and any personnel responding to the incident as long as they are logged in to an approved mobile device.</p> <ul style="list-style-type: none"> <li>a) Premise history will have an automatic marker to denote if the dispatcher has opened the information. The system will also record the user name and date/time that they opened the hazard record in incident history.</li> <li>b) An Authorized User will have the capability to force expiration of a hazard as well as extend the expiration as needed. When a hazard is nearing its expiration date, a notice shall be sent to the agency System Administrator advising of the impending purge from the system (number of days in advance to be defined by the agency System Administrator).</li> </ul> <p>Vendor to explain how the proposed system handles hazard records from the time of their entry until the agency System Administrator chooses to purge them.</p>			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
3.56	The system shall be capable of presenting the premise information and previous event history categorized by type, priority, and agency (e.g. Police, Fire, and EMS) for each search by address and block.			
3.57	When a premise information record is displayed, the system shall also display the date of entry (or last edit) and associated User ID.			
3.58	The system shall allow the System Administrator to set the default display order for premise information files by keyword or premise information category for the CAD workstation.			
3.59	At a minimum, the system shall allow the System Administrator to define 50 keywords or categories (e.g. business owner / key holder, dangerous person, sensitive locations, schools, hazardous material, shut-in, etc.) for classifying premise information files (tables).			
3.60	The system shall support a minimum of 50 premise information tables including, but not limited to: <ul style="list-style-type: none"> <li>a) Hazardous materials stored on site,</li> <li>b) Firearms stored on site,</li> <li>c) Premise owner and contact Information (with expiration date),</li> <li>d) Special permits (gun, HazMat, alarm, etc.),</li> <li>e) Special medical information for occupants,</li> </ul>			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	f) Dangerous situations (combative persons, guard dogs, explosives, etc.), g) Fire preplan numbers, h) Multiple fire target hazard designations, i) Free form information entered for or by the authorized fire or police personnel with expiration date, j) Alarm non-response, k) Occupant information, l) Directions, m) Medical history notes i.e. special needs n) Priority o) Code Red designation code red designates that the structure is unsafe to enter)			
3.61	The system shall record the premise records which were viewed in detail by the user at the time the incident was entered into incident history.			
3.62	The system shall offer a means of searching the premise records without initiating an incident.			
3.63	The system shall provide the ability to search premise information records within a default user-defined radius around a given location by premise information type. User-defined radius shall be defined by agency (Police / Fire / EMS).			
3.64	The system shall allow the user to set the search radius for premise information records based on			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	premise information category.			
3.65	In the event that premise / alert records associated with the location are found, the system shall present the results in a way that does not interfere with performing other functions. Vendor to explain how the proposed system displays this information to the user.			
3.66	The system shall provide the tools for a user to create, modify, and delete a temporary premise information record from an operational, not a system maintenance, mode.  Vendor to explain how variable expiration dates for individual premise information records are entered into the system.			
3.67	The system shall offer remote users a means of creating, retrieving, viewing and editing premise information files without requiring access to a full-scale CAD client application. The purpose of this requirement is to allow personnel assigned to the precincts/fire districts a low-bandwidth application to update the information files directly without having to use a full call taker or dispatcher CAD client application. This function shall be subject to individual user rights.			
3.68	The system shall offer remote Authorized Users a			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	means of editing personnel information files without requiring access to a full-scale CAD client application. The purpose of this requirement is to allow administrative personnel (patrol sergeants, lieutenants etc.) to update the information files directly without having to use a full call taker or dispatcher CAD client application. (e.g., if multiple officers use the same unit number, the administrative personnel can change ID numbers for that unit prior to the unit calling in service.) This function shall be subject to individual user rights.			
3.69	The system shall allow an Authorized User to define expiration, review, and purge dates for each premise information record.			
3.70	The system shall allow the System Administrator to configure a user-notification to the agency premise information administrator prior to when a premise information record reaches its expiration date.			
3.71	The system shall provide a means to identify by Agency and response area (via search or report) premise information records within a user-defined number of days from the record's expiration date.			
3.72	The system shall provide the option (selectable by the agency System Administrator) for manual and			

### 3. INCIDENT ENTRY

3. INCIDENT ENTRY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	automatic removal of premise records based on purge date.			
3.73	The system shall allow an Authorized User to attach premise information records to geo-file polygons. (e.g. In the event of a natural disaster, entire blocks may be hazardous or unstable.) The premise information record shall appear for any address within the designated area.			
3.74	Vendor to explain the system's ability to automatically invoke RTX (repeat ALI update), every 15 seconds or on demand during call entry and caller interrogation. Also explain the system's ability to log each ALI update into the CAD incident associated with that particular E-911 wireless call. If the updated location happens to be in a different jurisdiction (based on the primary incident type) the system will notify the call-taker and log the new jurisdiction into incident history.			
3.75	Upon entry of the address field the system shall immediately verify the address, or, provide Non Compulsory address information prompts, and not prevent the user from entering other incident information.			
3.76	When potential duplicate incidents are detected, the system shall immediately display the possible duplicate(s), provide non compulsory address			

**3. INCIDENT ENTRY**

<b>3. INCIDENT ENTRY</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
	information prompts, and not prevent the user from entering other incident information.			
3.77	The system shall compare the incident type code and priority to the responsible jurisdiction and notify the user entering the incident if the selected type code is not one that the responsible jurisdiction normally responds to. a) A canned message can be displayed to the user offering alternatives for the caller in this circumstance. b) An option to proceed with sending units to the call anyway shall be provided.			

**4. DISPATCH PROCESSING**

<b>4. DISPATCH PROCESSING</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
4.1	The system shall allow the System Administrator to create unit types with different business rules and security associated with them. a) Security rules for units (mobile data) will include different log-on requirements as well as access to restricted application features and data.			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<ul style="list-style-type: none"> <li>b) Note that Fire units have different rules associated than law enforcement units.</li> <li>c) User rights shall take precedence over unit restrictions. In other words, if a fully Authorized User logs in to a restricted unit's MDC, the user shall maintain their full authorization and will not be restricted.</li> </ul>			
4.2	The system shall allow users to optionally sign on to control dispatch of units for one or more response areas.			
4.3	The system shall provide a means for a dispatcher to log on to an active CAD workstation without transferring the call load or units to another CAD workstation (to facilitate the rapid transfer of workload from one user to another during breaks and shift changes).			
4.4	<p>The system shall support a rotation service function (e.g. cabs, tows, air transport services, etc.) by user-assigned geographical area.</p> <ul style="list-style-type: none"> <li>a) The rotation service function shall support multiple lists by geographical area.</li> <li>b) The system shall record the time of the call to the vendor, and the time the vehicle arrived on scene (if applicable).</li> </ul> <p>Vendor to explain the capabilities / limitations of</p>			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	the rotation service function within the proposed system.			
4.5	<p>The system shall provide a function for wrecker requests in conjunction with a traffic stop or other incident. This function will have the following features:</p> <ul style="list-style-type: none"> <li>a) Will be available to dispatchers.</li> <li>b) Will be available to authorized MDC users.</li> <li>c) Will send the request to a specified workstation for dispatch and follow up.</li> <li>d) When the tow request is submitted by a mobile user, a CAD message is also sent to the appropriate dispatcher.</li> <li>e) The information from this mask will be recorded in incident history with appropriate time stamps.</li> </ul>			
4.6	<p>The system shall have a separate window or other means for displaying and distinguishing unassigned incidents. The display of new incidents shall be segregated by priority, dispatch area, and / or agency. At a minimum, the system shall display:</p> <ul style="list-style-type: none"> <li>a) CAD control number,</li> <li>b) Incident location,</li> <li>c) Incident type, and</li> <li>d) Elapsed time since incident creation.</li> </ul>			

#### 4. DISPATCH PROCESSING

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
4.7	The system shall allow user-defined “sort-by” functionality for display on the status screen of each unassigned incident grouped by priority, wait time, and then grouped by type code.			
4.8	Any user can view any incident or any unit even if they do not currently have control of those resources.			
4.9	Subject to the configuration of dispatcher roles (admin definable) and responsibilities, any dispatcher can select any incident for dispatching.			
4.10	<p>The system shall distinguish between new incidents that have been acknowledged by the dispatcher, but remain unassigned, and new incidents that have not yet been acknowledged by the dispatcher. This will include an alert sound if the responsible dispatcher has not viewed an incident with a pre-designated priority or type code within an agency System Administrator set time frame.</p> <p>Vendor to discuss approaches to notifying incident originator if dispatchable incident is not acknowledged by the appropriate Dispatcher in a timely manner.</p>			
4.11	The system shall provide visible cues (colors / fonts / etc.) based on incident priority when			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	presenting new and redirected incidents (incidents that have been flagged by a dispatcher to be sent to another dispatch area for assignment).			
4.12	As a default display, the system shall present the highest priority, oldest incident from the unassigned incidents queue.			
4.13	<p>The user shall be able to “copy” or “clone” an active incident, and edit it before sending it to another dispatcher at any agency (by class of service) on the system as a dispatch call for service allowing them to decide if they want to create an incident for their jurisdiction</p> <p>Vendor to explain the capabilities and limitations of the proposed system to accomplish this.</p>			
4.14	<p>The system shall allow a user to identify the need for additional jurisdictions and disciplines at any time (even if units are already on scene). The system will recommend units to send once the discipline needed has been selected.</p> <p>a) <b>Example 1:</b> Police unit sent to a crash with no reported injuries arrives to find injured parties at the scene and requests rescue and ambulance.</p> <p>b) <b>Example 2:</b> Two Police units are sent to a domestic disturbance. Once on scene, they</p>			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	encounter an armed individual and request emergency police backup.			
4.15	If there is insufficient units to respond to a call for service or insufficient personnel, the system shall alert the dispatcher of this fact and include in the alert exactly what type of units are missing.			
4.16	The system shall allow an incident to be redirected to the control of another dispatch position by the user.			
4.17	Unit recommendation display order will be by unit type. a) Unit order shall be modifiable by Agency System Administrators. b) Specific Response District information shall be provided to call taker and dispatcher at geo-validation, and to first responders in incident information.			
4.18	The system shall allow the user to change locations of all units or clear all units assigned to an incident using the CAD control number.			
4.19	The system shall allow the authorized System Administrator to set the default unit recommendation schema (e.g. rules-based, capability-based, AVL reported location), based on agency, jurisdiction, and type code.			
4.20	When the system recommends units for dispatch,			

#### 4. DISPATCH PROCESSING

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>the user shall have the following options for completing the dispatch:</p> <ul style="list-style-type: none"> <li>a) Press a single key to accept the system recommended units,</li> <li>b) Selectively enter the units to be dispatched, or</li> <li>c) Dispatch any available resource, even if not recommended.</li> </ul> <p>Recommended units for dispatch will display at the top of any displayed call and not in a separate window.</p>			
4.21	<p>If a unit from a neighboring jurisdiction is requested, the system shall send an advisory notice to the initial responding units and their respective dispatcher(s) that additional units are requested.</p>			
4.22	<p>If an incident is entered into the system on or near a district boundary, an “information only” message will be sent to the jurisdiction that is not currently responding to the call to prevent duplication. The agency System Administrators will define what incident types these notifications will be required for, who receives the notifications, and the distance from the district boundary to include for consideration.</p> <p>Vendor to explain how the proposed system</p>			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	handles this type of notification.			
4.23	The system shall provide a function that will allow the user to log a time-stamped entry into the incident history when no units are currently available for dispatch to respond to the incident. The system shall allow a comment to be added for further explanation.			
4.24	For each dispatched incident, the system shall automatically designate a single unit as the “primary” unit associated with the incident. The system shall also allow the user to change the unit listed as “primary.” Each agency System Administrator can turn this feature on or off. Vendor to explain how the system determines which unit should be designated as “primary” and how the CAD user can change that designation.			
4.25	The system shall allow the user to pre-empt a unit currently assigned to an incident. If the pre-empted unit is the only one assigned to the incident, that incident shall be returned to the unassigned incident queue for re-dispatch and shall be sorted appropriately by priority.			
4.26	Appropriate users (as defined by the agency System Administrator) shall be able to create “on-scene” incidents. When invoked, the user shall provide the unit number, location and incident			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	type. The system shall respond by creating a new incident, attempting to verify that location, and placing the specified unit in a pre-defined status.			
4.27	<p>The system shall create an incident for Traffic and Subject Stops:</p> <ul style="list-style-type: none"> <li>a) When invoked, the user shall provide the location and incident type in command format.</li> <li>b) If the unit is AVL equipped, the system shall use the coordinate data to plot the location. In response, the system shall attempt to verify that location, place the specified unit in a pre-defined status.</li> <li>c) Initiate a license number and license plate inquiry from data entered into key fields.</li> <li>d) If geo-verification is not immediately possible, the system shall not prevent the entry of the incident.</li> <li>e) Geo-verification of traffic stops and subject stops are user defined by agency.</li> </ul>			
4.28	The system shall support a LEADS/NCIC check and compare the license plate number of any Traffic Stop incident to those that it has retained from prior traffic stops and provide information such as date, time, assigned officer, and location of the prior stops to the officer in the field.			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
4.29	<p>Based on jurisdictional System Administrator rules the system shall create an incident for user-defined out of service activities (e.g. Extra Patrol, Parole and Probation stop, etc.) or elect not to create an incident number:</p> <ul style="list-style-type: none"> <li>a) When invoked, the user shall provide the location in command format.</li> <li>b) If the unit is AVL equipped, the system shall use the coordinate data to plot the location. In response, the system shall attempt to verify that location and place the specified unit in a pre-defined status.</li> <li>c) If geo verification is not immediately possible, the system shall not prevent the entry of the activity.</li> <li>d) Geo verification of out of service activities are user defined by agency.</li> <li>e) An option will be available for the unit to remain in an available status or be placed in an unavailable status.</li> </ul>			
4.30	<p>System shall accept both multiple incident types and multi-level response lists for each call for service. A log will be kept of any changes or additions to incident types of an active or closed CAD incident. That log file will include the user name performing the change or addition, the date</p>			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>and time the change or addition was made, and what the “before” and “after” incident types are.</p> <p>Vendor to discuss how the system displays incidents on the status monitor that may have multiple incident types assigned.</p>			
4.31	System shall include data fields for additional incident types to be entered to reflect the actual incident found by the responding units.			
4.32	Vendor to discuss the system’s time limitations for how long units can be logged on an incident.			
4.33	System shall permit multiple integrated status displays connected by a logical list.			
4.34	<p>System shall be capable of simultaneously displaying a minimum of 65 units per each status screen.</p> <p>Vendor to explain how the proposed system is able to meet this requirement.</p>			
4.35	Status times must be monitored by CAD and notice sent to dispatcher if pre-defined times based on event type are not met by the responding unit. The system shall display a timer reflecting time since last activity by either the officer using his mobile or by a dispatcher update command or comment for the unit.			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<ul style="list-style-type: none"> <li>a) This timer will display in the monitor screen for each unit logged on any activity that takes the unit from a fully available status.</li> <li>b) a minimum of four digits will be displayed.</li> <li>c) the agency System Administrator will control the amount of time before the timer begins notifying the dispatcher.</li> <li>d) The timer shall escalate from a non-obtrusive highlight (such as reverse video) to some other visual means with the intent to draw more attention.</li> </ul>			
4.36	<p>An Authorized User will have the ability to:</p> <ul style="list-style-type: none"> <li>a) Issue case numbers regardless of call types.</li> <li>b) Cancel an issued case number on active incidents.</li> <li>c) Issue multiple numbers per incident.</li> <li>d) Modify case numbers on closed incidents.</li> <li>e) Cancel case numbers on closed incidents.</li> </ul>			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
4.37	<p>The system shall provide the dispatcher the option (using one button push) of sending information from a selected incident to:</p> <ul style="list-style-type: none"> <li>a) All mobile users currently logged on,</li> <li>b) A selected group (or groups) of units currently logged on.</li> </ul>			
4.38	<p>The system shall display the recommended dispatch units, with dispatch override always available. The fact of not using the CAD recommended unit complement should be captured in the incident history.</p> <p>Vendor to explain how the proposed system handles these functions.</p>			
4.39	<p>The system shall allow configuration by jurisdiction of any unit that would allow a unit if so designated to be able to be dispatched to a call even if that unit is not logged into CAD. The system shall indicate to the dispatcher the current logged status of that unit.</p>			
4.40	<p>The dispatch status screen(s) will display the following as a separate dynamic window that will constantly show all data segments without the need for scrolling. These separate areas will accommodate:</p> <ul style="list-style-type: none"> <li>a) Available units, up to 65 [units who are not</li> </ul>			

**4. DISPATCH PROCESSING**

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>on any activity or are on meal or breaks or other such activities designated by the agency System Administrator]</p> <p>b) Waiting Incidents [to allow up to 150 police or 150 fire calls] to show without the need for scrolling</p> <p>c) Active Units, showing all active units currently assigned or monitored by a specific dispatch terminal.</p> <p>d) Active Incidents, showing all incidents and units assigned to the dispatch terminal or other area police/fire calls selected for monitoring.</p> <p>Each dynamic display chosen will be changeable at any time via a command line entry or single mouse click. A default display can also be chosen that will consist of,</p> <p>a) Available Units</p> <p>b) Waiting Incidents</p> <p>c) Active Units</p> <p>(Refer to examples currently in use by one or more jurisdictions in Lucas County.)</p>			
4.41	Waiting police, fire & EMS incidents will display according to their priority and time awaiting dispatch. The intent is to group all calls, showing			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	for example the oldest by priority at the top of the list.			
4.42	The dispatch status screen will be split into two or more columns to accommodate the data fields. If a specific application does not employ split screen status display, the need still exists to show all current units or calls without the need for scrolling.			
4.43	The dispatch status screen will allow for monitoring and displaying other units assigned to other groups (by function, assignment, or geographical area) or jurisdictions. These additional field units and calls will display within the respective groupings of the active dispatch status screen. Changes in what groups or jurisdictions are monitored will be customizable by the user (command line and/or mouse).			
4.44	The status monitor will allow Active Incidents and Active Units to be monitored simultaneously.			
4.45	Available unit display will consist of the full Unit ID along with appropriate color and character markings to indicate <ul style="list-style-type: none"> <li>a) Unit status,</li> <li>b) Number of personnel in the unit, and</li> <li>c) If the unit is using an MDC logged into the system.</li> </ul>			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	Vendor to explain how the proposed system uses colors and character markings to achieve this.			
4.46	Active Incidents will display separately from Waiting Incidents and both will show <ul style="list-style-type: none"> <li>a) The incident number and agency designator,</li> <li>b) Incident Type</li> <li>c) Priority</li> <li>d) Timer, showing in minutes how long a call has been waiting</li> <li>e) Dispatch service area</li> <li>f) Location of the call</li> <li>g) Units assigned if any</li> <li>h) Unit Status</li> </ul>			
4.47	Active Units will show: <ul style="list-style-type: none"> <li>a) Full unit ID and associated markers,</li> <li>b) Times (showing in minutes the elapsed time since status check/enroute/on scene/unit contact/mobile activity; minimum 4 digits),</li> <li>c) Call type or out of service code, and</li> <li>d) Unit location, indicating either the dispatched location or a location changed by either the mobile user or dispatch user.</li> </ul>			
4.48	The application shall provide a drop down entry			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>box, mask, or data entry area that will log critical incident milestones with a time stamp e.g., fire knockdown, fire attack initiated, extra alarm requested, primary and secondary search complete, mayday, PAR, extrication complete, etc.</p> <p>a) Validation tables to be maintained by Agency System Administrators.</p>			
4.49	Each status monitor will have the ability to monitor any other call or unit that is active in the system as authorized by the System Administrator. Changes to the monitor will be command line or mouse driven.			
4.50	Vendor to explain the proposed system's ability to have status monitors to accommodate a Special Status Unit column used for TAC/SRT personnel, K-9 units, and other special units that may need to be called upon even if they are temporarily tied up on a call. This area would display units that fall into this category and display in the same manner as in the Active Incidents			
4.51	Reverse video will be used to highlight any call that has exceeded the predetermined time limit for a call waiting or for a contact with a unit. For a waiting call the incident number and agency designator will go to reverse video. In the case of a unit being over its assigned time limit at a location,			

#### 4. DISPATCH PROCESSING

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	the unit's timer will go into reverse video.			
4.52	Each status monitor will show a header indicating the segment chosen for display. (i.e.....Available Units....., .....Waiting Incidents....., .....Active Units....., .....Active Incidents....., and .....Special Status Units.....)			
4.53	In the event that the call volume in conjunction with other dynamic displayed areas exceed the status monitor/s limit, the system will allow for paging of the additional information to show the remaining lines. A prominent notice will display at the top or bottom of the monitor to indicate that more pages are available for viewing. This notice will be configured so that no other data is covered.			
4.54	The system shall have a displayed field where the user can enter an assigned channel or talk-group for each particular incident. This field will also be displayed when the CAD incident is sent to the mobile device(s).			
4.55	The status screen shall include a marquee displaying at least the last twenty (20) unit status changes and push-to-talk (PTT) identifications on portable, mobile & station radios. The system shall monitor whichever channels/talk-groups the user has selected at any given time to derive this data. Emergency button depressions shall be displayed			

#### 4. DISPATCH PROCESSING

4. DISPATCH PROCESSING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	prominently on this marquee.			
4.56	<p>The mapping system must be integrated with the proposed CAD system to allow for the following call taking &amp; dispatch functions (at a minimum):</p> <ul style="list-style-type: none"> <li>a) Origin of calls received</li> <li>b) Location of units</li> <li>c) Location of incidents</li> <li>d) Point to an incident and dispatch units</li> <li>e) Point to a unit and update unit status</li> <li>f) Point to an incident and display incident history</li> <li>g) Point to a unit and display unit history</li> <li>h) Point to a location and create a CAD incident</li> <li>i) Point to an incident and change the status of the incident (increase the alarm level of a structure fire, etc.)</li> </ul>			

#### 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
5.1	The system shall recommend resources by number			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>of personnel, personnel skill sets and unit capability.</p> <p>Vendor to explain how the system assigns and tracks the availability of personnel and resource skill sets.</p>			
5.2	The system shall recommend resources based on agency, jurisdiction, type code, priority, location of incident, day and time, and response level.			
5.3	<p>The system shall identify the recommended or requested units that can be assigned to a specific incident based on preplan / business rules.</p> <p>Vendor to explain the flexibility associated with unit recommendation business rule sets.</p>			
5.4	The resource capability rules used in dispatch recommendations shall be configurable by an authorized System Administrator, and shall be unique to the incident type and priority.			
5.5	<p>In the event of a responder distress/emergency signal, the system shall have a function to initiate recommendations and notifications. The following features will be included:</p> <p>a) The system will recommend a defined number of closest police units irrespective of which dispatch center has control of</p>			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>those units</p> <p>b) Alert shall be appropriate to the current incident of the unit calling for assistance.</p> <p>c) The system will also recommend other defined units such as battalion chiefs and patrol supervisors.</p> <p>d) The Agency System Administrators will define the notification parameters.</p> <p>Vendor to explain how the proposed system determines the “closest police units” when some may be equipped with AVL and others will not.</p>			
5.6	<p>The system shall allow an Authorized User to define skill types and expiration dates per user.</p> <p>Vendor to explain the proposed system's capabilities and any limitations to this function.</p>			
5.7	<p>The system shall support skill / capability designations per unit. The system shall not require the information contained in the resource list to be entered more than once.</p> <p>Vendor to explain your capabilities any limitations to this function.</p>			
5.8	<p>Vendor to explain the capabilities and limitations (if any) on the number or type of units included in a recommendation. For example, a traffic accident</p>			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	might only require one patrol unit, but an airplane crash might require ten or fifteen units.			
5.9	The system shall provide unit recommendations based on a given address without creating an incident.  Vendor to explain what information is displayed by the system when recommending units.			
5.10	The agency System Administrator is to define for each unit the following: <ul style="list-style-type: none"> <li>a) whether or not the unit is available for assignment to another incident without first being cleared from the previously assigned incident and</li> <li>b) whether or not a unit will be recommended for a new incident when they are in a given status.</li> </ul>			
5.11	The system shall provide the user with recommendations for any open incident when requested, taking into consideration units currently assigned to the incident.			
5.12	Unit recommendations shall consider: equipment complement, response plan, equipment capabilities, number of personnel and resource skills.			
5.13	The system shall recommend different equipment complements for specific events based on			

**5. UNIT RECOMMENDATIONS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>numerous factors. Vendor to explain how the proposed system recommends units based on:</p> <ul style="list-style-type: none"> <li>a) Agency/Jurisdiction</li> <li>b) Incident address/location</li> <li>c) Incident type/priority</li> <li>d) Location type/target hazard (residence, business, critical care facility, Hazmat storage, etc.)</li> <li>e) Alarm level/priority (e.g. 2<sup>nd</sup> or 3<sup>rd</sup> alarm for a location may require different equipment complements)</li> <li>f) Number of personnel required</li> <li>g) Personnel Skill Sets</li> <li>h) Unit Capability rather than Unit Type</li> <li>i) Specific Unit ID</li> <li>j) Task Forces/Strike Teams</li> <li>k) Time of the day (some smaller fire departments are only staffed during certain hours).</li> <li>l) Truck Jumping – smaller stations may have multiple units but only enough personnel to staff one unit which requires dispatch to jump to another station or jurisdiction.</li> <li>m) Ability to recommend both ALS and BLS units simultaneously if necessary.</li> </ul>			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>n) Unit distress/emergency call (recommends nearest police and/or other appropriate units (if AVL equipped or logged at a geo-verified address) regardless of status or jurisdiction)</p> <p>Recommendation for units can be based on one or more given criteria. The intent is to allow each jurisdiction to decide how their units are chosen.</p>			
5.14	<p>The system shall continue to search for units for an incident after dispatch until the first unit arrives on scene, and if a closer unit is found, alert the dispatcher. This function can be turned on or off by the agency System Administrator.</p> <p>Vendor to explain how the system provides the dispatcher with the information required to ensure that the closest unit is dispatched to the incident as unit statuses change; also, the capabilities and limitations to perform this function.</p>			
5.15	<p>The system shall identify appropriate apparatus move-ups for fire department &amp; EMS resources. The system shall then track units assigned to "Move-up" status. Move-up recommendation may be accepted or rejected by a dispatcher. The dispatcher can also manually force a move-up at his/her discretion.</p>			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	Vendor to explain how the system recommends and processes Fire move-ups.			
5.16	Using business rules, mutual aid, and automatic aid procedures, the system shall provide automatic identification of potential mutual aid resources during the resource recommendation process (e.g. an incident adjacent to a district boundary would recommend alternate resources in adjacent service area).			
5.17	The system shall have the ability to assign temporary equipment to stations from other jurisdictions for mutual aid purposes. It shall also allow a user to move units normally assigned in one group into another group and recommend those moved units for calls based on the assigned group or fire station house/district.			
5.18	The proposed application shall include multiple disaster modes (command line accessible) which, at a minimum, are able to cause the application to make the following changes to the unit recommendation and deployment features of the system: <ul style="list-style-type: none"> <li>a) Changing the priorities of incident types.</li> <li>b) Changing the equipment complement required to address a specific incident</li> </ul>			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>type.</p> <p>c) Modifying the greater alarm equipment complement for any incident type.</p> <p>d) Modifying the size and definition of primary response areas and consequential running order.</p> <p>e) Defer responses to given fire demand zones or user-defined areas.</p> <p>This function will only be invoked by Authorized Users.</p> <p>Vendor shall explain the system's capability to prompt certain users to consider using the disaster mode based on defined business rules and availability of resources.</p>			
5.19	Vendor to describe how the proposed system accounts for multi-purpose units (i.e. Quint which can be classified as a Truck or an Engine) when creating unit recommendations.			
5.20	System to support the ability to add temporary stations and posts from which auxiliary and extra-jurisdictional resources can be stationed.			

## 5. UNIT RECOMMENDATIONS

5. UNIT RECOMMENDATIONS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
5.21	In place of the sequential station search, the proposed application shall have the ability to search for the units required by equipment implement based on AVL reported to location of the units and estimated time travel for each unit or vice-versa.			
5.22	<p>The system shall provide commands to augment additional personnel/equipment to a specific active incident</p> <ul style="list-style-type: none"> <li>a) <b>Example:</b> Structure fire becomes a 2 alarm fire, system shall recommend additional units, based on the business plan, to augment personnel/equipment at the structure fire.</li> <li>b) <b>Example:</b> A fire alarm becomes a structure fire, system shall be able to recommend the balance of the assignment.</li> <li>c) <b>Example:</b> A MAYDAY on the fire ground. System shall be able to recommend proper additional resources for response.</li> </ul>			

## 6. INCIDENT TRACKING

6. INCIDENT TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
6.1	<p>The system shall record into unit history (and incident history for units currently assigned to an incident) all unit activity, including tracking times separately for all units assigned to an incident including, but not limited to “time stamps” for:</p> <ul style="list-style-type: none"> <li>a) Time that the call was received from the PSAP</li> <li>b) Time call entered</li> <li>c) Time it was transferred from the PSAP to Dispatch</li> <li>d) Time each unit dispatched</li> <li>e) Time each unit enroute</li> <li>f) Time each unit on-scene</li> <li>g) Time each unit cleared</li> <li>h) Time(s) for secondary location(s)</li> <li>i) Time of transport (beginning and end)</li> <li>j) Time patient contact</li> <li>k) Time of staging (begin and end)</li> <li>l) Unit contacts</li> <li>m) Meal breaks</li> <li>n) Time available</li> <li>o) Available on radio</li> <li>p) Available in quarters</li> <li>q) Unit cleared</li> <li>r) Time each incident is opened and closed</li> </ul>			

## 6. INCIDENT TRACKING

6. INCIDENT TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	s) Times of LEADS/NCIC checks.			
6.2	The system shall allow a user to close an incident with no assigned resources, and require the user to enter a reason prior to closing. Upon closing, the incident will be automatically removed from the unassigned or active incidents queue and closed with the given reason.			
6.3	The system shall allow an Authorized User to define at least 1,000 valid disposition codes and associated conditions.  Vendor to describe any limitations.			
6.4	The system shall allow an incident to be closed without a disposition code for user-defined incident types. Each agency System Administrator will have the option of selecting this feature or not for their department/agency.			
6.5	The system shall allow the user to append text to a closed incident, without reopening the incident. a) Each agency System Administrator will have the option of selecting this feature or not for their department/agency.			

## 6. INCIDENT TRACKING

6. INCIDENT TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
6.6	Users shall have the ability to reopen closed incidents. Vendor to explain how the system responds with regard to call chronology when an incident is closed / cancelled and then later reopened.			
6.7	The system will have the ability to generate a case number for report purposes only. This procedure will not result in a dispatchable call, however, this incident may be reopened later for further action.			
6.8	The system shall use colors, highlighting, reverse video, audio, and other effects and symbols to indicate differences in incident statuses. Vendor to explain how these visual and audio effects are used to assist users in quickly assessing incident and unit status.			
6.9	<p>The system shall allow the System Administrator to define a default timer and default time for each incident status (unassigned, assigned, etc.), by agency, jurisdiction, type code and priority.</p> <ul style="list-style-type: none"> <li>a) System to support ability to automatically change (e.g., upgrade or downgrade) the priorities of certain incident types by time in status.</li> <li>b) System to notify the dispatcher of the change in status.</li> <li>c) System to add time stamp and source to</li> </ul>			

## 6. INCIDENT TRACKING

6. INCIDENT TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>incident history of incident type and priority changes</p> <p>d) Changed priority and time stamp should include source of change (time in status, manually modified and why).</p> <p>e) Incident history format should support later management reporting of response times based on incident types and priorities.</p>			
6.10	<p>When a status timer expires, the system shall allow the user to reset the timer to the default value or reset the timer to a new time value. The manual timer value field shall support at least three digits (measured in minutes).</p>			
6.11	<p>The system shall provide the user the option to make continuous incident updates. As each update is routed to the dispatcher, the system shall return the user to the incident for continued update. The system shall provide the user a function to terminate continued update mode when updates to the incident have been completed.</p> <p>Vendor to describe how you meet this requirement</p>			
6.12	<p>If the original incident is updated, the system shall then notify the appropriate dispatcher (or dispatchers, for multi-agency incidents) that additional information has been received and by</p>			

## 6. INCIDENT TRACKING

6. INCIDENT TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>flagging the original incident(s) as updated.</p> <p>Vendor to explain how the system determines the appropriate dispatcher(s) and how the dispatcher(s) is notified of the new information. This is to include all units dispatched on the call who will see supplemental information in the order that data is entered.</p>			
6.13	<p>The system shall provide a means to alert dispatchers to incident updates that are emergency or life-threatening in nature.</p> <p>Vendor to explain how the proposed system meets this requirement.</p>			
6.14	<p>The system shall include a narrative update that does not alert the dispatcher. The system shall also include a narrative update that does alert the dispatcher. Vendor to explain how the system performs this function.</p>			
6.15	<p>The system shall allow any incident, regardless of priority, to be designated as "HOT" which creates an automated user-defined "emergency" message which is sent to a user-defined set of workstations. This message is logged in the incident history.</p>			
6.16	<p>The System Administrator shall have the ability to define the routing for "HOT" incident emergency messages.</p>			

<b>6. INCIDENT TRACKING</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
6.17	The system shall support configuration parameters to activate a visible signal when an incident update includes a priority change to a higher level.			
6.18	The system shall provide the user the ability to link one or more incidents to a primary incident.  Vendor to explain how the proposed system handles this function.			
6.19	The system shall allow a user to select an incident(s) for continuous monitoring. <ul style="list-style-type: none"> <li>a) Such incidents shall appear in a separate window and all updates, regardless of their point of entry, shall be displayed in this window as real-time updates.</li> <li>b) The size of the window will be such as to not block out any data displayed from the primary call in the dispatch window.</li> <li>c) Both the dispatch window and recall area (to monitor an incident continuously) will be located separately and assigned a dedicated display area.</li> </ul>			
6.20	The system shall generate one CAD control number for each event and assign individual local agency case numbers to the responding agencies. The CAD control number shall be the most prominent number with the individual local agency			

## 6. INCIDENT TRACKING

6. INCIDENT TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	case numbers grouped underneath it.			
6.21	Incident summary information shall identify changes to key fields, such as changes to priority or incident type.			
6.22	<p>All updated data fields, such as incident type and call priority, shall be prefixed with an asterisk if the field has been modified, with such changes logged into the incident history.</p> <ul style="list-style-type: none"> <li>a) The most recent data shall be displayed in the call header.</li> <li>b) The agency System Administrator will determine if their CAD users will have the option of changing priority of calls once entered.</li> </ul>			
6.23	<p>CAD messaging or incident updates in reference to high priority calls shall appear before those for non-priority calls and in such a way that does not cover up any other information on the dispatcher's display screen.</p> <p>Vendor to explain the capabilities and limitations of the number of priority levels that are available on the proposed system.</p>			

**7. UNIT / PERSONNEL TRACKING**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
7.1	<p>The system shall track the following information about each unit, as applicable:</p> <ul style="list-style-type: none"> <li>a) Unit ID,</li> <li>b) Vehicle number,</li> <li>c) Installed radio number,</li> <li>d) District / Post / Station / Agency assignment,</li> <li>e) 256 character note field,</li> <li>f) Unit capabilities and associated descriptions of equipment carried on board,</li> <li>g) Portable radio numbers (multiple), and</li> <li>h) Personnel affiliated with the unit (where training units can count as a 1 person car instead of 2 and personnel changes part-way through the shift can be tracked).</li> </ul> <p>Units will also show a text marker to indicate how many personnel are in the unit and to further indicate via other text markers if the unit is logged on to the system via MDC (or other approved mobile device). Status monitors will be capable of indicating how many personnel are in each unit. Unit and incident inquiries (separate from status monitor) will display more detailed information about personnel, training capabilities of those personnel as well as special equipment etc.</p>			

## 7. UNIT / PERSONNEL TRACKING

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	Vendor to explain how the proposed system handles unit (and unit type) tracking for pre and post dispatch.			
7.2	The system shall provide the ability to display, by functional group, agency, and / or jurisdiction: <ul style="list-style-type: none"> <li>a) A list of all personnel signed on to the CAD/mobile system and</li> <li>b) Which user is signed on to a given position.</li> </ul>			
7.3	Vendor to explain the proposed system's capabilities and limitations to track and maintain multiple personnel identifiers for each unit, such as unit number, mobile and portable radio numbers, and badge numbers, etc.			
7.4	The system shall allow field units to be assigned to a dispatch group based on a default response area (precinct / station) or group of response areas. This function is to be user-defined.			
7.5	The system shall allow the System Administrator to associate field units to roles (type of unit: patrol sergeant, K-9, gang enforcement unit, district chief, engine, etc).			
7.6	The system shall associate the activities of a unit with the users assigned to the unit.			
7.7	The system shall provide the ability to display an			

## 7. UNIT / PERSONNEL TRACKING

7. UNIT / PERSONNEL TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	active unit roster for a specified user, precinct or set of precincts, workstation ID, dispatch grouping, or agency.			
7.8	<p>The system shall log, display, and track all activities and their associated time stamps for a unit/person/resource into the unit history. The log shall include all data captured by CAD related to that unit including, but not limited to, all:</p> <ul style="list-style-type: none"> <li>a) Incident assignments,</li> <li>b) Activity assignments,</li> <li>c) Status changes,</li> <li>d) Staff changes, and</li> <li>e) Equipment changes.</li> </ul> <p>Each log entry will indicate who made the addition/change.</p>			
7.9	The user shall have the ability to optionally enter a message that the system logs into the unit history record. (e.g., Officer notes that are currently captured in written form on daily logs.)			
7.10	<p>The system shall allow the display of unit history information in both full (showing all logged data) and summary versions. Summary information includes:</p> <ul style="list-style-type: none"> <li>a) Start and End times for each activity</li> <li>b) Duration of activity in minutes</li> <li>c) Short description of activity (reports,</li> </ul>			

**7. UNIT / PERSONNEL TRACKING**

7. UNIT / PERSONNEL TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>breaks, follow-up, directed patrol, etc.)</p> <p>d) Incident type</p> <p>e) Case number</p> <p>f) Location of activity</p> <p>g) Units assigned</p> <p>Vendor to describe the unit history display format options provided by the system. This shall include all mobile device log off information.</p>			
7.11	The system shall allow periodic printing of unit history with associated officer-entered notes and messages to be compiled as a daily log of activity of the officer. Such printing will be automated if desired by the Agency System Administrator.			
7.12	The system shall allow the Agency System Administrator to configure the default status to be assigned when a unit is placed on duty, by jurisdiction.			
7.13	The system shall allow a status change for multiple units simultaneously as well as for a single unit. This function will also include a dispatcher initiated (not field unit initiated) status change via CAD control number. (All fire units clearing at once can be done by the dispatcher using one command.)			
7.14	The system shall allow a single unit to be cleared			

## 7. UNIT / PERSONNEL TRACKING

7. UNIT / PERSONNEL TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	from an incident. Units currently assigned to an incident may declare a disposition (if required by incident type) before clearing from the incident. If the unit is the last unit assigned to the incident the incident will close and allow a disposition to be added later, noting with a time stamp the addition/change to the call. System Administrators will have the option of requiring a disposition code prior to allowing closure of an incident (on a per-agency basis.)			
7.15	The system shall not allow a single unit to clear other units from an incident using a mobile workstation. (e.g. MDC, PDA, etc.)			
7.16	The system shall provide the ability to clear multiple units without closing the incident.			
7.17	The system shall provide the ability to change the location of a unit (or multiple units) assigned to an incident, without changing the primary location of the incident. The system will also allow the changing of the primary incident location without changing the location of units assigned to the incident.			
7.18	The system shall track units not assigned to a unit response area. Vendor to explain how the system accommodates units from other jurisdictions and independent units that are not assigned to a specific			

## 7. UNIT / PERSONNEL TRACKING

7. UNIT / PERSONNEL TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	response area.			
7.19	<p>The system shall allow an Authorized User to define unit activity type codes that are not associated with incidents including, but not limited to administrative activity codes.</p> <p>a) These unit “activities” are defined as administrative work tasks, to which a unit can be assigned (court, community meeting, transporting papers to headquarters, etc.), but which are not generated by a call from a citizen.</p> <p>b) Fire Service examples include: Hydrants, Fire Drills, Inspection, Public Relations Event, Training, Confined Space Rescue Training, Hazmat training, River Training, Out of District, Meeting, and Hose Testing.</p>			
7.20	The system shall not restrict the assignment of a unit based on that unit’s status. Ultimate control of units sent on calls is done by the dispatcher. Any action regarding units sent will not be hindered by pop up messages.			
7.21	The system shall provide the ability to display real-time updates of all units assigned to an incident, and all available units and their locations, on specific remote CAD workstations, mobile units based on security user access profiles.			

## 7. UNIT / PERSONNEL TRACKING

7. UNIT / PERSONNEL TRACKING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
7.22	Any change in a unit's location will follow the unit wherever displayed in the status screen. The location will only change when done by the officer via mobile or the dispatcher. This change will also reset the tracking timer along with appropriate additions of location in Incident History and Unit History.			
7.23	The system shall use colors, highlighting, reverse video, audio, symbols, and other effects to indicate differences in unit statuses. a) Any unit status indicator should apply to all characters of a unit identifier.  Vendor to explain how these visual and audio effects are used to assist users in quickly assessing incident and unit status.			
7.24	Anywhere a unit ID appears on a status monitor will only show one location at a time and can indicate via a color change if unit is enroute or on scene at a given location.			
7.25	The system shall provide the ability to enter and maintain notes related to a unit and display them on the unit status display (e.g. special contact info, etc.)			
7.26	Any dispatcher shall be able to assume control of another dispatcher's units and incidents by simple			

**7. UNIT / PERSONNEL TRACKING**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	menu selection or command line entry. Vendor to explain potential authorization controls when assuming control of other jurisdiction's units.			

**8. SPECIAL PROVISIONS FOR SPECIFIC SERVICES**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
8.1	Authorized personnel shall be able to update incident and unit history information.			
8.2	The system shall provide a summary view of incident information.  Vendor to explain how proposed system meets this requirement.			
8.3	The system shall provide a function to display a summary view of all incidents logged within the user-specified time period for a specified dispatch group(s).			
8.4	The system shall provide the ability to enter and maintain shift rosters.  Vendor to explain how proposed system meets this requirement.			

**8. SPECIAL PROVISIONS FOR SPECIFIC SERVICES**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
8.5	The system shall allow authorized System Administrators to toggle on or off the function allowing officers to be able to “self-dispatch” to an unassigned incident (by unit or jurisdiction). System history shall record the administrator ID, date, and time of such changes.			
8.6	System shall provide all necessary functions to recommend units by pre-defined multiple purpose tables such as Fire Equipment Tables, including unit type substitutions caused by declining available resources at the time of incident dispatch or incident escalation.			
8.7	Ability to view real time incident history information over an internet connection with authorization.			
8.8	Ability to set running orders for Basic Life Support vehicles based on distance buffers from quarters as opposed to just fire districts.			
8.9	Ability to capture and integrate Next Generation 9-1-1 to include VOIP, cellular text messaging, cellular photos and OnStar and other automatic collision telemetric notification systems.			
8.10	Ability to handle current and emerging TDD/TTY call processing			

**9. MESSAGING**

9. MESSAGING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
9.1	The System Administrator shall have the ability to define groups for paging, text-messaging (SMS), and CAD messaging.			
9.2	System shall include a mailbox for each user. In the event that the intended recipient is not logged on when a message is sent, the system shall store the message in that user's mailbox and notify the user at next logon that message(s) are waiting.			
9.3	<p>The system shall provide for time-stamped Terminal-to-Terminal Messaging. Vendor to explain the messaging capabilities and limitations of the proposed system:</p> <ul style="list-style-type: none"> <li>a) User to user</li> <li>b) between two workstations,</li> <li>c) between a mobile computer and a workstation, or</li> <li>d) between a group of workstations/mobile computers that can be specified by jurisdiction.</li> </ul> <p>Vendor to further explain what process the proposed system uses for permitting retrieval of sent and received messages after they are cleared from the screen. Can the system define retention</p>			

**9. MESSAGING**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	periods by agency?			
9.4	Messaging system shall include a spell check feature. System to include locally created amendments to dictionary.			
9.5	The system shall notify the sender of a message when that message has been opened by the recipient ('certified receipt'). This shall be enabled selectively by the message sender.			
9.6	The system shall be capable of forwarding a message to another workstation, mobile workstation, or group of workstations / mobile workstations. The user shall have the ability to select whether this happens automatically (Used in situations where Dispatcher 1 is on break and has relinquished his/her units to Dispatcher 2 and wants Dispatcher 2 to receive all messages sent to Dispatcher 1 during the time Dispatcher 1 is on break) or manually (For situations when one user is sent a message and that user wants to forward it on to one or more other users). To facilitate this functionality, users will have the ability to create aliases that are role based. In other words, if Dave Smith is working as the Fire Dispatcher, he will be able to receive messages sent to "Fire Dispatcher" as well as messages sent to "Dave Smith."			
9.7	The system shall provide mobile users the ability to			

## 9. MESSAGING

9. MESSAGING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	save messages received by supplying a “scratch pad” or other means of retaining messages for later retrieval until logoff.			
9.8	The system shall provide the ability to create an impromptu group based on units assigned to an incident to which a message can be sent. <ul style="list-style-type: none"> <li>a) This shall automatically include the dispatcher and dispatch supervisor.</li> <li>b) The group may be modified to include other command staff in the system such as a duty commander.</li> </ul>			
9.9	The system shall provide the ability to flag a message as a “Priority” message, which alerts the receiver (by unique alert sound and visual indicator) to the urgency of the waiting message.			
9.10	The recipient shall have the option to initiate a reply to a message with a single keystroke or action. The system shall provide a table where System Administrator defined canned messages can be stored. The system will then allow any user send/receive any of these canned messages.			
9.11	If enabled by the Agency System Administrator, it shall be possible to search for and retrieve messages for display / print, and / or save to temporary media from the audit file by: <ul style="list-style-type: none"> <li>a) Sender’s name,</li> </ul>			

**9. MESSAGING**

9. MESSAGING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<ul style="list-style-type: none"> <li>b) Recipient’s name,</li> <li>c) Sending workstation,</li> <li>d) Message priority,</li> <li>e) Time and date,</li> <li>f) Subject, and</li> <li>g) Content, word or phrases.</li> </ul>			
9.12	<p>Subscription based text message notifications will be allowed. Agency System Administrators will decide who shall receive these notifications. The messages will be either manually sent by a user or automatically sent by the system based on the following triggers:</p> <ul style="list-style-type: none"> <li>a) Unit dispatched</li> <li>b) Incident types</li> <li>c) Incident types with specific status</li> <li>d) Incident location</li> <li>e) Incident benchmarks / milestones</li> <li>f) Response system benchmarks (moving into disaster mode, etc.)</li> </ul> <p>These messages will be in a variety of secure formats and will be tracked by the system with date and time-stamps.</p>			
9.13	The system must support agency definable “canned” replies in a drop-down menu.			
9.14	The system will provide check boxes on the			

**9. MESSAGING**

<b>9. MESSAGING</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
	message screen to select which secure messaging format to use for the given message (CAD message, text message to wireless device, etc.).			

**10. END USER SEARCH, RETRIEVAL AND INQUIRY**

<b>10. END USER SEARCH, RETRIEVAL AND INQUIRY</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
10.1	<p>The system shall allow users to use forms, either from CAD or the mobile client, to enter search parameters.</p> <p>a) The application shall include the ability to display the incident search form by utilizing a function key.</p> <p>The intent is to simplify use of the system by making data entry and search forms consistent.</p> <p>Vendor to describe the search capabilities and limitations of the proposed system, as well as the proposed system's search functions - canned search forms vs. unique ones.</p>			
10.2	Users shall be able to initiate searches using full or partial data strings and / or wildcards.			

**10. END USER SEARCH, RETRIEVAL AND INQUIRY**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
10.3	<p>For searches resulting in multiple “matches”, the system shall provide the ability to selectively review in detail any and / or all matches presented.</p> <p>Vendor to explain how the search results are presented and how they can be selected / viewed by the user.</p>			
10.4	<p>Vendor to explain the capabilities and limitations of the proposed system in reference to canned and exceptional searches.</p> <p>Vendor to identify any data fields that cannot be searched on.</p>			
10.5	<p>The search responses shall be displayed in last in, first out format (showing the most recent entry on top).</p>			
10.6	<p>Users shall be able to search for text string content (e.g. blue Mercedes) in any field.</p>			
10.7	<p>The system shall provide a search capability that displays a snapshot of unit(s) availability at a specific point in time. Units shall be listed first by agency and then by their availability. If the unit is not available, the system will indicate what their status was at the time. This is to include a graphic map of the situation based on the search criteria.</p>			
10.8	<p>The system shall have the capability for an</p>			

**10. END USER SEARCH, RETRIEVAL AND INQUIRY**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	Authorized User to set parameters to limit searches (i.e. time range)			
10.9	The Traffic Stop, Subject Stop, and suspect vehicle incidents shall initiate the following inquiries: a) LEADS b) NCIC and NLETS c) NORIS d) Local records management systems (prior involvement with license plate number) e) Name with prior CAD history			
10.10	The system shall provide the ability to request multiple plates in a single Traffic Stop inquiry.			
10.11	System shall produce an ad hoc report listing the status and assignment of any selected group of field units between two specified times.			
10.12	The system shall provide a method for quick search of all data fields of all specified incidents including free text fields such as incident remarks fields and secondary location information.			
10.13	The system shall provide the user the option to display open (current) and closed incident information in either chronological (with data entered first at top of data listing) and reverse chronological order (with the most recently added (most current) data first (at top) of data listing.			
10.14	The system shall allow the display of incident			

**10. END USER SEARCH, RETRIEVAL AND INQUIRY**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<p>history information in both full (showing all logged data) and summary versions.</p> <p>Vendor to describe the incident history display format options provided by the system.</p>			
10.15	<p>The system shall support the ability to selectively display supplemental incident information or full incident information.</p> <p>Vendor to explain how the proposed system provides easy identification of updated incident information.</p>			
10.16	<p>The system shall be capable of searching names from the reporting party field using any of the following options:</p> <ul style="list-style-type: none"> <li>a) CAD</li> <li>b) Local RMS</li> <li>c) NORIS</li> <li>d) LEADS/NCIC queries require additional identifying information and can only be initiated for a valid law enforcement purpose.</li> </ul>			
10.17	<p>Vendor to describe the system's ability to search a name from the incident narrative by the user highlighting the name and right clicking to such an option.</p>			

<b>11. MAPPING</b>				
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Use</b>		
		<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
11.1	The mapping system shall provide a means to visually distinguish between unit statuses.			
11.2	The mapping system shall provide a means to visually distinguish between incident types and statuses.			
11.3	Colors utilized on the map shall be consistent with colors utilized on the system's status displays for the same data.			
11.4	The mapping system, when utilized in a Call Taking environment, shall have the ability to automatically display the caller's current location as provided by the ANI/ALI interfaces (to include wireless and future VOIP) and identify potential duplicate calls for service.			
11.5	The mapping system shall have the ability to display the user's current, verified incident location in relation to other open incidents on the map during the incident entry and dispatch processes.			
11.6	The mapping system shall display real-time (current status) updates of unit and incident status changes.			
11.7	The mapping system shall provide the ability to copy the coordinates of any position on the map indicated by a mouse click or keystroke and paste			

<b>11. MAPPING</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
	them into a message or incident.			
11.8	The user shall be able to configure the map display to include / exclude incidents by precinct, fire management area, and / or agency (police, fire, EMS), unit number, local agency case number, or CAD control number.			
11.9	The mapping system shall provide the ability to display the current user-configuration settings.			
11.10	The mapping system shall allow the user to request a specific location to be displayed on the map (e.g. street address, X / Y / Z coordinates, landmark, intersection, or limited access roadway).			
11.11	The mapping system shall allow the user to specify a map area on which to center by using the mouse to define the area.			
11.12	The user shall have the ability to point to a map location and obtain the latitude / longitude / elevation coordinates and hundred block address and any premise or previous event history.  Vendor to explain how the map latitude / longitude information is translated into an incident location and how it is presented to the user.			
11.13	The mapping system shall provide the ability to: a) Zoom in on an area for enhanced detail b) Zoom out of an area for a higher level view			

**11. MAPPING**

11. MAPPING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	<ul style="list-style-type: none"> <li>c) Allow re-centering of the map display to the current dispatch location</li> <li>d) Pan from one area to an adjacent area</li> <li>e) Display active and unassigned incidents</li> <li>f) Display current location of all units via AVL (if units are AVL equipped)</li> <li>g) Select the zoom level</li> <li>h) Allow the user to lock and unlock the map display</li> </ul>			
11.14	<p>The mapping system shall provide the ability to center the map display on:</p> <ul style="list-style-type: none"> <li>a) A vehicle requesting assistance,</li> <li>b) The last known location of a vehicle via AVL,</li> <li>c) The incident location,</li> <li>d) A user-specified geographic area, and</li> <li>e) The location of the cursor when the mouse button is clicked.</li> </ul>			
11.15	<p>The mapping system shall allow the ability to center the map by selecting any incident on the dispatch status screen.</p>			
11.16	<p>The system will integrate with mapping to allow the user to easily request a back address to the actual incident address. Example: Police units are responding to a burglary in progress at an identified location and police units need to cover</p>			

**11. MAPPING**

<b>11. MAPPING</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
	the street behind the subject in case subjects flee out the back. A dispatcher would be able to request a back address to the incident address and advise officers to respond to property directly behind the subject address. This would allow them to either watch for fleeing suspects or even approach the correct house on foot from the next street over.			
11.17	The mapping system shall have the ability to display multiple mapping layers.  Vendor to explain how the user can select the layers to be displayed.			
11.18	The system must size (resize) street names and other element labels as zoom level of map changes			
11.19	The system must display icons at appropriate zoom levels			
11.20	Vendor to explain the system's ability to support multiple coordinate projection systems including the (High Accuracy Reference Network - HARN), NAD 1983 StatePlane Ohio North FIPS 3401 Feet), Lambert Conformal Conic Projection.			
11.21	The system's geofile shall support multiple distinct layers for geographic attribute data.			
11.22	The system shall provide the ability for the System Administrator to manually define a physical			

**11. MAPPING**

<b>11. MAPPING</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
	location in the geo-file by providing the X/Y coordinates, address, cross-streets, police precinct, and/or fire/EMS response areas.			
11.23	If an Authorized User identifies an error in the GIS system, he/she will be presented an easy way to make an ad-hoc change to the map.			
11.24	The system shall provide map-based searches by selecting areas on the map display.			
11.25	The system shall allow an Authorized User to draw a radius of any size and/or a freehand polygon on the map for display only. The user will be able to change the transparency of the radius or polygon so features that appear under those objects will still be viewable. A printable list of all addresses that exist within the drawn radius or polygon will be available for purposes of evacuations, etc.			
11.26	The mapping system must be integrated with the CAD system to allow for incident creation and dispatch functions. For example, a user will be able to click on a location to initiate an incident. An incident form will appear in CAD with the verified location from the mouse click on the map.			
11.27	The user will also be able to click on a pending incident on the map and receive unit recommendations. The user will be able to dispatch all units that are recommended from the			

**11. MAPPING**

<b>11. MAPPING</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
	map.			
11.28	On an active incident, the system shall allow the user to right-click on the incident (on the map) and select an option to get further unit recommendations (back-up units).			
11.29	The system shall allow the user to click on the incident (on the map) and raise the alarm level (fire incidents) and receive new unit recommendations.			
11.30	The system shall allow the user to click on two events and be able to cross reference the two events together once it is determined they are related. The same feature will exist for canceling or duplicating an incident. This function will be selectable by the Agency System Administrators.			
11.31	The system shall support an orthophotography layer. (aerial photos)			
11.32	The system shall support a Pictometry layer. (oblique aerial photos)			
11.33	The map data used on an MDC shall have the same source as the CAD workstation map.			
11.34				

**12. MOBILE COMPUTING SYSTEM (OPTION 1)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
12.1	The system shall provide mobile data-equipped resources assigned to incidents with real-time updates of incident data.			
12.2	<p>When a unit is assigned to an incident, the application will send the following information to the MDC:</p> <ul style="list-style-type: none"> <li>a) All units assigned.</li> <li>b) Fire units assigned will be in fire station order</li> <li>c) Date and time</li> <li>d) Incident location (address).</li> <li>e) Secondary location (e.g., in front of, alongside, in the alley, etc.)</li> <li>f) Nearest intersection.</li> <li>g) Commonplace name associated with the incident address.</li> <li>h) Incident type.</li> <li>i) Incident priority.</li> <li>j) Incident number.</li> <li>k) Assigned radio channel</li> <li>l) Caller's name.</li> <li>m) Caller's address.</li> <li>n) Map page designation.</li> <li>o) Caller's phone number.</li> <li>p) Comments.</li> </ul>			

**12. MOBILE COMPUTING SYSTEM (OPTION 1)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	q) Any premise information records, which were found by the application either at the incident address or nearby. (This information will be prominently flagged for immediate attention on the MDC screen)			
12.3	The proposed system shall accommodate the limited bandwidth of the existing mobile data environment. Lucas County is currently on a combination of Motorola 800 MHz and Sprint data cards. Vendor to explain the capabilities to support this bandwidth limitation, and what, if any, functionality will be restricted. Vendor may recommend optional bandwidth solutions.			
12.4	The system shall support the limited screen size of a single display in a mobile environment. Vendor to explain how the operating attributes differ between fixed location workstations, and various mobile workstations (e.g. MDC, PDA, smart phones, etc.).			
12.5	The system shall also provide a profile for a dispatcher to log on to an MDC and view only the user-specified groupings of units and incidents. (Mobile command unit function)			
12.6	The System Administrator shall define the rules for			

**12. MOBILE COMPUTING SYSTEM (OPTION 1)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	notification of specific incidents based on type code or other criteria. This function is to work both when the original incident is entered as that specified type code or when it is changed to that specified type code.  Vendor to describe the features and functions of the system associated with this function.			
12.7	System shall support Officer Activity Logging (i.e., capture of time-stamped entry for free-form text, appended to officer/unit activity log).			
12.8	System shall support agency-defined status changes to be sent from the MDC to CAD in real time (En-route, Staged, On Scene, On Scene/Available, En-route to Hospital, Available on Radio, Available in Quarters, Clear, etc.). These status changes will require only one button push (function key and/or touch-screen button) from the MDC user. Each touch-screen button will have a System Administrator-defined color and label.			
12.9	The MDC client must display CAD information in a filterable manner. The system must permit different filters to be created so that users can elect to view different information about events. The Agency System Administrators will determine			

**12. MOBILE COMPUTING SYSTEM (OPTION 1)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	which filters will be accessible by users/user groups.			
12.10	All MDC screen layout(s) must be configurable by the Agency System Administrators (by agency/jurisdiction).			
12.11	The MDC system must utilize menus, keyboard commands, keyboard shortcut(s) (e.g. Alt P), and touch-screen function keys to operate and navigate the proposed application.			
12.12	The MDC system must utilize “speed” or “hot” key shortcuts to specify frequently recurring information.			
12.13	The MDC system must provide an agency-definable visual indicator to inform users if their last transmission was successful or not.			
12.14	The MDC system must maintain a continuous/active map display if requested by Authorized Users in a broadband environment (not for 700/800 MHz data/radio networks).			
12.15	The MDC system must provide an agency-definable fixed key or command to bring up a help file (may be part of menu bar) that will display mask and command names and uses.			
12.16	The MDC system must have an Agency System Administrator-defined audible and visual notification to indicate the receipt of an event,			

**12. MOBILE COMPUTING SYSTEM (OPTION 1)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	dispatch message, urgent messages, etc. This audible notification must also be heard by personnel in fire apparatus and other units equipped with circumaural headset/intercom systems. (Setcom, David Clark, etc.)			
12.17	The MDC system shall allow a user to (with a single button push) recall the dispatch information for the currently assigned event.			
12.18	The MDC system shall allow an emergency button function which will transmit (to CAD) agency-defined information such as portable and mobile radio identifiers, unit identifier, and AVL reported location. This function will be selectable by the Agency System Administrators by agency / jurisdiction.			
12.19	The MDC emergency button location and keys required for trigger will be configurable by the System Administrator to minimize the chance of an accidental activation.			
12.20	The MDC system shall allow users to utilize (and switch between) entering data into reports and forms, viewing and responding to dispatch messages, retrieving query responses, initiating messages, updating statuses, reviewing mobile-to-mobile messages, etc., without losing any information that has been entered into the system.			

<b>12. MOBILE COMPUTING SYSTEM (OPTION 1)</b>				
			<b>Vendor Use</b>	
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
12.21	When a user is in another application on the MDC, only a CAD dispatched incident shall take priority over the screen with a visual and audible notification.			
12.22	The MDC screen will always display that specific unit's current status as seen by the CAD system.			
12.23	The MDC will offer a dynamic grouping capability for messaging, emergency notification, etc			

<b>13. ELECTRONIC REPORTING (OPTION 2)</b>				
			<b>Vendor Use</b>	
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response</b>	<b>Item Pricing</b>
13.1	Ability to generate various electronic field reporting which is integrated with CAD incident information and able to self populate appropriate fields from CAD and interfaced programs to minimize officer/personnel re-keying of text. Field reports would communicate via a two way interface to the appropriate supervisory and/or RMS to allow			

**13. ELECTRONIC REPORTING (OPTION 2)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response	Item Pricing
	review, submittal, a validation process either internally or via the RMS and return to the mobile device and/or an administrative position for officer corrections and final submission.			
13.2	Uniform Incident Report to include associated Supplemental and Narrative Supplemental Reports			
13.3	Property Receipt Report			
13.4	Tow Report			
13.5	Field Interview Report			
13.6	Unusual Incident Report			
13.7	False Alarm/Miscellaneous Reports			
13.8	Daily Activity Report			
13.9	Daily Vehicle Equipment Report			
13.10	NFIRS			
13.11	HAZAMAT			
13.12	Electronic Patient Care Report			
13.13	Other reports available			
13.14	Can vendor provide a jail booking report (ability for arresting officer or transporting officer to pre-populate Jail Booking Report before arrival at jail?)			

### SECTION III TECHNICAL REQUIREMENTS

This section identifies the technical requirements of the CAD system, including hardware, environmental, database management, system availability, system administration, documentation and vendor maintenance.

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1. GENERAL REQUIREMENTS	

This section identifies the general technical requirements for the proposed CAD system.

<b>GENERAL REQUIREMENTS</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Operating System Updates:</b> The proposed CAD system shall continually support operating system version upgrades, service packs and patches to address known issues and security vulnerabilities.	
2. <b>Platform Protection:</b> Proposed CAD system to support use of generally available third-party platform protection products, such as anti-virus, spyware and Trojan protection applications. a) The system shall maintain compatibility with anti-virus protection software (such as McAfee and Norton Symantec). b) Vendor to certify the compatibility of their recommended third-party products. c) Vendor to specify responsibility for updates to applications and signature files.	
3. <b>Object Linking and Embedding:</b> All application components shall support Object Linking and Embedding (OLE, 'cut-and-paste') between application windows.	
4. <b>User Group:</b> The proposed vendor will support a CAD	

<b>GENERAL REQUIREMENTS</b>	
<b>Requirement</b>	<b>Vendor Response</b>
User Group process which supports networking with other users and provides user input into the product roadmap.	

## 2. HARDWARE AND NETWORK ARCHITECTURE

This section identifies the minimum hardware and network infrastructure requirements of the proposed CAD system.

### *Workstations*

<b>HARDWARE AND NETWORK ARCHITECTURE - Workstations</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Minimum Configuration:</b> Vendor to describe the minimum hardware and operating system requirements for Call Taker and Dispatcher Workstations.	
2. <b>Minimum Configuration:</b> Vendor to describe the minimum hardware and operating system requirements for Administrative workstations (i.e., those outside the dispatch centers).	
3. <b>Dispatcher Workstation Displays:</b> Minimum hardware configuration for some dispatch positions may include at least four displays: a) one primary or 'working' display b) two status displays c) one mapping display	
4. <b>System Administration:</b> Vendor to describe the minimum hardware, operating system configuration and	

<b>HARDWARE AND NETWORK ARCHITECTURE - Workstations</b>	
<b>Requirement</b>	<b>Vendor Response</b>
connectivity requirements for a remotely connected System Administrator, Agency System Administrator or Database Administrator workstations.	

## **Servers**

<b>HARDWARE AND NETWORK ARCHITECTURE - Servers</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Minimum Configuration:</b> Vendor to describe the minimum hardware and operating system requirements for the following categories of servers: a) Application Servers b) Database Servers c) Communications Servers d) Testing Environment e) Training Environment f) Others (describe)	
2. <b>On-Line Storage Expansion:</b> Proposed system to be designed to allow the addition of twice (x2) the number of disk drives of original configuration without modifications or replacement of the server/host computer.	
3. <b>Storage Sizing:</b> The original configuration shall include twice (x2) the on-line disk storage required to store the following:	

HARDWARE AND NETWORK ARCHITECTURE - Servers	
Requirement	Vendor Response
<ul style="list-style-type: none"> <li>a) Operating System</li> <li>b) All vendor supplied applications at cutover</li> <li>c) All user generated data such as passwords, premise information, geo file maps, unit tables, etc.</li> <li>d) 7 years of CAD incident and unit data.</li> </ul>	
4. <b>Server Administration:</b> at a minimum, one keyboard, video monitor, mouse/trackball and KVM switch shall be provided per equipment room configuration. All server hardware will be cabinet mounted.	
5. <b>Disk Storage:</b> Vendor to describe the approach to providing high availability of online disk storage using Redundant Array of Independent Disks (RAID) or alternate method.	
6. <b>Server Integrity:</b> All physical and virtual server connections must provide continuous supervision for the integrity of the system to system interconnection (e.g., 'heartbeat' messaging).	

## Networking

HARDWARE AND NETWORK ARCHITECTURE - Networking	
Requirement	Vendor Response
1. <b>Protocols:</b> Vendor to identify the specific internetworking standards and protocols to be deployed.	
2. <b>Bandwidth:</b> Vendor to identify network bandwidth requirements: <ul style="list-style-type: none"> <li>a) within dispatch center facilities</li> <li>b) between primary dispatch centers</li> </ul>	

<b>HARDWARE AND NETWORK ARCHITECTURE - Networking</b>	
<b>Requirement</b>	<b>Vendor Response</b>
c) between primary dispatch centers and support facilities (i.e., vendor, local IT, etc.)	
3. <b>NIC Redundancy:</b> Vendor to discuss approaches to supporting high network reliability, including the use of dual/redundant Network Interface Cards (NICs).	
4. <b>Network Anomalies:</b> Vendor to discuss application alerting of network status and availability (e.g., congestion, outages, etc.)	

### ***Spare Parts***

<b>HARDWARE AND NETWORK ARCHITECTURE – Spare Parts</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Spare Components:</b> Vendor to recommend a complement of essential and recommended spare parts and component assemblies to be locally maintained; on-site secure storage will be made available at each dispatch center. In no case shall any component in operational use be moved or utilized as a spare or replacement.	
2. <b>Equipment Rooms:</b> Vendor to identify recommendations for spare components to be maintained at critical server equipment room locations.	
3. <b>Dispatch Centers:</b> Vendor to identify recommendations for spare components to be maintained at primary dispatch center locations.	
4. <b>Remote Locations:</b> Vendor to identify recommendations for spare components to be	

HARDWARE AND NETWORK ARCHITECTURE – Spare Parts	
Requirement	Vendor Response
maintained at remote locations.	

### 3. TESTING/TRAINING ENVIRONMENT

This section identifies requirements for separate CAD environments to support testing of application updates as well as supporting an isolated training environment. A separate Training Environment is envisioned to be a classroom supporting numerous call taker and dispatcher workstations.

#### *Testing*

TESTING/TRAINING ENVIRONMENT - Testing Requirement	Vendor Response
1. <b>Separate Test Environment:</b> Ability to provide an independent Test Environment to demonstrate application and system features prior to migration into live 'production' environment.	
2. <b>Independence of Test Environment:</b> Activity in the Test Environment shall not impact operation of the live/production environment.	
3. <b>Test Databases:</b> Test Environment databases should substantially represent the volume and complexity (variety) of live/production data, in that the test cases should provide predicted results consistent with live operations and 'real world' inquiries.	

## ***Training***

<b>TESTING/TRAINING ENVIRONMENT - Training Requirement</b>	<b>Vendor Response</b>
1. <b>Separate Training Environment:</b> Ability to provide independent Training Environment to simulate inbound calls and call answering functions and features.	
2. <b>Functionality of Training Environment:</b> The Training Environment shall provide the ability for trainees to use the full and complete set of commands and operations.	

## **4. DATABASE MANAGEMENT AND REPORTING**

This section identifies the database management system and management information (reporting) requirements of the proposed CAD system.

### ***Database Software***

<b>DATABASE MANAGEMENT AND REPORTING – Database Software Requirement</b>	<b>Vendor Response</b>
1. <b>Database Management System (DBMS):</b> Proposed CAD system to utilize contemporary database management software (DBMS) currently within manufacturer life cycle support. Vendor to identify DBMS provider, product, modules and proposed version(s). Vendor to identify information on future intent to end support for software.	

<b>DATABASE MANAGEMENT AND REPORTING – Database Software</b>	
<b>Requirement</b>	<b>Vendor Response</b>
2. <b>Structured Query Language (SQL):</b> Proposed system shall provide an environment where all recorded fields of information are available for inquiry through a Structured Query Language (SQL) tool.	
3. <b>Management information System (MIS):</b> Proposed system shall include a summary-level, management information reporting capability for non-technical users. a) If a third-party product is proposed, identify the developer, product and version.	
4. <b>Extensible Markup Language (XML):</b> Proposed system shall provide for ad-hoc and automated file export of pre-defined fields in XML format.	
5. <b>Import/Export:</b> Vendor to describe any other file import and export capabilities of the proposed database management system.	
6. <b>Licensing:</b> Vendor to describe the basis for DBMS licensing fees (e.g., per concurrent user, per processor, etc.)	

### ***Management Reporting***

<b>DATABASE MANAGEMENT AND REPORTING – Management Reporting</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Available Data:</b> Proposed reporting applications shall provide an environment where all recorded fields of information are available for inquiry through a simplified reporting tool. Vendor to explain report generating process i.e. reports only run off of archived	

<b>DATABASE MANAGEMENT AND REPORTING – Management Reporting</b>	
<b>Requirement</b>	<b>Vendor Response</b>
data and how often data is archived (real time value).	
2. <b>Browser Access:</b> Proposed system to support HTTP user agent/web browser-based (e.g., Internet Explorer, Mozilla, etc.) access to published management reports.	
3. <b>File Export:</b> Proposed system shall provide for ad-hoc and automated file export of pre-defined fields in: <ul style="list-style-type: none"> <li>a) 'Flat file,' field delimited formats</li> <li>b) XML formats</li> </ul>	
4. <b>Informational Databases:</b> The system shall allow the System Administrator to set up informational databases to store routinely needed information such as Wrecker Company phone numbers, Specialty services, Shelters, etc. and allow for Authorized Users be able to create, edit and delete these reference files as needed. <ul style="list-style-type: none"> <li>a) System to provide for shared countywide databases as well as specific to agency and/or jurisdiction.</li> <li>b) Informational databases shall support keyword searches.</li> </ul>	
5. <b>Incident Summary Report:</b> for all incidents within a given date and time period: <ul style="list-style-type: none"> <li>a) Status with all Units and Incidents at a user specified date and time.</li> <li>b) Report that details chronology of a given incident, time between each action, and total duration of the incident.</li> <li>c) Change Incident Type Report – show any incident in which the initial Incident Type Code</li> </ul>	

**DATABASE MANAGEMENT AND REPORTING – Management Reporting**

Requirement	Vendor Response
<p>was changed from its original value.</p> <ul style="list-style-type: none"> <li>d) Report that lists all activity for a specified unit for the current shift.</li> <li>e) Summary Report and number of times a unit was assigned as the First Due Company for an incident not within its first due area (Out of Area Assignment Report).</li> <li>f) Report of all transaction for the entire system, given workstation, or a given user for a specified date and time.</li> </ul>	
<p>6. <b>Performance Reports:</b> The vender will develop and deliver the proposed system with prepared performance reports allowing analysis of the following call chronology:</p> <ul style="list-style-type: none"> <li>a) call answer to call entered</li> <li>b) call entered to call dispatched</li> <li>c) time of dispatch to time enroute</li> <li>d) time enroute to time on scene</li> <li>e) time of arrival to time clear</li> <li>f) call dispatched to unit arrival</li> </ul>	
<p>7. <b>Activity Reports:</b> The system shall provide reports of activity for a specific unit (Unit Activity Report) or individual (Employee Activity Report) The report will at minimum, list a) the unit(s) the employee was assigned to, b) the hours the employee was on duty, and c) the list of all incidents the employee was assigned to during this period of time, including time dispatched and cleared from the incident.</p>	

<b>DATABASE MANAGEMENT AND REPORTING – Management Reporting</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>8. <b>Premise Report:</b> The system shall provide the ability to list a history of all occurrences of a given location or address (e.g. incident, transport, premise record, etc.) based on a user-specified date range.</p> <p>a) The system shall, at request, give a report of all premise records for a specific address, address range or fire/police districts.</p>	
<p>9. <b>Access to Chronology:</b> The chronology (time stamps) and sequence of events and status changes shall be accessible via reporting tools to summarize and analyze call for service and response performance.</p>	
<p>10. <b>Provided Reports:</b> Vendor to describe the package of management reports to be provided at time of installation. Vendor to provide sample Management Information Reports with Proposal submission.</p>	

### ***System Backup and Restoration***

<b>DATABASE MANAGEMENT AND REPORTING – System Backup and Restoration</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>1. <b>Archives:</b> The proposed system shall provide for Archival Records, including off-line storage and retrieval/restoration into the core database or reporting application.</p>	
<p>2. <b>Archive Records:</b> The system shall provide for designating specific records for archive as determined by each agency System Administrator.</p>	
<p>3. <b>Automated Backup:</b> Proposed system shall provide for</p>	

<b>DATABASE MANAGEMENT AND REPORTING – System Backup and Restoration</b>	
<b>Requirement</b>	<b>Vendor Response</b>
the automated generation of system backups, including all databases and configuration information.	
4. <b>Restoration:</b> Proposed system shall support selective restoration appropriate to the outage experienced (e.g., specific files, specific date/time ranges, etc.)	
5. <b>Archive Proof:</b> Vendor to describe ability of local administrator to ‘prove’ integrity of backup media.	

## 5. GEOGRAPHIC DATA MANAGEMENT

This section provides the geographic data management requirements of the proposed CAD system. This includes any ‘optimized’ geo-file and mapping databases resident in the workstation and server environments. In this section, “geo-file” shall refer to all geographic information necessary for CAD operation, regardless of application.

<b>GEOGRAPHIC DATA MANAGEMENT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Geo-file Content:</b> Geographic databases will include (but not be limited to) layers and themes that include: <ul style="list-style-type: none"> <li>a) Streets/private roads</li> <li>b) Intersections</li> <li>c) Highways, exits and limited access roadways <ul style="list-style-type: none"> <li>• Mile markers</li> </ul> </li> </ul>	

<b>GEOGRAPHIC DATA MANAGEMENT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
d) Map book pages e) Parcels f) Specific addresses g) Premise warnings h) Landmarks i) Parks j) Trails/bikeways k) Railroads l) Water features/streams/lakes/wetlands m) Agency boundaries <ul style="list-style-type: none"> <li>• County/city/township limits</li> <li>• Census tracts</li> <li>• Police districts/beats</li> <li>• Response zones</li> <li>• Emergency Service Zones</li> </ul> n) USPS Zip Codes o) Census Tracts p) Hydrants q) Building footprints/images r) Runways s) Elevation t) Aerial photography (ortho/oblique)	
<b>2. Geo-file Load:</b> The vendor shall provide the initial load and an automated means to load source data files (i.e., a Lucas County and adjacent counties geographic data) and periodic updates to the system's Geo-file.	
<b>3. Geo-file Validation:</b> The system shall provide the	

<b>GEOGRAPHIC DATA MANAGEMENT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>ability to test new Geo-file updates prior to updating the production system.</p> <p>a) Vendor to explain how the CAD system processes and accepts geo-file updates to the production system without requiring a reload of the map.</p>	
<p>4. <b>Geo-file Update Timing:</b> Modifications made to the Geo-file with CAD tools shall be available to users as soon they are loaded to the production system.</p> <p>a) This requirement to include any change made to CAD's table configuration or application programming.</p> <p>b) Any update or change made to CAD will also be available instantly to all users without the need to reboot their workstations.</p>	
<p>5. <b>Geo-file Updates:</b> The system shall provide the ability to post Geo-file updates to production with no system downtime. Vendor to identify the type and estimated duration of any interruption of normal operations that may be caused by this process.</p>	
<p>6. <b>Error Reporting:</b> Proposed CAD system shall support the automated capture and routing of end-user reported geo-file errors to the appropriate GIS/geo-file support personnel for follow up and resolution.</p>	

<b>GEOGRAPHIC DATA MANAGEMENT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
7. <b>Location Overrides:</b> The proposed system shall provide the ability to display all incident location overrides (e.g., address not found) contained in an exception file, selectable by user-specified date range.	
8. <b>Temporary Road Closures:</b> Vendor to describe system capability to support the entry and maintenance of temporary road closures. Vendor to describe any impacts to determining unit recommendations.	
9. <b>Lucas County's preference is to use the County's Geo-file.</b> Vendor will discuss their approach to the Geo-file and pros and cons of using Lucas County's Geo-file.	

## 6. RELIABILITY/REDUNDANCY

This section identifies the reliability and redundancy requirements of the proposed CAD system.

<b>RELIABILITY/REDUNDANCY</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>No Single Point of Failure:</b> CAD system shall have no single point of failure within any primary dispatch center environment, including: servers, routers, LAN and workstations.	
2. <b>Impaired Operation:</b> For the following failure or interruption scenarios, vendor to discuss the scope of 'impaired' operation, including available workstation capability: <ul style="list-style-type: none"> <li>a) interrupted connectivity between dispatch centers</li> </ul>	

<b>RELIABILITY/REDUNDANCY</b>	
<b>Requirement</b>	<b>Vendor Response</b>
b) failure of a primary server environment  Vendor to discuss any other interpretation of this requirement.	
3. <b>Recovery Process:</b> Vendor to discuss the recovery process from the following failure scenarios: a) primary server disk failure. b) loss of connectivity between primary and secondary server environments c) manual operations d) <b>Ability to do “catch-up incidents”</b> after recovering from CAD down time. System must provide off-line functionality which processes when CAD comes back on line and/or if manual cards are required, all manual cards must be process after the fact but still have sequential numbering and time stamps as if CAD had been operation.	
4. <b>Snapshot File/Printouts:</b> System shall support local computer file and/or printing of periodic ‘snapshot’ information every 15 minutes, with printouts listing all units and incidents which shall include any unit or incident changes in between the 15 minute snapshots.	

## 7. TIME SYNCHRONIZATION

This section identifies the time synchronization requirements for the proposed CAD system. LCES is currently providing local time synchronization source for the Countywide CAD from 2144 Monroe St. Remote PSAPs’ CAD is synchronized from the central CAD server.

TIME SYNCHRONIZATION	
Requirement	Vendor Response
1. <b>Network Time Protocol:</b> Vendor to ensure that hardware, operating system and application software utilizes a master clock subsystem providing Network Time Protocol (NTP) time synchronization clock references.	

## 8. SYSTEM ADMINISTRATION

This section provides the System Administration requirements for the proposed CAD system.

*System Administration* is generally defined to include performance monitoring, troubleshooting, testing, staff training, and any relevant application of knowledge that ensures the overall availability of the overall system. Administrative tasks are intended to be provided by LCES and local agency staff. System Administration tasks include:

- Controlling access and ensuring system security
- Defining user classification and access profiles, as well as providing user log-on credentials
- Reviewing and interpreting system logs
- Monitoring bandwidth utilization and traffic patterns for local area and wide area networks
- Performance-tuning configuration for improved efficiency
- Updating signature files for anti-virus and other protective applications
- Periodic review of application inventory and configuration
- Periodic audit of application licenses and installed software
- Testing of updates and patches prior to promotion to production environment
- Configuration management and installation of new or replacement hardware and software
- Maintaining system documentation
- Maintaining archive of activity logs as well as supporting any audit inquiries
- Ensuring that application, configuration and data files are backed up
- Migrating archival information to backup media

- Administering library of backup files, including off-site storage
- Ensuring recovery capability and integrity of backup files
- Supervision and coordination of outside vendor support and application maintenance
- Respond to alerts and messages of system anomalies

The following titles may include some mix of System Administration responsibilities:

- System Administrator
- Agency System Administrator
- Authorized User
- Supervisor

<b>SYSTEM ADMINISTRATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Local Administration:</b> Ability for customer to locally administer system features and configuration without voiding warranty or support agreements.	
2. <b>Table Administration:</b> Ability for customer to locally administer contents of pre-defined tables and supporting databases (e.g., pull-down menu selections, data entry validation tables, etc.) specific to each agency.	
3. <b>No Restart:</b> Ability to update supporting data tables without requiring system restart. Vendor to explain how data updates are applied to the system and how this	

<b>SYSTEM ADMINISTRATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
requirement is met.	
4. <b>Backup/Restore Policies:</b> Ability to support customer-defined, centrally-administered backup and recovery policies.	
5. <b>On-Line Backup:</b> Ability to support on-line centralized backup storage (e.g., Storage Area Network or removable disk drives).	
6. <b>Notifications:</b> Ability to automatically provide outbound pager and email notification to support personnel of system events and alarms. a) Ability to define types or priorities of messages for notification (e.g., limit pager notifications to high priority or critical system events).	
7. <b>Routine Tasks:</b> The System Administrator shall not be required to use the underlying database management system or tools to perform routine administrative tasks (e.g., routine tasks should be pre-programmed or menu driven).	
8. <b>Table Import:</b> The system shall support the ability for customer to import or update table-driven application components from common file formats. Vendor to explain the methods and file formats supported by the proposed system. a) The system shall validate imported files prior to updating a production environment.	
9. <b>Record Purge:</b> All records scheduled to be purged shall not be purged until a notice is sent to the appropriate agency System Administrator and the purge has been authorized/initiated.	

<b>SYSTEM ADMINISTRATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
10. <b>Purge Log:</b> The system shall log all deleted records and provide an option to print a listing of purged data.	
11. <b>File Export:</b> The System Administrator shall have the ability to define the fields included in any data file export.	
12. <b>Alias Naming:</b> The System Administrator shall have the ability to assign alias names to workstations and mobile devices. a) The system shall allow the alias name to be used in place of a hardware or system workstation ID for any function or command.	
13. <b>Multiple/Tiered Administrators:</b> The system shall permit each user agency to have its own Agency System Administrator capable of performing those functions defined in this RFP.	
14. <b>Report Writing Tools:</b> The proposed system shall support commercially available report writing tools such that all participating agencies will have the ability to perform analysis of all data contained in the databases.	

## 9. SYSTEM SECURITY AND ACCESS PROFILES

This section identifies the system security and access profile requirements of the proposed CAD system.

<b>SYSTEM SECURITY AND ACCESS PROFILES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>End-to-End Security:</b> Vendor to describe the implementation of end-to-end security and authentication in the proposed configuration.	

<b>SYSTEM SECURITY AND ACCESS PROFILES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>2. <b>User Profile:</b> The system shall provide maintenance of user profiles including, but not limited to, the following information:</p> <ul style="list-style-type: none"> <li>a) User Role,</li> <li>b) User ID,</li> <li>c) User Name, and</li> <li>d) Agency.</li> </ul>	
<p>3. <b>Biometric Identifier:</b> System shall accept biometric technology to eliminate user name and password logins or provide dual authentication as a future requirement.</p>	
<p>4. <b>User Access/Administration:</b> All access to the system shall be through entry of a user identifier and password.</p> <ul style="list-style-type: none"> <li>a) The system shall allow an Authorized User/System Administrator to administer the user ID and temporary password for another user.</li> <li>b) The system shall allow a 'field security officer' to be designated by the System Administrator who has responsibility to reset a user's password for a specified group of users (e.g. a bomb squad, firehouse, or precinct).</li> <li>c) The system shall allow an Authorized User to immediately disable a user account such that the user will not be able to log on to the system, or if the user is already logged on, they will be immediately disconnected from the system. This function shall be subject to user rights.</li> </ul>	
<p>5. <b>Encrypt Passwords:</b> Passwords and authentication information shall be stored in a protected, encrypted</p>	

<b>SYSTEM SECURITY AND ACCESS PROFILES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
format.	
6. <b>Automatic Log Off:</b> Ability to log off a user after a System Administrator-defined period of inactivity. a) An agency System Administrator may define users or user roles which do not have an inactivity timer enabled.	
7. <b>Single Sign-On:</b> The system shall allow a user to maintain access to CAD and external interfaces simultaneously, using a single sign-on/log on. Vendor to describe the use of a single sign-on for CAD and external systems (e.g., LEADS and RMS).	
8. <b>State Mandated Security:</b> Ability to support Ohio state-mandated access control, audit reporting and database logs. a) The system shall, at minimum, satisfy all LEADS, State of Ohio and National Crime Information Center (NCIC)/CJIS Security Policy requirements and guidelines.	
9. <b>Security Notice:</b> System shall support a customizable security notice that is displayed at log on.	
10. <b>Password Requirements:</b> The system shall allow alpha, numeric and special characters to be used for User IDs / Personnel Identification Numbers (PINs). a) The system shall never display or transmit passwords in 'clear text'. b) The system shall store passwords in an encrypted database format. c) The system shall provide a means for users to change their password at any time.	

<b>SYSTEM SECURITY AND ACCESS PROFILES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
d) The system shall allow a System Administrator to define all aspects of a password (e.g., format, character requirements, reset cycle, etc.)	
11. <b>Role-Based User Profiles:</b> The system shall incorporate table-driven and role-based security. a) The system shall allow the System Administrator to assign individual users to user groups. b) The system shall determine access to features and functions within the system by user groups / roles.	
12. <b>Security Profiles:</b> The system shall incorporate a security table which allows the System Administrator to indicate whether each user security group has the following access to each field to: a) read (including view or access), b) write (or create), c) edit, and d) delete.	
13. <b>Encryption Performance:</b> The system shall encrypt data, as required by National CJIS policies, without degradation of performance below minimum requirements.	
14. <b>User Credential History:</b> The system shall maintain a history of de-activated User IDs and prevent using de-activated User IDs when adding new users.	
15. <b>Biometric Access:</b> All users shall enter a user name and password and/or biometric authentication prior to being granted access to the system.	

<b>SYSTEM SECURITY AND ACCESS PROFILES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>16. <b>Multiple Log-Ins:</b> In the event that a restricted user attempts to log on at a second workstation while already logged on elsewhere, the system shall automatically terminate the user's initial log on.</p> <ul style="list-style-type: none"> <li>a) The system shall only allow one user to be logged in to each workstation. If a new user attempts to log on to that workstation, the old user will be automatically logged off.</li> <li>b) System shall permit a user to be logged into more than one terminal at time for training and testing purposes.</li> </ul>	
<p>17. <b>Directory Services:</b> The system shall integrate with common user directory systems (i.e., Active Directory and LDAP).</p>	
<p>18. <b>Remote Log-Off:</b> The system shall allow an Authorized User to log off a mobile workstation from another workstation.</p>	
<p>19. <b>Location Search:</b> The system shall provide log on status / location of a user, or group of users, whose names satisfy a partial name character string entry. (e.g. &lt;command&gt; SMIT, returns the log on status of all SMITHs and SMITHERs on the system).</p> <ul style="list-style-type: none"> <li>a) The system shall include a command to determine workstation, device ID, or field unit ID where a user is located / logged on.</li> </ul>	
<p>20. <b>Device Profile:</b> The system shall include a security profile for devices which can be used to limit access to forms, commands, features, interfaces and other aspects of the system.</p>	

<b>SYSTEM SECURITY AND ACCESS PROFILES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
a) Device security permissions shall always supersede the permissions of the logged on user (e.g. users will be prohibited to run NCIC III inquiries from mobile devices).	
21. <b>Security Log:</b> The system shall consolidate the logging system that tracks the following events related to user account activities: a) Successful login time/logoff time, b) Failed logins, c) Password changes, d) Retrieval (Inquiry) transactions, and e) Saving or exporting of data to removable media.	

## 10. AUDIT CAPABILITIES

This section identifies the audit requirements of the proposed CAD system.

<b>AUDIT CAPABILITIES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Mandated Audit Reporting:</b> Ability to support Ohio state-mandated audit logs and audit reporting.	
2. <b>Audit Records:</b> The system shall maintain an audit record of all activities associated with the sending and receiving of transactions (query, CAD-originated data entry, printing, storage) with external systems (e.g. LEADS, NCIC, etc.)	
3. <b>Audit Records:</b> Each audit record shall include, at minimum: a) User ID,	

<b>AUDIT CAPABILITIES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>b) Workstation ID,</li> <li>c) Date and time that the message/query was sent,</li> <li>d) Printer ID and number of pages printed (if any received data was printed, and</li> <li>e) Saving or exporting of the received data to removable media.</li> </ul>	
4. <b>Retention;</b> System shall store and make available all records for a minimum of a seven year period, including all incidents, and all address specific records, such as premise information entries and cancellations.	

## 11. ACTIVITY LOGGING

This section identifies the activity logging requirements of the proposed CAD system.

<b>ACTIVITY LOGGING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Edit Logs:</b> System to maintain protected log of record edits.	
2. <b>Access Logs:</b> The system shall provide the ability to retain all user access records for a time period configurable by the System Administrator.	
3. <b>Access Logs:</b> The system shall provide the ability to log date, time, user ID, workstation ID, original field value, and new field value associated with all CAD table / file maintenance transactions (e.g., create, read, add, update, delete transactions).	
4. <b>Search Capability:</b> The system shall provide the ability to search application maintenance log(s) by date / time,	

ACTIVITY LOGGING	
Requirement	Vendor Response
user ID, or 'content'.	

## 12. DOCUMENTATION

This section identifies the documentation requirements of the proposed CAD system. These documents are to be provided by the vendor with review and approval by LCES.

DOCUMENTATION	
Requirement	Vendor Response
1. <b>Site and Facility Plans:</b> Equipment rack profiles and facility requirements to allow for facility preparation by LCES and participating agencies.	
2. <b>Database Object/Entity Relationship Diagrams:</b> Sufficient for local System Administrators to evaluate installed configuration and database table changes.	
3. <b>API/Data Dictionary/Schema:</b> Sufficient to allow for trained individuals to build queries and subordinate applications and interfaces.	
4. <b>Interface Specifications:</b> To include sufficient narrative description to allow subsystem/system vendors to develop the associated transaction interfaces. Specifications to include <ul style="list-style-type: none"> <li>a) Interface name and description</li> <li>b) Source and destination systems</li> <li>c) System addresses</li> <li>d) Protocol used</li> <li>e) Message/data format used</li> <li>f) Message schema</li> <li>g) Expected number of messages per minute;</li> </ul>	

DOCUMENTATION	
Requirement	Vendor Response
<p>average and peak</p> <p>h) Expected average message size.</p>	
<p>5. <b>System Administrator Guides:</b> Narrative and procedural guides in sufficient detail to provide for the periodic (daily, monthly and annual) administration of the proposed system. Contents to include (at a minimum):</p> <ul style="list-style-type: none"> <li>a) Administration of system security and user profiles</li> <li>b) Application testing and process for migration of patches or upgrades to production environment.</li> <li>c) Remote system administration access and administrator capabilities.</li> <li>d) Definition and configuration of alarms, alerts and broadcast notifications</li> <li>e) Plain language translations of coded information from logs, alerts, and banner messages.</li> <li>f) Schedule of on-site and off-site file and system backups.</li> <li>g) System restoration instructions.</li> <li>h) Comprehensive configuration instructions for additional workstations.</li> <li>i) Component identifiers, such as logical IDs and IP addresses.</li> <li>j) Unit control</li> <li>k) Police and fire response areas</li> <li>l) Fire station orders</li> <li>m) Fire response list</li> <li>n) Incident types</li> </ul>	

DOCUMENTATION	
Requirement	Vendor Response
<ul style="list-style-type: none"> <li>o) Premise information</li> <li>p) System number control</li> <li>q) Catch-up mode</li> <li>r) Geo-file maintenance</li> </ul>	

### 13. VENDOR MAINTENANCE AND SUPPORT

This section identifies the vendor maintenance and support requirements for the proposed CAD system. This includes Tier I and Tier II Help Desk, vendor diagnostic activities, and the development of application corrections ('bug fixes' and application updates).

*System Maintenance* refers to vendor-provided support of application integrity and reliability, to include the diagnosis and correction of application issues. Vendor support is presumed to utilize secure, remote access to installed platforms.

*Product Updates* are defined as application system modifications, patches or sub-version (n.1, n.2, etc.) modules that resolve identified issues, regardless of source.

*Product Enhancements* are defined as new application functions or features provided or offered by the vendor independent of any LCES change order request.

VENDOR MAINTENANCE AND SUPPORT	
Requirement	Vendor Response
1. <b>Manufacturer Updates:</b> Vendor to supply all manufacturer recommended updates to application software during operational life of system. Vendor to identify any contingent requirements or exceptions, such as minimum required hardware configuration.	
2. <b>Error Logs:</b> Proposed system to provide internal (i.e., system generated) system logs and diagnostic	

<b>VENDOR MAINTENANCE AND SUPPORT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
information sufficient to support System Administrator and vendor troubleshooting.	
3. <b>Diagnostic Components:</b> Vendor to provide additional hardware components or application software required to diagnose any reported Critical or Serious issues.	
4. <b>Remote Access:</b> Vendor to utilize remote access for system and application diagnostics and maintenance. <ul style="list-style-type: none"> <li>a) Vendor to coordinate Virtual Private Network (VPN) or other secure access requirements with local Information Technology/network administrative staff.</li> </ul>	
5. <b>Critical Issue Support:</b> Vendor to respond to reports of Critical Issues within one (1) hour of notification. <ul style="list-style-type: none"> <li>a) Critical Issues are defined by the reporting individual, and pertain to the ability to answer and handle calls for service.</li> <li>b) Vendor to ensure that any Critical Issue is resolved (i.e., time to restore/resolve) not exceeding twenty-four hours from initial notification.</li> <li>c) As necessary to resolve Critical Issues, the vendor must anticipate the need for on-site, factory-trained staff, capable of diagnosing and supporting the installation and support of key architectural components.</li> </ul>	
6. <b>Serious Issue Support:</b> Vendor to respond to reports of Serious Issues within the first business day after notification. <ul style="list-style-type: none"> <li>a) A Business Day is defined as Monday through</li> </ul>	

<b>VENDOR MAINTENANCE AND SUPPORT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>Friday, 8:00 AM to 5:00 PM Eastern Time.</p> <p>b) Serious Issues are defined by the reporting individual and generally pertain to administrative features of the system that are not necessary for call taking or dispatching operations.</p> <p>c) Vendor to ensure that Serious Issues are resolved within one Business Day after the first Business Day of notification (i.e., maximum of two business days).</p>	
<p>7. <b>Vendor Help Desk:</b> Vendor to describe the organization and staffing of their Tier I Help Desk.</p> <p>a) A Tier I Help Desk is defined as the first point of contact for customer issues. The Help Desk is available 24 hours per day, seven days a week. This function also provides trouble ticket numbers for reported issues.</p> <p>b) Vendor to describe the degree to which they meet ISO/IEC 20000 standards for IT Service Management.</p>	
<p>8. <b>Trouble Report Tracking:</b> Vendor to maintain on-going trouble report tracking system and historical records of all trouble reports and problem resolutions.</p> <p>a) All customer trouble reports to be provided a unique tracking number</p> <p>b) Vendor to report the status of all open (and recently closed) trouble reports on a monthly basis after System Acceptance.</p>	
<p>9. <b>Application Development Environment:</b> Vendor to</p>	

<b>VENDOR MAINTENANCE AND SUPPORT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>describe their application development and maintenance environment.</p> <p>a) Is the vendor certified or been provided with a development capability assessment (e.g., CMMI, ISO/IEC 15504, etc?)</p>	
<p>10. <b>Application Updates:</b> Vendor to describe:</p> <p>a) How application patches are developed and tested,</p> <p>b) How application patches are deployed to customer sites,</p> <p>c) How application patches are documented,</p> <p>d) How application updates are tested in each customer's environment,</p> <p>e) Who has responsibility for applying application patches to Production Environment (i.e., vendor or local System Administrator).</p>	
<p>11. <b>Update Process:</b> Modifications made to CAD applications shall be available to users as soon as promoted to the production system.</p> <p>a) Any update or change made to CAD will also be available instantly to all users without the need to reboot their workstation.</p> <p>Vendor to describe any exceptions.</p>	

<b>VENDOR MAINTENANCE AND SUPPORT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
12. <b>Version Support:</b> Vendor to describe any constraints on supporting installed versions of application software (e.g., vendor will only support three most current versions). Vendor to describe any requirements for continuity of maintenance fees by customer.	
13. <b>Operating System Updates:</b> Vendor to describe their approach to validation testing and promotion of Operating System updates.	
14. <b>Local Support Responsibilities:</b> Vendor to identify any technical support responsibilities that are intended to be provided by LCES or local resources.	
15. <b>Vendor Library:</b> Vendor to independently maintain all image, backup, profile and configuration information sufficient to restore any particular platform provided, including servers, workstations, routers, gateways, etc.	
16. <b>Enhancement Requests:</b> Vendor to describe the process for receiving and evaluating customer requested enhancements, including any user group concurrence or prioritization.	
17. <b>Maintenance Fees:</b> Vendor to provide a fixed cost for annual maintenance after the Warranty Period (by year for five additional years). Maintenance begins at the end of the Warranty period and is defined as the resolution of application software and configuration issues at no additional cost to LCES beyond the annual maintenance fee.	

<b>VENDOR MAINTENANCE AND SUPPORT</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>18. <b>Scope of Services:</b> Vendor to provide a proposed Maintenance and Support Scope of Services statement or Service Level Agreement with proposal response. This document should include a narrative description of Tier I (Help Desk/Diagnostic) and Tier II (Technical Support) scope of services.</p>	

## SECTION IV IMPLEMENTATION REQUIREMENTS

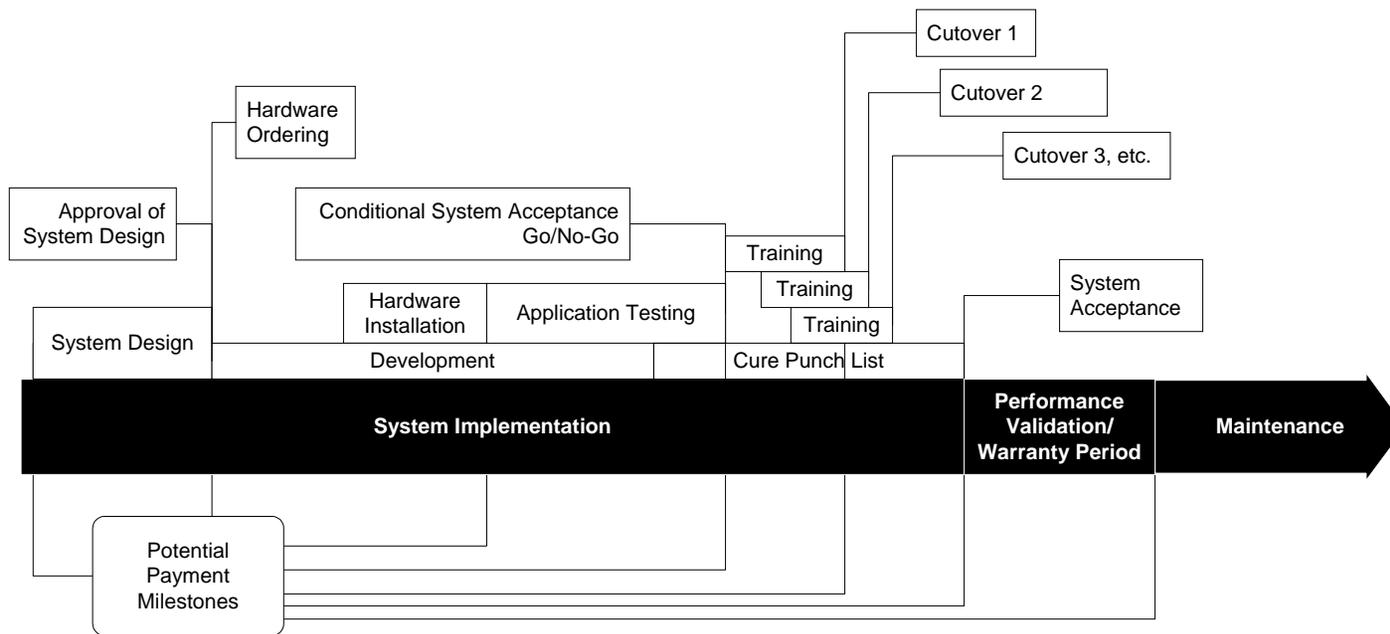
This section provides the vendor Implementation Requirements for the proposed CAD System.

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# 1. PROJECT OVERVIEW

The following diagram provides a visual overview of the anticipated implementation tasks and milestones:



The overall sequence and duration of events is subject to the vendor's proposed timelines and any subsequent contract negotiation. Note that LCES anticipates several sequential transitions to full utilization of the proposed CAD system.

## 2. PROJECT MANAGEMENT

This section describes the project management requirements for implementation of the proposed CAD system.

PROJECT MANAGEMENT	
Requirement	Vendor Response
1. <b>Point of Contact:</b> Vendor shall provide a single point of contact for contract administration and project management.	
2. <b>Approval of Project Manager:</b> LCES shall approve the initial appointment and any replacement of vendor's designated Project Manager. a) LCES shall have the right to request replacement of vendor's Project Manager.	
3. <b>Attendance:</b> Vendor's designated Project Manager shall attend not less than 90% of all periodic (monthly) status meetings with LCES.	
4. <b>Change Management Process:</b> Vendor to document and support a Change Management Process which provides for: a) an affirmative technical response to a customer requested clarification or modification to system design or other deliverable, b) a narrative assessment of scope, schedule and cost impacts, c) an associated price quotation for consideration by LCES, and d) formal acceptance (funding and signature blocks) and contract modification/change order procedures.	

### 3. PROJECT DELIVERABLES

This section describes the vendor-provided Project Deliverables of the proposed CAD system. All vendor-provided documents are to be made available in printable (formatted) electronic versions.

<b>PROJECT DELIVERABLES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>1) <b>Project Management Plan</b>, provided at the initiation of the vendor's work program. Project Management Plan to include:</p> <ul style="list-style-type: none"> <li>a) identification of named individuals,</li> <li>b) their roles/responsibilities and</li> <li>c) contact information.</li> <li>d) any required transmittal documents or customer approvals not identified in the Vendor Contract</li> </ul> <p>Vendor to provide a sample Project management Plan with Proposal submission.</p>	
<p>2) <b>Subcontractor Management and Quality Assurance Plan</b>: provided at initiation of vendor's work program, this Plan document is to:</p> <ul style="list-style-type: none"> <li>a) vendor to describe the formal communications process between LCES, the vendor and all subcontractors.</li> <li>b) vendor to describe the process for quality assurance of subcontractor-provided tasks and deliverables, as well as timely remediation of defective performance by subcontractors.</li> </ul>	
<p>3) <b>Implementation Plan and Project Schedule</b> as initial deliverables. Implementation Plan to include:</p>	

<b>PROJECT DELIVERABLES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>a) description of LCES, vendor and third party responsibilities, including any necessary facility preparation;</li> <li>b) any required data conversion and system migration plans; and</li> <li>c) Project Schedule, with Work Breakdown Structure to identify critical path elements and target milestone dates.</li> <li>d) Cut Over Plan describing the transition of existing CAD systems to the new, integrated, replacement environment.</li> </ul>	
<p>4) <b>Detailed System Design</b> for installation, initialization and operation of the proposed system. When accepted by LCES, this document is also envisioned as a payment milestone. (Additional requirements for the System Design are found in subsequent sections of this document).</p> <p>Vendor to provide a sample System Design with Proposal submission.</p>	
<p>5) <b>Acceptance Test Plan and Test Procedures;</b> documentation to be provided and approved by LCES in advance of scheduled testing activities.</p> <ul style="list-style-type: none"> <li>a) Test Plan to describe configuration of testing environment(s) as well as data set to be utilized/initialized for system testing.</li> <li>b) Test Plan to describe the necessary tasking and time requirements for involvement of LCES participants.</li> </ul>	

PROJECT DELIVERABLES	
Requirement	Vendor Response
<ul style="list-style-type: none"> <li>c) Test Procedures to identify modular testing parameters, as well as comprehensive 'integration test.'</li> <li>d) Successful completion of the Test Plan with no outstanding issues may be considered a target milestone.</li> <li>e) Substantial success of comprehensive system testing is required before the commencement of end user training.</li> </ul>	
<p>6) <b>Training Plan, Syllabus, Training Materials and Training Schedule</b>; documentation to be provided in advance of training sessions:</p> <ul style="list-style-type: none"> <li>i) <b>Training Plan</b> to identify any prerequisites, duration of training sessions and session objectives.</li> <li>ii) <b>Syllabus</b> to provide agenda and topics to be covered during each training session.</li> <li>iii) <b>Training Materials</b> includes any attendee handouts, reference sheets, tests, presentations or other instructor-utilized materials.</li> <li>iv) <b>Training Schedule</b> is the calendar of training sessions, identifying planned dates and times of training sessions to be provided by the Vendor. Additional documentation to be provided by vendor shall also include:</li> <li>v) <b>Instruction and Reference Manuals</b> with sufficient printed copies for all attendees.</li> <li>vi) <b>Electronic versions</b> of training session handouts, presentations and instructional</li> </ul>	

PROJECT DELIVERABLES	
Requirement	Vendor Response
<p>materials.</p> <p>Vendor to provide sample Training Plan with Proposal submission.</p>	
<p>7) <b>Audio/Video Recording:</b> LCES reserves the right to perform audio/video recording of training sessions solely for the training and development of authorized system users.</p>	
<p>8) <b>Technical and Reference Manuals</b> as well as final ‘as-built’ installation and configuration information. Documentation to be provided shall include:</p> <ul style="list-style-type: none"> <li>a) <b>Manufacturer’s Technical Reference Manuals</b> for each piece of equipment provided (one set for each physical location).</li> <li>b) <b>Diagnostic Procedures and Trouble-Shooting Checklists</b>, including call-out procedures and contact information (one set for each physical location).</li> <li>c) Complete <b>Single Line Drawings</b> reflecting physical connectivity of overall configuration and subsystems.</li> <li>d) <b>As-installed</b> wiring and cross-patching single-line diagrams and/or schedules (one set for each physical location).</li> <li>e) <b>Inventory, installation location and serial numbers</b> of all vendor-provided equipment.</li> </ul>	
<p>9) <b>Periodic Project Status Reports;</b> written reports provided no less than monthly through the duration of the project, ending with Final Acceptance by LCES.</p>	

<b>PROJECT DELIVERABLES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
Status Reports will include: <ul style="list-style-type: none"> <li>a) A recap of tasks accomplished and milestones achieved;</li> <li>b) Identification of any issues impairing the completion of the project;</li> <li>c) Updates to the Project Schedule and completion dates; and</li> <li>d) Status of all Contract Change Requests (Executed, Pending, Deferred, etc.)</li> </ul>	

#### 4. SYSTEM DESIGN

This section identifies the System Design review process and documentation requirements of the proposed CAD system.

<b>SYSTEM DESIGN</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Design Review Process:</b> Vendor to participate in a detailed system design review process with participating agencies and 3 <sup>rd</sup> parties to document all system functions and features. <ul style="list-style-type: none"> <li>a) LCES acceptance of System Design will precede any installation activities or equipment ordering.</li> <li>b) System Design to be updated at completion of implementation project to reflect any revised configuration or 'as built' information.</li> </ul>	

<b>SYSTEM DESIGN</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>2. <b>Content of Detailed System Design:</b> In general, the System Design will include the following:</p> <ul style="list-style-type: none"> <li>a) information sufficient to support vendor's installation tasks as well as diagnostic and maintenance activities, including configuration of network nodes (e.g., switches, routers and gateways)</li> <li>b) information sufficient for LCES to administer or configure any policy-based tables within the installed configuration.</li> <li>c) references to any vendor-provided documentation of hardware or third-party products necessary to ensure a complete and comprehensive description of system capabilities and operation.</li> <li>d) table definitions, data dictionaries and other configuration parameters sufficient to support local (LCES) system initialization and system administrative tasks.</li> </ul>	
<p>2. <b>Hardware Requirements:</b> Completion of System Design will finalize all hardware, configuration and procurement requirements, as well as to identify any facility requirements for new hardware.</p>	
<p>3. <b>Command and Feature Detail:</b> Detailed System Design document shall provide comprehensive information for all CAD system commands and functions including:</p> <ul style="list-style-type: none"> <li>a) command line structure,</li> <li>b) default settings,</li> </ul>	

<b>SYSTEM DESIGN</b>	
<b>Requirement</b>	<b>Vendor Response</b>
c) command options, d) samples of command usage.	
4. <b>Interface Specifications:</b> System Design will include information sufficient to allow cooperating CAD vendors and other 3 <sup>rd</sup> parties to develop their associated system interfaces.	
5. <b>Page Format:</b> Each page of the final System Design shall have sequential page numbering and version date.	
6. <b>Geo-file:</b> System design will include information necessary to identify vendor and/or Lucas County requirements to provide an appropriate Geo-file.	

## 5. STAGING AND INSTALLATION

*Staging* refers to the initial receipt of hardware by the vendor at its facilities for assembly, configuration and software loading. LCES will support vendor staging at facilities within Lucas County if requested.

*Installation* refers to the receipt of equipment in Lucas County and the final, permanent installation at participant facilities.

<b>STAGING AND INSTALLATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Best Practices:</b> Any physical installation work by vendor shall utilize best industry practices and adopted national standards.	
2. <b>Coordination:</b> Vendor to coordinate with other providers, and confirm installation locations and details with LCES and local agencies prior to beginning work.	

<b>STAGING AND INSTALLATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>a) Vendor to schedule and coordinate installation activities with their provided components, including network provisioning by LCES, carriers and service providers.</li> <li>b) Vendor to coordinate their on-site activities to minimize disturbances to dispatch operations. Vendor to provide prompt and timely notice of any potentially public safety service-impacting activity.</li> </ul>	
<p>3. <b>Cabling:</b> All cables and demarcation points are to be clearly labeled.</p> <ul style="list-style-type: none"> <li>a) All cables are to be bundled and secured to avoid disconnection during normal use and servicing.</li> <li>b) All cables with attached plugs to be provided with locking connectors or alternate method of preventing disconnection.</li> <li>c) All cables installed in workstation furniture shall be provided in a length to accommodate the full range of workstation motion, as well as providing for access and removal for servicing.</li> </ul>	
<p>4. <b>Component Labeling:</b> All interface components (e.g., protocol matching boxes, splitters, etc.) shall be labeled and secured.</p>	
<p>5. <b>Installation Testing:</b> Vendor will complete testing and customer acceptance of installed system prior to training and beneficial use.</p>	

## 6. SYSTEM INITIALIZATION

This section identifies the system initialization and start-up requirements for the proposed CAD system. This includes the import/conversion of data files from existing CAD systems.

SYSTEM INITIALIZATION Requirement	Vendor Response
<p>1. <b>System Start Up:</b> Vendor to be responsible for the configuration and initialization of all vendor-provided components, including:</p> <ul style="list-style-type: none"> <li>a) Physical installation and interconnection of components</li> <li>b) Installation of all operating system, application and third party software</li> <li>c) Applying operating system and application software updates</li> <li>d) Establishing component addressing and aliasing</li> </ul>	
<p>2. <b>Table Initialization Support:</b> Vendor to provide training &amp; assistance in building units, stations, type codes, fire station orders, fire response lists, fire response areas, police response areas, etc.</p>	
<p>3. <b>Geo-file Source:</b> Lucas County will provide comprehensive coverage and image files of geographic information for use in the proposed CAD system.</p> <ul style="list-style-type: none"> <li>a) Geofile Data will include coverage information for Lucas County and all jurisdictions within Lucas County</li> <li>b) Geo-file Data will include coverage for adjacent counties.</li> </ul>	
<p>4. <b>Geo-file Load:</b> Vendor to provide a comprehensive</p>	

<b>SYSTEM INITIALIZATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
procedure and routines for the import of LCES-provided geo-file information. a) Vendor to perform initial load of geo-file information for configuration and testing purposes. b) Vendor to support subsequent loads of geo-file data by LCES System Administrators for acceptance testing and production purposes.	
5. <b>Premise History Information:</b> Vendor to develop procedure for the import of Premise History information from the current CAD system.	
6. <b>Premise Warning Information:</b> Vendor to develop procedure for the import of Premise Warning information from the current CAD system:	
7. <b>User Profiles:</b> Vendor to provide for procedure to import electronic file of user identifiers and initial passwords.	

## 7. SYSTEM TESTING

This section identifies the system testing requirements of the proposed CAD system.

<b>SYSTEM TESTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Test Plan:</b> Vendor to provide a detailed written Test Plan that identifies the configuration and procedures to be utilized in meeting LCES's test objectives.	

<b>SYSTEM TESTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
a) Test Plan to include specific Pass/Fail Criteria.	
2. <b>Functional Testing:</b> Functional Testing shall include: <ul style="list-style-type: none"> <li>a) the demonstration of all documented functions and features according to the approved System Design.</li> <li>b) demonstration of all System Administrator functions</li> <li>c) demonstration of file import and export procedures</li> <li>d) utilization of vendor-provided third party application software</li> </ul>	
3. <b>Load Testing:</b> Load Testing shall demonstrate the ability of the proposed CAD system to meet specific performance requirements. The testing configuration shall include <ul style="list-style-type: none"> <li>a) sufficient database records to represent or simulate seven years of accumulated information</li> <li>b) a testing environment that represents a substantial number of active call taker/dispatcher workstations (at least 12)</li> <li>c) all substantial infrastructure components, including servers, LAN/WAN switches/routers, and subsystem interfaces</li> </ul>	
4. <b>Fail-Over Testing:</b> Fail-over testing shall demonstrate the reliability performance of the proposed CAD system. Failure scenarios for this test include: <ul style="list-style-type: none"> <li>a) disabling the primary application server</li> <li>b) disabling a primary network router</li> </ul>	

<b>SYSTEM TESTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
c) disabling priority interfaces <ul style="list-style-type: none"> <li>• mobile data</li> <li>• CAD-to-CAD</li> </ul> d) disabling an active call taker/dispatch workstation	
5. <b>Recovery Testing:</b> Recovery testing shall demonstrate the recovery performance of the proposed CAD system. Recovery scenarios for this test include: <ul style="list-style-type: none"> <li>a) restoration of the primary application server</li> <li>b) restoration of a primary network router</li> <li>c) restoration of priority interfaces               <ul style="list-style-type: none"> <li>• mobile data</li> <li>• CAD-to-CAD</li> </ul> </li> <li>d) recovery of a failed call taker/dispatcher workstation</li> </ul>	
6. <b>System Notifications:</b> All system errors that occur during testing shall provide user and administrator notifications according to the approved System Design.	
7. <b>Conditional Testing:</b> Conditional Testing occurs in response to a vendor request for conditional approvals of modular CAD system components. LCES will grant conditional approval for passing specific approved test criteria. LCES reserves the right to re-test conditionally approved components in an integrated (acceptance) test scenario.	
8. <b>Acceptance Testing:</b> Acceptance Testing occurs in response to a formal vendor certification of system readiness for an integrated system (acceptance) test. Acceptance Testing scenarios will have no restrictions	

<b>SYSTEM TESTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
on system functions, features or loads as defined in the approved System Design and LCES system requirements.	
9. <b>System Anomalies:</b> Any system anomalies that would likely impair the efficient operation of the CAD system will be documented as bona fide/valid trouble reports for vendor resolution.	
10. <b>Test Scheduling:</b> Any vendor request for acceptance testing that requires substantial participating agency resources will require advance notice to LCES.	
11. <b>Waiver for Previous Test Results:</b> LCES may, at its sole discretion, waive the subsequent demonstration or performance of any specific function or feature of the installed system in association with a vendor request for Acceptance Testing.	

## 8. SYSTEM ACCEPTANCE

This section identifies the system acceptance process and criteria for the proposed CAD system.

<b>SYSTEM ACCEPTANCE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Final Review:</b> Jointly with LCES personnel, vendor shall conduct a final review and demonstration of the delivered CAD system. The vendor shall correct any remaining deficiencies identified in this review. The vendor shall prepare and deliver a Final Report	

<b>SYSTEM ACCEPTANCE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
summarizing the status of the system.	
<p>2. <b>Final Payment:</b> LCES will make final payment only upon successful completion of at least the following items:</p> <ul style="list-style-type: none"> <li>a) Transfer of all vendor and third party licenses to LCES</li> <li>b) Acceptance by LCES of all test reports, documentation, training, and the Final Review Report</li> <li>c) Completion as per the terms and conditions of the contract (and any amendments)</li> <li>d) Completion as per any supplemental Statement of Work or authorized Change Orders</li> <li>e) Completion of the Performance Monitoring period</li> <li>f) Delivery of formal written System Acceptance by LCES</li> </ul>	
<p>3. <b>Scope of Acceptance Testing:</b> Scope of System Acceptance Testing to include demonstration of all documented functions and features in a comparable (fully configured) environment.</p>	

<b>SYSTEM ACCEPTANCE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>4. <b>Test Configuration:</b> Acceptance Test configuration to include:</p> <ul style="list-style-type: none"> <li>a) all tables and databases initialized</li> <li>b) test databases to contain sufficient records to represent seven (7) years of accumulated data</li> <li>c) at least two primary server environments</li> <li>d) at least twelve (12) workstations actively using applications functions and features</li> </ul>	
<p>5. <b>Transition to Support:</b> Vendor may transition to the One (1) Year Warranty period only after System Acceptance is provided by LCES.</p>	

## 9. TRAINING

This section describes the requirements for the training and development of Lucas County system users and administrators. The following classifications of individuals have been identified to distinguish their specific training requirements:

- 1) **System Administrator:** an individual with access rights to administer overall system configuration, functions and features. Responsibilities may be divided by disciplines (e.g., application, network, hardware, etc.)
- 2) **Agency System Administrator:** an individual with access rights to administer system configuration, functions and features unique to a single agency or jurisdiction. This will include user credentials, geo-file, and unit response tables.
- 3) **Database Administrator:** an individual will access rights to view database and table definitions and relationships; develop custom applications and reports; and to administer data retention and archive policies.
- 4) **End User, Supervisory:** generally, an individual with command or supervisory responsibilities in a County PSAP or dispatch center.
- 5) **End User, Call Taker:** an individual with access rights to utilize the call taking functions and features of the CAD system.
- 6) **End User, Dispatcher:** an individual with access rights to utilize the call taking and dispatching functions and features of the CAD system.

- 7) **End User, Uniform Officer:** an individual with access rights to utilize the first responder, unit and individual functions and features of the CAD system. This would include logging availability, retrieving unit and individual incident information, and messaging capabilities.
- 8) **End User, Administrative/Reporting:** an individual with access rights to view unit and incident status information, as well as pre-formatted and ad-hoc management information reports from the CAD system.

It is anticipated that approximately 2,500 individuals will require vendor-provided training of some sort on the proposed CAD system. At the end of the initial implementation, it is anticipated that participating agency staff will have sufficient expertise, documentation and training materials to provide for on-going end user training requirements.

<b>TRAINING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Schedule Coordination:</b> Proposed training schedules to be coordinated and mutually agreed to with no less than one month notice to participating LCES agencies.	
2. <b>Training Room:</b> Upon request, LCES will make available a dedicated training room for the duration of initial training. LCES will assist with the coordination of additional training locations to be provided by participating agencies.	
3. <b>Vendor Training:</b> Vendor shall provide training to an initial cadre of system users and administrators. Vendors are to anticipate providing some training sessions outside 'normal business hours' to accommodate dispatch center schedules.	
4. <b>Number of Attendees:</b> The following numbers of persons are anticipated to require initial training: <ul style="list-style-type: none"> <li>a) System Administrator: 5</li> <li>b) Agency System Administrator: 20</li> <li>c) Database Administrator: 15</li> <li>d) End User, Supervisory: 45</li> </ul>	

TRAINING	
Requirement	Vendor Response
e) End User, Call Taker/Dispatcher: 200 f) End User, First Responder (Fire/Police/EMS): 50 train-the-trainers (to instruct the nearly 2,000 first responders) g) End User, Administrative/Reporting: 50	
5. <b>Training Materials:</b> Vendor shall provide sufficient sets of training aids and materials for the initial training, and shall grant to LCES the right to duplicate an unlimited number of additional sets (at LCES expense but free of copyright restrictions) for use by local agency trainers.	
6. <b>Prerequisites:</b> Vendor to identify any prerequisite training requirements for any category of trainee.	

## 10. PERFORMANCE VALIDATION/WARRANTY

The first ninety (90) calendar days of system performance following the completion of System Acceptance shall be considered a performance validation period. During this period the system must demonstrate its specified performance, availability, and functionality in a live operational environment. Any deficiencies which become apparent during the monitoring period will result in an extension of the monitoring period as long as required for correction and retest.

This section describes the Performance Validation/Warranty requirements of the proposed system. System Warranty requires that the vendor resolve all system, installation and configuration issues at no additional cost to LCES. While LCES technical staff may provide system administration and diagnostic support, during this period it is primarily the vendor's responsibility for system support and resolving technical issues.

<b>PERFORMANCE VALIDATION/WARRANTY</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Validation Period:</b> Vendor to provide a minimum ninety (90) day Performance Validation after System Acceptance.	
2. <b>Terms and Conditions:</b> Vendor to provide a copy of the proposed Warranty Services Terms and Conditions with Proposal Response.	
3. <b>Software Updates:</b> Vendor shall apply all manufacturer recommended updates to application and operating system software on a timely basis during the warranty period. Vendor to clarify any LCES responsibilities to support this requirement.	
4. <b>Initial Hardware Support:</b> Correction or resolution of any vendor-provided hardware issues during this period will be the sole responsibility of the vendor.	
5. <b>Hardware Replacement:</b> Replacement of defective hardware will be accomplished by the vendor within three business days.	
6. <b>Warranty Support:</b> Unless modified by the Validation Monitoring Period provisions, the One (1) Year total system Warranty Period will commence after System Acceptance by LCES. During the Warranty Period, LCES will be supported by the vendor's installation project team as well as any established Tier I (first call) or Tier II (specialized expertise) support organization.	
7. <b>Third Party Warranties:</b> Vendor shall tabulate the start and end limits of all warranties applicable to the system, subsystems, equipment and software supplied by Vendor. The tabulation shall be in the form of an electronic spreadsheet indexed to the serial numbers of	

PERFORMANCE VALIDATION/WARRANTY	
Requirement	Vendor Response
provided products.	
8. <b>Third Party Warranties:</b> Prior to System Acceptance, vendor shall administer LCES's warranty rights to ensure that all entitled benefits under the various warranties are provided by manufacturers and suppliers.	

## SECTION V PERFORMANCE REQUIREMENTS

This section provides the detailed Performance Requirements for the proposed Computer Aided Dispatch System. Performance Requirements include:

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## 1. SYSTEM AVAILABILITY/RELIABILITY

This section provides the requirements for system availability and reliability of the proposed CAD system.

SYSTEM AVAILABILITY/RELIABILITY Requirement	Vendor Response
<p>1. <b>Availability:</b> System to provide overall 99.999% availability, measured on a 24 hour per day, 7-day per week basis, accumulated over a one-year period. The system shall be considered Fully Functional only when supporting all of its major functions to include:</p> <ul style="list-style-type: none"> <li>a) Incident entry</li> <li>b) Location validation</li> <li>c) Unit recommendation &amp; assignment</li> <li>d) Dispatch message transmission</li> <li>e) Unit and incident status monitoring</li> <li>f) Transaction logging/time stamps</li> <li>g) Electronic mail</li> </ul> <p>Vendor to clarify compliance and/or describe any exceptions.</p>	
<p>2. <b>Operational Continuity:</b> In the event of a system failure, the system shall provide sufficient information for the various Lucas County area dispatch centers and call-taking centers to continue to function. Explain how users signed on to CAD at the time of the failure shall be able to view, at a minimum:</p> <ul style="list-style-type: none"> <li>a) Unassigned incidents,</li> <li>b) Local agency case number,</li> <li>c) Incidents in progress, and</li> <li>d) Units on duty, their incident assignment and last</li> </ul>	

<b>SYSTEM AVAILABILITY/RELIABILITY</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>known location, including units engaged in traffic stops, on administrative status, or on other non-incident activities.</p> <p>Vendor to explain how the proposed system is compliant with this requirement. Specifically, explain how the proposed system handles capturing unassigned incidents during a failure.</p>	
<p>3. <b>Outage Duration:</b> No Critical or Serious Outage shall exceed two hours in duration.</p>	
<p>4. <b>Failure Isolation:</b> The failure of any one or more workstation(s) shall not impede the functions of any other workstation.</p>	
<p>5. <b>Transition:</b> System to provide seamless transition to unitary (e.g., single server) operation; seamless is defined to include no loss of data entry or system reply/response information.</p>	
<p>6. <b>System Architecture:</b> Vendor to describe their system architecture as it relates to meeting failover and recovery requirements, to include data replication and distributed server configuration.</p>	
<p>7. <b>Configuration/Protocols:</b> Vendor to describe the configuration and protocol features that provide for reliable call handling in case of hardware or application problems, including a call in progress scenario.</p>	
<p>8. <b>Network Redundancy:</b> Vendor to describe their recommended approach to node and link redundancy to meet Availability Performance Requirements.</p>	

### 3. SYSTEM RESTORATION

This section provides the requirements for system restoration of the proposed CAD system.

SYSTEM RESTORATION	
Requirement	Vendor Response
1. <b>Server Environment:</b> System to support automated, unassisted restoration from stoppages or outages, including network components and application software.	
2. <b>Workstation Environment:</b> System to support automated, unassisted restoration from stoppages or outages, including network connectivity and application software.	
3. <b>Operational Recovery:</b> In the event of a system failure, when the system has resumed normal functioning, the system shall: <ul style="list-style-type: none"> <li>a) Allow Authorized Users to add incidents after they have occurred. (“Catch-Up” Mode)</li> <li>b) Allow Authorized Users to scan-in any hand written dispatcher narrative or notes and attach those records to the incident during “Catch-Up” mode</li> <li>c) Provide a means to appropriately flag the incident as being entered in “Catch-Up” mode, thereby preventing the system from making unit recommendations, fire station alerting or taking other inappropriate actions</li> <li>d) Offer a simple means of entering incident details (e.g. units assigned, status changes, dispositions, etc.) and the times associated with them, during</li> </ul>	

<b>SYSTEM RESTORATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>“Catch-Up” mode</p> <ul style="list-style-type: none"> <li>e) Provide the ability to reset local agency case number sequences to accommodate manual (“Catch-Up”) incident entry</li> <li>f) Allow the user to enter previous case numbers, cross-reference incidents and associate any other relevant numbers with the incident</li> <li>g) Capture the identification of the user that handled the incident, and the identification of the user entering the incident information, during “Catch-Up” mode processing</li> <li>h) Clearly indicate in the incident record that the information was entered during “Catch-Up” mode processing</li> <li>i) Provide the ability to process both real-time and “catch up” incidents at the same workstation at the same time</li> </ul> <p>Vendor to explain how the system processes transactions in “Catch-Up” mode.</p>	
<p>4. <b>Workstation Environment:</b> Proposed system will not require routine, periodic reboot of workstations.</p>	
<p>5. <b>Workstation Environment:</b> For server-based faults, individual workstations shall maintain current display information and data caches for viewing. Vendors to explain any exceptions to this requirement.</p>	
<p>6. <b>Restoration:</b> Vendor to describe the re-synchronization of multiple server environments after a loss of connectivity or other interruption in system integrity.</p>	

### 3. OUTAGE NOTIFICATION

This section identifies the requirements of outage notifications for the proposed CAD system.

OUTAGE NOTIFICATION	
Requirement	Vendor Response
1. <b>Alerting:</b> System to provide positive/affirmative alert to each position of off-line status, error conditions or conditional events.	
2. <b>Monitoring:</b> System shall support localized supervision and reporting of communications or synchronization failures, network outages, etc.	
3. <b>Text Messaging, Email &amp; Pager Notification:</b> System shall provide affirmative reporting to text message, email and alphanumeric pager recipients of error conditions as they are captured.	
4. <b>Text Messaging, Email &amp; Pager Notification:</b> System shall provide affirmative reporting to text message, email and alphanumeric pager recipients of error conditions as system recovers from outages or performs re-start.	
5. <b>Text Messaging, Email &amp; Pager Notification:</b> System shall provide affirmative reporting to text message, email and alphanumeric pager recipients' necessary or mandatory administrative requirements (e.g., purge logs, exchange media, etc.)	

#### 4. TRANSACTION RESPONSE TIMES

This section identifies the transaction response time requirements of the proposed CAD system. Transaction response times are applicable to dispatch center environments (e.g., co-located with servers) and not to distributed CAD workstations for administrative purposes.

TRANSACTION RESPONSE TIMES	
Requirement	Vendor Response
1. <b>Keystroke Response:</b> All characters, commands, and functions entered by an operator shall display on the screen in no more than 100 milliseconds (.1 seconds) of keystroke depression.	
2. <b>Call Entry:</b> System to process initial call entry screen and provide acknowledgement within 1 second of key press or 'send' transaction.	
3. <b>Unit Recommendation:</b> System to process and display initial/first alarm unit recommendations within 1 second of key press or 'send' transaction.	
4. <b>CAD Premise Inquiry:</b> System to process and display results of a validated premise warning or premise history inquiry within 1 second of key press or 'send' transaction.	
5. <b>CAD History Inquiry:</b> System to process and display results of an inquiry that includes time/date parameters within 1 second of key press or 'send' transaction. Database sizing for testing purposes to include three years of incident and unit history information.	
6. <b>System Log In:</b> System to be available and responsive to call entry or other application functions within 1 second after entry of valid log-on information.	

<b>TRANSACTION RESPONSE TIMES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<b>7. Geo-Validation:</b> System to respond to geo-validation transaction within ½ second of “Enter” key press.	
<b>8. Command Line (CAD) Transactions:</b> System to respond to Command Line transaction or Function Key command within ½ second of “Enter” key or Function Key press.	

## 5. ONLINE STORAGE CAPACITY

This section identifies the online storage capability requirements of the proposed CAD system.

*Premise History Information* is defined as system-captured information related to a specific location or region.

*Premise Warning Information* is defined as manually entered information related to a specific location or region.

<b>ONLINE STORAGE CAPACITY</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<b>1. On-Line Storage:</b> System to provide for seven (7) years online storage of all incident and unit history information. Storage requirements presume permanent storage of Premise Warning Information.	
<b>2. Storage Expansion:</b> Hardware and operating System shall support doubling of disk storage without impairment of performance criteria.	

**SECTION VI INTERFACE REQUIREMENTS**

This Section specifies required interfaces between the proposed CAD system and external subsystems.

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## 1. ENHANCED 911

AT&T is currently the Local Exchange Carrier (LEC) with primary responsibility for the installation and support of the County's Enhanced 911 system. AT&T utilizes Intrado for Automatic Location Information (ALI) database management services. Positron PSAP equipment is currently provided at the PSAPs in the County. Lucas County is considering upgrading the current Positron equipment and telephone switch to a NG 9-1-1 IP system.

ENHANCED 911	
Requirement	Vendor Response
1. <b>Existing E911 System:</b> The CAD system shall have a hardware/software interface to the County's E911 telephone system.	
2. <b>NENA Standard:</b> Hardware Interface shall conform to NENA Standard 04-001 (Recommended Generic Standards for E9-1-1 PSAP Equipment).	
3. <b>NENA Standard:</b> Messaging protocols shall conform to NENA Standard 04-001 (Recommended Generic Standards for E9-1-1 PSAP Equipment).	
4. <b>NENA Standard:</b> The ANI/ALI content of E911 information shall conform to NENA Standard 02-010 (Standard Data Formats for ALI Data Exchange & GIS Mapping).	
5. <b>Call Detail:</b> The system shall interface and process appropriate call detail and time data from the telephone systems of each user agency.	
6. <b>ALI Interface:</b> The system shall capture the incoming phone number and source from the phone switch, obtain associated ALI information, and present it on the user's display. If the user chooses to initiate an incident by	

<b>ENHANCED 911</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>using the ANI/ALI information provided, the system will record such data with timestamps in the CAD incident.</p> <p>Vendor to explain how the system transfers the ANI and ALI information from the 911 controller to the call-taker's display. Vendor to also explain the proposed system's capability to capture non E-911 Caller-ID information.</p>	
<p>7. <b>Wireless Factors:</b> The system shall accept, recognize, display, and log wireless call confidence factors, reliability factors, uncertainty factors, and error factors.</p>	
<p>8. <b>Re-Poll:</b> Explain the system's ability to automatically invoke re-poll/refresh (RTX) or repeat ALI update, every 15 seconds or on demand during call entry and caller interrogation.</p>	
<p>9. <b>Call Display:</b> The system shall allow manual capture of 911 calls displaying</p> <ul style="list-style-type: none"> <li>a. 911 ring time and</li> <li>b. Time the 911 call was selected/answered by the call-taker.</li> </ul>	
<p>10. <b>Timestamps:</b> If properly presented to the CAD system, timestamps derived from the phone system will be displayed and recorded in the CAD incident indicating the time the 911 call first rang, the time the 911 call was off-hook, and the time the ANI/ALI actually was received by CAD.</p>	
<p>11. <b>Automatic Re-Poll:</b> The system shall automatically perform an automatic ALI request and ALI update</p>	

<b>ENHANCED 911</b>	
<b>Requirement</b>	<b>Vendor Response</b>
request thirty seconds after the address data field has been entered until the incident entry has been totally completed by the operator.	
<p>12. <b>Update Displays:</b> Proposed system shall allow manual and automatic re-bids, and shall display and log update locations to all operators currently viewing the incident, including the dispatcher(s).</p> <p>Vendor to explain the proposed system's capabilities and limitations in reference to manual and automatic ALI re-bids.</p>	
<p>13. <b>Carrier Display:</b> Discuss your company's ability to identify the carrier of each incoming call and automatically adjust data formatting to extract and display all such incoming data in the pre-designated data fields (such as caller's true call-back telephone number always to appear in the same displayed CAD incident data field for caller's phone number regardless of the different incoming data formats).</p>	

### ***Future Capabilities***

Due to the anticipated duration of the implementation and life cycle of the proposed CAD system, the CAD must demonstrate ability to interface with a Next Generation Enhanced 911 system and/or show a roadmap/timeline to support this in future upgrades and identify potential cost to LCES.

<b>Future Capabilities</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>E911 IP Interface:</b> The CAD system shall have a hardware/software interface to a Next Generation IP-based E911 telephone system.	
2. <b>NENA Interface Protocols:</b> Interface shall conform to NENA Standard 08-002 (Functional and Interface Standards for Next Generation 9-1-1).	

## 2. TIME SYNCHRONIZATION

This section describes the requirements for the proposed CAD system to utilize a locally-deployed time synchronization sources.

<b>TIME SYNCHRONIZATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Time Synchronization Interface:</b> The CAD system shall have an application software interface to an existing time synchronization source.	
2. <b>Server Time Synchronization:</b> CAD server platforms will utilize locally-provided NTP compliant time synchronization sources.	
3. <b>Workstation Time Synchronization:</b> CAD workstations will utilize NTP compliant time synchronization sources. Vendors to describe any exceptions or clarify the implementation of this requirement.	
4. <b>Peripheral Component Time Synchronization:</b> All vendor-provided components with the ability to synchronize with an external time source shall be configured to do so.	

### 3. EMERGENCY MEDICAL DISPATCH & EMERGENCY FIRE DISPATCH

Lucas County Emergency Medical Services operates a secondary PSAP/dispatch in the Emergency Services Building. Fire agencies are dispatched as BLS first responders to medical calls by their respective dispatch centers. All medical calls within the County are transferred to EMS dispatch for assessment and EMS dispatches countywide ALS life squads as appropriate. EMS is currently using Priority Dispatch Emergency Medical Dispatch (EMD) protocols. For the planned procurement, we anticipate using the Priority Dispatch ProQA application to be installed on EMS' five call taker/dispatch workstations. CAD should also be able to interface with ProQA Emergency Fire Dispatch (EFD) as a future capability for the Fire dispatch centers.

CAD vendor Scope of Work includes the initial procurement and installation of ProQA on EMS' CAD workstations.

EMERGENCY MEDICAL DISPATCH Requirement	Vendor Response
1. <b>Certified Interface:</b> The proposed CAD system has received certification from Priority Dispatch as a "Certified Interface."	
2. <b>Application Interface:</b> The CAD system shall have a software interface to the Priority Dispatch ProQA EMD & EFD application, activated by a single keystroke / command.	
3. <b>Data Export:</b> The CAD system shall export all Priority Dispatch ProQA information to the CAD system for sharing. This includes but is not limited to all fields within the ProQA Responder Script configuration.	
4. <b>Incident History:</b> The system shall record each action taken with regard to an incident which includes recording and time stamping all incident record entry and modifications into incident history. This will include questions and recorded responses from ProQA.	

<b>EMERGENCY MEDICAL DISPATCH</b>	
<b>Requirement</b>	<b>Vendor Response</b>
The system shall include a field for determinant codes for the Priority Dispatch ProQA software.	

### ***EMD Quality Assurance***

<b>EMD QUALITY ASSURANCE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>AQUA:</b> The CAD system shall have a software interface to the Priority Dispatch AQUA (EMD & EFD) quality improvement software. All CAD information should be available as queries when running AQUA reports.	

## **4. CAD-TO-CAD INTERFACES**

This section identifies the overall CAD-to-CAD interface requirements, as well as providing a description of the transactions required for messaging between the proposed CAD system and existing CAD systems. Lucas County currently does not interface with other CAD systems but desires to implement a system that has the capability to do so as we move to more regional mutual aid response.

<b>CAD-TO-CAD INTERFACES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>NIEM Conformance:</b> Interfaces shall conform to the latest published and adopted version of the National Information Exchange Model (NIEM).	
2. <b>Message Acknowledgement:</b> All CAD-to-CAD messages must provide an automatic, affirmative acknowledgement of message receipt.	

<b>CAD-TO-CAD INTERFACES</b>	
<b>Requirement</b>	<b>Vendor Response</b>
3. <b>Integrity Assurance:</b> All CAD-to-CAD connections must provide continuous supervision for the integrity of the system to system interconnection (e.g., 'heartbeat' messaging).	

The following tables outline at a high-level the minimum communications of CAD-to-CAD interaction. The following specific CAD-to-CAD interfaces are required:

### ***Incident Entry***

<b>Transaction</b>		<b>Incident Entry</b>
<b>Description</b>	Describes the transfer of a new Call For Service to an existing CAD system.	
<b>Proposed CAD System</b>		<b>Existing CAD System</b>
<b>Call For Service/Incident information includes:</b> Agency/Incident number Address/Location/Jurisdiction Incident type/priority Time received/time dispatched Assigned Agency/responding units ProQA Determinant Code Warning/History Information Call taker identifier	>	
	<	<b>Acknowledgement of Message Received:</b> Automatic/application acknowledgement
<b>Acknowledgement of Message Received:</b> Automatic/application acknowledgement	>	
<b>Affirmative failure notice if acknowledgement not received</b>		

**Unit Status**

<b>Transaction</b>		<b>Unit Status</b>	
<b>Description</b>	Updates unit status in destination CAD system. Requirements are the same for both proposed CAD and existing CAD systems.		
<b>Proposed CAD System</b>			<b>Existing CAD System</b>
	< or >	<b>Unit status change:</b> Unit identifier/agency Assigned incident number Location Current status	
<b>Acknowledgement of Message Received:</b> Automatic/application acknowledgement	< or >		
	< or >	<b>Acknowledgement of Message Received:</b> Automatic/application acknowledgement	
<b>Affirmative failure notice if acknowledgement not received</b>	< or >		

**Operator Messaging**

<b>Transaction</b>		<b>Operator Messaging</b>	
<b>Description</b>		Operator-to-Operator Messaging; to or from any CAD system	
<b>Proposed CAD System</b>		<b>Existing CAD System</b>	
<b>Operator Messaging:</b> Destination identifier (individual or workstation or mobile data computer) Priority Narrative text		< or >	
		< or >	<b>Acknowledgement of Message Received:</b> Automatic/application acknowledgement
<b>Affirmative failure notice if acknowledgement not received</b>		< or >	

**5. RECORDS MANAGEMENT SYSTEMS**

This section describes the proposed CAD system requirements for interfaces to the various agency Records Management Systems (RMS). These systems include:

- Northwest Ohio Regional Information System (NORIS) Computer Records System (CRS)**
- Firehouse**
- Emergitech**
- CMI**
- Crystal Vision**
- Zoll (EPCR)**
- Fire Programs**
- LEOT**

**ARMS  
Xpediter**

***RMS Inquiry***

This section describes the interface requirements for an end user to submit a record inquiry from within the proposed CAD application. The inquiry would be forwarded to the appropriate RMS, with the response presented to the end user as a pending message.

<b>RMS INQUIRY</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>CAD Inquiry to Inspections:</b> Provide the ability to inquire local Fire Inspection records management systems for a given location.	
2. <b>CAD Inquiry to HazMat:</b> Provide the ability to inquire local Hazardous Materials records management systems for a given location.	
3. <b>CAD Inquiry Pre-plans:</b> Provide the ability to inquire local fire pre-plan records for a specified location/address	

***Incident Reporting***

This section describes the requirements for the proposed CAD system to create a shell record as soon as a local agency case number is created for peripheral RMS incident entry. As envisioned, the proposed CAD system would create one file per incident for the appropriate agency records management system. An updated file would be created for any updates to the incident, including closure. The RMS would then import each file to update the record.

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p><b>1. Incident Reporting:</b> The proposed CAD system shall automatically export pre-defined (flat) files, for each of the following Records Management Systems:</p> <ul style="list-style-type: none"> <li>a) NORIS CRS</li> <li>b) Firehouse</li> <li>c) Emergitech</li> <li>d) CMI</li> <li>e) Crystal Vision</li> <li>f) Zoll</li> <li>g) Fire Programs</li> </ul>	
<p><b>2. XML File Export:</b> the proposed CAD system shall automatically and manually (on demand) generate XML files of incident records for import to peripheral reporting applications.</p>	
<p><b>3. Law Enforcement Incident Response:</b> the proposed CAD system shall export the following data elements for separate incident reporting:</p> <ul style="list-style-type: none"> <li>a) Location/address/business name/common place/latitude-longitude <ul style="list-style-type: none"> <li>• Primary location</li> <li>• Secondary location</li> </ul> </li> <li>b) Location type (numeric address, common name, other, cross street)</li> <li>c) Cross street</li> <li>d) Venue/Area (city or township)</li> <li>e) Response area/beat/district</li> <li>f) Area/quadrant/section/grid</li> <li>g) Zip Code</li> <li>h) Nature of call</li> </ul>	

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>i) Complainant name and address</li> <li>j) Contact telephone number</li> <li>k) Incident number</li> <li>l) Incident/call type</li> <li>m) Incident priority</li> <li>n) Call received date/time</li> <li>o) Dispatch date/time</li> <li>p) Units &amp; officers dispatched/responding</li> <li>q) Unit times               <ul style="list-style-type: none"> <li>• Arrive date/time</li> <li>• Clear date/time</li> </ul> </li> <li>r) Clearing code/disposition</li> <li>s) Report required (Y/N)</li> <li>t) Inquiry key/responses               <ul style="list-style-type: none"> <li>• license plate</li> <li>• operator license</li> </ul> </li> <li>u) Dispatch shift</li> <li>v) Source of call</li> <li>w) Narrative/comments</li> </ul>	
<p><b>4. Fire Incident Response:</b> the proposed CAD system shall export the following data elements for separate incident reporting:</p> <ul style="list-style-type: none"> <li>a) Agency ID</li> <li>b) Agency Name</li> <li>c) All Time Stamps</li> <li>d) CAD Narratives</li> <li>e) MDC Narratives</li> <li>f) Incident Address (primary and secondary):               <ul style="list-style-type: none"> <li>• Address Number</li> </ul> </li> </ul>	

**INCIDENT REPORTING**

Requirement	Vendor Response
<ul style="list-style-type: none"><li>• Street Prefix Direction (N, S, E, W)</li><li>• Street Name</li><li>• Street Type (Avenue, Street, Circle, Court, etc.)</li><li>• Street Prefix (directional NE, SE, NW, SW)</li><li>• City/Community</li></ul> <p>g) Census Tract</p> <p>h) Zip Code</p> <p>i) Unit/Apparatus ID</p> <p>j) Employee IDs</p> <p>k) For any and all Assigned Units/individual responding units, status changes and times to include:</p> <ul style="list-style-type: none"><li>• alarm received</li><li>• dispatched</li><li>• enroute</li><li>• on scene</li><li>• milestones</li><li>• clear</li></ul> <p>l) Incident number</p> <p>m) Incident Date</p> <p>n) Response District</p> <p>o) First Due fire station</p> <p>p) First Due unit</p> <p>q) Incident type</p> <p>r) Dispatcher(s) that handled the incident</p> <p>s) Automatic/Mutual Aid Response Given/Received</p>	

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>t) Automatic/Mutual Aid Other Agency Incident Number</li> <li>u) Incident priority</li> <li>v) Disposition</li> <li>w) Comments</li> <li>x) Source of call</li> <li>y) Incident Milestones</li> <li>z) Business name</li> </ul>	
<p><b>5. Additional Fire Incident Response:</b> Additional Incident Milestones that will be recorded in a fire incident will include (at a minimum):</p> <ul style="list-style-type: none"> <li>a) Abandon building command given – Emergency Retreat</li> <li>b) Additional Alarms needed</li> <li>c) Command</li> <li>d) Fire Attack Initiated/Entry in structure</li> <li>e) Water on Fire.</li> <li>f) Fire knocked down.</li> <li>g) Backup line assigned.</li> <li>h) Backup line in place.</li> <li>i) Primary search assigned.</li> <li>j) Primary search complete.</li> <li>k) Ventilation assigned.</li> <li>l) Ventilation complete.</li> <li>m) Victim located</li> <li>n) Victim extricated</li> <li>o) RIT in place</li> <li>p) RIT survey complete</li> <li>q) All clear</li> </ul>	

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>r) Fire under control</li> <li>s) Mayday</li> <li>t) Personnel Accountability Report</li> <li>u) Request for Life Squad</li> <li>v) Request for investigator</li> <li>w) Hazmat zones established</li> <li>x) Metering in place</li> <li>y) Lock out/Tag out</li> <li>z) Shoring in place</li> <li>aa) Evacuation started</li> <li>bb) Entry team suited</li> <li>cc) Entry team on air</li> <li>dd) Entry team off air</li> <li>ee) Decon established</li> <li>ff) Material identified</li> <li>gg) Diver dressed</li> <li>hh) Diver in water</li> <li>ii) CPR in progress</li> <li>jj) First shock delivered</li> <li>kk) Patient contact</li> </ul>	
<p><b>6. EMS Incident Response:</b> the proposed CAD system shall export the following data elements for separate incident reporting:</p> <ul style="list-style-type: none"> <li>a) Agency ID</li> <li>b) Agency Name</li> <li>c) All Time Stamps</li> <li>d) CAD Narratives</li> <li>e) MDC Narratives</li> </ul>	

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>f) Zoll ePCR</li> <li>g) Incident Address (primary and secondary):               <ul style="list-style-type: none"> <li>• Address Number</li> <li>• Street Prefix Direction (N, S, E, W)</li> <li>• Street Name</li> <li>• Street Type (Avenue, Street, Circle, Court, etc.)</li> <li>• Street Prefix (directional NE, SE, NW, SW)</li> <li>• City/Community</li> <li>• Common Name</li> </ul> </li> <li>h) Census Tract</li> <li>i) Zip Code</li> <li>j) Lat/Long</li> <li>k) Unit/Apparatus ID</li> <li>l) Personnel IDs</li> <li>m) Incident number</li> <li>n) Incident date</li> <li>o) Response District/Area</li> <li>p) Incident type</li> <li>q) Dispatchers that handled the incident</li> <li>r) Incident priority</li> <li>s) Disposition</li> <li>t) Source of call</li> <li>u) Incident milestones</li> </ul>	
<b>7. XML Export:</b> The system shall support creation of an XML export of CAD incident data to a third party	

<b>INCIDENT REPORTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
exchange server where responder agencies can then pull the data to meet the requirements of EMS reporting as defined by the State of Ohio.	
8. <b>XML Interfaces:</b> The system shall support other XML interfaces with third party software such as Deccan International's Fire/EMS ADAM, BARB, LiveMUM, & DiVa back into CAD to assist with management of resources.	

### ***RMS File Transfer Formats***

<b>RMS File Transfer</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. CAD vendor to coordinate with RMS systems for file transfer requirements.	

### **6. MOBILE DATA COMPUTER INTERFACE**

This section identifies the mobile data computing interface requirements for the proposed CAD system. LCES currently uses BIO-key Mobile Data system but will consider a proposed CAD vendors mobile data software as an optional purchase. The proposed vendor must provide an interface to the BIO-key solution as a response to this RFP

<b>MOBILE DATA COMPUTER INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. CAD system must interface with BIO-key mobile data system or system option proposed and accepted by Lucas County as part of the	
2. <b>Enroute Reminder:</b> Proposed CAD system must be able to send an incident to an MDC with a timer for follow-up. In other words, if a unit is sent an incident on the MDC, but the responder does not indicate that they are en-route to the call, the dispatcher will be notified.	
3. Proposed CAD must support CAD workstation to mobile client messaging	
4. <b>Mobile Inquiry:</b> Proposed CAD to support mobile user ability to retrieve previous incident history and premise hazards by location.	
5. <b>Local Records Inquiry:</b> Ability to query local agency Records Management applications, including Fire Inspections, via mobile computer.	
6. <b>NORIS Inquiries:</b> Proposed CAD system must support the ability to format and send inquires to NORIS/LEADS/NCIC upon the entry of suspect or vehicle information.	
7. Vendor will provide an API to access location information stored in the vendor's mapping application.	
8. Vendor will provide a map application on the MDC that the MDC client can use to map the call. Map on the MDC will be the same as on the CAD workstation with the ability to turn appropriate layers on/off. The agency System Administrator shall select what layers are loaded onto the MDC.	

<b>MOBILE DATA COMPUTER INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<p>9. <b>Status Changes:</b> The system shall specifically allow unit status changes to be completed from the command line or graphic status change buttons of the mobile workstation (e.g. MDC, PDA, etc.). These status changes shall include, but not be limited to: Status “OK” or “Unit Contact” (resets unit timer), En-route, At Scene, At Scene Available (able to clear if needed for another call), Clear, and Out of Service.</p>	
<p>10. <b>Group Status:</b> The system shall provide a snapshot view of unit status for all units within a specified response area based on discipline from an MDC. In other words, police units that work in a certain area would be grouped together etc. The agency System Administrator shall configure any desired grouping of units.</p>	
<p>11. <b>Incident Status:</b> The system shall provide a snapshot view of incident status for all incidents within a specified response area based on discipline from an MDC. In other words, incidents in a certain area would be grouped together etc. The agency System Administrator shall configure any desired grouping of geographic locations where incidents can be tracked.</p>	
<p>12. <b>Incident Visibility:</b> The mobile system shall format critical incident data (e.g. location, type code, etc.) so as to make it stand out to public safety responders. The incident data shall be colorized to indicate priority.</p> <p>Vendor to explain how the proposed system facilitates critical incident data review by the different agency</p>	

<b>MOBILE DATA COMPUTER INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
responders (e.g. Police, Fire, EMS).	
13. Vendor will provide a mechanism for the MDC client to identify portions of text that are hyperlinks to data stored locally on the mobile device. This may include data such as JPEGs, pre-response plans, FDC, Knox Box, Utility Shutoffs, Alarm Panel Locations, Hazardous Chemicals, Building Construction, Life Safety Systems, Occupancy, and Other applicable building information. The mobile user will not be required to manually search for this information. Instead, the system will prominently display that additional information exists for the given location and allow the mobile user to display that info.	
14. Vendor will provide a client that can run on a MDC that supports dispatch operations for use in a Mobile Command Post, Emergency Operation Center, or similar remote environment. This function will include the ability to assign units to incidents, monitor dispatch groups, and manipulate unit statuses and locations.	
15. <b>Incident Command Display:</b> The system shall provide a configurable incident command display for the on-scene incident command mobile terminal upon request of the user.... personnel on-scene display, equipment on-scene display, this shall also display total number of personnel on-scene to assist with Personnel Accountability Report (PAR).	
16. <b>Resource Information Update:</b> The system shall allow mobile users to change any resource information provided during the normal log on process (e.g. radio	

<b>MOBILE DATA COMPUTER INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
ID, cell phone number, etc.)	
17. <b>Unit Summary:</b> The system shall allow an authorized MDC user to have an updated summary of all units (including unit ID and number of personnel in each) that are currently assigned to the same incident as he/she is responding to. This summary shall be updated as units are added or subtracted from the incident.	

## 7. LEADS/NCIC INTERFACE

This section identifies the law enforcement database access requirements for the proposed CAD system. Lucas County agencies and the current CAD system currently run LEAS/NCIC queries through NORIS.

<b>LEADS/NCIC INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>NORIS:</b> The proposed system shall interface with by using an API or multiple APIs, which send designated queries to the NORIS server for query search and then displays search results in a response screen.	
2. <b>Search Functions:</b> This API will be used every time the CAD user needs to search any connected LEADS, NCIC, or other connected databases.	
3. <b>Inquiry Results:</b> If the results of an external system inquiry yields data that can fill CAD entry fields, the system shall place it in the appropriate fields.	

<b>LEADS/NCIC INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<b>4. Single Log On:</b> The system shall allow a user authenticated to the CAD system to send a query to LEADS/NCIC without a separate log on.	
<b>5. Prioritization:</b> The system shall have a means of prioritizing inquiries and responses. Explain how this prioritization functions.	
<b>6. Secondary Searches:</b> If the results of an inquiry yields a need for further queries, the system shall automatically launch the secondary search and report the results.	
<b>7. General Person Search:</b> The system shall allow a user logged onto the CAD system to launch a general search from the person inquiry screen.	
<b>8. LEADS/NCIC User Status:</b> The person logged onto the CAD screen will be also be shown as a current user logged onto LEADS/NCIC and be capable of all tasks possible to other NORIS users.	
<b>9. Command Line:</b> The system shall offer a command line, or other shortcut method, for querying vehicle, boat, person, article, securities, gun data, hazmat, or ORI.	
<b>10. NORIS Forms:</b> The system shall offer a form(s) for searching vehicle, boat, person, and article or gun data in order to query the RMS and other local, regional, state and national systems for registration, wanted, stolen or other information based on: <ul style="list-style-type: none"> <li>a. Vehicle license plate number and VIN number,</li> <li>b. Subject name or alias, race, gender and age range or date of birth,</li> <li>c. Article serial number and manufacturer,</li> </ul>	

<b>LEADS/NCIC INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
<ul style="list-style-type: none"> <li>d. Gun serial number and manufacturer, and</li> <li>e. Boat registration number and hull number.</li> </ul>	
<p><b>11. Combined Inquiries:</b> When vehicle, boat, person, article or gun data is queried, the system shall automatically search one or more of the following systems for registration, stolen or wanted information:</p> <ul style="list-style-type: none"> <li>a. CAD Special Interest,</li> <li>b. LEADS,</li> <li>c. NCIC and NLETS, and Local RMS.</li> </ul>	
<p><b>12. Multiple Databases:</b> The system shall support single queries to multiple databases generating multiple responses (e.g. local databases, LEADS, NCIC).</p>	
<p><b>13. Chained Inquiries:</b> The system shall have a means to create subsequent inquiries based on the response from a previous inquiry (i.e., require no re-entry of data).</p>	
<p><b>14. Priority Response Handling:</b> The system shall support “hit” detection algorithms to identify and route high-priority responses. Explain how the system provides for this functionality.</p>	
<p><b>15. Message Return Notice:</b> The system shall provide a means of alerting the user that a return for a previously-submitted inquiry has been received. The alert shall not interrupt the user workflow.</p>	
<p><b>16. Message Copy:</b> The system shall provide a means to copy / export queried data to terminal to terminal messages and incident history records.</p>	
<p><b>17. Automatic Inquiries:</b> The system shall provide a manual or automatic check of local, state, and national databases upon user entry of key data fields, such a Tag</p>	

<b>LEADS/NCIC INTERFACE</b>	
<b>Requirement</b>	<b>Vendor Response</b>
Number, License Number, Name, Date of Birth, and Address.	
<b>18. Tows/Impounds:</b> The system shall automatically format and send inquiries upon the entry of a towed / impounded vehicle, boat, trailer or other licensed object.	
<b>19. RMS Export:</b> The CAD system shall have an interface for each designated RMS system which will allow closed call information to be exported to each RMS for record keeping and statistics.	
<b>20. Local Record Inquiry:</b> The system shall allow the user to optionally query local records management systems without re-entering data from a traffic or subject stop.	

#### 4. FIRE STATION ALERTING

Lucas County currently does not use Fire Station Alerting equipment but may consider this in the future. Vendor to describe their capabilities to provide this function and systems that they currently interface to.

<b>FIRE STATION ALERTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Fire Station Alerting:</b> Can the CAD system interface to Station Alerting systems.	
2. <b>Station Printers:</b> Proposed CAD system shall be capable of transmitting incident and responder information to fire station printers. Vendor to identify connectivity requirements. The printers will be	

<b>FIRE STATION ALERTING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
dedicated to that sole function.	
3. <b>Station Printers:</b> The system shall send incident data to the Fire Station Alerting systems when dispatching a unit or when manually alerting a station.	
4. <b>Station Printers:</b> The system shall send incident data to the fire station printers of assigned units when an incident is dispatched to their response area.	

## PAGING INTERFACE

### *Zetron Radio Paging Encoder*

This section applies to the existing paging encoder equipment, Zetron 15B in Springfield Township.

<b>ZETRON RADIO PAGING ENCODER</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Zetron Interface:</b> The system shall interface with a Zetron encoder (two-tone sequential and digital technology). When a unit is dispatched to a call, the system will determine the unit status, select the appropriate station, and then send the function tones to the appropriate station(s). Vendor to explain how the proposed system handles this function.	
2. <b>Incident Information:</b> When a page is sent in relationship to an incident, a record of the page shall be included in the incident history.	

## Subscriber Paging Encoders

SUBSCRIBER PAGING ENCODERS	
Requirement	Vendor Response
<p>1. <b>Paging Functionality:</b> Explain what your automatic and/or manual paging functions are with respect to sending incident info to mobile users with SMS type devices. Also explain what security issues may exist in doing so.</p>	
<p>2. <b>Manual Paging:</b> When sending a manual page, the user shall be able to enter a free form text message of system-defined length.</p>	
<p>3. <b>Logging:</b> When a page is sent in relationship to an incident, a record of the page shall be included in the incident history.</p>	
<p>5. <b>Callout Lists:</b> The system shall provide the ability to manually send pages to specific users and user groups (callout lists) from both a mobile unit and a CAD workstation according to any combination of the following criteria:</p> <ul style="list-style-type: none"> <li>a. Name,</li> <li>b. Rank,</li> <li>c. Phone number / Pager ID,</li> <li>d. Fire Station / Precinct / EMS Post assignment,</li> <li>e. Group and/or Unit assignment,</li> <li>f. Shift assignment, and</li> <li>g. Incident assignment.</li> </ul> <p>Vendor to explain what your automatic and/or manual paging functions are with respect to sending incident</p>	

<b>SUBSCRIBER PAGING ENCODERS</b>	
<b>Requirement</b>	<b>Vendor Response</b>
info to mobile users with SMS type devices. Also explain what security issues may exist in doing so.	

## 10. AUTOMATIC LOCATION INFORMATION

This section identifies the automatic location requirements of the proposed CAD system. Lucas County currently has some units operating BIO-key's AVL solution but intends to fully implement an AVL software solution. The vendor is to identify their proposed solution.

<b>AUTOMATIC LOCATION INFORMATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Position Updates:</b> The AVL subsystem shall initiate position updates on a user-defined predetermined interval based on unit status.	
2. <b>Position Updates:</b> A user, with a single command, shall have the ability to request AVL updates from units under control of that dispatch position or within a radius of a fixed location.	
3. <b>Update Rate:</b> The user shall have the ability to select a unit and have its AVL location updated at a more rapid rate.	
4. <b>AVL Position Display:</b> The user shall have the ability to view AVL positions on CAD workstation-based mapping systems and specific, user-designated, mobile devices.	
5. <b>Suppress Position:</b> The system shall allow an Authorized User to suppress the display of AVL-position for a given unit.	

<b>AUTOMATIC LOCATION INFORMATION</b>	
<b>Requirement</b>	<b>Vendor Response</b>
6. <b>Position Cache:</b> The system shall cache the last known location of each AVL equipped unit for use when the CAD system requires that data as defined in the functional requirements of this RFP.	
7. <b>Crash Notification:</b> The system shall interface with any new or existing AVL system. Vendor to describe the option of including airbag sensors of Police, Fire, and EMS units in the field. If an airbag deployment is detected on an AVL equipped emergency vehicle, the system will send a priority CAD message to the responsible dispatcher notifying him/her of the crash, enter an appropriate incident into CAD, zoom and center the responsible dispatcher's map to the crash scene, advise the responsible dispatcher of the number of people in the unit at the time of the crash, and route the CAD incident to each dispatcher responsible for sending units based on location and discipline (Police, Fire, and EMS) and vehicle roll-over activations.	

## 11. FIELD IMAGING

The proposed CAD system is anticipated to include the ability to capture visual image information, such as photographs from field units and scanned images of hand-written incident information.

<b>FIELD IMAGING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Image Transmission:</b> Vendor to describe the proposed	

<b>FIELD IMAGING</b>	
<b>Requirement</b>	<b>Vendor Response</b>
system's ability to send and receive image(s) between approved mobile/portable devices and CAD.	
2. <b>Image History Files:</b> Vendor to describe the proposed CAD system's ability to optionally link those images to incident and unit history.	

## 12. RADIO COMMUNICATIONS

Lucas County operates a countywide radio system, the proposed CAD system should support an interface to the existing voice radio. Current interface protocols include Motorola MDC1200.

<b>RADIO COMMUNICATIONS</b>	
<b>Requirement</b>	<b>Vendor Response</b>
1. <b>Status Screen:</b> The status screen shall include a marquee displaying at least the last twenty (20) unit status changes and push-to-talk (PTT) identifications on portable, mobile & station radios. The system shall monitor whichever channels/talk-groups the user has selected at any given time to derive this data. Emergency button depressions shall be displayed prominently on this marquee.	
2. <b>Radio Press-to-Talk ID:</b> Vendor to describe proposed system's ability to display and retain the unit and / or radio number of the last 20 radio transmissions.	
3. <b>Independent Radio Systems:</b> Vendor to describe their approach to integrating with multiple local jurisdiction radio systems that may be used in mutual aid.	

### 13. DECCAN

Lucas County desires to interface with DECCAN Fire and EMS software in the future.

<b>RADIO COMMUNICATIONS</b>	
<b>Requirement</b>	<b>Vendor Response</b>
4. <b>DECCAN:</b> Vendor to identify their capability to interface to DECCAN software.	

## SECTION VII VENDOR PROVIDED DOCUMENTS

This section identifies the documents, reports and samples that vendors are required to provide with their proposal response. The Vendor Comment field should identify where these submittals will be found in the proposal (e.g., title, section number, etc.)

<b>VENDOR PROVIDED DOCUMENTS</b>	
<b>Document</b>	<b>Vendor Comment</b>
<b>1. Proposed Vendor Contract and Software License Terms</b> (Reference RFP Section 13).	
<b>2. Most Current Year Vendor Financial Statement</b> (Reference Section I, Item 5)	
<b>3. Sample Project Management Plan</b> (Reference Section IV, Item 3)	
<b>4. Sample Training Plan</b> (Reference Section IV, Item 3)	
<b>5. Sample Detailed System Design</b> (Reference Section IV, Item 3)	
<b>6. Sample Management Information System Reports</b> (Reference Section III, Item 4)	

**SECTION VIII FIRE RECORDS MANAGEMENT SYSTEM (OPTION 3)**

This section identifies the Fire Records Management System (option 3) for the proposed CAD system. This document is structured to allow for narrative vendor responses to specific requirements.

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## **FIRE RECORDS MANAGEMENT SYSTEM INSTRUCTIONS**

Following are the Fire RMS functions and features that have been identified by Lucas County Fire Departments, as well as consideration of the current Fire RMS systems in use. It is recognized that any one proposer may not have 100% of the listed items; however, if a requirement or specification is listed that you currently do not offer in the system that you are proposing, you have several options in your response to this RFP.

For each item, indicate one of the following next to each Fire RMS requirement in the Vendor Response Code column:

- F – Fully Provided “Out-of-the-Box” – feature provided in current application configuration
- CU – Customization Required (Change to source code required) – scope of work/level of effort included in proposal
- CO – Configuration Item (Setup required with built-in tools and procedures but no change in source code is required)
- R – Function accomplished with provided Reporting Tool(s)
- NA – Feature or Function Not Available (Not Proposed)
- TP – Third Party Software Required to Fully Provide Requirement

Vendors must provide affirmative responses to all descriptive requirements, and may offer additional comments in the Vendor Response Narrative column.

If a particular requirement, function or feature is not included in the proposed system total cost, but can be included at additional cost, that should be indicated in the Item Pricing Column as an optional cost item. Specific pricing for every requirement is not requested.

If a requirement is satisfied by a same or very similar function or feature that is offered in another response, clearly describe the alternate in detail and identify the page number(s) where the description can be found.

<b>1. GENERAL FIRE/EMS RMS REQUIREMENTS</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	<b>General</b>			
1.1	Ability to support a regional RMS with multi-agency, multi-jurisdictions records operations.			
1.2.	Ability to support an option which would provide multiple configurations so that individual agencies can define their own drop downs.			
1.3	Ability to update system information in real-time with each transaction without degrading system performance.			
1.4	Individual work stations.			
1.5	Use a graphical user interface (GUI).			
1.6	Support “point and click” and function key entry of commands and/or data.			
1.7	Ability to provide standard keyboard function keys across all RMS modules to avoid re-mapping keys			
1.8	Support “insert” and “delete” modes in field data entry.			
1.9	Support “cut”, “copy”, and “paste” modes in field data entry.			
1.10	Allow user to move windows anywhere on screen(s).			
1.11	Support use of numeric keypad for number entry.			
1.12	Allow access to any command from any terminal if			

**1. GENERAL FIRE/EMS RMS REQUIREMENTS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	user has security rights.			
1.13	Support multiple incident and report number formats.			
1.14	Include date, hour, minute, and seconds in all time stamps.			
1.15	Use standard database format for storing date, so that dates can be manipulated as dates.			
1.16	Search records using exact match, limiters such as (<, >, =, =>, =<, not =, blank, and contains).			
1.17	Provide in-field help tool (e.g., what field is used for)			
1.18	Provide pick list for data entry (e.g., pull down menus)			
1.19	Use a relational database for all data and code table storage.			
1.20	Include jurisdictional indicator in incident and report number.			
1.21	Ability to hide or modify labels from the user interface.			
1.22	Ability to hide or modify drop down list from the user interface.			
1.23	Ability to attach ANY type of file (not a file association).			
1.24	Relational database should be SQL compliant.			
1.25	Ability for system administrator to add/delete/modify some fields on screens.			

**1. GENERAL FIRE/EMS RMS REQUIREMENTS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
1.26	Ability for system administrator to change field labels.			
1.27	Application must have an internal messaging or e-mail system.			
	<b>Audit</b>			
1.28	Support a full system audit log of each transaction performed, including date, time, user ID of person performing transaction and location of the transaction.			
1.29	Include date, time, and user ID stamp for all data entries			
1.30	Allow system administrator to review selected transactions through the audit system.			
	<b>System Training</b>			
1.31	Perform onsite end user module training (e.g., train the trainers)			
1.32	Perform onsite system administrator training			
	<b>Training/Test System</b>			
1.33	Ability to provide test/training environments that duplicate all functions of all production systems, including interfaces, and is used for:			
1.34	Testing new software versions and updates			
1.35	Training			
1.36	File maintenance testing			
1.37	Support a full training/test system which is independent of the live, operational system			

**1. GENERAL FIRE/EMS RMS REQUIREMENTS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	(including independent code tables and files)			
1.38	Ability to provide test/training environments with its own start and stop sequence independent of the production environment.			
1.39	Ability to perform any required system maintenance or intervention functions (e.g., reset or restart interface) in training/testing environments.			
1.40	Ability to provide a refresh of production data to training/testing environments.			
1.41	Ability to provide simulated training incidents without affecting live operations.			
	<b>Master Names and Master Location Index</b>			
1.42	Support a true Master Names Index where any events in the system will associate with the master name.			
1.43	Support a Master Location index which will Geo-Verify with CAD			
1.44	Master Names and Master Location Index will have the ability to maintain data integrity of the system			
1.45	Ability to see in one location all association to a person throughout the system. (e.g., incident reports, training, equipment issued, etc.)			
1.46	Ability to see in one location all activities related to a specific address throughout the system. (e.g., any fire incidents, EMS incidents, Training, etc.)			

**1. GENERAL FIRE/EMS RMS REQUIREMENTS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Address Verification</b>			
1.47	Automatically verify any address in any module against CAD geo-file.			
1.48	Allow override and entry of non-verified address			
	<b>Mobile Application</b>			
1.49	Mobile Application must allow all modules access with full function features in the field.			
1.50	Mobile must allow for various broadband connectivity in the field (i.e. air card, hotspot , WiFi etc.)			
1.51	Mobile Applications must allow operation of all modules in a totally disconnected mode with access to data.			
1.52	Mobile Applications must be robust while in disconnected mode.			
1.53	No user intervention required to sync mobile database to server once connectivity is reacquired.			
1.54	All synchronization and connection to server must be seamless to user			
	<b>System Reports, Queries and Outputs</b>			
1.55	Print any or all records retrieved from an inquiry to a networked printer			
1.56	Print any or all records retrieved from an inquiry to a workstation attached printer			

## 1. GENERAL FIRE/EMS RMS REQUIREMENTS

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
1.57	The software shall provide authorized users with the ability to search virtually all data on the system. The search results will be displayed as a list of all records matching the search criteria. The capability shall exist to select a specific record from the list.			
1.58	The system shall support Crystal Reports for generating custom reports.			
1.59	The system shall provide a report facility so that user-created reports can be made available to departmental personnel through the system.			
1.60	The ability to identify the table name and field name for fields from the users interface without the need to reference a data dictionary or an ER diagram.			
1.61	The report viewing facility shall automatically set up ODBC data sources, so that the System Administrator does not have to do this for each desktop.			
1.62	Ability to search and query RMS on user-defined fields for given ranges.			
1.63	Ability to search records using exact match, limiters such as (<, >, =, =>, =<, not =, blank and contains)			

**1. GENERAL FIRE/EMS RMS REQUIREMENTS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
1.64	Ability to keep running tally of all reports not reviewed .			
1.65	Ability to make all response data available for: Canned reporting Ad hoc reporting Statistical Analysis			
1.66	Allow updates to FRMS with any new CAD information received			
1.67	Allow company officer to enter incident report for their unit as soon as it clears the incident, even if the incident is not closed			
1.68	Support ability to store partially completed report(s), complete another transaction, and return to the interrupted report(s) for completion.			
1.69	Allow review of all partially completed report(s) by operators with security			
1.70	Allow any operator to select and complete a partially completed report			
1.71	Provide a variety of "canned" reports			
1.72	Fire State Exports			
1.73	Mobile version fully replicates desktop version			
1.74	Support regionalization of multiple agencies			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>EMS Incident Reporting (PCR)</b>			
2.1	EMS Incident Reporting will comply with the NEMSIS reporting requirements used by the State of Ohio.			
2.2	Ability to capture incident data elements available in CAD system.			
2.3	CAD interface must have a near real-time live connection (not a close call download).			
2.4	System must allow creating an NFIRS report from within the PCR			
2.5	Data quality control measures are built into EMS PCR module.			
2.6	System must allow system administrators the ability to define smart rules to validate data entry for quality assurance.			
2.7	Must be NEMSIS certified.			
2.8	Must be HIPAA compliant.			
2.9	Ability to export billing information to a third party billing agency.			
2.10	Ability to operate with a stylus based tablet PC capable of operating over an intermittent wireless connection or operate totally disconnected for the server.			
2.11	Support Bluetooth wireless technology.			
2.12	Ability to attach defibrillator event file.			
2.13	Ability to accept electronic signatures under			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	many roles attached to a single PCR.			
2.14	Ability to quickly access an incomplete PCR to continue data entry, e.g. multiple windows, pick lists, tabs.			
2.15	Ability to calculate age when date of birth is entered. Age must be in appropriate units of time, e.g. for infants less than 30 days the units will be days, infants greater than 1 month but less than 1 year the units will be months.			
2.16	Previous patient medical history is available for repeat patient's information without having to designate the patient as a frequent flyer. This must contain basic information such as DNR orders, allergy information, medical history, medications, etc.			
2.17	Provide an "auto-narrative" to capture essential data points and begin building the incident narrative based in system administrator templates.			
2.18	Provide areas for user definable fields and user definable drop-down pick list.			
2.19	Ability to capture dispatch and unit status time stamps from CAD including:			
2.20	PSA Call Received time			
2.21	Dispatched Notified time			
2.22	Unit Dispatched (notified) time			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
2.23	En Route time			
2.24	First Responder Arrived time			
2.25	First Medic Arrived time			
2.26	Unit Arrived time			
2.27	At Patient time			
2.28	Transferred Care time			
2.29	Left Scene time			
2.30	Arrived Destination (Hospital) time			
2.31	Left Destination time			
2.32	Call Cancelled time			
2.33	In Service time			
2.34	Complete - Back in Quarters time			
2.35	Ability to flag and track the following:			
2.36	Alcohol and drug related incidents			
2.37	Incidents involving vehicle crashes			
2.38	Any unusual incidents (e.g. odor investigation)			
2.39	Incidents involving persons using personal protective equipment.			
2.40	Nature of Call Information			
2.41	Response Mode to Scene			
2.42	Medical Priority Dispatch Code			
2.43	EMD Performed			
2.44	EMD Card			
2.45	Nature of Call on Scene			
2.46	Patient Information			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
2.47	Name			
2.48	Address			
2.49	Phone			
2.50	SSN			
2.51	DOB			
2.52	Height			
2.53	Weight			
2.54	HIPAA Notice Delivered			
2.55	HIPAA Notice Signed			
2.56	Billing Consent Signed			
2.57	Relative Information			
2.58	Physician Information			
2.59	Guarantor Information			
2.60	Insurance Information			
2.61	Billing Information			
2.62	Mileages			
2.63	Fee code			
2.64	Mileage Rates			
2.65	Loaded Miles Fee			
2.66	Total Charges			
2.67	Patient Assessment			
2.68	Chief Complaint			
2.69	Onset date and time			
2.70	Secondary Complaint			
2.71	Vitals signs (multiple)			
2.72	Performing Medic			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
2.73	Date and Time			
2.74	PCO2			
2.75	PO2			
2.76	Pain Index			
2.77	Stroke Scale			
2.78	Level of Response			
2.79	Pulse			
2.80	Respiration Rate			
2.81	Blood Pressure			
2.82	Temperature			
2.83	ECG			
2.84	Broselow Scale			
2.85	Glasgow Comma Scale			
2.86	Trauma Score			
2.87	Physical Assessment (multiple)			
2.88	Head			
2.89	Face			
2.90	Eyes			
2.91	Mental Status			
2.92	Neurological Status			
2.93	Neck			
2.94	Back			
2.95	Chest			
2.96	Lungs			
2.97	Abdomen			
2.98	Skin			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
2.99	GU (Pelvis/Groin)			
2.100	Circulation			
2.101	Extremities			
2.102	Sign & Symptom			
2.103	Medical History			
2.104	Current Medications			
2.105	Trauma			
2.106	Mechanism of Injury			
2.107	Interventions			
2.108	Procedures (multiple)			
2.109	Medications (multiple)			
2.110	Cardiac Arrest Information			
2.111	Cardiac Occurrence Screening			
2.112	Cardiac Monitoring			
2.113	AED Equipment			
2.114	Ability to customize Q/C Rules without going back to the vendor			
2.115	Ability to capture up to 12 additional fields per specific procedure. These are customizable by the agency.			
2.116	Ability to capture up to 12 additional fields per medication.			
2.117	The software must meet a stand alone Basic Life Support need as well as an Advanced Life Support.			
2.118	The software should be able to generate			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	reports based on parameters that are selected from a menu.			
2.119	Software must be developed and run on Microsoft SQL 2005 or 2008.			
2.120	Software must be able to download data from the tablets to the main site via wireless technology set up by the agency. This synchronization must happen without any user intervention.			
2.121	<b>Audit Trail of Changes</b> It is desired that the winning vendors' software package be able to track changes made to data records for audit purposes. This includes changes made in the unit tablet and the main site database. This data must reflect who changed the data, date changed, data before changes and data after changes.			
2.122	<b>Use of drop down boxes for field entry</b> Should allow attendant to select from a drop down menu with the stylus. Does your software support the building of drop down boxes for field entries?			
2.123	Describe how procedures, such as IV, intubation..etc. are captured. Are the procedures able to be customized?			
2.124	Describe how medications given to the patient			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	are captured. Are these medications able to be customized?			
2.125	Regarding multi patient calls, is each patient validated separately; can each patient have a different disposition and different lead medic.			
2.126	Describe how mileage is captured in the application.			
2.127	Describe how a patient's weight is captured in the application.			
2.128	Ability to record PTA (prior to arrival) vital signs			
2.129	Ability to record the Thrombolytic Checklist			
2.130	Describe the process of obtaining the following - Patient's Medications; allergies; past medical history.			
2.131	Ability to create a free text narrative with spell check			
2.132	Describe the process of obtaining a patient physical assessment.			
2.133	Ability to track times for staging and standbys			
2.134	Describe how validation rules are set and customized.			
2.135	Does your application have the ability to use different validation rules for different types of calls.			
2.136	Describe how some of the fields within the			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	application can be customized to fit the needs of the agency.			
2.137	Full functionality in the disconnected mode is preferred. Describe the functionality available in the disconnected mode.			
2.138	Different databases used for the testing and training environment			
2.139	Describe the search method used to locate records in the application.			
2.140	Internal messaging module for sending messages to other personnel.			
2.141	Describe how patients in a multi patient call are identified in the database.			
2.142	What types of files are able to be attached to a record? How are the attachments retrieved from the record?			
2.143	Must have ability to create custom security levels for individuals and groups.			
2.144	Describe the data points that can be captured with a cardiac arrest patient.			
2.145	Describe how your application captures and secures signatures from patients.			
2.146	Electronic signatures must be compliant with the E-Sign Bill of 1997.			
2.147	Must have ability to track HIPAA information was given to patient			

## 2. EMS INCIDENT REPORTING

2. EMS INCIDENT REPORTING		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
2.148	Describe the ability to track narcotic usage.			
2.149	Describe the childbirth data points that are tracked within the system.			
2.150	Describe how the system handles "frequent flyers" in the system?			
2.151	Ability to identify and reconcile duplicate patient records for reporting and billing purposes, ideally system would assign a unique number to each patient, separate from the incident number.			
2.152	Mobile device software must update without user intervention.			
2.153	Be able to save and reopen the incomplete PCRs for later completion. This includes upload of incomplete (draft) PCRs for later retrieval and completion on a different computer.			
2.154	Supervisors should be able to review complete or incomplete ePCRs and return them to their author for addendums or corrections.			
2.155	Handwriting recognition through the use of Microsoft Windows XP Tablet.			

### 3. FIRE INCIDENTS

3. FIRE INCIDENTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Fire Incidents</b>			
3.1	Provide ability to export user-selected portions of the FRMS database to a separate file, in a variety of standard file formats			
3.2	Ability to capture and track all data elements necessary to generate complete fire incident reports compliant with NFIRS 5.0 standards.			
3.3	Ability to capture and track all data elements necessary to generate the NFIRS-HMI Hazardous Materials Incident Report.			
3.4	Ability to capture incident data elements available in CAD system.			
3.5	CAD interface must have a near real-time live connection (not a close call download).			
3.6	Ability to associate incident reports written by different agencies with the same incident.			
3.7	Provide an area for user definable fields and labels			
3.8	Ability to accommodate "plus-one" codes.			
3.9	Ability to capture and maintain all data necessary to complete NFIRS reports, including, but not limited to:			
3.10	Persons Involved			
3.11	Aerial apparatus (multiple)			
3.12	Agency ID			
3.13	All incident numbers associated with the			

### 3. FIRE INCIDENTS

3. FIRE INCIDENTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	incident (e.g. mutual aid)			
3.14	Day of week			
3.15	Engines responded (multiple)			
3.16	Exposure number			
3.17	Final (verified) incident location if different from initial incident dispatch location			
3.18	Fire resources (agency, apparatus, personnel)			
3.19	First apparatus on scene/agency			
3.20	Indication of whether the regional hazmat team responded to an incident.			
3.21	Jurisdiction			
3.22	Locations			
3.23	Month/day/year			
3.24	Mutual aid agency (multiple)			
3.25	Mutual aid incident number			
3.26	Other vehicles (multiple)			
3.27	Personnel responded (multiple)			
3.28	Reporting parties			
3.29	Rescues (multiple)			
3.30	Response time factors (based on NFPA 1710)			
3.31	Special equipment used (text field)			
3.32	Time in service (auto calculated from time stamps)			
3.33	Total number of people sent to the scene			

### 3. FIRE INCIDENTS

3. FIRE INCIDENTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	(calculate from personnel responded)			
3.34	Ability to capture the following information for each dispatched apparatus dispatched on an incident, including, but not limited to:			
3.35	Agency ID			
3.36	Alarm level			
3.37	Dispatch time			
3.38	First apparatus on scene (y/n)			
3.39	Location of apparatus at dispatch			
3.40	Ability to prompt user for additional information or reports required based on the type of incident or incident code.			
3.41	Ability to capture dispatch and unit status time stamps from CAD including:			
3.42	Additional units added to call			
3.43	Apparatus clear time(s)			
3.45	Arrival at hospital time			
3.46	Arrival time			
3.47	Call cancelled en route			
3.48	Call dispatched			
3.49	Call received			
3.50	En route time			
3.51	Geo-verification			
3.52	Incident clear time			
3.53	Ability to associate personnel with apparatus for each incident.			

### 3. FIRE INCIDENTS

3. FIRE INCIDENTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
3.54	Ability to capture action taken by a mutual aid apparatus.			
3.55	Ability to flag and track the following:			
3.56	Any unusual incidents (e.g. odor investigation)			
3.57	Ability to provide audit trail of changes to incident reports (e.g. timestamp, user ID, record-ID, location entered, etc.) Vendor to describe process and capabilities proposed.			
3.58	Ability to restrict edits to reports after approval process.			
3.59	Ability to validate address against the CAD geo-file.			
3.60	All standard reporting should be the latest incident report version.			
3.61	NFIRS updates, as required by the state and FEMA are provided at no additional charge.			
3.62	Support manual entry of incident information			
3.63	Allow the entry of unlimited length text in comments type fields			
3.64	Support word wrap in narrative fields			
3.65	Support spell check in narrative fields			
3.66	Support cut, copy and paste ability in narrative fields			
3.67	Support ability to generate narratives based upon incident type.			

### 3. FIRE INCIDENTS

3. FIRE INCIDENTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
3.68	Ability for incident reports to accommodate various forms of media (e.g. digital photos, video, etc.) as attachments.			
3.69	Ability to run validation report to check for invalid entries.			
3.70	Ability to automatically flag records with long response times.			
3.71	Ability to add supplements to reports (e.g. investigative follow-ups).			
3.72	Ability to record multiple exposures as supplements to original incident			
3.73	Ability for supervisor to review and approve report			
3.74	Ability to enter mutual aid reports and record outside jurisdictional unit(s) ID and involvement			

#### 4. SECURITY

4. SECURITY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Security</b>			
4.1	Require a minimum of user name and password to log user onto system			
4.2	Ability to view, add, maintain, modify and delete user profiles based on:			
4.3	User ID			
4.4	User name			
4.5	Password			
4.6	Title/Role/Security Groups			
4.7	Jurisdiction (e.g., Agency)			
4.8	Location			
4.9	Ability to access all systems from remote PCs with appropriate security.			
4.10	Allow each user to have group security profile			
4.11	Allow system administrator to assign new password			
4.12	Do not display password as a visible field anywhere in system			
4.13	Support assigning security access by module			
4.14	Within module, support assigning security access by function (e.g., insert, modify, delete, read-only)			
4.15	Restrict access to the operating system of the server(s)			
4.16	Support ability of system administrator to remotely log-off users from any connected			

#### 4. SECURITY

4. SECURITY		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	device			
4.17	Within a field, support assigning security access by function (e.g., insert, modify, delete, read-only)			

#### 5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS

5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Fire Inspections</b>			
	<b>Fire Prevention/Premise Pre-Plans</b>			
5.1	Ability to maintain building and occupancy information, including the following:			
5.2	Address			
5.3	Assessor parcel number (PIN)			
5.4	Building name			
5.5	Building number associated			
5.6	Building/apartment/suite			
5.7	Business fax number			
5.8	Business name			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.9	Business phone number			
5.10	Date of next inspection			
5.11	Effective year built			
5.12	Frequency of inspection			
5.13	General property use (NFPA 901)			
5.14	Hydrants			
5.15	Occupancy classification Codes			
5.16	Inspection district			
5.17	Monitoring company			
5.18	Monitoring company contact number			
5.19	Number of required exits			
5.20	Number of rooms/spaces			
5.21	Number of stories			
5.22	Occupancy number			
5.23	Occupancy status (e.g. residential, vacant, demolished)			
5.24	Occupant load based on use per applicable Code			
5.25	Occupational license number			
5.26	Reporting area			
5.27	Square footage occupied			
5.28	Stand pipe			
5.29	Wet or Dry			
5.30	Location			
5.31	Available			
5.32	Date of test			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.33	Status of the business at this address			
5.34	Target hazard flag			
5.35	Time necessary to conduct inspection (minutes)			
5.36	Total square footage			
5.37	Water flow			
5.38	Available			
5.39	Date of test			
5.40	Width			
5.41	Year building constructed			
5.42	Year business began at this address			
5.43	Date sprinkler last tested			
5.44	Fire alarm installer (contractor)			
5.45	Fire alarm system present			
5.46	Location of fire alarm panel			
5.47	Lock box location			
5.48	Protection system and type (multiple)			
5.49	Sprinkler plan code number			
5.50	Name of alarm company			
5.51	Alarm company			
5.52	Telephone number			
5.53	Account number			
5.54	Reset Code			
5.55	Construction type			
5.56	Roof type			
5.57	Floor type			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.58	Wall type			
5.59	Number of floors above ground			
5.60	Number of floors below ground			
5.61	Fire extinguishers			
5.62	Number			
5.63	Type			
5.64	Hose lines stations available			
5.65	Ability to record complaints for inspection with the following information:			
5.66	Informant/requestor			
5.67	Name			
5.68	Address, city			
5.69	Telephone number			
5.70	Location			
5.71	Request/type (e.g., complaint)			
5.72	Assigned to			
5.73	Disposition/status			
5.74	Date of:			
5.75	Complaint/Request			
5.76	Completion			
5.77	Referred/transferred			
5.78	Comments			
5.79	Ability to track multi-use occupancies.			
5.80	Ability to manage fire inspection occupancy principals:			
5.81	Business name			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.82	Name of the business owner			
5.83	Telephone number of the business owner			
5.84	Full address of business owner			
5.85	Name of emergency contact for the business (multiple)			
5.86	Emergency contact telephone number (multiple)			
5.87	Type of emergency contact			
5.88	Building/property owner			
5.89	Telephone number of the property owner			
5.90	Full address of property owner			
5.91	Comments			
5.92	Ability to manage fire inspections by inspection district.			
5.93	Ability to attach pre-incident plans to occupancy files.			
5.94	Support entry of exact addresses, to the apartment level			
5.95	Support entry of unlimited contact information for each location (i.e., landlord name, address, telephone, management company name, address, telephone, etc.)			
5.96	Ability to record unlimited number of "special hazards" regarding a location (i.e., Building Inspection information, unique characteristics, etc.)			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.97	Support entry of unlimited number of violations			
5.98	Ability to use a "Hot List" for most common code violations.			
5.99	Support entry of unlimited number of citations.			
5.100	Ability to use a "Hot List" for most common citations issued.			
5.101	Display plain English description for violation codes in addition to code			
5.102	Allow designation of inspection responsibility by station area for each address			
5.103	Allow scheduling of follow-up inspections			
5.104	Allow designation of re-inspection frequency based on type of business (e.g., regular inspections are every two years; self-inspections are every four years; fire permits every year)			
5.105	Support ability to print out re-inspection schedules on a daily, weekly, or monthly basis			
5.106	Support ability to print out inspection schedules for individual company, all companies in a specific shift, or all companies			
5.107	Support ability to generate form letters documenting specific violations with date of scheduled re-inspection			
5.108	Support ability to view online and print out history of prior violations for any address			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.109	Allow inspection record to be viewed online without making any changes to record			
5.110	Record the name and ID of the inspector and the date and time for each inspection performed			
5.111	Support ability to record results of violation re-inspection			
5.112	Support ability to record fines for non-compliance			
5.113	Support ability to print out complete inspection report			
5.114	Record name and operator ID of anyone making changes to inspection record			
5.115	Support ability to perform inspections in the field and upload results to main system			
5.116	Ability to associate a scanned image (i.e., "pre-fire plan") to a location.			
	<b>Protection /Life Safety Features</b>			
5.117	Ability to track the following features associated with a business:			
5.118	Occupancy number			
5.119	Business name			
5.120	Address			
5.121	Knox box (Padlock/electric switch)			
5.123	Fire Department Control (FDC) panel location			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.124	Location of FDC for sprinkler systems (multiple)			
5.125	Type of standpipe			
5.126	Location of standpipe supply inlets (multiple)			
5.127	Location of standpipe outlets (multiple)			
5.128	PIV or OSY valves			
5.129	Description of hazards			
5.130	Outlet location			
5.131	Shut-off locations:			
5.132	Electrical			
5.133	Gas			
5.134	Water			
5.135	Remarks			
5.136	Nitrous Oxide			
	<b>Hazardous Material Information</b>			
5.137	Ability to maintain information on hazardous materials located at business locations:			
5.138	Occupancy number			
5.139	Business name			
5.140	Reporting area			
5.141	Full address			
5.142	Business Site Plan (Y/N)			
5.143	Chemical information (multiple)			
5.144	Chemical name			
5.145	Chemical trade name (Synonym)			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.146	Chemical brand name (Synonym)			
5.147	Hazardous Classification			
5.148	Department of Transportation (DOT) number			
5.149	Chemical Abstract Services (CAS) identification number			
5.150	Toxicity code			
5.151	Materials Safety Data Sheet reference number			
5.152	Hazard classification code (DOT guide book)			
5.153	Ambient State			
5.154	Amount of stored chemical/maximum stored			
5.155	Amount of stored chemical/average stored			
5.156	Unit of measure			
5.157	Location of the material stored on premise			
5.158	Remarks			
5.159	Ability to associate all occupancy records together for comprehensive review and reporting			
5.160	Ability to embed MSDS with occupancy records.			
	<b>Storage Tanks</b>			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.161	Ability to manage information about under and above ground storage tanks by:			
5.162	Abandoned in place			
5.163	Amount of inspection fee			
5.164	Business name			
5.165	Capacity of tank (gallons)			
5.166	Construction of tank			
5.176	Contents of tank			
5.177	Date of installation			
5.178	Date tank was filled			
5.179	Date tank was removed			
5.180	Initial inspection date			
5.181	Last date of inspection			
5.182	Location code			
5.183	Manufacturer of tank			
5.184	Model number of tank			
5.185	Name of company that removed tank			
5.186	Name of tank installer			
5.187	Serial number of tank			
5.188	UL Number			
5.189	Tank type (under or above ground)			
5.190	Monitoring device used			
5.191	Pump Device used			
5.192	Type Pump			
5.193	Vapor recovery system			
	<b>Inspection Information</b>			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.194	The ability to track inspection activity information including notes on the type inspection, the hours spent, and the results of the inspection by:			
5.195	Address			
5.196	Amount of time spent on inspection			
5.197	Assigned to			
5.198	Business name			
5.199	Completed by			
5.200	Date			
5.201	Disposition of the inspection			
5.202	ID number of the inspector			
5.203	Number of violations cleared			
5.204	Number of violations issued			
5.205	Occupancy number			
5.206	Occupancy type			
5.207	Remarks			
5.208	Type of inspection			
5.209	Ability to select violation codes from agency-defined drop down lists.			
5.210	Ability to access and update inspection records from any workstation (mobile, desktop, etc.).			
5.211	Ability for inspection report to indicate whether additional technical/HAZMAT inspection is required.			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.212	Ability to update contact information during inspection.			
5.213	Ability to review or print prior fire incident and inspection history for scheduled occupancies.			
5.214	Ability to track disposition of any inspection by:			
5.215	Outstanding violations			
5.216	Cleared			
5.217	Completed			
5.218	Other			
5.219	Ability to maintain a master table associated with fire statutes and codes.			
5.220	Ability to track most frequently sited violations for a given time period.			
	<b>Inspection Schedule</b>			
5.221	Ability to create and track inspection schedule for fire prevention staff by:			
5.222	Individual location			
5.222	Batch locations (e.g. whole mall or an entire street block)			
5.224	Ability to create an event in the calendar automatically from inspection and re-inspection intervals.			
5.225	Ability to allow appropriate inspector(s) to easily search for upcoming inspection due dates (e.g., 30/60/120 days).			
5.226	Ability to rotate grouped inspection			

## 5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	responsibilities (e.g., between companies and shifts).			
5.227	Ability to identify premises requiring permitted inspectors versus duty crews.			
5.228	Ability to refer an inspection to another division or higher authority.			
	<b>Violation and Citations</b>			
5.229	The system shall allow the addition of an unlimited number of the following record types:			
5.230	Violations			
5.231	Citations			
5.232	Recommendations			
5.233	Referrals			
5.234	Fees			
5.235	Ability to create and maintain violation information by:			
5.236	Address			
5.237	Business name			
5.238	Date of violation			
5.239	Entered by			
5.240	Type of violation			
5.241	Number of violations			
5.242	Violation code based on International Fire Code			
5.243	Citation number			
5.244	Date of notice of violation			

**5. FIRE INSPECTIONS, PREVENTION, AND PREMISEE PRE-PLANS**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
5.245	Date violation was cleared			
5.246	Date by which the violation should be cleared			
5.247	Comments			
5.248	Ability to track re-inspections and associate with original inspection.			
5.249	Ability to track new violations that arise on re-inspection and associate with original inspection.			
5.250	Ability to set up automatic intervals for re-inspections.			
5.251	Ability to override re-inspection dates.			
5.252	Ability to generate invoice letters for re-inspection fines or fees.			
5.253	Ability to attach digital photos to a violation/citation in the database.			
5.254	Ability to add and clear multiple violations on a single screen			
5.255	Ability to track the most frequent violations and citations over a given period of time (user defined)			

## 6. PERMIT INFORMATION

6. PERMIT INFORMATION		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Permit Information</b>			
6.1	Ability to track and issue permits.			
6.2	Ability to capture the following permit information, including, but not limited to:			
6.3	Occupancy number			
6.4	Address			
6.5	Business name			
6.6	Event name			
6.7	Event type			
6.8	Permit number			
6.9	Date permit issued			
6.10	Expiration date			
6.11	Fee date			
6.12	Permit detail			
6.13	Comments			
6.14	Ability to issue multiple permits (same or different types) for one occupancy.			
6.15	Ability to indicate if a permit has been revoked by:			
6.16	Date			
6.17	Reason			
6.18	Resolution			
6.19	Ability to track permit history.			

## 7. FIRE INVESTIGATION

7. FIRE INVESTIGATION		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Fire investigation</b>			
7.1	Support ability to track fire investigation (Case Log)			
7.2	By Definable Activity Types			
7.3	Investigator assigned to Activity			
7.4	Time to complete Activity			
7.5	The Juvenile Fire Setter section within the investigations module shall have separate security settings			
7.6	Allow designation of an incident as a potential arson, with ability to record additional fields of associated information			
7.7	Investigation data could include:			
7.8	Investigator name and ID			
7.9	PD investigator assigned			
7.10	PD case number			
7.11	Date case begun			
7.12	Date case closed			
7.13	Suspect information/statements (unlimited)			
7.14	Witness information/statements (unlimited)			
7.15	Property owner			
7.16	Evidence taken (unlimited)			
7.17	Who collected evidence			
7.18	Track Chain-of-Evidence			
7.19	Characteristics of fire/MO			
7.20	Cause of fire			

**7. FIRE INVESTIGATION**

<b>7. FIRE INVESTIGATION</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
7.21	Status of case			
7.22	Narrative			
7.23	Ability to attach graphic file(s) to an investigation record (e.g., fire scene diagram)			
7.24	Ability to restrict assigned investigator to certain information			
7.25	Ability to assign investigator(s) to case			
7.26	Ability to relate many incidents to one case			
7.27	Ability to attach any Windows-compliant file(s) to an investigation record			
7.28	Allow case status to be updated with ongoing activities and notes			
7.29	Ability to import initial NFIRS report into the investigation record.			
7.30	Support ability to view and print entire case report			

## 8. APPARATUS, EQUIPMENT AND MAINTENANCE

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Vehicle Information</b>			
8.1	Ability to group Equipment by Class and Sub-Class.			
8.2	Ability to capture and track the following vehicle maintenance information:			
8.3	Type of vehicle			
8.4	Agency applied vehicle number			
8.5	Asset tag number			
8.6	Certified Gross Vehicular Weight			
8.7	Classification			
8.8	Company			
8.9	Date acquired/put in service			
8.10	Date of last inspection and/or scheduled maintenance			
8.11	Date of next inspection and/or scheduled maintenance			
8.12	Disposal information (date, to, method, mileage, amount)			
8.13	General description			
8.14	Initial cost			
8.15	Make			
8.16	Manufacturer			
8.17	Model			
8.18	NIMS resource type			
8.19	Pump			
8.20	Impeller diameter			

## 8. APPARATUS, EQUIPMENT AND MAINTENANCE

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
8.21	Make			
8.22	Model			
8.23	Serial number			
8.24	Number of stages			
8.25	Priming device type			
8.26	Rated capacity			
8.27	Relief device			
8.28	Suction hose			
8.29	Remarks			
8.30	Scheduled replacement date			
8.31	Station			
8.32	Status at inspection			
8.33	Type			
8.34	Vehicle Identification Number (VIN)			
8.35	Vendor			
8.36	Ability to capture and track the following additional vehicle maintenance items:			
8.37	Agency-assigned vehicle number (asset number)			
8.38	Date entered			
8.39	Date repaired/resolved			
8.40	Description of maintenance item or symptom			
8.41	Station ID			
8.42	Status (e.g., part ordered, replaced, etc.)			
	<b>Equipment Maintenance, Repair and</b>			

## 8. APPARATUS, EQUIPMENT AND MAINTENANCE

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Testing</b>			
8.43	Ability to manage equipment maintenance and repair function with the following data:			
8.44	Type			
8.45	Agency-			
8.46	General description			
8.47	Inspected/tested by (e.g., Officer ID, Name)			
8.48	Type of inspection/test			
8.49	Date of inspection/test			
8.50	Status (e.g., pass/fail, etc.)			
8.51	Next action/inspection to be made			
8.52	Date of next action/inspection			
8.53	Remarks			
8.54	Ability to manage and track pump test and inspection.			
8.55	Ability to manage and track aerial testing and inspections.			
	<b>Hose Inspection and Testing</b>			
8.56	Ability to capture and maintain the following hose information			
8.57	Hose number ID			
8.58	Station ID			
8.59	Diameter size			
8.60	Type of hose			
8.61	Length			

## 8. APPARATUS, EQUIPMENT AND MAINTENANCE

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
8.62	Manufacturer			
8.63	Date placed in service			
8.64	Date tested			
8.65	Pressure tested at (400/300/250 psi)			
8.66	Employee ID of tester/inspector			
8.67	Results			
8.68	Visual/physical check (pass, fail)			
8.69	Pressure test (pass, fail)			
8.70	Remarks			
8.71	Ability to maintain history of testing dates and results.			
	<b>Breathing Equipment</b>			
8.72	Breathing apparatus data should include:			
8.73	Location, by station, apparatus, and operator			
8.74	Serial number			
8.75	Purchase date			
8.76	Cylinder check			
8.77	Regulator function			
8.78	Diaphragm function			
8.79	Face piece and tube status			
8.80	Name and ID of individual performing test			
8.81	Date and time of test			
8.82	Next scheduled test date			
8.83	Test results			
	<b>Hazmat Monitoring Equipment</b>			

## 8. APPARATUS, EQUIPMENT AND MAINTENANCE

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
8.84	Hazmat monitoring equipment data should include:			
8.85	Serial number			
8.86	Type of monitor			
8.87	Date entered into service			
8.88	Date of last calibration			
8.89	Date of last maintenance			
8.90	Maintenance action taken			
8.91	Name and ID of individual performing action			
8.92	Next scheduled maintenance date			
	<b>Hazmat Suits</b>			
8.93	Hazmat suits data should include:			
8.94	ID number			
8.95	Type of suit			
8.96	Date entered into service			
8.97	Date of last test			
8.98	Test results			
8.99	Maintenance action taken			
8.100	Name and ID of individual performing test			
8101.	Next scheduled test date			
	<b>Supply</b>			
8.102	Track inventory from usage on apparatus to link in warehouse via barcode			

## 9. HYDRANTS

9. HYDRANTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Hydrant Maintenance Requirements</b>			
9.1	Support ability to record disposal by user, date, and reason disposed of (e.g., broken, burned, etc.)			
9.2	Allow test record to be viewed online without making any changes to record			
9.3	Support ability to print out complete test report			
9.4	Hydrant data would include:			
9.5	Hydrant ID			
9.6	Hydrant manufacturer			
9.7	Hydrant location			
9.8	Out of service (check box)			
9.9	Coupling type			
9.10	Thread Type			
9.11	Location (by address)			
9.12	Main size			
9.13	Static pressure			
9.14	Residual pressure			
9.15	Flow pressure			
9.16	GPM (calculated by system)			
9.17	Test date			
9.18	Next scheduled test date			
9.19	ID of person performing test			
9.20	Indicator of test pass/fail			
9.21	Corrections required, if test failed			

**9. HYDRANTS**

9. HYDRANTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
9.22	Comments			
9.23	Ability to schedule maintenance activities:			
9.24	By hydrant			
9.25	By flow test			
9.26	Ability to add a hydrant to the maintenance schedule.			
9.27	Ability to remove a hydrant from the maintenance schedule.			
9.28	Ability to assign personnel to hydrant maintenance activities:			
9.29	By station			
9.30	By shift			
9.31	Ability to capture the following hydrant maintenance information:			
9.32	Hydrant activities (user-defined)			
9.33	Hydrant activity start date			
9.34	Hydrant activity start time			
9.35	Hydrant activity end date			
9.36	Hydrant activity end time			
9.37	Hydrant Inspections: (multiple)			
9.38	Date of Inspection			
9.39	Time of Inspection			
9.40	Individual/Unit doing Inspection			
9.41	Total time of Inspection			
9.42	Inspection/Service:			
9.43	Inspected (check box)			

**9. HYDRANTS**

9. HYDRANTS		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
9.44	Flushed (check box)			
9.45	Serviced (check box)			
9.46	Other Service with Drop Down List (user definable)			
9.47	Repair:			
9.48	Defect found with Drop Down List (user definable)			
9.49	Defect Reported (check box)			
9.50	Repair Required (check box)			
9.51	Notes/Remarks			
9.52	Hydrants Flow Test: (multiple)			
9.53	Date of Flow Test			
9.54	Time of Flow Test			
9.55	Individual/Unit doing Flow Test			
9.56	Total time of Flow Test			
9.57	Pitot Gage			
9.58	Diameter of Outlet			
9.59	Discharge Coefficient			
9.60	Correction factor			
9.61	GPM Flow, Calculated			
9.62	Static Pressure			
9.63	Residual Pressure			
9.64	Calculated GPM Flow:			
9.65	At 20 PSI Residual			
9.66	At 10 PSI Residual			
9.67	At 0 PSI Residual			

**9. HYDRANTS**

<b>9. HYDRANTS</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
9.68	Notes/Remarks			

**10. TRAINING, ROSTER & PERSONNEL**

<b>10. TRAINING, ROSTER &amp; PERSONNEL</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	<b>Training</b>			
	<b>Course Scheduling</b>			
10.1	Ability to define and track available training classes, including, but not limited to the following:			
10.2	Course code			
10.3	Description			
10.4	Location			
10.5	Instructor			
10.6	Number of hours of training			
10.7	Certification			
10.8	Ability to maintain a list of instructors with the following information:			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
10.9	Specialty			
10.10	Qualifications			
10.11	Ability to schedule participants for a class.			
	<b>Course Information</b>			
10.12	Ability to track the following information for each course that is held:			
10.13	Name/course title			
10.14	Course number			
10.15	Instructor			
10.16	Start date/time			
10.17	End date/time			
10.18	Location			
10.19	Hours			
10.20	Attendees			
10.21	Grades			
10.22	Ability to automatically update individual training record based on recorded course results.			
10.23	Ability to alert supervisors of training deficiencies (e.g. failed or missed class).			
	<b>Individual Training Records</b>			
10.24	Ability to maintain and track general individual training information, including, but not limited to:			
10.25	Name			
10.26	Employee ID			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
		Vendor Response Code	Vendor Response Narrative	Item Pricing
Item No.	Narrative Requirement			
10.27	Employment Date			
10.28	Rank			
10.29	Assignment			
10.30	Education history detail			
10.31	School			
10.32	Number of units			
10.33	Years attended			
10.34	Degree(s) attained			
10.35	Special skills/qualifications			
10.36	Training certifications			
10.37	Certification/license type			
10.38	Date obtained			
10.39	Date of expiration			
10.40	Endorsements			
10.41	Remarks			
10.42	Courses and seminars attended (multiple)			
10.43	Dates			
10.44	Course name/title			
10.45	Course number			
10.46	Date training started (if applicable)			
10.47	Date training ended			
10.48	Hours completed			
10.49	Location			
10.50	Instructor			
10.51	Instructor/school			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
10.52	Certification number			
10.53	Completion status			
10.54	Grade received (P, F or completed)			
10.55	Training – able to show an individual's entire training history			
10.56	Ability to scan and attach images (e.g. certificates) to individual's Personnel Record.			
	<b>Daily Roster/Scheduling</b>			
10.57	Ability to receive roster information from the scheduling/roster program and populate the personnel file in RMS			
10.58	The shift schedule can be graphically displayed in multiple views: day, week, month, or year.			
10.59	The system shall be able to easily move employees between fire companies for temporary reassignment.			
10.60	The system shall track leave time, sick time, and other categories of leave.			
10.61	The system shall track overtime, trade time, pay premiums and other categories of time.			
10.62	Ability to interface with third party scheduling system.			
10.63	Ability to receive updated roster information from the scheduling/roster program as rosters change during the shift			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
10.64	Ability to manage a roster function to include but not be limited to the following data			
10.65	Agency			
10.66	Assignment			
10.67	Work schedule			
10.68	Company			
10.69	Date range			
10.70	Employee ID			
10.71	Name			
10.72	Rank or Position			
10.73	Schedule Code (work code or pay type)			
10.74	Station			
10.75	Ability to manage employee attendance and exceptions (e.g., disability, sick leave, vacation):			
10.76	Agency			
10.77	Assignment			
10.78	Company			
10.79	Date range			
10.80	Employee ID			
10.81	Free-form field for remarks			
10.82	Full name of person			
10.83	Person replacing			
10.84	Rank			
10.85	Schedule code			
10.86	Shift			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
		Vendor Response Code	Vendor Response Narrative	Item Pricing
Item No.	Narrative Requirement			
10.87	Station			
10.88	Time range			
10.89	Type of exception			
10.90	Ability to input multiple employee activity records per screen to speed data entry.			
10.91	Ability to manage the process in which employees may trade shifts to include but not be limited to the following data:			
10.92	Agency			
10.93	Assignment			
10.94	Company			
10.95	Date range			
10.96	Employee ID			
10.97	Free-form description of the exception			
10.98	Full name of person			
10.99	Person replacing			
10.100	Rank			
10.101	Schedule code			
10.102	Shift			
10.103	Station			
10.104	Time range			
10.105	Type of exception			
10.06	Ability to update roster data in real-time.			
	<b>Training Records</b>			
10.107	Ability to view individual training records at remote work stations.			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
10.108	Ability to retrieve training records by:			
10.109	Employee ID			
10.110	Training type			
10.111	Instructor			
10.112	Company			
10.113	Battalion			
10.114	Agency			
10.115	Ability to query training schedules based on a user-defined date range for a group or individual.			
10.116	Ability to display or print class roster information, including:			
10.117	Date for each class/program			
10.118	List of all participants, station/shift			
10.119	Grade information			
10.120	Instructor name			
10.121	Ability to display or print rosters for:			
10.122	Certified classes			
10.123	College unit classes for credit			
10.124	EMT certification			
10.125	HAZMAT certification			
10.126	State or national academy classes			
10.127	Paramedic certification			
10.128	Ability to print a summary of training activity by:			
10.129	Date			

**10. TRAINING, ROSTER & PERSONNEL**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
10.130	Individual			
10.131	Training type			
10.132	Ability to display an individual's training history..			
10.133	Ability to display or print an individual training summary report for a user-defined date range, including:			
10.134	Employee information			
10.135	All drills completed, with hours attended			
10.136	All training classes completed, with hours attended			
10.137	Ability to display or print a summary report of individual instructor hours by class and type for a user-defined date range.			
10.138	Ability to display or print the following:			
10.139	Employees by certification			
10.140	Certification renewals by date			
10.141	Instructor certifications			
10.142	Ability to generate summary reports for individuals that are certified, uncertified, due for certification, and overdue for certification.			
10.143	Ability to display or print training summary by battalion, division or company for a user-defined date range:			
10.144	Classes/drills held			
10.145	Summary of hours			

**11. MOBILE COMMAND ICS (NIMS)**

		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	<b>Minimum Requirement - General</b>			
11.1	The NIMS Support Center shall have found the ICS software "consistent" with NIMS "concepts" and NIMS "principles" following evaluation of the software in accordance with the National Incident Management System (NIMS) Supporting Technology Program (STEP).			
11.2	The ICS software proposed shall be a reliable and robust software product that can be effectively utilized on individual client computers without the need for a remote database.			
11.3	The ICS software proposed shall be a reliable and robust software product that can be utilized as a multi-user networked application.			
11.4	End users of the proposed ICS software shall be able to create a networked incident workgroup of two or more people to cooperatively assist with incident management while utilizing the software system.			
11.5	End users of the proposed ICS software shall be able to join a pre-existing incident workgroup, to cooperatively assist with incident management while utilizing the ICS software system.			
11.6	The proposed ICS software system shall allow multiple incident workgroups to operate simultaneously.			
11.7	The ICS software system proposed shall allow workgroup members local to, or remote from, the			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	incident scene to interchange data in pursuit of achieving desired incident outcomes.			
11.8	The ICS software proposed shall include client software that end users can interact with to manage their portion of an incident, <b><i>regardless</i></b> of network or server connectivity.			
11.9	The proposed ICS system client computer software shall run on top of either the Microsoft Windows XP operating system or Microsoft Vista operating system.			
11.10	The proposed ICS server software shall run on top of the Microsoft Server 2005 or later Microsoft operating system software.			
11.11	The proposed ICS software server back end database software shall be Microsoft SQL Server database software.			
11.12	The ICS software system proposed shall be structured to support operations along ICS organizational roles.			
11.13	The ICS software shall be configurable by the end user agency for use at any type of emergency incident or non-emergency venue			
11.14	Each first responder department or division within an overall end user agency shall be able to pre-configure the software based upon the unique needs of each department or division.			
11.15	The ICS software system proposed shall support different functional roles and related positions within an ICS organizational structure.			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
11.16	The ICS software system proposed shall allow the user to create an ad hoc organizational structure to reflect any incident scene organization whether it called out in NIMS or not.			
11.17	The ICS software system proposed shall allow an end user agency to manage multiple simultaneous emergencies.			
11.18	The ICS software system proposed shall allow an end user agency to manage multiple simultaneous non-emergency events or venues.			
11.19	The ICS software system proposed shall allow end users local to, and remote from, the incident scene to <b>create</b> a new incident workgroup.			
11.20	The ICS software system proposed shall allow end users local to, and remote from, the incident scene to <b>join</b> an existing incident workgroup.			
11.21	The ICS software system proposed shall automatically alert all other members of the same incident workgroup whenever a person joins the workgroup.			
11.22	The ICS software system proposed shall automatically alert all other members of the same workgroup whenever a member changes the incident rule of engagement, incident strategy mode, or incident condition from one mode or phase to another mode or phase.			
11.23	The feature set of the ICS software system proposed shall scale with the incident.			
11.24	The ICS software system proposed shall provide			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	human like speech as audible prompts to alert software users of key software related events, and the voice prompts shall be in addition any other audible or visual prompts provided.			
11.25	The voice prompts required above shall be in addition to standard audible and visual prompts software typically found in software applications.			
11.26	The ICS software proposed shall be configurable by the end user agency for use at any type of incident.			
11.27	The ICS software system proposed shall provide one or more ICS client software users with password protected access to the ICS server software.			
11.28	The ICS software proposed shall be a commercial off-the-shelf (COTS) application that requires neither feature customization or function customization for everyday use.			
11.29	The ICS software proposed shall be such that it is practical for day in and day out use by first responders, whenever they implement their ICS system in the field.			
	<b>Minimum Requirements - Robust Software Application</b>			
11.30	ICS client software shall effectively run both prior to establishing a connection with the ICS software server, and in the event of loss of the connection to the server.			
11.31	ICS software clients shall automatically reconnect			

11. MOBILE COMMAND ICS (NIMS)				
		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	to the ICS server software and update the ICS server side database, following resumption of network or server availability.			
11.32	The ICS software proposed shall allow end users either local to, or remote from, the incident scene to access the appropriate incident workgroup provided sufficient bandwidth and access rights are available.			
11.33	The ICS software shall support near real-time replication of data between each client computer and the server database.			
	<b>Minimum Requirements - Graphic User Interface</b>			
11.34	The graphic user interface (GUI) for the proposed ICS software shall be optimized for use in <u>other</u> than well controlled office like shirt sleeve environments such as emergency operations centers (EOCs).			
11.35	The proposed ICS software GUI shall be optimized for use in conditions in which a computer touch screen or computer digitizer screen – rather than a mouse, trackball or touchpad – are the only computer screen pointing devices available to the end user.			
11.36	The ICS software system proposed shall have GUI and software features optimized such that <u>first on scene</u> incident commanders and follow up command post staff members -- <u>rather than</u> dedicated software operators -- can personally			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	use the software in an effective manner.			
	<b>Minimum Requirements - Reference Information</b>			
11.37	The software system shall provide browser based access to public and private websites.			
11.38	The ICS software proposed shall provide a basic document management capability through a web browser interface. Management capability is defined as ICS application features to locate, retrieve, display, save to disk, and print accessible documents.			
11.39	The ICS software proposed shall ensure that the compatible document management software file format shall include ASCII text.			
11.40	The ICS software proposed shall ensure that a compatible document management software file format shall include Portable Document Format (PDF).			
11.41	The ICS software proposed shall ensure that a compatible document management software file format shall include Microsoft Office Word.			
11.42	The ICS software proposed shall ensure that a compatible document management software file format shall include Microsoft Office Excel.			
11.43	The ICS software proposed shall ensure that a compatible document management software file format shall include Microsoft Rich Text Format (RTF).			
11.44	The ICS software proposed shall include a			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	separate executable or feature set that allows creation and maintenance of a document and pre-plan website or a document and tactical survey website.			
11.45	The website creation application or feature set called for above shall require that an end user creating and maintaining a web site need only know how to start the application, use a mouse to control the application, and navigate through the Microsoft Windows folder system to find and select files and content for the web site.			
	<b>Minimum Requirements - Data Logging and Information Reporting</b>			
11.46	The ICS software system proposed shall include a feature that automatically logs all incident events managed by and through the software.			
11.47	The ICS software system proposed shall automatically date and time stamp all logged incident events written to the ICS software system log.			
11.48	The proposed ICS software system shall include a log merge feature that allows a user to merge incident event log data from multiple event logs following software shutdown.			
11.49	The ICS software proposed shall include softcopy NIMS ICS Forms that can be manually filled in, saved, and printed by end users.			
11.50	The ICS software shall provide a high level summary report upon end user request, to include			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	incident benchmarks, incident objectives, incident task assignments, incident divisions or groups, incident resources, and basic radio plan information.			
11.51	The ICS software proposed shall upon request provide an Incident Benchmarks report.			
11.52	The ICS software proposed shall upon request provide an Incident Operational Objectives report.			
11.53	The ICS software proposed shall upon request provide an Incident Task Assignments report.			
11.54	The ICS software proposed shall upon request provide Checklist report(s).			
11.55	The ICS software system proposed shall upon user request generate ICS 201, ICS 206, ICS 207, ICS 213, and ICS 214 forms with incident data currently available to the system <b><i>automatically</i></b> filled in.			
11.56	The ICS software system proposed shall allow any system user to drill down to view ICS position and resource specific incident information by clicking on the ICS Form 207 automatically generated within the ICS software.			
11.57	The proposed ICS software system shall allow web browser access to view incident information to include incident location, incident type, incident start date, incident start time, incident name, ad hoc incident description (if any) entered when the ICS software was first started for the incident, current incident organization table, current			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	incident objectives, current incident task assignments, incident report log, personnel assigned to incident, and text messages exchanged between incident workgroup members.			
11.58	Any end user given web browser access to the ICS system server application shall be able to view server archived incident data to include incident report logs, incident messages, and incident resource data in the form of one or more ICS 214 Forms.			
	<b>Minimum Requirements - Software Support (AKA - Maintenance)</b>			
11.59	The ICS system software vendor shall provide ICS software version upgrades through a standardized software enhancement and software support (SSSE) subscription optionally available to the customer on an annual basis.			
11.60	The ICS systems software vendor shall provide ICS software support (AKA – maintenance) through the optional subscription described above.			
11.61	Customers with current subscriptions shall be able to request optional software support subscription services from the ICS software vendor, during normal vendor business hours (AKA - 8 x 5) via telephone, email, or facsimile.			
11.62	The vendor shall respond to requests for software support assistance no later than close of business			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	the next day.			
	<b>Minimum Requirements - Communication/Interfaces/Integration/</b>			
11.63	The ICS software application shall exchange data via local or wide area networks through the TCP/IP protocol and the HTTP protocol as needed. This requirement does not preclude the ICS software proposed from being operated over commercial wireless networks and proprietary wireless systems.			
11.64	The proposed ICS software shall include an Application Programming Interface (API) Software Development Kit (SDK) (AKA – programmers interface) so that ICS software integration with, or interfaces to, other systems can be created and maintained. Note that sending or receiving of simple database to database SQL queries and related simple data interchange is <b>not</b> considered integration or interfacing as required herein.			
11.65	The proposed ICS software shall have an API SDK that has been successfully used to interface or integrate the ICS software with at least two other local or remote systems, Successful "systems" specifically include, but is not limited to, a computer aided dispatching (CAD) systems.			
11.66	Minimum network hardware requirements for network operation of the ICS software system proposed are two (2) or more computers, CAT 5 cable, a network hub, and a network card for each			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	computer. Network hardware requirements for any other hardware or software (other than Windows XP and Windows Server 2005 or newer) are not an acceptable alternative to this requirement.			
11.67	The ICS software system proposed shall allow synchronization of client and server date and time properties automatically via a network time protocol (NTP) feature.			
11.68	The proposed ICS software system shall allow one incident work group member to send one or more text messages to any, or all, other incident workgroup members via an email like feature.			
11.69	The ICS software client proposed shall optionally be capable of importing incident type, incident location, and individual resource data from a CAD system.			
11.70	The ICS software client proposed shall have an optional interface to the FireTrax accountability system.			
11.71	The ICS software system proposed shall have a feature that allows other software executables such as ESRI's ARC Reader, Microsoft Office Word, etc. running on the ICS client computer to be called from, and run within, the ICS client software GUI.			
	<b>Specific Requirements</b>			
11.72	The ICS software shall be end user configurable for incident related benchmarks.			
11.73	The ICS software shall be end user configurable			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	for operational objectives.			
11.74	The ICS software shall be end user configurable for sections, strike teams, task forces and groups.			
11.75	The ICS software shall be end user configurable for individual resources that may be used during incidents.			
11.76	The ICS software shall be end user configurable for individual resource attributes or properties such as resource type, related run card(s), etc.			
11.77	The ICS software shall be end user configurable for run cards listing the assignment of individual resources (AKA – units) to an incident.			
11.78	The ICS software shall be end user configurable for timer controlled PAR check prompts.			
11.79	The ICS software shall be end user configurable for timer controlled strategy mode, incident condition, or rule of engagement prompts.			
11.80	The ICS software shall be end user configurable for an individual resource "stop watch" feature.			
11.81	The ICS software shall be end user configurable for an agency roster.			
11.82	The ICS software shall be end user configurable for ICS positions that may be used during an incident.			
11.83	The ICS software shall be end user configurable for an incident related radio channel or radio frequency data for a basic radio plan.			
11.84	The ICS software shall be end user configurable for incident management checklists.			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
11.85	The ICS software shall be end user configurable for software applications external to the ICS software that can however, run within the ICS software GUI.			
11.86	The ICS software shall be end user configurable so unique raster based images for use in the ICS software whiteboard feature can be added to the system.			
	<b>Incident Organization Table</b>			
11.87	The ICS software shall have an incident organization table where functional or geographic areas of responsibilities as well as associated individual resources can be added, displayed, moved, swapped and removed.			
11.88	The ICS software shall have an incident organization table where individual resources can be added, displayed, moved, swapped and removed.			
11.89	Basic incident organization table data for the proposed ICS software shall be made available for use based upon incident type filters and run cards preloaded upon request into the software.			
11.90	Incident organization table data shall also be available by picking it from selection boxes with pre-filled data, or by typing ad hoc data into the table			
11.91	Incident organization table data shall automatically be inserted into the system's ICS 201 form to graphically reflect the current incident			

11. MOBILE COMMAND ICS (NIMS)				
		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	organization.			
11.92	Incident organization table data shall automatically be inserted into the systems' ICS 207 form to graphically reflect the current incident organization when the software is being used in a multi-user mode.			
11.93	The ICS software shall write incident organization table data changes to the Report Log feature.			
	<b>Benchmarks, Objective, Task Assignment, and Division or Group Management</b>			
11.94	The ICS software end user shall have the ability to actively manage benchmark, objective, task assignments, and functional or geographic related data within the incident organization table previously called for within this RFP.			
11.95	Benchmark, operational objective, task assignment, and functional or geographic related data (e.g. - section, division, group, etc.) available for use within the incident organization table shall primarily be based upon incident type filters pre-loaded into the ICS software.			
11.96	End users shall also be able to either type new operational objective, task assignment, and functional or geographic related data into the ICS software incident organization table or select operational objective, task assignment and division or group data from that preloaded into the ICS software.			
11.97	Benchmark, operational objective, task			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	assignment, and functional or geographic related data listed upon the incident organization table shall automatically be inserted into the ICS 201 form.			
11.98	The ICS software shall write operational objective, task assignment, and functional or geographic related data changes to the Report Log feature.			
	<b>Incident Resource Typing</b>			
11.99	The software system shall be able to optionally display to both the incident organization table and whiteboard, individual resources by resource type font colors pre-configurable by end users.			
	<b>Radio Channel or Frequency Data</b>			
11.100	End users shall be able to manage radio channel/frequency data for functional or geographic areas of responsibility while managing an incident.			
11.101	Pre-loaded radio channel/frequency data shall be available to ICS software end users while managing an incident.			
11.102	ICS software end users shall also be able to add radio channel/frequency data on the fly during an incident.			
11.103	Radio Channel/Frequency data used during an incident shall automatically be inserted into the ICS 201.			
11.104	Channel/Frequency data changes shall be automatically reflected in the ICS software Report Log.			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	<b>Crewmember (AKA - Personnel) Data</b>			
11.105	The ICS software shall be capable of associating one or more crew members (AKA - personnel) with an individual resource.			
11.106	Crewmember association with an individual resource shall be optionally automatic through pre-configuration.			
11.107	Crewmember association with an individual resource shall be optionally automated through acceptance from CAD or RMS software running on local or remote computers			
11.108	Crewmember association with an individual resource shall be optionally automatic through manual end user selection of one or more crewmember names from a pre-loaded selection list.			
11.109	Crewmember association with an individual resource shall be optionally possible through manual keyboard entry.			
11.110	Crewmember data associated with an individual resource shall be automatically inserted into the ICS 201.			
11.111	Crewmember data changes shall be automatically reflected in the ICS software Report Log.			
	<b>Incident Checklists</b>			
11.112	End users shall be able to utilize one or more user configurable ICS software checklists during an incident.			
11.113	Checklist status and status changes shall be			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
	automatically be reflected in the ICS software Report Log.			
11.114	Checklists managed during an incident shall be saved (AKA - archived) automatically upon incident termination.			
11.115	End users shall be able to retrieve, display and print archived soft copy Checklists.			
11.116	Checklist item data changes shall be automatically reflected in the basic ICS software Report Log.			
11.117	<b>Incident Scene Whiteboard</b>			
11.118	The ICS software shall have an enhanced incident whiteboard.			
11.119	End users shall be able to pre-load and store raster based pre-fire plan or tactically survey images for use within the ICS software whiteboard feature.			
11.120	ICS software users shall be able to display, mark up, save, zoom into, zoom out of, and drag and drop individual resource icons onto a preloaded image displayed within the whiteboard.			
11.121	ICS software users shall be able to display, mark up, save, zoom into, zoom out of, and drag and drop individual resource icons onto whiteboard raster images added on the fly.			
11.122	The current whiteboard image shall automatically be inserted into any ICS 201 Form generated by the ICS software.			
	<b>ICS Software Alerts</b>			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
11.123	The ICS software shall have end user configurable alerts with visual and audible prompts.			
11.124	Alert expiration times shall be end user configurable.			
11.125	Alert events shall include calls for PAR Checks.			
11.126	Alert events shall include strategy mode, incident condition, or rule of engagement confirmation or change.			
11.127	Alert events shall include calls for personnel accountability report (PAR) checks.			
11.128	Alert events shall include expiration of an Ad Hoc Reminder.			
11.129	Alert events shall include expiration of individual resource (AKA - unit) timers.			
11.130	Audible alerts for calls for strategy mode or rule of engagement review, calls for personnel accountability report (PAR) checks, expiration of the Ad Hoc Reminder feature, expiration of individual resource Unit timers shall be a human sounding voice which specifies the alert which is expiring.			
11.131	An individual resource Stop Watch feature shall also be included within the ICS software proposed, but the feature need not initiate any alert			
11.132	Software Alerts shall be automatically written in the ICS software Report Log.			
	<b>PAR Check</b>			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
11.133	The ICS software shall have the capability for the end user to manage a PAR Check upon a "Call for PAR" Alert.			
11.134	The end user shall be able to track the results of a PAR check for each geographic or functional area of responsibility and the results will be automatically written to the Report Log.			
11.135	The ICS software shall automatically activate the Roll Call feature upon an unsuccessful PAR check of one or more people or units.			
11.136	PAR check events shall be automatically reflected in the ICS software Report Log.			
	<b>Roll Call</b>			
11.137	The ICS software shall have the capability to manage a roll call process upon request of the ICS software user.			
11.138	The ICS software shall have the capability to manage a roll call process automatically upon an unsuccessful PAR Check.			
11.139	Roll call data shall include individual resource ID and – if available within the ICS software - crewmember names associated with the resources being managed.			
11.140	Roll call data changes shall be automatically reflected in the ICS software Report Log.			
	<b>Crewmember (AKA - Personnel) Data</b>			
11.141	The ICS software shall have the capability for each end user to enter, retrieve, and display data regarding crewmembers or personnel associated			

**11. MOBILE COMMAND ICS (NIMS)**

		Vendor Use		
Item No.	Narrative Requirement	Vendor Response Code	Vendor Response Narrative	Item Pricing
	with the incident.			
11.142	ICS software users shall be able to identify crew members by pre-configurable types such as suspects, hostages, injured, killed, etc. associated with an incident.			
11.143	The ICS software shall write personnel data changes to the Report Log feature.			
11.144	The ICS software shall automatically write personnel data changes to the ICS 201 feature.			
	<b>Property Data</b>			
11.145	The ICS software shall have the capability for each end user to enter, retrieve, and display ICS software property data.			
11.146	ICS software users shall be able to identify ICS software property by pre-configurable types.			
11.147	The ICS software shall automatically write ICS software property data changes to the Report Log feature.			
11.148	The ICS software shall generate and archive a softcopy ICS software property report upon incident termination whenever the property data feature is used.			
	<b>Vehicle Data</b>			
11.149	The ICS software system shall have the capability for each end user to enter, retrieve, and display data regarding different vehicles associated with an incident.			
11.150	The ICS software shall write Vehicle data changes to the report log feature.			

<b>11. MOBILE COMMAND ICS (NIMS)</b>				
		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
11.151	The ICS software shall generate and archive a softcopy vehicle data report upon incident termination whenever the vehicle data feature is used.			
	<b>Report Log</b>			
11.152	The ICS software shall automatically generate a log of incident scene related events and activities managed by and through the software.			
	<b>Real Time Data Transfer</b>			
11.153	Any one ICS software user shall be able to transfer incident data in near real time to another ICS user that is part of the same incident workgroup.			
11.154	A "Pass Command" data feature shall be part of the ICS software data transfer capability called for above.			
11.155	Any one ICS software user shall be able to transfer geographic or functional data to another ICS software user.			
11.156	Any one ICS software user shall be able to transfer individual resource and associated data to another ICS software user.			
11.157	Pass command and general data transfer events shall be automatically written to the ICS software Report Log.			
11.158	Data transfer shall be compatible with TCP/IP based LAN, WAN, WLAN, or WAN wireless networks.			
	<b>Planning Oriented Requirements</b>			

<b>11. MOBILE COMMAND ICS (NIMS)</b>		<b>Vendor Use</b>		
<b>Item No.</b>	<b>Narrative Requirement</b>	<b>Vendor Response Code</b>	<b>Vendor Response Narrative</b>	<b>Item Pricing</b>
11.159	The ICS software proposed shall support the development of incident action plans for future operational periods or for specific venues.			
11.160	The ICS software system proposed shall allow end users to create and maintain duty rosters.			
11.161	The ICS software system shall support development of action plans for different event types created during a pre-planning phase.			

## SECTION IX COST PROPOSAL

This section identifies the Cost Proposal requirements that vendors are required to submit with their proposal response.

### LUMP SUM ONE-TIME COSTS

Proposing vendors are to provide a lump sum cost proposal for all services required in this RFP Scope of Work. Additional supporting price schedules may be submitted, but formal proposal costs must be distributed to the categories provided in the table above. Cost Proposals shall also provide a minimum level of detail as identified below:

<b>ONE-TIME COSTS FOR CAD SYSTEM</b>	
<b>Item</b>	<b>Vendor Response</b>
1. Computer and Network Hardware and Peripheral Equipment: a) Servers b) Network Elements c) Workstations d) Peripheral Equipment e) Other: _____	\$
1. Application Software and Product Licensing. Application Module/Product Name: a) _____ b) _____ c) _____	\$
2. Professional Services, Project Management and Implementation Services	\$
3. Out-of-Pocket Implementation Expenses	\$
4. Network Configuration & Provisioning Support	\$
5. Services Provided on any Hourly, 'Per Unit' or Volume Basis	\$
6. Post Cutover/Warranty Period Coverage	\$
7. Surety (Proposal Bond, Performance Bond or others)	\$
<b>TOTAL ONE-TIME COST PROPOSAL</b>	<b>\$</b>

<b>ONE-TIME COSTS FOR CAD SYSTEM</b>	
<b>Item</b>	<b>Vendor Response</b>

<b>ONE-TIME COSTS FOR MOBILE DATA &amp; ELECTRONIC REPORTING (OPTIONS 1 &amp; 2)</b>	
<b>Item</b>	<b>Vendor Response</b>
8. Computer and Network Hardware and Peripheral Equipment: f) Servers g) Network Elements h) Workstations i) Peripheral Equipment j) Other: _____	\$
2. Application Software and Product Licensing. Application Module/Product Name: d) _____ e) _____ f) _____	\$
9. Professional Services, Project Management and Implementation Services	\$
10. Out-of-Pocket Implementation Expenses	\$
11. Network Configuration & Provisioning Support	\$
12. Services Provided on any Hourly, 'Per Unit' or Volume Basis	\$
13. Post Cutover/Warranty Period Coverage	\$
14. Surety (Proposal Bond, Performance Bond or others)	\$
<b>TOTAL ONE-TIME COST PROPOSAL</b>	<b>\$</b>

<b>ONE-TIME COSTS FOR FIRE RMS (OPTION 3)</b>	
<b>Item</b>	<b>Vendor Response</b>
15. Computer and Network Hardware and Peripheral Equipment: k) Servers l) Network Elements m) Workstations n) Peripheral Equipment o) Other: _____	\$
3. Application Software and Product Licensing. Application Module/Product Name: g) _____ h) _____ i) _____	\$
16. Professional Services, Project Management and Implementation Services	\$
17. Out-of-Pocket Implementation Expenses	\$
18. Network Configuration & Provisioning Support	\$
19. Services Provided on any Hourly, 'Per Unit' or Volume Basis	\$
20. Post Cutover/Warranty Period Coverage	\$
21. Surety (Proposal Bond, Performance Bond or others)	\$
<b>TOTAL ONE-TIME COST PROPOSAL</b>	<b>\$</b>

**OPTIONAL ONE-TIME COSTS**

\*\*\*\*\*

Vendors may also describe any optional enhancements or alternate proposals to their baseline proposal. Any cost responses to line item requirements should be summarized in this table.

<b>OPTIONAL ONE-TIME COSTS</b>	
<b>Item</b>	<b>Vendor Response</b>
Summary of line item costs identified in detailed Requirements responses	\$
Optional Enhancements for Hardware Warranty, Maintenance and/or Support (vendor to describe):	\$
Optional or Alternate Proposed Products or Services (vendor to describe):	\$

### **RECURRING COSTS**

Proposing vendors are to provide an additional schedule of annual recurring costs for the base configuration as proposed, including second (2nd) through sixth (6th) year maintenance and support, presuming a commitment by LCES on an annual basis. If a discount is offered for pre-payment of these recurring costs, clearly indicate the percentage and amount separately.

<b>RECURRING COSTS FOR CAD SYSTEM</b>	
<b>Item</b>	<b>Vendor Response</b>

<b>RECURRING COSTS FOR CAD SYSTEM</b>		
<b>Item</b>		<b>Vendor Response</b>
1. FIRST YEAR beginning after the One (1) Year (after Customer Acceptance) Warranty Period		
a) Annual Vendor-Provided Maintenance and Support	TOTAL	\$
b) Annual Licensing Fees: all vendor and third-party applications		\$
c) Services Provided on any Hourly, 'Per Unit' or Volume Basis		\$
• Cost Basis: _____		
2. YEAR 2 Vendor-Provided Maintenance and Support	TOTAL	\$
3. YEAR 3 Vendor-Provided Maintenance and Support	TOTAL	\$
4. YEAR 4 Vendor-Provided Maintenance and Support	TOTAL	\$
5. YEAR 5 Vendor-Provided Maintenance and Support	TOTAL	\$

**RECURRING COSTS FOR MOBILE DATA & ELECTRONIC REPORTING (OPTIONS 1 & 2)**

Item	Vendor Response
6. FIRST YEAR beginning after the One (1) Year (after Customer Acceptance) Warranty Period	
d) Annual Vendor-Provided Maintenance and Support TOTAL	\$
e) Annual Licensing Fees: all vendor and third-party applications	\$
f) Services Provided on any Hourly, 'Per Unit' or Volume Basis <ul style="list-style-type: none"> <li>• Cost Basis: _____</li> </ul>	\$
7. YEAR 2 Vendor-Provided Maintenance and Support TOTAL	\$
8. YEAR 3 Vendor-Provided Maintenance and Support TOTAL	\$
9. YEAR 4 Vendor-Provided Maintenance and Support TOTAL	\$
10. YEAR 5 Vendor-Provided Maintenance and Support TOTAL	\$

<b>RECURRING COSTS FOR FIRE RMS (OPTION 3)</b>		
Item		Vendor Response
11. FIRST YEAR beginning after the One (1) Year (after Customer Acceptance) Warranty Period		
g) Annual Vendor-Provided Maintenance and Support	TOTAL	\$
h) Annual Licensing Fees: all vendor and third-party applications		\$
i) Services Provided on any Hourly, 'Per Unit' or Volume Basis		\$
• Cost Basis: _____		
12. YEAR 2 Vendor-Provided Maintenance and Support	TOTAL	\$
13. YEAR 3 Vendor-Provided Maintenance and Support	TOTAL	\$
14. YEAR 4 Vendor-Provided Maintenance and Support	TOTAL	\$
15. YEAR 5 Vendor-Provided Maintenance and Support	TOTAL	\$

**SECTION 2 -EXCEPTION AND ADDITIONAL RESPONSE AREA**



**ADDITIONAL RESPONSE AREA**

## IMPORTANT NOTE

Due to heightened security at One Government Center, if your bid is to be delivered to the bid-opening site by other than US Mail, UPS or Federal Express, **you must complete, print and attach this label to the front of the container holding your document. Note: Upon entering One Government Center, you will be required to show a photo ID.**

Formal bid to: Lucas County Support Services  
One Government Center, Suite 480  
Toledo OH 43604-2247

Item for bid \_\_\_\_\_

Invitation to Bid No. or Request for Proposal No. \_\_\_\_\_

Date of Bid Opening \_\_\_\_\_

Bid Opening Time \_\_\_\_\_

Vendor Name \_\_\_\_\_