

CITY OF OCEANSIDE POLICE DEPARTMENT



REQUEST FOR PROPOSAL

FOR

INTEGRATED COMPUTER AIDED DISPATCH AND MOBILE COMPUTING SOLUTION

Due Before: December 6, 2013 before 4:00 PM PST

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1. INTRODUCTION

The City of Oceanside is soliciting vendors to submit written proposals for a comprehensive, fully integrated major upgrade and installation for a law enforcement CAD and Mobile Computing Solution interface. This includes hardware, software, maintenance, support and interfaces, etc. The goal of this RFP is for vendors to provide a single source proposal that includes all necessary items to be purchased, installed, and maintained by the vendor, not out-sourced resources. This RFP states the overall scope of products, services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

Firms responding to this request should be of adequate size and sufficiently staffed to perform the assignment described above in a timely manner.

The requirements and process set forth herein shall be binding on all responding vendors.

2. BACKGROUND

The City of Oceanside is located in Northern San Diego County. The city spans 42 square miles and has a population of approximately 180,000.

The Oceanside Police Department has 212 sworn officers and 89 non-sworn support staff. The Communications Center has 18 dispatchers, 4 call takers, 4 dispatch supervisors, and one manager. In 2012, it received 68,589 9-1-1 calls, 126,860 administrative calls, and dispatched 101,539 calls for service.

A review of our existing decade-old computer system has determined that this system does not meet the City's current and future growth requirements. The CAD system selected will be installed in the police facility, replacing the existing CAD system.

3. GENERAL INFORMATION

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

This RFP attempts to provide the respondents with sufficient information to fully understand the City's requirements and the environment in which the system proposed must be developed and will operate. Notwithstanding any of the specific details described in this RFP, it will be the obligation of the vendor to provide a system which works as a complete independent system meeting the requirements identified in this document. The contract which will be signed with the successful vendor will specify complete system responsibility. Any deviations must be clearly identified on an item by item basis.

4. SCOPE OF WORK

The scope of work shall consist of the provision and installation of real-time CAD system to support calls for service processing and the dispatch of law enforcement services for the City of Oceanside.

Vendors shall price their proposals based on the following:

Number of Dispatch Positions.....	9
Number of Backup/Administrations Positions	1
Number of mobile data users	85
Number of Dispatchers to be trained on CAD	30
Number of CAD system Administrators to be trained.....	6
Number of Trainers to be trained on CAD.....	5
Number of officers to be trained on MDC.....	227
Number of CAD workstations to be provided	11

It is the intent of the City of Oceanside to issue a single contract for all of the work described in the RFP. The vendor is required to respond to and provide pricing for all Specification sections. Any proposal which does not provide pricing for all sections of Specifications will be considered incomplete and may be rejected.

To aid the evaluation team in fully understanding the proposal submitted by each vendor and to ensure full awareness is given to each aspect of the proposal, any exception taken to, or alternative methodology proposed to the requirements specified in this proposal must be clearly noted and referenced in the RFP.

This RFP identifies functionality required by the City; responders may identify additional functions their systems offer. Any functionality beyond that required in the RFP that involves additional costs must be clearly identified as an alternate proposal item. Any exceptions taken to the requirements of the RFP will be considered in the evaluation process. Alternative methods the vendor may submit to meet the identified requirements must be clearly noted and documented; alternative methods presented in the preceding manner will not be considered exceptions.

The City will require firm price proposals for all aspects of the CAD system which will include:

- Hardware
- System software
- Customized application software
- Required Interface software
- Documentation
- Full system installation
- Training
- Implementation

- Data conversion/migration
- Service and maintenance
- Any other component necessary for a successful implementation

5. SUBMISSION DEADLINE

Responses are due before 4:00 p.m. PST on December 6, 2013 as recorded at the Oceanside Police Department, Attn: James Divis, at 3855 Mission Avenue, Oceanside, CA 92057. The City of Oceanside shall not accept proposals or amendments thereto after that date and time. Proposals received after that date and time will be returned to the vendor unopened at the vendor's expense.

6. EFFECT OF THE PROPOSAL SUBMISSION

Vendor's submission of a proposal constitutes an agreement to include provisions contained both in this RFP and in the vendor's proposal in any contract negotiated between the parties unless an exception or clarification to any such provision is clearly indicated. Full payment will be made "**only**" when the product meets performance standards and requirements by milestones and upon completion when we fully accept the product.

7. GENERAL CITY OF OCEANSIDE CONDITIONS

- LICENSE REQUIREMENT – A City of Oceanside business license is required for this contract, which shall be obtained and paid for by the Vendor.
- VENDOR PACKET – A City of Oceanside vendor packet is required for this contract, which shall be completed by the Vendor.
- FORM OF PROPOSAL - The proposal shall be submitted in the format and quantity specified in the proposal document.
- REJECTION OF PROPOSALS – The right is reserved to reject any and all proposals.
- NOTIFICATION OF WITHDRAWAL OF PROPOSAL – Proposals may be modified or withdrawn prior to the date and time specified for proposal submission by an authorized representative of the proposal or by formal written notice. Proposals submitted will become the property of the City after the proposal submission deadline.
- The City will require certain contractual obligations. These may include but are not limited to the following:

- Inclusion of Statement of Qualifications – The proposal submitted in response to this request will be required to be included as a part of the final contract with the selected vendor.
 - Insurance – The City will require the selected vendor to meet the City’s insurance requirements for the duration of the contract.
- RIGHTS TO PERTINENT MATERIALS – All responses, inquiries, and correspondence relating to this proposal and all reports, charts, displays, schedules, exhibits, and other documentation produced by the vendor that is submitted as part of the proposal shall become the property of the City when received by the City.
 - COMPLIANCE WITH CONTRACTUAL TERMS - A sample of the City's Agreement for Professional Services is included in this RFP. Provide a definitive statement of intent to comply with contract terms and conditions as delineated in this RFP. If proposed terms and conditions are not acceptable as described, note and explain any exceptions; however, failure to agree to terms required by law or City purchasing regulations may be grounds for disqualification of the proposal.
 - EXCEPTIONS TO THE PROPOSAL – All requested information must be submitted as indicated. Any exceptions to proposal terms and conditions must be included in writing in the proposal response.
 - CONFIDENTIALITY OF DOCUMENTS – All documents submitted as part of the vendor’s proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the City or its designated agents.
 - CONTRACT BOND - A Performance Bond equal to 100% of the total proposal price shall be provided by the successful bidder. Forms (sample) of bond are attached herein. The Faithful Performance Bond shall be maintained by the Contractor in full force and effect for a period of one year, following the completion date of the project. Securities or bank or savings and loan certificates of deposit may be substituted for any moneys withheld to ensure performance of the contract, pursuant to Section 22300 of the California Public Contracts Code.
 - EXECUTION OF CONTRACT – The contract shall be signed by the selected Vendor and returned within 30 days of the award of contract. No proposal shall be considered binding upon the City until the execution of the contract. Failure to execute the contract (after the selected Vendor has received notice that the contract has been awarded to him) shall be just cause for the annulment of the award. The award will be given to the next best-qualified respondent.
 - TERMINATION FOR DEFAULT – The City may, by written notice of default to the vendor, terminate any resulting order in whole or in part should the vendor fail to make satisfactory progress, fail to deliver within time specified therein or fail to deliver

in strict conformance to specifications and requirements set forth therein. In the event of such termination, the City reserves the right to purchase or obtain the supplies or services elsewhere, and the defaulting vendor shall be liable for the difference between the prices set forth in the terminated order and the actual cost thereof to the City. The prevailing market price shall be considered the fair repurchase price. If, after notice of termination of this contract under the provisions of this clause, it is determined for any reason that the Contractor was not in default under the provisions of this clause, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to the Termination for Convenience clause. The rights and remedies of City provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under resulting order.

- **TERMINATION FOR CONVENIENCE** – The City may, by written notice stating the extent and effective date, terminate any resulting order for convenience in whole or in part, at any time. The City shall pay the vendor as full compensation for performance until such termination the unit or pro rate price for the delivered and accepted portion, and a reasonable amount, as costs of termination, not otherwise recoverable from other sources by the vendor as approved by the City, with respect to the undelivered or unaccepted portion of the order, provided compensation hereunder shall in no event exceed the total price. In no event shall the City be liable for any loss of profits on the resulting order or portion thereof so terminated. The rights and remedies of City provided in this article shall not be exclusive and are in addition to any other rights and remedies provided by law or under resulting order.
- **CHANGES TO CONTRACT** – Any changes to the contract, the scope of work, or the time for performance shall be in writing and will not be effective until a contract change order has been executed by both parties.
- **PERSONAL SERVICES** – This is a professional services agreement between the parties, and contractor shall not assign, transfer or subcontract voluntarily or involuntarily any of its rights, duties or obligations under this agreement without the express written consent of the City in each instance.
- **COMMENCEMENT AND COMPLETION** – Work shall commence upon award and execution of contract and shall be completed as stipulated in the contract.
- **GOVERNING LAW** - Any contract shall be construed and interpreted according to the laws of the State of California.

8. SCHEDULE

The City intends to progress in the procurement in a series of orderly steps. The schedule that follows has been developed in order to provide adequate information for respondents to prepare definitive proposals and to permit the City to consider fully

various factors that may affect the decision. These dates shall be carefully observed; however, the City reserves the right to unilaterally postpone or otherwise modify these dates.

Activity	Date/Time Released
Release RFP	October 21, 2013
Deadline for questions	November 15, 2013 before 4:00 p.m. PST
Deadline for question responses	November 22, 2013
RFP Due date	December 6, 2013 before 4:00 p.m. PST
Evaluation/Site Visits	To Be Arranged
Recommendation to City Council	February 12, 2014 (Estimated)
Contract Award	February 12, 2014 (Estimated)
Anticipated Start Date	On or before March 1, 2014.

9. EVALUATION FACTORS

The City of Oceanside will award the contract to the vendor that most meet the needs based on three factors, Technical (which includes teaming, management, and staffing), Cost, and Past Performance.

10. SINGLE POINT OF CONTACT

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquires to the project manager below. Vendors shall submit all questions and requests for clarification or interpretation in writing via e-mail. The City of Oceanside will respond to questions submitted by the Response to Question Due Date. All responses to questions will be sent via e-mail to all vendors and posted to the Web.

James Divis
Public Safety Communications Manager
jdivis@ci.oceanside.ca.us

11. SITE TOURS

Site tours will be held at the Oceanside Police Department Communications Center. The facility to be toured is at the Oceanside Police Department Headquarters, 3855 Mission Avenue, Oceanside, CA 92057.

Attendance at the Site Tours is not mandatory for proposal submission.

Persons planning on attending the Site Tours are requested to make arrangements with the Project Manager, James Divis.

The Site Tours will be individually arranged between November 22, 2013 and February 1, 2014.

12. SPECIFICATION REQUIREMENTS

All proposals shall be for the entire system, as specified, to ensure that a system is provided and nothing remains to be purchased or supplied by the City other than those indicated. Proposal award will be made to a single vendor who will assume total responsibility, including supplying, installing, training users, and performing final checks of equipment, software, documentation and related materials provided under these specifications.

The Contract award will be given to a vendor based upon the system that is determined to be in the best interest of the City of Oceanside. Examples of the types of factors the City will use in making this determination are listed below:

- Conforms to software and hardware specifications
- Cost of the proposed software, hardware, training and other items
- Vendor's reputation with current and past users
- Similarity of proposed system to other systems in use by other agencies
- Availability of service and support
- Quality of service and support
- Potential for system growth
- Options available from the vendor
- Compatibility of CAD/GIS with existing computer hardware and software systems

The City of Oceanside seeks the following technical foundation:

- Windows 7 or newer based Client with multi-tasking capability
- 64-bit compatibility for both Client Machines and Servers
- Microsoft SQL 2008 Relational Database
- SQL administration and SQL programming will be required
- Integration to leverage desktop productivity tools such as Microsoft Office Suite, Open Office or alternative
- Widely accepted development foundation (i.e., VisualStudio.Net, J2EE, or WebSphere-MQ Series)

The core software applications required to meet the requirements of this RFP are as follows:

Law Enforcement CAD

- CAD Mapping
- E-911 Interface
- CAD Auto Routing
- CAD AVL
- State/NCIC Interface
- On-Line CAD Interface to State/NCIC Interface

- CAD Interface to local county systems
- CAD remote view only capabilities

Mobile Computing Software

- CAD to CAR
- CAR to CAR
- CAR to CAR and CAR to CAD (A Secure Conference mode)
- NCIC
- In-Car Mapping
- In-Car Routing
- AVL

13. RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

14. PROPOSAL TYPE AND REQUIREMENTS

The proposal shall be as follows:

1. Fixed Price Line Item Costs,
2. System's Line Item Costs shall be itemized by workstations and/or guaranteed by bidder for twenty-four (24) months from date of awarded contract.
3. Computer systems and computer hardware implementation.
4. Delivery, installation, training, warranty, maintenance and support as specified herein.
5. Responses to all Requirements.

15. ASSESS RFP DOCUMENTS

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in their proposal the total costs of all items included in the RFP.

16. COSTS OF RFP PREPARATION AND SUBMISSION

Each vendor shall bear responsibility for all costs incurred in order to prepare and submit their response to this RFP.

17. PROPOSAL REVIEW

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the

contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at award of contract, cancellation of this RFP, or within 180 days, whichever shall occur first.

18. PROPOSAL FORM

Each proposal should be submitted in a sealed envelope bearing the title of work and the name of the vendor. Five printed copies and 3 electronic copies on CD shall be provided.

Delivery of Proposals: RFP's must be delivered by the date/time specified and to the place stipulated on the cover of this RFP. It is the sole responsibility of the vendor to see that their RFP is received in the proper time. Any proposal received after the proposal opening date and time shall be eliminated from consideration and returned to the vendor unopened.

The proposal must be prepared in the following format:

Section 1 – Executive Summary

Provide a concise overview of the system proposed.

Section 2 – Vendor Background and Qualifications

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below.

1. Specify the number of years the vendor has been in the public sector software business. Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.
2. Provide a chronology of the company's growth, size and ownership structure.
3. Provide the number of dedicated CAD technical support personnel.
4. Indicate whether the business is a parent or subsidiary in a group of companies.
5. Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?
6. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.
7. What percentage of revenues does this offered system verses other products/ services represent to your company?
8. Provide a brief statement of the company's background demonstrating longevity and financial stability.
9. Include the company's past three (3) years of audited Financial Statements.
10. Indicate if the company incurred an annual operating loss in the last 5 years.

11. If vendor is a subsidiary, provide financial statements for parent organization as well as separate financial statements for the proposing subsidiary.
12. Has the company had a workforce reduction during the past 5 years?
13. If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.
14. Describe the seniority, tenure and background of the senior management team.
15. Describe how your company measures customer satisfaction for software applications and customer service & support.
16. Describe internal performance metrics used to quantify key customer support responsiveness, such as: Issues resolved on first call, average call duration, average time to reach issue resolution, etc.
17. Describe the company's commitment to research & development for the specific public safety application being proposed; include development staff size and percentage of annual revenue invested in application development of solution proposed.
18. Provide details of past or pending litigation, liens, or claims against the vendor.
19. For each of the applications being proposed, please provide the following background information.
20. Submit a customer contact list where proposed product is fully functional.

	Original Development Organization	Date of First Release	Date of Most Recent Release
A. CAD			
B. Mobile			

Note: If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

- Date of product merger / acquisition
- Name of the products and organizations involved
- Description of how integration / interfacing were accomplished (batch vs. real time, consolidated or separate databases, etc.)
- References of all customers using proposed applications and interfaces
- Description of the development technologies used for each product
- Status of the originating development team resources (retention rate, location)

Section 3 – Customer References

Please provide at least ten (10) customer references that are representative of the requested system, including customer contact name and email address.

Section 4 – Response to Software Requirements

Respond to the Minimum, Technical, and Functionality Requirements provided in this RFP, according to the instructions provided.

Section 5 – Software Descriptions

Provide narrative descriptions of the proposed software applications.

Section 6 – Implementation and Support

Answer the following questions and provide the necessary documentation for each item listed below.

1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation timeline with key activities and estimated milestones.
2. Describe your overall user training approach.
3. Describe your company's service & support philosophy, how it is carried out and how success is measured.
4. The vendor must provide ongoing services and support, such as a toll free 24 x 7 customer service number, annual training classes, online customer service web site and online software maintenance.
5. Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.
6. How do you service and troubleshoot problems for your current clients?
Can we submit trouble tickets telephonically and electronically, not just an email?
7. Provide resumes of proposed project team demonstrating recent project management engagements
8. The vendor must provide software updates and enhancements on a regular basis. Additionally, the vendor must communicate provisions and identify associated costs.
9. Describe the number and training of professional staff including professional qualifications, availability and experience of key personnel working on the project.

Section 7 – Cost Information

- Please review the specific software applications described in Section 2.
- General Requirements: The following costs associated with these applications must be included in your response:
 - i. Application software license fees
 - ii. Modification costs if denoted to satisfy requirements
 - iii. Implementation, Training and Support Services Costs
 - iv. Annual Software Maintenance costs for 5 years (Include all expenses for 3 personnel for annual users conference)
 - v. Other anticipated costs (i.e., travel, data file conversions, etc.)

Section 8 – License Agreement

Provide a sample of the proposed License Agreement.

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the Agency.

19. RIGHT OF REFUSAL

The City of Oceanside reserves the right to reject all RFP's in their entirety or to select certain application software from the RFP's. Additionally, The City of Oceanside reserves the right to award the contract in any manner deemed in the best interest of its citizens.

20. EVALUATIONS

The primary criteria for vendor evaluation and consideration are:

- Market Focus (Law Enforcement Specific)
- Stability (Financial Viability, Business Longevity, National Focus)
- Customer Service (References, Retention, Measured Service Rates, 365x24x 7 Support)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements

Evaluation of the proposals is expected to be completed within 30 days after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

The City of Oceanside reserves the right to:

- a) Reject any or all proposals,
- b) Make no award,
- c) Require modifications to initial proposals, or
- d) To make partial or multiple awards.

The City of Oceanside reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the City. The City of Oceanside may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations to the evaluation team.

21. CAD SOFTWARE REQUIREMENTS**Functional Requirements Checklist Format**

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

Requirements Codes

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

M Denotes a MANDATORY feature that must be available.

D Denotes a DESIRABLE feature.

22. PROPOSED MINIMUM REQUIREMENTS

The Vendor must use the following codes when completing Checklists. For each feature listed, the vendor must use one of the following codes into the "**Response**" column. When the PF or CD code is used, the vendor must also insert an explanation of the planned feature or custom development in the "**Comments**" column.

SF - Standard feature of the proposed software, currently installed at customer sites

PF - Planned feature of the standard software, available in a future release

CD- Custom Development feature will be provided (agency-specific custom)

NA - This feature is not available and there is no plan to provide it

** 3 columns – REQ Code – Response and Comments

	Description	REQ Code	Response	Comments
GENERAL SPECIFICATIONS				
1.	All equipment must comply with any and all applicable Federal Communications Commission Regulations, Part 68 and Part 15, sub-part J.	M		
2.	All equipment must have been in service to a client within the United States for a minimum of six (6) months.	M		
3.	The system must be capable of complete remote diagnostics and maintenance.	M		
4.	The vendor must offer a single point of contact for reporting troubles with E911 equipment, Logging Recorder, CAD and the mapping application	M		

Description		REQ Code	Response	Comments
5.	The vendor must offer software upgrades at no additional cost for the duration of the maintenance agreement	M		
6.	All training must be completed using the agency's data	M		
7.	The vendor must collect and load the agency's CAD data including units, status codes, and event codes	M		
8.	Automatic entry of E911 ANI/ALI Data	M		
9.	Automatic incident number generation	M		
10.	Date and time stamps transactions	M		
11.	Name check for warrants	M		
12.	Pending incident check	M		
13.	Prior incident check	M		
14.	Verify addresses (including street aliases)	M		
15.	Verify intersections	M		
16.	Verify common places	M		
17.	Translate alias street names	M		
18.	Translate alias common place names	M		
19.	Check for hazardous locations	M		
20.	Check for prior incidents at location	M		
21.	Check for pending incidents at location	M		
22.	Premise response file	M		
23.	Call scheduling	D		
24.	Multiple incident assignment for units (Call Stacking)	M		
25.	Displays Phase 1 and Phase 2 wireless calls on CAD map System	D		
26.	Displays dispatched incidents and units on CAD map System	M		
27.	Dispatch units from a single or multiple workstations	M		
28.	Dispatch to MDC's (Mobile Data Computers)	M		
29.	Display incident status	M		
30.	Unit status window	M		
31.	Unit on/off duty window	D		
32.	Quick entry traffic stops screen	D		
33.	Unit Drag/Drop for incident assignment	D		
34.	Provides Command Line Function	M		
35.	AVL enabled (see PPS device in MCS)	M		
36.	Web enabled	D		
37.	Application security should provide flexible	M		

	Description	REQ Code	Response	Comments
	access control down to the field level, allowing specific access permissions such as update, view-only, or prohibit-view			
38.	A toolbar must provide the following tasks: Open, Save, Delete, Cut, Copy, Paste, New and Print	M		
39.	The toolbar must be flexible enough to add buttons for quick access to other installed applications	M		
40.	The system must provide the ability to quickly and easily assign default agency-defined status codes	M		
41.	The CFS screen must be configurable by the Agency	M		
42.	The software must allow authorized user(s) to define the screen layout (e.g., position and size of windows) and save the individual configurations based on the user's login	M		
43.	The agency staff must be able to adjust commonly altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer	M		
44.	Software must provide a table look-up capability for frequently entered information; once data is selected, the information automatically populate the record	M		
45.	The software must provide the ability to input, access, and store an agency-defined level of historical data online	M		
46.	The software must provide the ability for multiple users to be on the system and in the same applications simultaneously	M		
47.	The system must use consistent validation table processing	M		
48.	The system must allow for agency-defined validation tables	M		
49.	The software to provide agency-defined function keys and function key combination	M		
50.	The software must provide the ability to use the command line to accomplish all CAD functions.	M		
51.	The software must have the ability to have multiple command lines open at the same	M		

	Description	REQ Code	Response	Comments
	time.			
52.	The software must have the ability to enter multiple units via command line or mouse.	M		
53.	The software must provide an online help feature available for all functions, including data entry, search/inquiry, menu, and form and report generation.	M		
54.	The system administrator must be able to identify an individual who last entered or updated any transaction as well as the date of the modification.	M		
55.	The software must provide the ability for a user to create and store ad-hoc reports.	M		
56.	The software must provide the ability to directly output from a data search to a printer upon user request and schedule reports to print.	M		
57.	The software must provide the capability to add unlimited narrative to records, ensuring critical information is captured.	M		
58.	All commands can be modified to follow the dispatch center naming conventions and the ability for the system administrator to add new commands.	M		
59.	Each position must be able to define the filter it sorts and determine how many to sort for the call control panel.	M		
60.	The software must provide a separate message screen that shows all Call Taker, Dispatcher and MDC messages sent to the Call Taker/Dispatcher position.	M		
61.	The software must provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all command processing.	M		
62.	All Call Taker/Dispatcher activity is logged and can either be printed or queried.	M		
63.	Software must allow for editing of comments in calls.	D		
64.	An incident/call can be quickly created (quick call) entering the following minimal information: incident type, location.	M		
65.	The user must be able to access a	M		

Description		REQ Code	Response	Comments
	command line with one keystroke from anywhere in the system.			
66.	The system must provide the ability to attach special response information to any call for service type desired by the agency. This must be automatically displayed when the specified call type is selected.	D		
67.	The system must provide the ability to view cleared calls.	M		
68.	The system must have the ability to reactivate cleared calls and allow additional activity/dispatching of units to the original incident number.	M		
69.	The CAD Data Entry Window must show the closest cross streets.	M		
70.	The CAD Call Control Panel must allow users to customize the tool bar.	D		
71.	The CAD Call Control Panel must allow for filters to be set, displaying just one type or any combination of call types.	D		
72.	The CAD Quick Entry Call must support multiple license plates and driver's license numbers.	M		
73.	The software must allow multiple Unit Status Control Panels to be opened with different configurations.	D		
74.	The software must have a list of values that can be used to facilitate the data entry process, such as abbreviations, directions, etc.	M		
75.	The CAD Unit Status Control Panel must allow users to customize the toolbar.	D		
76.	Software has a training mode, which allows operator access to CAD, but actions do not affect the operational CAD.	D		
77.	Software supports a user level access via the Internet for viewing and printing live or archived CFS's.	M		
<u>CAD SECURITY</u>				
78.	The software must provide component (i.e., modules, entry screen) and document (i.e., case documents, ticket documents) security to permit and restrict the rights of specific	M		

	Description	REQ Code	Response	Comments
	users and/or groups.			
79.	The software must have the ability to set up permission for all components, including add, edit, view, delete, print, etc.	M		
80.	There must be three possible components permissions: granted, denied and not specified.	M		
81.	Components must have the ability to restrict individual users or groups.	M		
82.	The software must support authorization templates, which are defined by name.	M		
83.	Authorizations must be identified by user name and corresponding confidential password.	M		
84.	Passwords must never be displayed.	M		
85.	The system administrator must have the ability to easily create users.	M		
86.	The system administrator must have the ability to easily change passwords.	M		
87.	A user's password can be changed, but must not be displayed to the system administrator.	M		
88.	A user's password must be encrypted when stored in the database.	M		
89.	The software must automatically date and time stamp user's login times and locations.	M		
90.	The software must automatically log all security violations.	M		
91.	The software must provide a purge for the security violation log.	M		
92.	The software must allow the user and system login log to be purged.	M		
93.	The software must provide a flag to prompt a document's author that individual permissions must be set for a document when it is created.	D		
94.	The system administrator must have the ability to grant individual permissions to documents in the event that a document's author is unavailable to do so.	D		
95.	The software must log access to documents by access type.	D		
96.	The software must allow the document access log to be purged.	M		

Description		REQ Code	Response	Comments
97.	In order to comply with FBI/CJIS requirements, all support technicians that have access to CLETS must pass suitable background check.	M		
98.	All traffic between CAD and Mobiles must be encrypted to current DOJ/FBI/CJIS standards.	M		
<u>CALL TAKER REQUIREMENTS</u>				
99.	E911 calls must automatically generate and populate the call entry window with all known data (e.g., address, venue, registered name, phone number, etc.) based on the call-in number.	M		
100.	The Call Taker screen must capture a minimum of information, including: call type, agency, status, phone number, address, cross street, nature of call, unlimited narrative and caller/complainant names.	M		
101.	The system must provide agency-defined security features to restrict commands and usage for each user.	M		
102.	Once a Call Taker enters the minimal information about an incident it must be able to be immediately routed to dispatch.	M		
103.	The Call Taker must have the option to put an unlimited number of partially completed call(s) on hold to retrieve at a later time.	M		
104.	When the Call Taker enters additional information to a current incident, the system must forward the updated communication to the Dispatcher.	M		
105.	The system must automatically alert the Call Taker of a possible duplicate call when two calls provide addresses that are in close proximity to each other – radius defined by the agency.	D		
106.	The Call Taker must have the ability to override geo-based addresses and system document overridden addresses.	M		
107.	The system must alert all the appropriate Dispatchers when the Call Taker sends a call to dispatch.	M		
108.	Multiple Call Takers and Dispatchers must	M		

	Description	REQ Code	Response	Comments
	be able to work on the same call simultaneously.			
109.	The Call Taker must be able to enter individual officer activity.	M		
110.	The software must allow an unlimited number of Call Takers.	M		
111.	The system must be able to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit.	D		
112.	The system must be able to display a list of all scheduled calls.	D		
113.	The system must allow for agency-defined CFS types.	M		
114.	When a CFS type is defined, the agency must be able to define default values for:			
115.	Priority Indicator	M		
116.	Progress Indicator	M		
117.	Hazard Retention Duration	M		
118.	The icon displaying the CFS type on the map must be agency-defined.	D		
119.	Unit recommendations and overdue recommendations must be agency-defined.	D		
120.	The software must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.	M		
121.	The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.	D		
122.	When a rerouted unit is cleared, it must automatically be sent back to the original call.	D		
123.	Commands used in the command line must be agency-defined.	M		
124.	Commands must be able to be modified by user specified access, and not require a programmer.	M		
125.	The command line must carry out all unit/call commands.	M		
126.	The system must add the following vehicle information to a CFS including:			
127.	VIN	M		

	Description	REQ Code	Response	Comments
128.	State	M		
129.	Plate	M		
130.	Color	M		
131.	Model	M		
132.	Year	M		
133.	Style	M		
134.	The software must allow users to select a vehicle already entered into the system and send that information to State/NCIC.	M		
135.	As the call is being entered, any potential associated call must be made known to the Call Taker/Dispatcher.	M		
136.	The system must automatically track all activity by updating a CFS as part of the call.	M		
137.	Information about intersections, areas, sections, etc., must be displayed based upon the entered address.	M		
138.	The Call Taker/Dispatcher working the call must be alerted of any known hazards or alerts known for an address/name/vehicle, etc.	M		
139.	The incident number must be easily displayed.	M		
140.	The system must provide capability to add additional incident numbers for the CFS.	D		
141.	All narrative entered into an incident must be immediately available to everyone working the CFS.	M		
142.	The following information must be maintained with each CFS:			
143.	NCIC Responses	M		
144.	All Known Associated Persons	D		
145.	Special Response Information	M		
146.	Unit Recommendation	D		
147.	All Associated Vehicles	D		
148.	The system must allow a CFS to be canceled prior to dispatching it, recording the activity in history.	M		
149.	The software must maintain CAD commands and command descriptions, such as Open CFS, Add Narrative to CFS, Change Unit Status, etc.	M		

Description		REQ Code	Response	Comments
150.	The following commands must be available from the command line, or associated with a function key or function key combination:			
151.	Add Narrative	M		
152.	Associate One Call With another	M		
153.	Cancel CFS	M		
154.	Clear CFS	M		
155.	Exchange Units	M		
156.	Open Alert Search	D		
157.	Open Unit's Call Stack	D		
158.	Open an Entered CFS	M		
159.	Open Scheduled Activity	D		
160.	Enter a Quick Call	D		
161.	Reroute a Unit to a Selected call	M		
162.	Send a Message to a User or group of Users	M		
163.	Print a CFS	D		
164.	Open Unit Maintenance	D		
165.	Add a call to a Unit's Stack	D		
166.	Change Unit Location	M		
167.	Reset unit alarm	M		
168.	Make a Unit a Primary for the CFS it is assigned	D		
169.	Update the Unit's Status	M		
170.	Zoom Map to the CFS	M		
171.	Zoom Map to the Unit	M		
172.	Open Cleared Call Search	D		
173.	Open Command Line	D		
174.	Add to Unit Log	D		
175.	Open TDD Display	D		
CAD DISPATCHING REQUIREMENTS				
176.	The software must provide Dispatchers with access to all CFS information, such as narrative, hazards, unit information, etc.	M		
177.	The dispatch screen must provide quick and easy access to all CFS information, specifically type, agency, status, phone number, address, cross street, nature of call, unlimited narrative and caller/complainant name(s).	M		

Description		REQ Code	Response	Comments
178.	Multiple Call Takers and Dispatchers must be able to work on the same call simultaneously.	M		
179.	The call control panel must display all calls that are assigned to a dispatch position.	M		
180.	The system must provide agency-defined security features to restrict commands and usage for each user.	M		
181.	The software must provide the ability to access any CAD based on authorized security.	M		
182.	The system must provide the ability to filter (e.g., include or exclude) types of calls from the call control panel.	D		
183.	The combined call function must be available from the dispatch position.	D		
184.	The system must automatically alert the Dispatcher of a possible duplicate call when two calls provide addresses that are in close proximity to each other – radius defined by the agency.	M		
185.	The software must provide agency-defined check-in times for officers to increase safety. When an officer exceeds the allotted time, the software must visually and audibly display a warning alerting the Dispatcher. The reminder must provide an override/reset feature.	D		
186.	The software must provide agency-defined dispatch timers based on CFS type and priority. The software must visually display a warning alerting the Dispatcher that too much time elapsed without assigning a unit(s) to the call.	D		
187.	Officer initiated quick call and traffic stop call entry functions must be accessible from the dispatch position.	M		
188.	The software must allow for officer initiated quick calls and traffic stops to be transferred to a regular incident/call.	M		
189.	The software must allow Dispatchers to override geo-base addresses.	M		
190.	The software must have the ability to sort the CFS window up to two levels.	D		

Description		REQ Code	Response	Comments
191.	The software must support an unlimited number of dispatch positions.	M		
192.	The software must display pre-built shift rosters and allow dispatchers to put multiple units on shift in a single keystroke.	D		
193.	A call control panel must display active CFS.	M		
194.	The call control panel must filter or subset the active calls by:			
195.	Dispatched Calls vs. Non-dispatched Calls	M		
196.	Specific Coverage Area/Beats	M		
197.	Specific Priority	M		
198.	The call control panel must sort by:			
199.	Priority	M		
200.	Unit Number	M		
201.	Call Type	M		
202.	Address	M		
203.	Call for Service Number	M		
204.	Dispatchers must be able to quickly dispatch units from a displayed list of available units in the call control panel.	M		
205.	The system must be able to dispatch units and perform call-taking activities simultaneously.	M		
206.	The system must provide a mapping interface with the ability to plot incidents/calls and the units on a street map. The plotting of the incident/unit information must be a by-product of normal dispatch. The Dispatcher must be able to control the map from within the CAD display as to zoom, pan and layer control.	M		
207.	Layers on the map, which can be turned on or off based on the level of detail required.	M		
208.	All dispatch functions must be accessible from the map.	D		
209.	The system must be able to change a unit's status by placing the cursor on the unit or the map.	D		
210.	To dispatch a unit, the software must allow the user to drag and drop a unit to the call control panel.	D		

	Description	REQ Code	Response	Comments
211.	From the unit control panel, a dispatcher must have access to a list of available calls and dispatch the units to calls.	M		
CAD SUPERVISOR REQUIREMENTS				
212.	The software must provide supervisors with the ability to easily support call takers and dispatchers from their own display station, as needed.	M		
213.	The software must provide staff with complete access to unit assignments and replacements features.	M		
214.	The software must allow staff to easily track ride-a-long personnel on shift and in the unit history database for future reference.	D		
215.	The software must allow staff to easily maintain police unit assignments and unit replacements.	M		
216.	The software must allow staff to easily maintain police patrol assignments and patrol backups.	M		
217.	The software must allow supervisors to easily maintain CAD profiles and users.	M		
218.	The software must allow supervisors to easily maintain call taker/dispatcher command and function key security.	M		
219.	The software must allow supervisors to easily maintain Geo-file information, including street names, street segments, cross-streets and area/section.	D		
220.	The software must allow supervisors to easily maintain unit timers used for officer safety.	D		
221.	The software must allow supervisors to easily maintain CAD jurisdiction control information.	D		
222.	The software must allow the entry of alerts or hazards on an as-needed basis by supervisors.	D		
CAD PERSONNEL				
223.	The software must require first name, last name and ID number to enter a personnel record.	D		

Description		REQ Code	Response	Comments
224.	Only authorized users may have access to a personnel record.	M		
225.	The personnel record must support multiple issued equipment records and require issued date, item type and quantity.	D		
226.	The software must allow for a universal way to search for and select officer ID numbers throughout the suite.	D		
CAD MESSAGING				
227.	The software must provide voiceless communications through messaging between dispatchers, call takers, Mobile Data Computers (MDC), and other agency-defined users.	M		
228.	The software must provide a separate message screen that shows all call taker, dispatcher and MDC messages sent to the caller taker/dispatcher.	M		
229.	The software must allow a CAD user to send and store messages to other users, groups, positions or MDC's.	M		
230.	The software must allow a message to be sent to multiple recipients.	M		
231.	The software must allow a user to store a received message and delete a message.	D		
232.	The software must be able to log all sent messages.	M		
CALL SCHEDULING				
233.	The software must automatically schedule CFS for future dispatch to help manage special events, such as parades, festivals, prisoner transport, etc.	D		
234.	The software must be able to display a list of all scheduled calls.	D		
235.	The software must allow a user to manually activate a call.	D		
236.	Authorized users must have the ability to activate a scheduled call at any time.	D		
237.	The software must send a message when the scheduled activity occurs.	D		
238.	The software must support location override for scheduled calls.	D		

Description		REQ Code	Response	Comments
CAD CALL STACKING				
239.	The software must allow units to be assigned to multiple stacked calls at the same time.	D		
240.	The software must allow a user to view a unit's call stack to see what call the unit is on, and what calls the unit will be handling next.	D		
241.	The software must allow a user to assign all calls of a certain type to a specific unit, such as K-9, Bicycle, and Foot Patrol.	D		
242.	The software must have only one call that is active per unit.	M		
243.	The software must be set up by Agency to allow automatic dispatching of a unit when the unit is available.	D		
244.	The software must have the calls sorted in the order to be dispatched, with the original order of first in, first out (FIFO).	D		
245.	The software must allow the user to reorder the call stack, delete a call for service from the stack, and transfer a CFS to another unit's stack.	D		
246.	The software must allow the flexibility of placing a CFS on a call stack and not have it automatically dispatched with that unit.	D		
CAD UNITS				
247.	Law Enforcement unit recommendations must be incident type specific and allow for multiple levels of backup.	D		
248.	Law Enforcement unit recommendations must support different unit types (i.e., one-man, two-man or K-9) to respond to a CFS based on the incident type, priority and in-progress flag.	D		
249.	The software must support changing the unit's assigned primary police beat during the shift.	M		

Description		REQ Code	Response	Comments
250.	The software must support second and third level police beats to be initially setup for a unit at the beginning of a shift or to be changed during the shift.	D		
251.	All unit activity must be captured in a unit history database.	M		
252.	The software must have the option to determine if the unit will display on the unit status panel if the unit is not on a call.	M		
253.	The system must allow the agency to define an icon for each type of unit as defined by the agency.	D		
254.	The system must include a pre-defined set of typical unit statuses that can be modified by the agency.	M		
255.	The software must allow the setup of timers based on Unit Type, Status and Priority.	M		
256.	The software must allow authorized users to create timers for all unit types.	M		
257.	The software must allow authorized users to update timers for all unit types.	M		
258.	The software must generate a unit log, showing all actions that unit had taken.	M		
259.	The unit log must show date/time of entry, status, action, CFS #, CFS type, CFS location and unit location.	M		
260.	Maintenance on units must allow entry of the following:			
261.	Agency-based Unit Type	M		
262.	Unit Alias	M		
263.	Radio Alias	M		
CAD HAZARDS/ALERTS				
264.	The software must alert the call taker, dispatcher and/or officer of previous CFS at a location.	M		
265.	The software must alert the call taker, dispatcher and/or officer if an active warrant exists for any person at the location or for the caller/complainant.	D		

Description		REQ Code	Response	Comments
266.	The software must alert the call taker, dispatcher and/or officer if the caller/complainant is a known offender, a suspect in an open case, or a career criminal.	D		
267.	The software must alert the call taker, dispatcher and/or officer if hazardous material is stored at a business site.	D		
268.	The software must alert the call taker, dispatcher and/or officer if there is any serious medical information concerning a person at the location.	D		
269.	The software must alert the call taker, dispatcher and/or officer if the location has an associated vacation check or house watch.	D		
270.	The software must alert the call taker, dispatcher and/or officer if a building pre-plan or Geo-file information exists for the location.	D		
271.	The system must provide the ability to reactivate an alert if the system falsely expires that alert.	D		
272.	The software must alert the call taker, dispatcher and/or officer of a possible duplicate call if two calls have addresses that are near each other.	M		
273.	The software must alert the call taker, dispatcher and/or officer if a unit has gone over its allocated time, as setup for the CFS type to increase officer safety.	M		
274.	The software must have the ability to set a timer for call for service types based on priority. This timer alerts the dispatcher that an agency-specified time has elapsed and no units have been assigned to the called.	M		
275.	The software must allow the user to change the priority of system-generated alerts.	M		
CAD NOTE PADS				

Description		REQ Code	Response	Comments
276.	The software must allow a note pad function that allows CAD users to type in any unlimited text and store the text within CAD.	D		
277.	The software must have the ability to leave electronic shift notes	D		
CAD UNIT STATUS CONTROL PANEL				
278.	The software must allow the user to customize the toolbar for the unit status control panel.	D		
279.	The software must allow multiple unit status control panels to be opened with different configurations based on the level of security.	D		
280.	The software must provide the ability to filter or subset the list in the unit status control panel.	D		
281.	The software must allow the user to drag and drop a unit from the unit status control panel to a call on the call control panel.	D		
282.	The software must allow a user to change a unit's status, open the unit's call stack, and reroute a unit within the unit status control panel.	M		
283.	From the unit status control panel, a user must be able to get a list of all available calls and dispatch the unit to the call.	M		
284.	An option must be available to determine if the unit will display on the unit status control panel if the unit is not on a call.	M		
285.	The software must include a pre-defined set of typical unit statuses.	M		
286.	The software must allow the agency to modify the statuses that a particular unit can be assigned.	M		
287.	The software must automatically refresh the unit status control panel when information is updated.	M		
STATE / NCIC INTERFACE				

Description		REQ Code	Response	Comments
288.	The CAD software must provide a link to the State/NCIC network to run license plate and warrant checks.	M		
289.	The CAD software must provide a link to the State/NCIC network to automatically attach a CAD inquiry to the incident/call database.	M		
290.	The interface must provide or support an online interface from the CAD application to the State/NCIC database.	M		
291.	The State/NCIC interface must provide user-defined format screens.	M		
292.	The interface must log all transactions into a history file for viewing and reporting purposes.	M		
293.	The interface must have the capability for a single query to be directed to the State/NCIC, the local database or both.	M		
294.	The interface must provide access to NCIC forms within CAD.	M		
295.	The interface must provide access to NCIC history within CAD.	M		
296.	The software must allow authorized users to setup automatic transmission of license plate or driver license information based on CFS type.	M		
297.	All automatic transmissions that are attached to a CFS must be logged on the call and be easily accessed.	M		
298.	All responses that can be matched to the original transmission and is attached to a CFS will be logged on the call in the same area as the transmissions.	M		
299.	A positive match for a stolen vehicle or wanted person must audibly and visually send an alert to terminals and require acknowledgement.	M		
CAD PAGER INTERFACE				
300.	The software must send text pages, using freeform text, to field personnel with alphanumeric pagers based on a specific incident type.	D		

Description		REQ Code	Response	Comments
301.	The software must send text pages to groups of pagers.	D		
302.	The software must attempt to return an error message if the page is not successfully sent to a pager.	D		
303.	The software must allow for the entry and maintenance of pagers or groups of pagers that have been added to the pager software.	D		
304.	The software must automatically send a page to dispatched personnel with basic CFS information once an incident is dispatched in CAD.	D		

23. **HARDWARE / TECHNICAL**

The vendor should bid server hardware as a line item. City of Oceanside is creating a virtual environment into which we may simply add the CAD system.

MINIMUM REQUIREMENTS		
Please answer each question with YES, NO and/or appropriate narrative.		
Requirement	Response	
1.	Is the proposed application developed with a widely accepted development environment such as Microsoft.Net, IBM WebSphere or Sun J2EE? Please describe all development languages utilized, including any proprietary toolsets.	
2.	Does the system architecture support a multi-tier deployment? Please describe proposed solution architecture.	
3.	Please describe CAD Mapping capabilities including a description of GIS integration.	
4.	Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial & wild-cards?	
5.	Please describe all 3rd party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, etc.	
6.	Does the system provide multiple levels of data security control access by station,	

	terminal, or department and by transaction, function, and file?	
7.	The vendor may propose a single integrated CAD/MDC product or the use of third party MDC software. Oceanside currently uses the TriTech system.	
8.	Due to Integration, the vendor must be a Certified Microsoft Solution Partner.	
9.	The proposed system should leverage Microsoft technology and operate on MS-2008 server operating system for its database and application execution.	
10.	The proposed system should use Microsoft's SQL 2008 database.	
11.	The software architecture must make extensive use of stored procedures for application scalability, security and integrity.	
12.	The proposed system must be able to support Windows, and Windows/XP, windows 7 clients.	
13.	The vendor should bid server hardware as a line item.	

24. E-911 INTERFACE

MINIMUM REQUIREMENTS		
<p>The following are proposed minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.</p> <p>0 = Does not and will not meet proposed minimum requirement. 1 = Basic CAD software meets or exceeds proposed requirement (included in base price). 2 = Can be provided as an upgrade or enhancement for an additional cost. Provide a detailed line item cost breakdown.</p>		
Requirements		Response
1.	Automatic entry of E911 ANI/ALI Data	
2.	The CAD-E911 Interface shall interface with all manufacturers of ANI/ALI Controllers including Plant, Positron, CML, AT&T, etc.	
3.	The CAD-E911 Interface shall create and update an E911 Call List in a Window on the dispatcher's CAD Screen upon	

	answering a 911 call and be NGEN ready.	
4.	The CAD-E911 Interface shall integrate the E911 ALI message and Phase 1 and Phase 2 Wireless with CAD and Mapping.	
5.	The CAD-E911 Interface shall eliminate a substantial amount of dispatcher entry and error	
6.	The CAD-E911 Interface shall enable the telephone subscribers name, location and jurisdiction data to be imported into the CAD data entry fields.	
7.	The operator shall be able to import data into fields on the CAD screen with a click.	
8.	The original E911 message shall be attached to the CAD Record for the call reference.	
9.	The CAD-E911 Interface shall transmit Phase 1 and Phase 2 Lat/Long to the dispatcher's Map Display upon the Dispatcher's access (click) of the E911 Call List.	
10.	The E911 interface must provide an interface between the phone company's E911 system and the CAD system.	
11.	The interface must automatically link E911 data into the computer system via a communications port to a multi-user, multi-tasking workstation.	
12.	The system must be able to accept data from a caller ID system.	
13.	The interface must provide the ability to transfer and maintain the following data elements from the phone company's database to the CAD system:	
14.	Telephone Number	
15.	Time of Call	
16.	Date of Call	
17.	Customer Name	
18.	House Number	
19.	House Number Suffix	
20.	Street Name	
21.	Zone (ESN)	
22.	City/Community	
23.	Class of Service	
24.	Operator Position	
25.	The interface must accommodate telephone file layout changes without needing a programmer on site.	
26.	The interface must provide the ability to discriminate between class of service on the telephone ALI record and appropriately handle the class of service field on the CAD screen.	
27.	The interface must allow for validation checks against:	
28.	Address verification file	

29.	Active calls for service	
30.	Previously entered hazards	
31.	Activate various checks in an E911 control file	
32.	Cell phone capability to plot caller location	
E-911 REPORTING		
33.	E-911 History Listing	

25. CAD MAPPING

The vendor may propose a single integrated CAD/MDC product or the use of third party MDC software. Oceanside currently uses the TriTech system for MDC's.

MINIMUM REQUIREMENTS		
<p>The following are proposed minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.</p> <p>0 = Does not and will not meet proposed minimum requirement. 1 = Basic CAD software meets or exceeds proposed requirement (included in base price). 2 = Can be provided as an upgrade or enhancement for an additional cost. Provide a detailed line item cost breakdown.</p>		
	Requirements	Response
1.	System shall support overlays of public works and other images including aerial photographs	
2.	E911 incidents, cellular incidents and the responding units shall be displayed on the map.	
3.	The software must have mapping capability to plot incidents/calls and the units on a street map.	
4.	The plotting of the incident/unit information must be a by-product of normal dispatch.	
5.	The dispatcher must be able to control the map from within the CAD display as to zoom, pan and layer control.	
6.	All dispatch functions must be accessible from the map.	
7.	The map must have a color-coded, user defined and maintainable layers that help identify real-time critical information, such as unit status and call type.	
8.	The software must allow for the layers on the map to be automatically turned on based on the CFS and level of details shown.	
9.	Map layers must be able to be turned on or off manually.	
10.	The software must have the capability to enter latitude and longitude of the caller's location in the CAD Data Entry Window.	
11.	The software must provide the ability to easily change unit status and dispatch units right from the map control panel	
12.	For each call for service type, the icon that displays on the map for that call type must be agency definable.	
13.	Standard right-click options must be available to map control. Examples include center map on the unit; override unit time; check-in unit; change status; and go-to command (to send a unit to a different location).	

14.	The map must provide a tool tip on the unit displaying the unit ID and unit location when mouse-over the unit.	
15.	The map must provide a tool tip on the CFS, which must display the CFS number, the CFS location, and the CFS type when rolling the mouse over the call.	
16.	The software must provide the ability to dispatch by placing the cursor on the unit or the map	
17.	Standard right click options, such as center map, open, clear, cancel, service vehicle rotation, access questionnaire, and must be available for the call for service.	
18.	The CAD Mapping must meet the guidelines set forth by the FCC regarding wireless carriers to provide information about a caller as part of the 911 call.	
19.	The software must have the capability to receive latitude and longitude information via the E911 interface.	
20.	The software must retain the latitude and longitude as original call location if the call taker changes the location to an actual address.	
21.	The software must plot the cellular phone call on the map control panel using a special icon to designate a cell phone call.	
22.	The software must provide the ability to right-click on a cell phone call to get a list of potential addresses within an agency-defined radius.	
23.	The call taker must have the ability to select from a list of potential addresses in an agency-defined radius.	
24.	The software must provide the ability to draw radius around incident and document said radius.	
25.	The software must have the ability to plot, with agency-defined icon, known activity (e.g., street closures, parades, construction, etc.).	
26.	The software must have the ability to open Call for Service from map.	
27.	The software must have mapping capability to plot incidents/calls and the units on a street map.	
28.	A system shall be proposed using The source for base maps. If an alternative map source is recommended, the vendor must supply proof of accuracy from www.sangis.org .	

26. CAD REPORTING**MINIMUM REQUIREMENTS**

The following are proposed minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.

0 = Does not and will not meet proposed minimum requirement.

1 = Basic CAD software meets or exceeds proposed requirement (included in base price).

2 = Can be provided as an upgrade or enhancement for an additional cost. Provide a detailed line item cost breakdown.

Requirements		Response
1.	Application should provide ability for users to tailor system provided reports, retaining application level security and performance.	
2.	The module must provide customizable pull-down menus that allow users to quickly select data to query.	
3.	The module must automate the reporting process using a report wizard to walk users through the steps.	
4.	Once data is extracted from a query, the user must be able to:	
5.	Save and Edit Later	
6.	Export to Desired Format	
7.	Generate and Print Final Report	
8.	Users can only query data they are authorized to view within the system.	
9.	The module must support the following report formats:	
10.	HTML	
11.	Excel	
12.	Word	
13.	CSV	
14.	XML	
15.	Text	
16.	The module must allow users to customize reports by:	
17.	Font	
18.	Colors	
19.	Alignment	
20.	Adding Titles and Subtitles	
21.	Adding Graphics, such as Agency Logo	
MAINTENANCE REPORTS		
22.	Security Listing Report	
23.	User Listing Report	

24.	Scheduled Calls Listing Report	
25.	Command Listing Report	
26.	Jurisdiction Listing Report	
27.	Validation and Context Report	
28.	Call for Service Type Listing	
29.	Geo-Verification Override By User Report	
30.	Geo-Verification Override by Venue Report	
31.	Geo Cross Street Listing	
32.	Geo Street Listing by Venue	
33.	Geo Street Listing by Street Name	
34.	Beat Listing	
35.	Unit Status Listing	
36.	Unit Listing	
37.	Unit Area Assignment Listing	
38.	BOLO Listing	
39.	Location Hazard/Alert Report	
40.	Building Watch Listing	
41.	Personnel Listing	
ANALYSIS REPORTS		
42.	Area/Beat Activity Report	
43.	Area/Beat Activity Detail Listing	
44.	Area Activity Summary Report	
45.	Beat Listing	
46.	Building/Geo- Location Listing	
47.	CAD Commands Listing	
48.	CAD Jurisdiction Control Listing	
49.	CFS Activity Report	
50.	CFS Analysis Report	
51.	CFS Breakdown by Month Report	
52.	CFS Breakdown Priority and Day of Week Report	
53.	CFS Summary by Shift Report	
54.	CFS Report	
55.	Crime Summary by Shift Report	
56.	Combined Incident/Call Types Listing	
57.	Daily CFS Log	
58.	Daily Incident Log	
59.	Detailed CFS Report	
60.	Geo-Cross Street Listing	
61.	Geo-Master Listing	
62.	Geo-Verification Override Report by User	
63.	Geo-Verification Override Report by Venue	
64.	Grid Activity (Summary and Ranking) Report	
65.	Hour of Day Activity (Summary and Ranking) Report	
66.	Incident/Call Activity Report by Section	

67.	Incident/Call Analysis Reports	
68.	Incident/Call Classification by Area Report	
69.	Incident/Call Classification by Shift Report	
70.	Incident/Call Detail Listing	
71.	Incident/Call Location Frequency Report	
72.	Incident/Call Type Listing	
73.	Quick Call Incidents/Calls Listing	
74.	Response Time Analysis by Area/Section/Priority Report	
75.	Shift Activity Summary Report	
76.	Street Name Listing	
77.	Unit Assignments Listing	
78.	Unit Log	
79.	The software must create reports and graphs and plot all incidents on a map to show the following information, but not limited to:	
80.	Incidents near specific businesses, such as liquor stores	
81.	Incidents near specific street, cross streets, stop lights, etc.	
82.	Incidents near specific schools	
83.	Incidents in specific regions	
84.	Incidents by type	
85.	Incidents by date/time	
STATISTICAL REPORTS		
86.	CFS Breakdown by Month	
87.	CFS Breakdown by Priority	
88.	CFS by Area	
89.	CFS by Disposition	
90.	CFS by Source	
91.	CFS by Unit	
92.	CFS Type Listing	
93.	Statistical Activity	
94.	Hour of Day Activity Summary	
95.	Hour of Day Activity	
96.	Classification by Area	
97.	Area Activity Summary	
98.	Area/Section Activity	
UNIT REPORTS		
99.	Unit Status Listing	
100.	Unit Listing	
101.	Unit Area Assignment Listing	
102.	Patrol Logging Report	

GEO REPORTS		
103.	GEO Verification Override by User	
104.	GEO Verification Override by Venue	
105.	GEO Cross Street Listing	
106.	GEO Street Listing by Venue	
107.	GEO Street Listing by Street Name	
108.	Beat Listing	
NOTICE REPORTS		
109.	BOLO Listing	
110.	Location Hazard/Alerts	
111.	Building Watch Listing	
112.	Alert Listing	

28. MDC (Mobile Data Computers)

The vendor may propose a single integrated CAD/MDC product or the use of third party MDC software. Oceanside currently uses the Interact 911 MCS system (formerly Bio-Key).

MINIMUM REQUIREMENTS		
<p>The following are proposed minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.</p> <p>0 = Does not and will not meet proposed minimum requirement. 1 = Basic CAD software meets or exceeds proposed requirement (included in base price). 2 = Can be provided as an upgrade or enhancement for an additional cost. Provide a detailed line item cost breakdown.</p>		
Requirements		Response
1.	Should provide emergency transmission support to all MDC.	
2.	Must provide support for NCIC 2000 standard protocols or later.	
3.	Should provide broadcast message capability based on MDC tables for all users including; (squads, teams, precinct, task force, etc.)	
4.	Should provide message routing from any device connected to the Message Switch.	
5.	Should provide message acknowledgements to the sender.	
6.	Should support officer initiated calls and traffic stops—sending info from the MDC to the CAD system.	
7.	Should support RF, EVDO or commercial networks CDPD, and private networks.	

8.	Should provide function key update of unit status.	
9.	Should provide an audit of all database inquiries.	
10.	Should provide security that prevents unauthorized access to restricted databases on a user by user basis.	
11.	Should provide the ability to print reports.	
12.	Should be able to provide statistical reports on communications line usage.	
13.	Should provide sign on/sign off capability from the MDC under security control which can also be controlled by the system administrator.	
14.	Should prevent users from signing on without authorization from the system administrator.	
15.	Should be able to control the number of sign-on attempts through the system administrator.	
16.	Should provide password security to limit access to specific transactions from any MDC.	
17.	Should provide the ability to place the MDC into "test" mode - allowing the message switch to ignore transmissions from that MDC.	
18.	Should allow CAR to CAR message routing.	
19.	Should provide emergency transmission capability to allow an officer to transmit an emergency message with the touch of one key to all MDCs.	
20.	Should provide the ability to hold messages for a period of time. If no response, the system should automatically alert the sender.	
21.	Should provide statistics of message volumes by message type, destination, MDC, etc.	
22.	Should maintain NCIC ORI numbers for each MDC to facilitate terminal to MDC messages.	
23.	Should provide message store-and-forward capability, with necessary queuing on an MDC basis for twenty-four hours.	
24.	Should provide daily statistics of message volumes by message type, destination, host communications statistics including: unsuccessful attempts received, message delivered, number of messages not delivered, and number of times the host link is down.	
25.	Should provide an audit trail of all device to device messages.	
26.	Should provide the ability to extract an MDC transaction report that can be selected by date and time of day.	
27.	Should provide the ability to extract statistical reports on usage for specific MDCs.	
28.	Should automatically provide for communication line detection that can be activated locally or on a remote basis via dial-up modem.	

29.	The software should support remote administration.	
30.	Should provide the capability to download new forms as they are created, only when they are created.	
31.	Should provide the capability for archiving, retrieval, tracking and user purge.	
32.	Should provide the capability to direct output to any printer attached to the Message Switch.	
33.	Should provide Patrol Officer Logging Report.	
STATE NCIC		
Current system based on Websphere (MQ services)		
34.	Should provide message routing between MDCs and State/NCIC networks for inquiry purposes.	
35.	Should provide the capability for a single query to be directed to the State/NCIC, the local database or both.	
36.	Should provide the capability for auditing.	
37.	Should provide the capability for user-defined formats.	
38.	Should provide the capability for multi-screen formats.	
39.	Should provide the capability for smart formats that are based on information returned by the State.	
40.	Should provide the ability to complete patrol officers logs.	
41.	Should provide message routing between MDCs and State/NCIC networks for inquiry purposes.	
42.	Should provide the capability for a single query to be directed to the State/NCIC, the local database or both.	
43.	Should provide the capability for auditing.	
CAD MESSAGING		
44.	Should provide emergency transmission support to all MDCs and CAD dispatchers for the jurisdiction.	
45.	Should allow an MDC to add narrative to an incident.	
46.	Should provide for the entry of text information that goes directly to the narrative of a call whether or not the call is active or cleared.	
47.	Should provide records database inquiry on wants/warrants, hazards, jacket activity, house watches, geo-file verifications, and vehicles.	
48.	Should provide message routing between MDCs and the Computer Aided Dispatch system for the purposes of assisting dispatching, updating unit status, and database inquiry provided appropriate CAD interfaces are licensed.	
49.	Should provide the ability to do global name searches.	
50.	Should provide confirmation messages to the mobile device from CAD when the dispatcher receives Messages, Information, and Unit Status Updates from that mobile device.	

51.	Should provide one key emergency message from MDC to CAD.	
52.	Should provide the ability to initiate "quick calls" from the mobile devices which alert the dispatch center of an event, officer location, license plate number, unusual circumstances and/or other added narrative.	
53.	Should support silent dispatch.	
54.	Should provide information on open incidents.	
55.	Should provide information on unit status.	
56.	Should provide information on all units associated with an incident.	
57.	Should provide sign-on/sign-off dispatch, en route, at scene, clear, to hospital, at hospital functions from MDC to CAD.	

28. MAINTENANCE AND SUPPORT

MINIMUM REQUIREMENTS		
<p>The following are proposed minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.</p> <p>0 = Does not and will not meet proposed minimum requirement. 1 = Basic CAD software meets or exceeds proposed requirement (included in base price). 2 = Can be provided as an upgrade or enhancement for an additional cost. Provide a detailed line item cost breakdown.</p>		
Requirements	Response	
1.	Telephone Support for the Systems 24 hours by 7 days available on duty or on call.	
2.	On-site support policy	
3.	Cost of new releases and anticipated frequency	
4.	Cost of enhancements	
5.	Enhancement program anticipated for the Systems	
6.	Cost of ongoing Interface Support	
7.	Cost for annual users group.	
8.	Enhancement/upgrade procedure that allows for minimal, if any downtime	
9.	Software must have a direct on screen link (similar to instant messaging) that allows CAD operator direct support for trouble shooting.	
10.	Cost for 1 year of support/maintenance	
11.	Cost for 5 years of support/maintenance	
12.	Cost for 10 years of support/maintenance	

29. INSTALLATION AND TRAINING**MINIMUM REQUIREMENTS**

The following are proposed minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.

0 = Does not and will not meet proposed minimum requirement.

1 = Basic CAD software meets or exceeds proposed requirement (included in base price).

2 = Can be provided as an upgrade or enhancement for an additional cost. Provide a detailed line item cost breakdown.

Requirements		Response
1.	Provide a detailed breakdown of the installation services by hours and cost for staging, delivery, installation and testing. Include end-to-end testing after installation of every database client at all workstations at all sites. Include delivery, travel and diem costs.	
2.	The successful bidder shall conduct management orientation to assist staff in the planning and transition to the new System and shall schedule on site training, including the Systems Manager, dispatchers, and field personnel.	
3.	The training shall involve system level training for the System Manager, System Administrator, Supervisor and Dispatcher.	