COUNTY DEPARTMENT AGENDA REQUEST

Department:	911 Communications	Presenter(s):	Cheryl Rogers
Meeting Date:	Thursday, January 27, 2011	Type of Request:	Consent

Wording for the Agenda:

Approval of staff's request to advertise Proposal #P741 for the purchase of a Computer Aided Dispatch (CAD) System for use by the County's consolidated Emergency Communications Center.

Background/History/Details:

The current Computer Aided Dispatch (CAD) System was purchased and installed in December, 1999. The CAD platform (AS400) is outdated and is currently operating at full capacity. It does not interface with current and/or future technology requirements and is at the end of its useful life.

The Fayette County BOC approved $400,000.00 for the purchase of a replacement CAD system in 2007. The countywide Communications Board has been working on this issue for several months and actually rejected all bids received when an earlier Request For Proposals was issued.

The current Request For Proposals is based on "revisited" recommendations from the Communications Board, which is a body consisting of the heads of the eight public safety agencies throughout the county. Once proposals are received, the Communications Board will once again evaluate them and hopefully be prepared to make a recommendation to the Board of Commissioners on which company should be awarded the work.

What action are you seeking from the Board of Commissioners?

Motion to authorize staff to proceed with issuing Proposal #741 for the purchase of a Computer Aided Dispatch System for use by the County's consolidated Emergency Communications Center.

If this item requires funding, please describe:

$400,000.00 approved by the Board of Commissioners in 2007 and resides in a capital account.

Has this issue come before the Commissioners in the past?	Yes	If so, when?	Monday, January 1, 2007
Do you need audio-visual for the presentation?	No	Back-up Material Submitted?	Yes

STAFF USE ONLY

Approved by Finance	Yes	Reviewed by Legal	Yes
Approved by Purchasing	Yes	Approved by County Clerk	Yes
Administrator's Approval			

Staff Notes:

Fayette County
GEORGIA

Where Quality Is A Lifestyle

February 1, 2011

PROPOSAL #P741

Gentlemen:

You are requested to submit a proposal for a computer aided dispatch (CAD) system as per the specifications, and information contained herein. All required information shall be included with your proposal. Any exceptions to the specifications shall be listed in the space provided. An original, five (5) copies and one (1) electronic copy of your proposal should be submitted.

A pre-proposal conference will be held at 10:00 a.m. on Tuesday, February 15, 2011 at The Fayette County Administrative Complex located at 140 Stonewall Ave., Suite 100 in Fayetteville, GA 30214, for the above referenced request for proposal. All companies and interested parties are invited and strongly urged to attend. This will be the opportunity to voice all questions, concerns and comments about this request for proposal and have them addressed. It is important that you attend.

All questions and inquires concerning this request for proposals or the specifications shall be addressed to Trina C. Barwicks, Contract Administrator of Purchasing, 140 Stonewall Avenue West, Suite 101 in Fayetteville, Georgia 30214 from 8:00 a.m. to 5:00 p.m. The phone number is (770) 305-5420, Fax: (770) 719-5515 and/or Email Address: tbarwicks@fayettecountyga.gov. **Deadline for all questions is 10:00a.m., Monday, February 28, 2011. Any deviations from this procedure for questions or information pertaining to request for proposals may result in your proposal being rejected.**

Your proposal should be on the attached pricing sheet. All prices shall be F.O.B. Destination, Fayette County. Be sure to include the **proposal number** and **reference** along with your company's name and address on the **sealed** envelope in which the proposal is returned.

PROPOSAL MUST BE SUBMITTED TO:
FAYETTE COUNTY PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, SUITE 101
FAYETTEVILLE, GEORGIA 30214
PROPOSAL **#P741**
REFERENCE: COMPUTER AIDED DISPATCH (CAD)

Proposals will be received at the above address until 3:00 p.m. Wednesday, March 9, 2011 in the **Purchasing Department, Suite 101.** Proposals will be opened at approximately 3:00 p.m., March 9, 2011 and the names of the companies that responded will be read. Proposals must be signed to be considered. Late proposals will not be considered. Faxed/Emailed proposals will not be considered.

If this request for proposal is downloaded from our web site, it is the responsibility of the individual or company that downloads this request for proposal to continue to check the Fayette County web site for any addenda that might come out for this request for proposal and are posted on the Fayette County web site. Fayette County shall not be responsible for any information that any individual or company fails to get in an addendum that is posted on the Fayette County web site but is not downloaded. However, if the Fayette County Purchasing Department mails the request for proposal to a company or individual, we will keep a record of who we mailed that request for proposal to and all addenda for that request for proposal will also be mailed to those companies or individuals.

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Note: The name of the companies that respond to this request for proposals will be posted on the Fayette County website within 3 business days after the proposal opening.

There is no set time for an award to be made, as the proposals have to be evaluated, some presentations may be required, and a recommendation has to be prepared and then scheduled to go before the Board of Commissioners for consideration by the Board. If an award is not made within 60 days of the proposal opening, an update will be posted on the Fayette County website.

If the Board awards this proposal, once everything has been received by that company and the award has been completed, that information will also be posted on the Fayette County website. Please keep this procedure in mind.

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The County reserves the right to reject or accept any or all proposals and to waive technicalities, Informalities and minor irregularities in proposals received.

Sincerely,

Tim Jones, CPPO
Director of Purchasing

TJ/tcb

GENERAL TERMS AND CONDITIONS

1. **Preparation of Offers**

1A. Offeror shall examine the drawings, specifications, schedule and all instructions. Failure to do so will be at the offeror's risk.

1B. Each offeror shall furnish all information required. Erasures or other changes must be initialed by the person signing the offer. Offers must be signed by an authorized agent of the company.

2. The term "contractor" as used herein and elsewhere in these specifications shall be used synonymously with the term "successful offeror." The term "County" shall mean Fayette County.

3. **Submission of Offers**

3A. Offers and amendments shall be enclosed in sealed envelopes, addressed to the office specified in the request for proposal with the name and address of the offeror, the reference and proposal number on the face of the envelope.

3B. The offer, once submitted and opened, shall remain open for acceptance for a period of at least ninety days from the date of the opening of the proposals as set out in the request for proposal unless specifically excepted to in your offer.

3C. Samples of items, when required, must be submitted within the time specified and, unless otherwise specified, at no expense to the County. Unless otherwise specified, samples will be returned at the offeror's request and expense if items are not destroyed by testing.

3D. Fayette County shall not be responsible for the premature opening of a proposal not properly addressed and identified by proposal number and reference and/or delivered to an improper destination.

3E. In case of discrepancy between the unit price and the extended or total price, the unit price shall prevail.

4. **Evaluation of Offers**

The evaluation of offers and the determination as to acceptability of products or services offered shall be the responsibility of the County. Accordingly, to insure that sufficient information is available, the offeror may be required to submit literature, samples, references or other information prior to award.

5. **Non-Collusion**

Offeror declares that the offer is not made in connection with any other offeror submitting an offer for the same services, and that the offer is bona fide and is in all respects fair and without collusion or fraud.

6. **Default**

The contract may be cancelled or annulled by the Purchasing Director in whole or in part by written notice of default to the contractor upon non-performance or violation of contract terms. An award may be made to the next lowest satisfactory offeror, or articles specified may be purchased on the open market similar to those so terminated. In either event, the defaulting Contractor (or his surety) shall be liable to the County for cost to the County in excess of the defaulted contract prices provided, however, that the Contractor shall continue the performance of this contract to the extent not terminated under the provisions of this clause. Failure of the Contractor to deliver materials or services within the time stipulated on his offer, unless extended in writing by the Purchasing Director, shall constitute contract default.

7. **Patent Indemnity**

The Contractor guarantees to save the County, its agents, officers, or employees harmless from liability of any nature or kind for use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, for which the Contractor is not the patentee, assignee or licensee.

8. None of the various County agencies, either individually or collectively, will be required to purchase any minimum amount during the term of this contract, nor will they be limited, either individually or collectively, to any maximum amount during the term of this contract.

9. The County reserves the right to increase or decrease quantities shown without penalty.

10. **Ability To Perform**

The offeror may be required, upon request, to provide to the satisfaction of the County that he/she has the skill, experience and the necessary facilities as well as sufficient financial and human resources to perform the contract in a satisfactory manner and within the required time. If the available evidence is not satisfactory to the County, then the offer of such offeror may be rejected.

11. **Rejection of Offers**

Failure to observe any of the instructions or conditions in this request for proposal shall constitute grounds for rejection of the offer.

12. All of the specifications and information contained in this request for proposal, unless specifically accepted to in writing and included with the offer, will form the basis of the contract between the successful offeror (the Contractor) and the purchaser. Caution should be taken by the offeror that all questions are answered in the spaces provided and all requested information is submitted.

13. Assignment of any contract resulting from this request for proposal will not be authorized.

14. This contract may be cancelled by either party upon submitting thirty (30) days written notice of intent to cancel to the other party.

15. The proposal opening is open to the public. After the process is completed and an award has been made, information may be obtained on the Fayette County website (www.fayettecountyga.gov) or in the Purchasing Department at .25 per page. Prices and other information will not be given out over the telephone.

16. **If your Company has not previously applied to get on the Fayette County Bidders List, to insure your company is not omitted from participation in future bidding, it is important that you contact The Purchasing Department at 770-305-5420 immediately to find out how to be placed on the Bidders List. Participation in this request for proposal does not automatically place a Company on the Master Bidders List.**

ADDITIONAL INFORMATION AND INSTRUCTIONS

1. Respondents are urged to visit the site to familiarize themselves with site conditions. If a proposal is submitted it is understood that the respondent is acknowledging his acceptance of all site conditions.

2. The successful company/contractor shall be required to warranty his work for a period of at least one year after final acceptance by Fayette County of the work performed by the successful company.

3. Proposals will not be accepted from any person, firm, or corporation who is in arrears in any debt or obligation to Fayette County.

4. The proposal made by any company or firm must be signed in a legal manner in the name of such company or firm by a duly authorized officer, member or representative, whose name and representative capacity shall be stated, and the address of the principal place of business must be shown.

5. If the work described in this request for proposal is for roadway improvements and the proposed price is $5,000.00 or greater or if the proposed price for any other type work is $20,000.00 or greater, then a contract performance bond and a payment bond, each equal to 100% of the contract price with surety company satisfactory to the County, must be provided by the successful bidder by a surety company qualified to do business in Georgia. Bond given shall meet the requirements of Georgia Code Section 36-82-100 to 105. The bond shall be submitted in the name of the Fayette County Board of Commissioners prior to the work being commenced.

6. Include with your proposal a list of three (3) jobs that your company has done that is of the same or similar nature to the work described herein. For each job listed include a brief description of the work, a contact person, mailing address, valid telephone number and the date job was completed.

7. Successful company/contractor shall be insured.

8. Successful company/contractor shall be responsible for removal and proper disposal of all debris from site.

9. **In compliance with Georgia Code Section 13-10-91, the attached Bidder's Affidavit of Compliance with the Georgia Security and Immigration Compliance Act must be completed, signed, notarized and returned with your bid.**

PLEASE FILL OUT AND RETURN WITH YOUR BID THE BIDDER'S AFFIDAVIT OF COMPLIANCE AND THE LAST PAGE OF THIS INVITATION FOR BID. IT IS CALLED THE INFORMATION PAGE .

Bidder's Affidavit
Of Compliance with the Georgia Security and Immigration Compliance Act

By executing this affidavit, the undersigned bidder verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is bidding to contract with Fayette County has registered with, and is authorized to use, the federal work authorization verification program [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603].

The undersigned bidder agrees that it is using, and will continue to use, the federal work authorization program throughout the contract period.

The undersigned bidder further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this proposed contract with Fayette County, bidder will secure from such contractor(s) similar verification of compliance with O.C.G.A. 13-10-91. Bidder further agrees to maintain records of such compliance and provide a copy of each such verification to Fayette County at the time the subcontractor(s) is retained to perform such service.

_____
E-Verify or other User Identification Number

_____ _____
BY: Authorized Officer or Agent Date
(Bidder's Name)

_____
Title of Authorized Officer or Agent of Bidder

_____
Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

_____ DAY OF _____, 20____

Notary Public
My Commission Expires:

_____

INSURANCE REQUIREMENTS

The successful bidder shall, without expense to the County, carry the following to be in effect throughout the term of the contract:

1. Third party property damage insurance in such amounts as are deemed adequate by the County and Board of Commissioners against all losses, cost, damages, claims, expenses, or liability whatsoever because of accidental injury or damage to person or property occurring in the course of or as a result of performing the duties of this contract, and any and all matters incidental thereto. A minimum amount of coverage in the amount of $500,000.00 is required; although, additional coverage may be required depending on the nature of the work to be performed. The successful bidder shall also carry adequate Workman's Compensation Insurance covering all employees engaged in performing the duties and responsibilities of this contract.

2. Public Liability and Property damage insurance coverage including, but not limited to, the liability assumed in the indemnification provisions as specified in this invitation for bids fully insuring the successful bidder for liability for injury to or death of county employees and third parties, extended to include personal injury liability coverage, and damage to property of third parties, with a minimum combined coverage for each occurrence of $500,000.00 with an umbrella policy in the amount of one million dollars, $1,000,000.00.

3. Comprehensive automobile and truck liability insurance to include coverage of owned, hired, and non-owned vehicles with minimum limits of $300,000.00 each occurrence for bodily injury and $100,000.00 each occurrence for property damage. Such insurance is to include coverage for loading and unloading hazards.

A copy of the certificate of insurance for the aforementioned shall be submitted with your bid. A request will be sent to the agent or the insurance company of the successful bidder to notify Fayette County 30 days prior to cancellation of or upon any material change in coverage of the aforementioned insurance coverage prior to the work being completed. No award will be made until proof of the insurance coverage is submitted.

FAILURE TO PERFORM

It is important to note that if a company is awarded all or part of this request for proposal, Fayette County expects the successful company to totally fulfill the contract and perform all duties hereunder satisfactorily, for the duration of the contract. Failure to so perform will result in said company being removed from the Fayette County Bidders list for that commodity.

REQUEST FOR PROPOSALS,
COMPUTER AIDED DISPATCH (CAD) SYSTEM SPECIFICATIONS

Fayette County, GA, hereinafter referred to as "the County" seeks to acquire a COMPUTER-AIDED DISPATCH (CAD) SYSTEM to support consolidated Fayette County public safety dispatching operations, hereinafter referred to as "CAD." The CAD will be used to dispatch police, fire and medical units to 9-1-1 emergency calls, manage police, fire and emergency medical resources, provide communications between multiple resources, and interface with national and state criminal justice information systems, mobile data systems, records management systems and imaging systems. To complete this acquisition, the County seeks a company that provides an effective and carefully structured approach to implement the CAD system. In this context, implementation refers to all efforts required to provide a complete and functioning turn-key system and will prepare the Fayette County E 9-1-1 Center and the agencies it serves to use it effectively. This includes technology and implementation planning, detailed design, software integration, designing minimal software modifications, testing, training, conversion assistance, end user and technical documentation, project management, and post implementation warranty support.

The County desires to procure the most appropriate CAD system within its financial means from a qualified company at a firm, fixed price. The County prefers to purchase a system that is in use by other similar agencies and is proven to operate effectively. Although the County is requesting proposals for complete systems, including hardware, software, and services that include any and all third-party components, the County may choose not to acquire all optional system components. The County may also exercise the option to procure third-party components directly (For example, PC's and monitors). All modules will be itemized individually.

The system and equipment recommended by the respondent must comply with any and all applicable Federal Communications Commission Regulations, Part 68 and Part 15, sub-part J. It is important to the County to have a single point of contact for reporting complications due to technical or user error. This includes any and all interfaces used as part of the system. The offered system must be capable of a wide range of networking and communications options for the use of Local Area Networks using TCP/IP and asynchronous communications. Software upgrades shall be offered at no additional cost for the duration of the maintenance agreement. The system must be capable of complete dial-up or other remote diagnostics and maintenance. The County intends to follow standards set for CAD and E911 usage by NENA and APCO. All modules are required to be compliant with these standards. The respondent should indicate to what extent their system complies with these standards. These are published standards that the respondent can obtain from each organization's web-site. www.nena.org, www.apcointl.org.

The County appreciates the respondents' expertise and capabilities and does not intend to write a detailed specification to address every programming need for a new system. The intent of this request for proposal is to allow respondents to provide the best solution given the requirements set forth by the County. The functionality described is a guideline that we will use to evaluate systems. The County is open to alternative approaches; therefore, if a respondent/contractor system does not perform a task as described, the contractor should describe how their system meets the requirement and/or offer alternatives to the specified requirement.

This approach enables the County to take advantage of the most technologically advanced system available while allowing fair evaluation of all responses and remaining within established purchasing procedures.
The objectives for the CAD project are to:

Acquire a new CAD system that:

- Meets the specified current CAD functional requirements for the County, as outlined in the section: Specifications and Functionality.
- Is responsive to meeting future CAD functional requirements.
- Provides an elevated level of security, and reliability.
- Is highly configurable, allowing the County to meet current and future needs without extensive software customization. This should optimize both the ability of the respondent to provide long-term support and the ability of the County to implement future upgrades and enhancements to the product.
- Provides a superior level of user satisfaction.

Partner with a CAD company that:

- Can demonstrate past successful implementations of comparable projects with agencies of similar size and complexity as Fayette County E 9-1-1. The respondent will supply a list of current users of their offered product.
- Has a long-term commitment to the CAD business, with qualified and experienced staff to assist the County for the duration of the entire project.
- Provides customer support 24 hours per day, 7 days per week and commits to long term support of their product.
- Will work with the County to develop a plan that identifies and addresses current CAD system requirements so as to minimize the need for extensive software customizations and change orders during the transition from the current CAD to the new one.

Terms and Abbreviations

ALI	Automatic Location Identifier
ALS	Advanced Life Support
ANI	Automatic Number Identifier
AVL	Automatic Vehicle Location
BOLO	Be On the Look Out
CAD	Computer Aided Dispatch System
EMD	Emergency Medical Dispatch
ESN	Emergency Service Number
ESRI	Environmental Systems Research Institute
GCIC	Georgia Crime Information Center
GIS	Geographic Information System
MDT	Mobile Data Terminal
MSAG	Master Street Address Guide
NCIC	National Crime Information Center
OCA	Originating Agency Case Number
ODBC	Open Database Connectivity
PC	Personal Computer
PSAP	Public Safety Answering Point
SDE	Spatial Database Engine
TCP/IP	Transmission Control Protocol/Internet Protocol
TDD	Telecommunications Device for the Deaf
VIN	Vehicle Identification Number

Preparation for this RFP

Respondent must examine all related documents. Failure to do so is at the respondents' risk. Each company shall furnish the information required by the Request for Proposals. The respondent shall sign his/her original proposal and print or type his/her name, address, and telephone number on the face page, and each continuation sheet must be identified with their firm's name. The respondent shall retain a copy of all documents for future reference. All proposals must be signed with the company or firm's name and by an officer or employee having authority to bind the company or firm by his or her signature.

Submission or Receipt of the Proposal

Prospective companies are invited to submit proposals in accordance with the requirements outlined in this document. Five (5) sealed copies of the proposal should be submitted, one (1) original master copy, signed in ink, and one electronic copy:

PROPOSAL MUST BE SUBMITTED TO:
FAYETTE COUNTY PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, SUITE 101
FAYETTEVILLE, GEORGIA 30214
PROPOSAL **#P741**
REFERENCE: COMPUTER AIDED DISPATCH (CAD)

All proposals will be publicly opened at the same address and the names of those submitting proposals will be read. All pages should be numbered and organized as defined in this RFP.

Proposals will be received until 3:00 p.m. local time (EST), on Wednesday, March 9, 2011. Proposals received after this deadline will not be considered. There will be no exceptions to this procedure. Failure to follow the instructions in the RFP is cause for rejection of the proposal.

Summary of the Project

The Fayette County E 9-1-1 Center requires a fully integrated public safety information system for a Computer Aided Dispatch, access to GCIC, NCIC and other data bases. Full integration means that data is shared among applications in such a way that a transaction that is seamlessly entered into one module affects relevant information in all other modules wherever appropriate. The County seeks a flexible system that will allow staff and client agency staff to manipulate and create reports easily and in any form desirable within the Microsoft environment. The County and all client agencies have articulated a vision for a state-of-the-art information and data system; all agencies want a CAD that will integrate with their records management systems, Emergency Operations software, their mobile data systems and future possible Automated Vehicle Location (AVL) and imaging capabilities.

The Fayette County E 9-1-1 Center serves as the primary Public Safety Answering Point (PSAP) for the County, and provides dispatching for all entities throughout the County; this includes the call-taking and dispatching services for the Fayette County Sheriff's Office, Fayette County Fire and Emergency Services, Fayette County Marshals Office, Fayetteville Fire Department, Fayetteville Police Department, Peachtree City Fire and Emergency Services, Peachtree City Police Department and the Tyrone Police Department. The 9-1-1 Center also monitors the Board of Education, City and County Public Works Departments and City and County Water Departments as well as several State agencies.

Description of the Environment

The Fayette County E-9-1-1 Center has six dispatch/call-taker positions and two call-taker positions that will ultimately become dispatch/call-taker positions. Multiple administrators access the system for reporting and statistical purposes. The current system is a SunGard HTE computer aided dispatch system. The Center requires a minimum of twenty access licenses if access is designated by each sign on to the system.

The goal of the Center is to process law enforcement calls for service within a two minute time frame from the first ring of the phone to final dispatch of the call for service. Call volumes vary from shift to shift and from agency to agency. (see diagram A) Fire and EMS calls for service are processed in under a minute. Call volumes. (see diagram B)

Diagram A

FAYETTE COUNTY E9-1-1 Center Operator Response Times					
Year 2008 Average Operator Response Time **					
FCSD	**FCMO**	**FPD**	**PCPD**	**TPD**	
0:02:11	0:02:23	0:01:48	0:02:09	0:01:48	
	FCFD	**FFD**	**PCFD**		
	0:00:53	0:00:56	0:00:53		
Year 2009 Average Operator Response Time **					
FCSD	**FCMO**	**FPD**	**PCPD**	**TPD**	
0:02:08	0:02:18	0:01:44	0:01:55	0:01:50	
	FCFD	**FFD**	**PCFD**		
	0:00:50	0:00:51	0:00:50		
Year 2010 Average Operator Response Time **					
FCSD	**FCMO**	**FPD**	**PCPD**	**TPD**	
0:01:56	0:02:18	0:01:42	0:01:52	0:01:42	
	FCFD	**FFD**	**PCFD**		
	0:00:50	0:00:53	0:00:51		

** Response times are the time calculated from when the operator picks up the phone until the field unit is dispatched to the call for service. Calls placed on hold for higher priority calls or due to lack of an available unit contribute to the overall operator response.

Diagram B

FAYETTE COUNTY E 9-1-1 CENTER CALLS FOR SERVICE					
Year 2008 Calls for Service					
	FCSD	FCMO	FPD	PCPD	TPD
No. of Calls Dispatched	15,926	493	10,961	14,571	2,553
No. of Pullovers	9,745	197	9,589	12,783	3,622
No. of Officer Initiated Calls	26,319	15,980	25,408	49,151	2,281
Total Number of Calls	51,990	16,670	45,958	76,505	8,456
	FCFD	FFD	PCFD		
No. of Fire Calls	1,438	769	670		
No. of EMS Calls	5,180	1,856	2,097		
Total Number of Calls	6,618	2,625	2,767		
Year 2009 Calls for Service					
	FCSD	FCMO	FPD	PCPD	TPD
No. of Calls Dispatched	17,795	576	12,661	14,522	2,774
No. of Pullovers	10,818	195	12,057	11,587	3,667
No. of Officer Initiated Calls	21,883	17,315	24,726	44,877	1,817
Total Number of Calls	50,496	18,086	49,444	70,986	8,258
	FCFD	FFD	PCFD		
No. of Fire Calls	1,430	705	638		
No. of EMS Calls	5,855	2,124	2,046		
Total Number of Calls	7,285	2,829	2,683		
Year 2010 Calls for Service					
	FCSD	FCMO	FPD	PCPD	TPD
No. of Calls Dispatched	18,155	596	10,175	14,373	2,651
No. of Pullovers	10,251	200	8,610	17,914	4,095
No. of Officer Initiated Calls	19,219	17,000	24,307	41,423	1,564
Total Number of Calls	47,625	17,796	43,092	73,710	8,310
	FCFD	FFD	PCFD		
No. of Fire Calls	1,632	760	838		
No. of EMS Calls	5,941	2,099	2,180		
Total Number of Calls	7,573	2,859	3,018		

Each of the agencies served by the 9-1-1 Center has it's own records management system. Current systems will be integrated with the CAD to allow each agency to pull statistical information for reporting, crime mapping and historical reference. Some agencies may replace their records management systems within the next five years and connectivity to those systems will be required:

Fayette County Fire and EMS	FirePoint
Fayette County Marshals Office	ARMS
Fayette County Sheriff's Office	Spillman
Fayetteville Fire Dept	FirePoint
Fayetteville Police Dept	USA Software
Peachtree City Fire and EMS	FIREHOUSE and Remote Access
Peachtree City Police Dept	USA Software
Tyrone Police Dept	SSI

Functional Requirements
The following requirements are MANDATORY features that must be available in the proposed system.

General CAD Functionality
For optimum performance by County users, the following functional requirements apply to general features and functionality of the CAD system.

The CAD software package must:

- Provide computer aided dispatching and unit update windows, available units and stations inventory windows, active units' status windows and active calls windows.
- Allow users to change color schemes within windows to add to ease of use.
- Allow users to customize windows, including resizing and repositioning windows, changing sort options and hiding or viewing columns.
- Allow users to change and save their window attributes and changes (including window size and position, visible columns and column order)
  Changes to window attributes and views must be permission based.
- Allow for a default "dispatcher" profile in order to allow agencies to maintain consistency in views of CAD screens
- Be supplied with an E9-1-1 interface to allow easy entry of basic call information into the system and to eliminate redundant data entry.
- Be able to take Phase II Latitude/Longitude information and recommend the nearest physical address.
- Be able to take "re-bid" Phase II information and recommend an updated address to the user.
- Automatically assign a unique identification number to each CAD call. These numbers must contain at a minimum, a sequential number preceded by a two or four digit year.
- Allow case (OCA) numbers to be manually assigned on incidents where desired.
- Allow for multiple case/run numbers to be assigned to an incident.
- Allow for automatic case number/run number generation based on disposition code.
- Allow run or department numbers to be automatically assigned on dispatch.
- Allow for each department to utilize its own set of case/run numbers and allow numbers to be rolled monthly or yearly.
- Support both field entry and command line entry of data.
- Maintain a complete call detail record for each event and must be compatible with the incident reporting and records management subsystem.
- Track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or in the squad room.
- Automatically assign a priority to an incident based on the event code utilized.
- Allow for the assigned/default priority to be agency/organization specific.
- Allow for at least nine call priorities.
- Allow for the entry of an incident disposition when an incident is closed.
- Allow for an incident disposition to be changed after the incident has been closed for any period of time.
- Allow for a disposition to be required before the incident can be closed.
- Provide a list of disposition codes to be displayed when entering a disposition code.
- Provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident.
- Allow entry of future calls. These pending calls are reported to the users at a pre-determined time. The system will then alert the operator of the call status and requirements.
- Allow multiple CAD functions to be in progress at the same time.

- Provide function key access for frequently used screens and functions.
- Provide an interactive help function with computer-initiated dialogues such as menu selections or Windows-based point and click functions.
- Provide online access to complete help documentation.
- Provide context-sensitive online help.
- Allow a closed CAD incident to be re-opened.
- Maintain a file of all calls received.
- Allow users to enter (back in) calls and data after system downtime.
- Provide the ability to log users off automatically after a pre-determined period of inactivity.
- Allow users to track government-mandated statistics (collect Racial Profiling data).
- Require a military (24-hour) time format.
- Function in a single or multi-jurisdictional environment.
- Allow users to search and view jail inmate information when applicable.
- Upgrade or downgrade events based on information from EMD.
- Include EMD comments in CAD narratives.
- Allow for the co-existence of CAD and EMD event codes; to either allow or prevent EMD codes overwriting CAD codes.
- Provide a narrative reason if and when a ProQA session is terminated.
- Include ProQA questions as part of other CAD details.
- Allow restriction of EMD functionality to users, as determined by management.
- Allow dispatcher to view personnel information associated with unit occupants.
- Allow dispatchers to search for officers by skills.
- Allow dispatchers to search vehicle ID numbers for personal information.
- Allow paging of units (manually and automatically).
- Transmit CAD incident numbers as part of alphanumeric pages.
- Interface with TDD (Telecommunications Device for the Deaf) systems.
- Allow media files to be attached to CAD incidents and viewed. The following files must be supported: Windows Media Player and MP3 files; Image files such as .tif, .jpg, etc.; Adobe .pdf files and Microsoft files.
- Provide validation to ensure entry of proper two-letter state abbreviations where used.
- Allow for export of rip and run prints to remote printers on the network. Rip and run prints must be configurable.
- Allow for export of data in ASCII format for use in third party applications.
- Provide the ability to view—in a traffic-stop module—previous CAD incidents related to a particular vehicle.
- Allow multiple traffic stop screens to be open simultaneously.
- Must provide documentation of activities performed and the identity of the user responsible for each activity.
- Automatically determine the priority of the incident based upon the incident type.
- Color-code events in the active events display by priority.
- Update all CAD stations with new status information automatically and immediately.
- Allow users to add information to an incident at any time.
- Allow users to be set up as call takers only and restrict such users from dispatcher functions.
- Provide users the ability to stack or assign low priority calls to a busy unit.
- Allow units to be assigned to calls through drag and drop functionality (clicking on a unit ID and dragging it to the call to be dispatched on) or by command line.
- Allow dispatchers to have the ability to update unit status.
- Provide the ability to place all units in a station out of service or off duty at one time.
- Provide the ability to place all units in a station in service or on duty at one time.

- Allow users to place a unit en-route or on-scene after notification from the unit even if the unit was not dispatched.
- Allow users to view unit history/log information from command line or function key.
- Provide users with the ability to view the CAD incident from the unit log when a CAD incident number is displayed.
- Differentiate between active (dispatched) and pending (non-dispatched) calls in the system monitor.
- Allow users the ability to toggle between pending and active calls.
- Provide a separate pending calls window.
- Allow users to quickly select any call from the display for updating.
- Allow units to be added as assisting (backup) units on a call after it has been dispatched.
- Automatically send a call back to the pending call queue if all assigned units are preempted from that call.
- Alert users of the existence of standard operating procedures based upon call type and location.
- Allow administrators to develop specific lists of questions for users to ask callers based upon event types. These questions must automatically appear when a call with that event type is placed. Answers must remain with the call narrative in the event call type is changed.
- Allow for handling of calls for wrecker service.
- Allow for assignment of wrecker companies from a rotating wrecker company assignment table and must allow for automatic assignment of the next company in a user-defined rotation.
- Allow for multiple wrecker rotation areas, each with their own rotation order and type of rotation selection.
- Track a history of all wrecker companies and their status on a wrecker incident.
- Allow for a wrecker to be returned to the wrecker assignment list out of sequence and be used as the "next up" wrecker.
- Allow for assignment of wrecker companies outside of the rotation (owner's request) to accommodate callers requesting a specific wrecker company.
- Allow dispatchers to search for wrecker incidents by tag number, make, model or color, owner name or wrecker company.
- Provide partial or ad-hoc searching of wrecker information is required.
- Auto populates basic vehicle information into the wrecker incident.
- Allow users to track/store impound, hold and release information.
- Provide a pre-formatted input screen for quick entry of officer-initiated traffic stops.
- Provide a function key for quick access to entry of traffic stops.
- Automatically query GCIC/NCIC for vehicle registration on all methods of traffic stop entries.
- Allow dispatchers to enter data on vehicles involved in incidents.
- Allow dispatchers to enter data on persons involved in incidents.
- Allow dispatchers to search for vehicles involved in prior incidents by VIN number, tag number, make, model or color. Partial or ad-hoc searching of vehicle information is required.
- Allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.
- Allow users to enter a narrative of unlimited length on incidents.
- Allow users to add to a narrative as an incident progresses.
- Allow a setup option that limits editing of narratives to the creator of the narrative only.
- Allow users to add to a narrative after an incident is closed.
- Alert users of possible duplicate calls based upon incident location.

- Allow for the tracking of false alarms.
- Allow users to send messages to users or groups of users of their choice.
- Allow users to forward and reroute messages.
- Allow users to send messages to mobile units if interfacing with MDTs.
- Allow users to inquire into past CAD incidents via a form where they can input search variables.
- Allow users to inquire into past CAD incidents with partial data or ad-hoc searches.
- Allow users immediate access to summary or detail on all incidents visible on their screens.
- Allow for an unlimited number of active incidents.
- Allow users to enter data of any sort into a Book File where they can call it up quickly for reference.
- Allow users to enter Pre-Fire Plans based on building names, addresses or locations.
- Allow users to monitor in progress events with real time updates.
- Allow users to save/wait incomplete calls for service in order to process higher priority calls.
- Allow incomplete calls for service to be accessible to all users.
- Provide a way to identify if the reporting party has requested contact with responders.
- Utilize event and unit status timers to monitor units as a call progresses. The system must notify the dispatcher of overdue conditions.
- Provide an initial check-back after a period of time between when a unit first arrives on-scene to when the software must first prompt the dispatcher to check on the unit's condition.
- Provide the ability to reset timers after any status change.
- Provide for timers based on event priority.
- Provide both an audio and visual indicator when a timer has expired.
- Provide dispatch to en-route timers.
- Provide the ability to assign a timer to any status code.
- Provide for station timers.
- Provide the ability to view all expired timers.
- Afford the ability to view all units and stations that have an associated timer regardless if the timer has expired.
- Afford visual alerts to the user when BOLO warnings occur.
- Afford visual alerts to the user when hazard warnings occur at a specific incident location.
- Afford visual alerts to the user when previous incident history at a specific location is available.
- Afford visual alerts to the user when place/landmark information is available for an incident at a specific location.
- Afford visual alerts to the user when pre-fire information is available for an incident at a specific location.
- Afford visual alerts to the user when hydrant information is available for an incident at a specific location.
- Afford visual alerts to the user when directions to an incident's specific location are available.
- Afford visual alerts to the user when warrant information is available for an incident's specific location.
- Visually alert a user if a new message has been received.
- Visually alert users when narratives are added to an incident of relevance to them.
- Alert users in CAD when units are logged en-route to a hospital location that has been closed or a diversion to another hospital exists.
- Alert users to hydrants in the area when available.
- Alert all positions when an incident is upgraded to a traffic pursuit.

- Allow different audible alerts to be assigned to different messages based upon the "type" of the messages.
- Allow different audible alerts to be assigned to different messages based upon the "priority" of the messages.
- Require a login and password in order to gain entry to the software package.
- Require the login identification to become part of the CAD incident record for all calls created and modified. All data entered will be stamped with the user's login identification.
- Allow Administrators to be able to select the resource types for which call takers and dispatchers will be responsible by geographic area, agency type, special group or any combination of these.
- Allow that only calls in the dispatch group assigned to or being monitored by the call taker/dispatcher will appear in that user's call queue when they are automatically routed by the system.
- Provide a method of viewing changes to a closed incident, including the name of the user implementing the change.
- Provide an audit trail to track changes and additions made to an incident or unit status.
- Allow the ability to invoke Command Line entry with a single keystroke.
- Allow the Command Line entry window to be removed from the screen if the call taker/dispatcher does not wish to use it.
- Allow command line entry users to scroll through and reselect previous command line entries with the use of a mouse or the keyboard.
- Ensure the CAD System's Command Line entry consists of a command identifier followed by data parameters.
- Provide a help display for Command Line functions.
- Allow multiple command lines to be open simultaneously.
- Include a module that allows qualified users to search for and view the details of warrants associated with incidents.
- Provide accessibility only to users with the appropriate permissions.
- Allow qualified users to add and maintain warrant information without leaving the CAD system.
- Afford the ability to interface with a third party warrant system.
- Maintain a Be on the Lookout (BOLO) File.
- Maintain a BOLO reference number for each BOLO entered.
- Allow BOLO records to be cross referenced to CAD incidents by BOLO number and CAD Incident number.
- Upon creation of a CAD incident, alert on BOLOs that match on name and address
- Alert users to BOLO records that match on the vehicle tag number when a traffic stop incident is generated.
- Allow BOLO records to be sent to specified users, all users or user groups.
- Allow records to be searchable by BOLO number or CAD incident number.
- Allow BOLO records to be searchable by keyword (including partial or ad-hoc searches).
- Be configurable to display BOLO alerts automatically on incoming 9-1-1 calls.
- Afford a web-based view-only CAD that must allow users to view and search incident and unit information in real time.
- Allow for basic inquiries into prior incidents, as well as basic reporting capabilities.

GCIC/NCIC

The respondent must be able to implement a state certified integrated NCIC interface. Respondents must either have previously been certified in the state or show they are certified in another state and are capable of obtaining certification in Georgia.

- Afford the ability to automatically query vehicle tags.
- Afford the ability to automatically query persons.

MSAG/GIS Functionality

- Utilize an on-line Master Street Address Guide and geographic reference feature to insure that appropriate emergency response resources are dispatched to legitimate addresses.
- Automatically determine the response zone and jurisdiction based on a verified incident location.
- Allow that upon entry of the incident location, an automatic look-up in the geographic database must verify the given incident location as a valid address.
- Notify the call taker or dispatcher if the address does not verify against the MSAG/Geo file.
- Allow the call taker or dispatcher to enter an address that does not verify against the MSAG/Geo file.
- Allow the entry of directions to a location which will be visible upon demand and upon a new incident at that location.
- Allow for alias street names such as abbreviations.
- Allow for a display of the nearest high and low cross streets upon MSAG/Geo validation.
- Display the nearest mile marker upon MSAG/Geo validation.
- Allow the user to enter a location as a commonplace or business name. (place/landmark). The system must automatically connect the commonplace or business name with an exact address.
- Allow commonplace name entries to include an apartment or building number.
- Allow for entry at an intersection to be geo validated with visual indicator that incident is at an intersection.
- Provide a Soundex type look-up for street names, road and highway names, intersections and place/landmark names.
- Allow the user to input the correct location if the E9-1-1 location automatically sent is not correct.
- Allow the user to enter partial street names to speed up the location entry and verification process.
- Log location entries that do not validate against the MSAG yet are saved as the correct address by the user.
- Provide address verification for and acceptance of invalid addresses, number ranges, street names, intersections, mile markers, rural routes and places/landmarks.
- Display a list of all duplicate street names for user to choose the most correct selection or over-ride entry as needed.

Unit/Equipment Recommendation

- Provide automatic unit recommendation for an event based on the event type and the zone, beat and response planning and availability.
- Provide appropriate recommendations on the appropriate agency based on the nature code and location.
- Allow dispatchers to override unit recommendation when required.
- Allow units dispatched on a busy status (house checks, etc.) to be eligible for recommendation on higher priority incidents.

- Afford the ability to recalculate Unit Recommendations if the incident type, incident location or incident priority change.
- Afford the ability to recommend multiple units.
- Afford the ability to recommend Fire units.
- Allow units to be labeled with a minimum of 20 unit types/attributes or equipment identifiers.
- Allow for alpha numeric character unit types that are up to four characters each.
- Afford the ability to recommend EMS (Rescue) units.
- Afford the ability to recommend units of multiple types if necessary (Fire and Law, for example) on the same incident.
- Afford the ability to recommend the appropriate units or apparatus based upon the type and location of the incident.
- Allow for specific recommendations (response line ups such as one ALS unit) for each class or units/organization based on time of day and day of week.
- Allow for differing response line ups/recommendations based on geographic location, for the same event type.
- Allow for the recommendation of mutual aid depending on the incident type, incident location and type of equipment necessary.
- Allow for specific unit type/apparatus recommendations for each class or organization of units on the same incident.
- Allow for a combination of station based and unit based recommendations.
- Recommend the appropriate combinations of stations and/or units based on event type and location.
- Allow for a specified response for each alarm level for a specific type of fire incident.
- Continually track EMS unit coverage/posting and make necessary recommendations for equipment move-ups.
- Allow for posting EMS units via drag and drop.
- Display a list of all EMS postings and uncovered areas.
- Allow users to put a unit in move up status via Command Line Entry.
- Automatically consider units on a move up status in recommendations.
- Allow for reversal of equipment move-ups.
- Allow users to view all units in a "move up" status, along with the current station/response area assignment at any time.
- Afford the ability to recommend the next best unit for the type of incident if the initial unit recommended is unavailable for some reason.
- Allow for resource contingencies for fire units that will automatically enable or disable units based on pre set contingencies to be determined by the agency.
- Allow users to update/change resource contingencies on the fly.
- Allow users and administrators to set a maximum number of fire units to be recommended from a specific station at one time (on a single incident) in order to not deplete resources in the area.
- Afford the ability to restrict resources in recommendations to be fire station specific.
- Allow the ability to update resource restrictions for a fire station on the fly.
- Allow users to set resource recommendation restrictions based on time of day.
- Allow primary or alternate response recommendations. For example, call requires 1 Engine or 1 Quint. If the engine is not available, the system will recommend the Quint.
- Display the unit(s) that are in service and were not available for a call recommendation. The display must display why the unit(s) were not recommended.
- Notify the dispatcher when a complete recommendation cannot be fulfilled and indicate what resource(s) are not available.

- Provide the ability to change recommendations on the fly. For example if a recommendation was for 1 Engine and the user wanted the system to recommend 2 Engines and 1 Squad, the user must have the ability to input this and the system will recommend the specified resources.
- Provide progressive response recommendations. Users must have the ability to upgrade or downgrade a call/recommendation without having to modify the call incident type.

System Administration Module

- Allow for the CAD system's system administration module (file maintenance) to be provided through the use of menu-driven activities.
- Allow the system administrator to enter and modify codes in code tables.
- Allow system administrators the security rights to be the only individuals with the ability to alter code tables if desired.
- Allow for the removal of codes from code tables if those codes are no longer necessary.
- Allow system administrators to monitor the work of call takers and dispatchers in a real-time manner.
- Allow system administrators to take over the screens and workload of call takers and dispatchers if necessary.
- Allow system administrators to log off a call taker or dispatcher if situations arise making this necessary.
- Allow system administrator changes to code tables to appear in drop down windows where available from the point of that change forward.
- Allow for help tables and data validation in file maintenance programs that reference other areas/tables.
- Allow system administrators to control what appears on menus after changes to user's security rights.
- Allow system administrators to set the maximum number of log on attempts before the user is locked out of the system.
- Allow system administrators to unlock a locked out user.

Reports

- Provide standardized reports that are able to be run on-demand.
- Provide the ability to export reports to .pdf and Excel formats.
- Utilize reporting software such as Crystal Reports and provide a minimum of 40 preconfigured reports with the ability through code tables to also design ad hoc reports.
- Provide department analysis reports of the following types:
  - Events by department,
  - Department unit call activity,
  - Officer log,
  - CAD Incidents by unit status,
  - Hourly call distribution by department,
  - Unit time analysis, and;
  - Calculate non-CAD unit events.
- Provide Event Recap reports of the following types:
  - Event Type (detail or summary),
  - Detail Call Report,
  - CAD History by Date Range,
  - Agency Total Calls for Service, and;
  - CAD Events by Date and Location.

- Provide call response time/call calculation reports that allow for selection of the following parameters and display:
  - Unit, department, station or organization,
  - Location, incident type or priority,
  - Shift or time parameters, and;
  - Call calculation options for the incident or a specified departments response on the incident that include total length of time on the call, received to dispatch, dispatch to en-route, en-route to on-scene, dispatch to en-route, dispatch to on-scene, dispatch to clear or on-scene to clear.
- Allow for a graphical display of call calculation reports and allow users to select graph display parameters.
- Provide department response time reports of the following types:
  - Receipt to dispatch by department,
  - Receipt to clear by department,
  - Dispatch to on-scene by department,
  - Dispatch to clear by department,
  - Receipt to on-scene by department,
  - On-scene to clear by department,
  - Dispatch to en-route by department, and;
  - Organization response summary by department.
- Provide a report of addresses accepted as valid entries of incident location that do not validate against the Geo database.
- Provide wrecker reports of the following types:
  - Wrecker service by date/area,
  - Wrecker summary by month,
  - Wrecker schedule by week,
  - Wrecker services by last name, and;
  - Wrecker service by cad incident number.
- Provide a report of call event codes.
- Provide a report of status codes.
- Provide a report of units by service organization.
- Provide a Unit Log Inquiry report.
- Provide a run/case number summary report for a specified department.
- Provide a call type totals by date report.
- Provide a report that displays all BOLO records for a specified date range, name, location, originating agency or offense/violation type.
- Provide reports on racial profiling statistics.
- Provide 9-1-1 reports of the following types:
  - Telco Subscribers,
  - 9-1-1 Log by Phone Number,
  - Miscellaneous inquiries,
  - 9-1-1 Log by Date Range,
  - 9-1-1 Log by Position, and;
  - 9-1-1 Reference Tables.
- Provide a blotter report.
- Provide a report that displays place/premise information and when the contact information was reviewed/updated.
- Allow reports to be scheduled to run automatically at pre-defined times.

Licensing

The respondent must provide information for each proposed component that requires a user license and all costs associated with user licenses must be identified.

Each of the agencies plan to connect to the CAD from remote workstations (via virtual private network, leased line, wide area network or other manners of networking) to extract information from the CAD both in real-time (on-demand) and at scheduled intervals for use within each agency's records management systems, preplan software and other software packages. Participating agencies shall also require access to various modules of the CAD system specific to their jurisdictions (examples include "silent dispatch and response", mapping, AVL view, CAD history, routing) from each of their remote workstations. Proposers shall describe and demonstrate the proposed system's capabilities in allowing such connectivity, including all costs required for sufficient access, licensing and/or capacity required to accomplish such a goal. Proposers shall specifically demonstrate their proposed solutions' connectivity and data flow to agency's current records management systems, preplan systems or other software upon request of the evaluation committee as a part of the evaluation process. Such connectivity demonstrations, however, shall not limit the proposed solution for any future records management system or other software. Respondents shall provide information outlining the maximum number of remote connections to their proposed base CAD solution as well as a cost structure for adding additional licenses as demand increases.

Training Module

The proposed system must support an extensive CAD training subsystem to include:

- Hands on training for call-takers and dispatchers.
- Allow users to simulate as closely as possible, a real time environment to include mapping, EMD and other resources.
- Allow users to access real tables and files with current information but not interfere with live data.
- Allow multiple (simultaneous) training sessions based on a single agency.
- Provide monitoring of users by training personnel.
- Provide monitoring ability from any workstation.
- Provide for call manipulation/entry by training personnel in each active training session.

General GIS Specifications

All equipment must comply with any and all applicable Federal Communications Commission regulations, Part 68, Part 15 and sub-part J. All equipment must have been in service providing service to at least one client within the continental United States for a minimum of six (6) months. The system must be capable of complete dial-up or other remote diagnostics and maintenance.

General GIS Technical Specifications

The GIS software package must:

- Provide the CAD dispatchers with the ability to display the location of a caller on a separate computer screen.
- Instantly display the caller's location on the map monitor without any keystroke from the dispatcher.
- Display locations either entered automatically via an E9-1-1 interface into CAD or manually entered by the dispatcher/call taker.
- Allow dispatchers to drag and drop available units from a CAD system onto the map in order to dispatch units.
- Allow users to route responding units and display the route on the digital map.
- Allow users to update unit status from the map.
- Allow users to zoom in or out on the map.
- Allow users to "pan" around a map to view different locations.
- Allow users to manually look up addresses even if there is no current call at that location.

- Allow administrators to maintain the map database.
- Automatically display CAD incidents and assigned units on the map.
- Allow users to fax maps, print displayed maps and transfer maps to other GIS workstations.
- Provide maps in layered format. For example, jurisdictional boundaries, street centerline, hydrants etc.
- Allow users to turn off and on certain layers (example, the hydrant layer) from the map if desired.
- Display the map location within five (5) seconds of the call being received.
- Allow users to draw barriers (roadblocks) on the map and automatically re-route responding traffic around these barriers.
- Provide for full Wireless Phase I and Phase II compatibility.
- Display detail of the RF coverage area of the cell-face that received the call for Phase I
- Center on the received latitude/longitude coordinate and also make available to the dispatcher the display of the RF coverage area of the cell-face that received the call as an option with Phase II.
- Display latitude and longitude on the map.
- Allow users to manually enter the ALI information or latitude/longitude coordinate and receive the same functionality of an automatic "hit."
- Display real-time location of units where AVL technology is available and has been deployed in the vehicles.
- Display actual house or building numbers if provided by the agency.
- Display the site plan or footprint of buildings when this data has been provided by the agency.
- Support distance measurement by selecting two points on the map.
- Display whichever layers the agency provides to incorporate before going live. Customized layers should include but not be limited to:
  - Sites symbolized by type of structure,
  - Municipal Names,
  - Street Centerlines,
  - Area Landmarks,
  - Boundaries of any type but must have jurisdictional,
  - Hydrants,
  - Point Landmarks such as weather sirens,
  - Water Features, and;
  - ESN Boundaries.
- Display aerial photographs if provided to incorporate before going live.
- Allow users to draw shapes on the map (circles, squares, polygons, etc.) and must display location information such as phone numbers (if available) for all structure points located within the specified area.
- Allow users to create a map perimeter in order to reroute traffic around special events.
- Allow the creation of frequently displayed map windows for display of pre-selected map areas.
- Allow users to use maps in order to perform event analysis functions.
- Allow for map updates to be pushed out to all terminals from a central database and not require updates to be performed manually at each terminal. When the map update is pushed out there must be a visual representation on the map screen indicating that a map update is available.
- Allow for suggested routing by closest EMS unit based on post location.
- Be able to initiate a CAD event.

- Allow for visual representation via drag-and-drop for documenting and viewing chase events. All the times must be date stamped and able to be saved to a CAD incident and stored as a digital image.
- Allow for image catalogs.
- Provide online access to complete help documentation.
- Be compatible with ESRI and SDE.

Hardware Specifications

The contractor will provide specifications for and furnish such equipment, services and supplies necessary to install, operate and maintain the equipment and software specified in the RFP. Generally, respondents are required to propose and implement all planned servers and CAD Workstations, and provide specifications for other needed user devices (workstations and printers).

The respondent will provide an introductory narrative of the proposed CAD, covering the main features and benefits that distinguish it. Follow it up with a System Diagram that depicts the overall design. Subsequent to the introductory paragraph, expand upon a plan for future system enhancements to show the County long-term viability of the proposed system architecture and hardware. The installed system must be capable of expansion in a modular and incremental fashion. The requirements of this RFP are that the respondent recommends the hardware necessary to meet the initial and future agency sizing parameters, and provides the specifications thereof. It is expected that the application software can be modified to meet the County's ten-year requirements (requirement to store converted + ten years of new data on the planned system). The software must allow for expansion through tables in order to minimize extensive program modifications and/or additions. The respondent must comment on its plans for servers and user interface, specifically its direction in connection with open systems architecture. The respondent needs to state if they certify the system to run in a virtualized environment using VMware v-Sphere (ESXi).

The County is not specifying a specific processor size or configuration. This is left to the contractor to specify. The process requirement recommended by the respondent must be sufficient to meet the processing requirements defined throughout this document.

Laser printers are the network printer of choice unless the specific application requires impact printers or plotting capabilities.

Obviously, there is a need to perform backups of the data captured by each department. As part of the global requirements, the County requires the latest archiving and storage tools.

Capacity

- Equipment capacity for CPU processing must support the application software requirements, volumes, and processing performance for at least 10 years, and
- Sufficient direct access storage to support timely file query and update for all applications
- Sufficient main memory, disk capacity, and processing capability to facilitate installation of the application programs and peripheral devices for processing currently defined systems and expansion capacity to support future requirements
- Multitasking capability for simultaneous processing of application systems is required.
- Support of additional workstations and remote locations is required.
- Any exceptions to the previous items must be fully explained.

At initial installation, using data volumes and processing characteristics must operate ideally between twenty to twenty-five percent (20 – 25%) but no more than thirty-five percent (35%) of capacity (for CPU, memory, and I/O performance). It must have the capability to have a field upgrade to projected capacity without changing the initial CPU / disk equipment or other peripherals. The CAD server must support 10 years of calls based upon a five percent (5%) per year increase to present call volumes. The respondent must describe the expandability of the proposed system in terms of processors, memory, I/O, disk drives, and peripheral devices. All application systems must operate concurrently. If several applications utilize the same data server, the system must be configured to assure priority workstation response for CAD.

Training Specifications

The following requirements are MANDATORY features that must be available with the proposed system.

- Detailed training of County Communications personnel and IS network administrators in the use and operation of the server hardware management systems and tools.
- Sufficient hardware training to enable staff to support hardware .
- Detailed training for select Communications and IS Administrators for support of the databases, and the application software.
- Detailed user training for application software.
- Microsoft SQL is the preferred database. Other industry standard database systems that are well integrated with the application software will also be considered, but any such data base must be ODBC compliant and allow third party real time access to the data on a read only basis.

Time Synchronization

The contractor must supply a master clock which obtains time from GPS satellites. Fixed system components containing internal clocks must be maintained within one second of the master clock. Contractor will install all time synchronization systems and ancillary components, and integrate the device with servers, E-911, radio system, radio console, and voice recorders.

Each respondent shall include in their proposal a list of all computer hardware that the system offered will run off of including all servers and work stations.

Warranty and Maintenance

The proposal must include a full year warranty and support on all work performed; all software and all hardware products purchased from the successful bidder, for a period of one year from the date of system acceptance. Each proposal must also include pricing for an annual maintenance agreement for the aforementioned for a term of no less than three years with no price increase.

Prime Contractor

The County requires that a Prime Contractor be responsible for the entire project.

Use of Subcontractors

Companies may wish to combine their resources in responding to the RFP. In such instances, the County requires the prime contractor to be accountable for the entire turn-key system proposal, including the contract that may result.

For a proposal to be responsive to this RFP, the prime contractor must list the work subcontractors are to perform, if applicable, and provide references of projects on which the Contractor/Subcontractor have collaborated.

Experience Requirements and References
In order for a proposal to qualify for consideration, respondents must have successfully implemented presently operational Computer Aided Dispatch systems that are composed of applications like those required in this RFP. Respondents must describe at least three projects installed in the continental United States in the past 5 years. Client contacts must be current and willing to discuss their system with the County's representatives. Repeated difficulty in establishing contact with prior clients will render that reference invalid. Respondents may additionally provide references for previous projects completed to help establish the respondents' credentials. The County will use vendor references to validate the vendor's past performance and delivery capabilities.

Proposal Requirements
The County requires comprehensive responses to every section of this RFP. To facilitate response review, respondents shall follow the proposal format as outlined. The proposal format requirements are intended to expedite review and evaluation and to ensure RFP requirements are addressed uniformly and in a manner that is amenable to committee review. These requirements are not intended to constrain respondents with regard to content. The following describes, in more detail, what is required from a respondent.

Executive Summary
The executive summary of the proposal should provide a short (no more than ten page) synopsis of the significant points in the proposal, such as a project summary and brief respondents' capabilities. Because the County's management decision-makers will review the executive summary, respondents shall submit the executive summary with the proposal as a separate sealed document.

Required Proposal Sections
To ensure similarity in proposal presentation and allow the evaluation team to easily compare proposals, respondents shall include, in the order described, the following material. Additional sections or appendices may be added, if desired, to present additional pertinent information.

Table of Contents
Respondents shall provide a table of contents with the proposal (i.e., a standard listing of proposal section numbers, section titles, and page numbers).

Proposal Introductions and Summary
This section should describe the project overall and the general approach taken in responding to this RFP. The respondent should state the company's overall approach to achieving the RFP goals and objectives. Finally, this section should summarize proposal highlights, the respondents' abilities and approach to successful project completion.

Detailed Description of Vendor Products
This section shall include a detailed description of the products and services being proposed to satisfy the County. The respondent will provide as much detail as possible, emphasizing how existing products and services meet our requirements.

Completed RFP Checklist
This section will include the checklist provided with this RFP that has been completed by the respondent. All exceptions MUST be listed and a proposed solution to the exception must be given.

Respondent Format
Respondents are requested to submit information in a concise and responsive manner. A response is expected for every requirement and every question in the RFP. Non-responsive or incomplete answers to information requests and/or the County's requirements may lead to disqualification of the respondents' submittal.

Pages are to be numbered at either the top or at the bottom of each page, consecutively within each bound volume. Include additional "header" or "footer" information (such as company or section title) on each page if desired. Proposals are to be bound in accordance with the respondents' standard practice. Separately bind each proposal copy complete with Appendices.

Number of Proposal Copies
Executive Summary (1 original & 5 Copies)
Proposal with Appendices (1 original & 5 Copies)
Proposal Attachments (1 original & 5 Copies)
An electronic version of this RFP is required and will be included to aid the County in comparing responses.

Pre-Proposal Conference
A non mandatory pre-proposal conference to disseminate information and clarify the intent of this RFP has been scheduled. This meeting will be held at 140 Stonewall Ave., West, Fayetteville, GA 30214 at 10:00am, Tuesday, February 15, 2011.

While attendance at the pre-proposal conference is not mandatory, respondents are urged to participate to obtain a full understanding of this RFP and gain some insight to the Public Safety environment within Fayette County. Requests for interpretations and explanations to specifics in the proposal, or issues pertaining to the proposal, are encouraged before the pre-proposal conference. All information requests should be sent via email or facsimile, attention to Trina C. Barwicks, Contract Administrator of Purchasing, Email Address: tbarwicks@fayettecountyga.gov or Fax: (770) 719-5515. Deadline for all questions is 10:00a.m., Monday, February 28, 2011. **Any deviations from this procedure for questions or information pertaining to request for proposals may result in your proposal being rejected.**

Questions from the floor will be accepted at the Pre-proposal conference. A transcript of all questions and responses to questions asked at the Pre-proposal conference will be sent to Vendors as clarifications to the RFP. Any verbal explanations of instructions will not be binding on the County. At the conclusion of the conference, Vendors will be allowed to visit the 9-1-1 Center. This will be the only opportunity for Vendors to visit this facility. No questions will be answered during the site visit. Such questions will be answered after the site visit, when all Vendors are together, so that all Vendors may hear all questions and all answers. The County will distribute the questions about the site and the answers to all respondents.

Addenda
Any interpretation of or change in the RFP will be made by addendum. The County will not be responsible for any other explanation or interpretation. Only formal written addenda will bind the County.

Selecting and Rejecting Proposals

In selecting or rejecting proposals, the County reserves the following rights:

- The identity of acceptable proposals will not be determined at the time of proposal opening. The County reserves the right to obtain the opinion of legal counsel on the legality and sufficiency of all proposals.
- The County reserves the right to reject any and all proposals and to waive irregularities in any proposal. The County reserves the right to accept or reject any and all proposals, or any part of the proposal; to waive minor defects or technicalities; or to solicit new proposals on the same project or on a modified project, which may include portions of the originally proposed project, as the County may deem necessary. The County's waiver of a deviation shall in no way modify the proposal document or excuse the Vendor from full compliance with the proposal specifications if awarded the contract.

Explanations to Vendors

Explanations or instructions shall not materially alter the RFP unless they are in writing. The only oral explanations or instructions that will be given will be done at the pre-proposal conference, and they will not be binding. If necessary, the County will issue a written addendum to the Request for Proposals to all prospective contractors.

Questions

Any questions relating to the RFP, including interpretation of specifications, the proposal process, and discrepancies, errors or ambiguities in the RFP (if any) (collectively "RFP inquiries") shall be presented to the County's Purchasing Department in writing. The County shall not be required to respond or consider RFP inquiries received within ten (10) days of the date for receipt of proposals. Vendors will at no time contact members of staff directly, concerning this RFP.

Point of contact for the County:

Trina C. Barwicks, Contract Administrator of Purchasing,
Fayette County Government
140 Stonewall Avenue West, Suite 101
Fayetteville, Georgia 30214
Department: (770) 305-5420,
Fax: (770) 719-5515
Email Address: tbarwicks@fayettecountyga.gov

Exceptions

The content of this RFP / Specification shall become a part of the written contract between the County and the Awarded Vendor. Therefore, all responses including all statements, claims, declarations, and specifications in the proposals shall be considered firm and irrevocable, and all prices considered maximum, for purposes of future contract stipulations unless specifically waived in writing by the County. Exceptions to any of the requirements in the RFP shall be specifically noted and explained by the Vendor in its proposal as a condition to becoming part of the subsequent contract. The contract between the parties shall consist of the written contract, the RFP together with any modifications thereto, and the Awarded Vendor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the County during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the RFP, any modifications and clarifications to the Awarded Vendor's proposal, and the Awarded Vendor's proposal. Specific exceptions to this general rule may be noted in the final executed contract. The contract shall be amended

only in writing and by mutual agreement. The Vendor shall list any exception taken to the terms, conditions, specifications, or other requirements listed in this RFP. The Vendor will reference the RFP section to which they are taking exception, a description of the exception, and the proposed alternative, if any. All terms, conditions, specifications, or other requirements of this RFP shall be deemed accepted by the Vendor unless accepted to in accordance with this section.

Time of Completion

Time is of the essence in the Agreement. The completion time as specified in Contractors' proposal is an ESSENTIAL CONDITION OF THE AGREEMENT. The Contractor shall agree that all work shall be processed regularly, diligently, and uninterrupted at such rate of progress as will ensure full completion thereof within the time specified.

Acceptance Criteria

Final System Acceptance will not occur until the Vendor has successfully delivered the system, including all of its components, and the system is operating according to the specifications as agreed upon in the contract. All payments to the successful contractor will be based on acceptance criteria for software functionality, system performance, and all services including implementation services, all submitted deliverables, and final acceptance of the system by the County. The original and one copy of all documents produced for this project shall be indexed and placed in appropriately labeled binders and delivered, by the successful respondent, to the project manager at the conclusion of the contract project. Final System Acceptance will not occur until the County's Project Manager certifies that these documents have been received. The County will negotiate with the successful Vendor acceptance testing criteria and a project schedule, and work with the selected Vendor to create a payment schedule based on the delivery of agreed upon deliverables and on the acceptance criteria for each deliverable.

Evaluation Criteria

1. The ability of the product to meet the functional and performance objectives outlined in the RFP. This includes the ability of the product to easily integrate with the ideology of the current 911 system.
2. The ability of the company to ensure the product will meet the future needs of the County as outlined in the objectives of the RFP. This specifically includes the upgradeability of the product to keep pace with future technological advances as necessary to maintain compliance with national standards and interoperability with outside agency systems as required.
3. The interoperability of the product with existing or planned agency systems.
4. The level of customer support services to include the hours of availability, response time, services offered, and staff expertise.
5. The total project cost to include the initial cost and any recurring costs if such costs will be required to maintain the system according to the performance requirements of the RFP.

A CAD committee will be convened to review the proposals and devise a short list of companies to receive further consideration. This evaluation committee will be composed from all client agencies. Vendors will be ranked and presented to the County for selection and contract negotiation. This ranking will be based on the Vendor's technical approach and capabilities, as stated in the proposal; the Vendor's and Subcontractor's references; the financial stability of the Vendor and Subcontractors; and the proposal price. During the evaluation and selection process, the County may ask that the Vendor respond to specific questions in writing and/or in person. The County shall not be liable for the costs the Vendor incurs for preparing or presenting in this regard or for preparing and submitting a proposal.

Award without Discussion
The County may make an award on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the contractor's best terms from a cost or price and technical standpoint.

Award of Contract
An award shall be made to the responsible contractor whose proposal is determined, in writing, to be the most advantageous to the County, taking into consideration price and the evaluation factors set forth in this RFP. If the Vendor refuses or fails to enter a good faith contract within 30 business days after receipt of the notice of intent to contract, the County may enter into negotiations with the next ranked vendor.

Technical Requirements
Any proposed application software must be capable of meeting the mandatory requirements as set forth in the functionality requirements in this section. The County prefers that all proposed software be currently developed and installed in other jurisdictions. While some modification of the proposed software may be required on the part of the Vendor to meet the County's requirements, the County will not consider options where new system development is proposed for entire modules.

The cost of all modifications to the Vendor's software must be included in the proposal cost submitted to the County. Modifications to the software must be made in such a way that the County will not be prevented from implementing future releases of the Vendor's software.

CAD RFP Checklist

Directions for completing CAD RFP Checklist: Place a check mark (√) in the appropriate column (Yes, No, Exception) on the right side of the page.

Yes indicates the vendor will meet the criteria.

No indicates the vendor will not meet the criteria.

Exception indicates the vendor will or will not meet the criteria based on an exception. Please document the exception on a separate piece of paper and correlate the documentation to the Item Description category and the assigned criteria number within the Item Description category. For example: an exception will indicate Records Management System Integration and number 1 thru 6.

Item #	Item Description	Yes	No	Exception
	Records Management System Integration			
1	FirePoint			
2	ARMS			
3	Spillman			
4	USA Software			
5	FIREHOUSE and Remote Access			
6	SSI			
7	PLANT / CML VESTA (911)			
	General CAD Functionality - MANDATORY			
1	Provide computer aided dispatching and unit update windows, available units and stations inventory windows, active units' status windows and active calls windows.			
2	Allow users to change color schemes within windows to add to ease of use.			
3	Allow users to customize windows, including resizing and repositioning windows, changing sort options and hiding or viewing columns.			
4	Allow users to change and save their window attributes and changes (including window size and position, visible columns and column order). Changes to window attributes and views must be permission based.			
5	Allow for a default "dispatcher" profile in order to allow agencies to maintain consistency in views of CAD screens.			
6	Be supplied with an E9-1-1 interface to allow easy entry of basic call information into the system and to eliminate redundant data entry.			
7	Be able to take Phase II Latitude/Longitude information and recommend the nearest physical address.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
8	Be able to take "re-bid" Phase II information and recommend an updated address to the user.			
9	Automatically assign a unique identification number to each CAD call. These numbers must contain at a minimum, a sequential number preceded by a two or four digit year.			
10	Allow case (OCA) numbers to be manually assigned on incidents where desired.			
11	Allow for multiple case/run numbers to be assigned to an incident.			
12	Allow for automatic case number/run number generation based on disposition code.			
13	Allow run or department numbers to be automatically assigned on dispatch.			
14	Allow for each department to utilize its own set of case/run numbers and allow numbers to be rolled monthly or yearly.			
15	Support both field entry and command line entry of data.			
16	Maintain a complete call detail record for each event and must be compatible with the incident reporting and records management subsystem.			
17	Track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or in the squad room.			
18	Automatically assign a priority to an incident based on the event code utilized.			
19	Allow for the assigned/default priority to be agency/organization specific.			
20	Allow for at least nine call priorities.			
21	Allow for the entry of an incident disposition when an incident is closed.			
22	Allow for an incident disposition to be changed after the incident has been closed for any period of time.			
23	Allow for a disposition to be required before the incident can be closed.			
24	Provide a list of disposition codes to be displayed when entering a disposition code.			
25	Provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident.			
26	Allow entry of future calls. These pending calls are reported to the users at a pre-determined time. The system will then alert the operator of the call status and requirements.			
27	Allow multiple CAD functions to be in progress at the same time.			
28	Provide function key access for frequently used screens and functions.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
29	Provide an interactive help function with computer-initiated dialogues such as menu selections or Windows-based point and click functions.			
30	Provide online access to complete help documentation.			
31	Provide context-sensitive online help.			
32	Allow a closed CAD incident to be re-opened.			
33	Maintain a file of all calls received.			
34	Allow users to enter (back in) calls and data after system downtime.			
35	Provide the ability to log users off automatically after a pre-determined period of inactivity.			
36	Allow users to track government-mandated statistics (collect Racial Profiling data).			
37	Require a military (24-hour) time format.			
38	Function in a single or multi-jurisdictional environment.			
39	Allow users to search and view jail inmate information when applicable.			
40	Upgrade or downgrade events based on information from EMD.			
41	Include EMD comments in CAD narratives.			
42	Allow for the co-existence of CAD and EMD event codes; to either allow or prevent EMD codes overwriting CAD codes.			
43	Provide a narrative reason if and when a ProQA session is terminated.			
44	Include ProQA questions as part of other CAD details.			
45	Allow restriction of EMD functionality to users, as determined by management.			
46	Allow dispatcher to view personnel information associated with unit occupants.			
47	Allow dispatchers to search for officers by skills.			
48	Allow dispatchers to search vehicle ID numbers for personal information.			
49	Allow paging of units (manually and automatically).			
50	Transmit CAD incident numbers as part of alphanumeric pages.			
51	Interface with TDD (Telecommunications Device for the Deaf) systems.			
52	Allow media files to be attached to CAD incidents and viewed. The following files must be supported: Windows Media Player and MP3 files; Image files such as: .tif, .jpg, etc.; Adobe .pdf files and Microsoft files.			
53	Provide validation to ensure entry of proper two-letter state abbreviations where used.			
54	Allow for export of rip and run prints to remote printers on the network. Rip and run prints must be configurable.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
55	Allow for export of data in ASCII format for use in third party applications.			
56	Provide the ability to view—in a traffic-stop module—previous CAD incidents related to a particular vehicle.			
57	Allow multiple traffic stop screens to be open simultaneously.			
58	Must provide documentation of activities performed and the identity of the user responsible for each activity.			
59	Automatically determine the priority of the incident based upon the incident type.			
60	Color-code events in the active events display by priority.			
61	Update all CAD stations with new status information automatically and immediately.			
62	Allow users to add information to an incident at any time.			
63	Allow users to be set up as call takers only and restrict such users from dispatcher functions.			
64	Provide users the ability to stack or assign low priority calls to a busy unit.			
65	Allow units to be assigned to calls through drag and drop functionality (clicking on a unit ID and dragging it to the call to be dispatched on) or by command line.			
66	Allow dispatchers to have the ability to update unit status.			
67	Provide the ability to place all units in a station out of service or off duty at one time.			
68	Provide the ability to place all units in a station in service or on duty at one time.			
69	Allow users to place a unit en-route or on-scene after notification from the unit even if the unit was not dispatched.			
70	Allow users to view unit history/log information from command line or function key.			
71	Provide users with the ability to view the CAD incident from the unit log when a CAD incident number is displayed.			
72	Differentiate between active (dispatched) and pending (non-dispatched) calls in the system monitor.			
73	Allow users the ability to toggle between pending and active calls.			
74	Provide a separate pending calls window.			
75	Allow users to quickly select any call from the display for updating.			
76	Allow units to be added as assisting (backup) units on a call after it has been dispatched.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
77	Automatically send a call back to the pending call queue if all assigned units are preempted from that call.			
78	Alert users of the existence of standard operating procedures based upon call type and location.			
79	Allow administrators to develop specific lists of questions for users to ask callers based upon event types. These questions must automatically appear when a call with that event type is placed. Answers must remain with the call narrative in the event call type is changed.			
80	Allow for handling of calls for wrecker service.			
81	Allow for assignment of wrecker companies from a rotating wrecker company assignment table and must allow for automatic assignment of the next company in a user-defined rotation.			
82	Allow for multiple wrecker rotation areas, each with their own rotation order and type of rotation selection.			
83	Track a history of all wrecker companies and their status on a wrecker incident.			
84	Allow for a wrecker to be returned to the wrecker assignment list out of sequence and be used as the "next up" wrecker.			
85	Allow for assignment of wrecker companies outside of the rotation (owner's request) to accommodate callers requesting a specific wrecker company.			
86	Allow dispatchers to search for wrecker incidents by tag number, make, model or color, owner name or wrecker company.			
87	Provide partial or ad-hoc searching of wrecker information is required.			
88	Auto populates basic vehicle information into the wrecker incident.			
89	Allow users to track/store impound, hold and release information.			
90	Provide a pre-formatted input screen for quick entry of officer-initiated traffic stops.			
91	Provide a function key for quick access to entry of traffic stops.			
92	Automatically query GCIC/NCIC for vehicle registration on all methods of traffic stop entries.			
93	Allow dispatchers to enter data on vehicles involved in incidents.			
94	Allow dispatchers to enter data on persons involved in incidents.			
95	Allow dispatchers to search for vehicles involved in prior incidents by VIN number, tag number, make, model or color. Partial or ad-hoc searching of vehicle information is required.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
96	Allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.			
97	Allow users to enter a narrative of unlimited length on incidents.			
98	Allow users to add to a narrative as an incident progresses.			
99	Allow a setup option that limits editing of narratives to the creator of the narrative only.			
100	Allow users to add to a narrative after an incident is closed.			
101	Alert users of possible duplicate calls based upon incident location.			
102	Allow for the tracking of false alarms.			
103	Allow users to send messages to users or groups of users of their choice.			
104	Allow users to forward and reroute messages.			
105	Allow users to send messages to mobile units if interfacing with MDTs			
106	Allow users to inquire into past CAD incidents via a form where they can input search variables.			
107	Allow users to inquire into past CAD incidents with partial data or ad-hoc searches.			
108	Allow users immediate access to summary or detail on all incidents visible on their screens.			
109	Allow for an unlimited number of active incidents.			
110	Allow users to enter data of any sort into a Book File where they can call it up quickly for reference.			
111	Allow users to enter Pre-Fire Plans based on building names, addresses or locations.			
112	Allow users to monitor in progress events with real time updates.			
113	Allow users to save/wait incomplete calls for service in order to process higher priority calls.			
114	Allow incomplete calls for service to be accessible to all users.			
115	Provide a way to identify if the reporting party has requested contact with responders.			
116	Utilize event and unit status timers to monitor units as a call progresses. The system must notify the dispatcher of overdue conditions.			
117	Provide an initial check-back after a period of time between when a unit first arrives on-scene to when the software must first prompt the dispatcher to check on the unit's condition.			
118	Provide the ability to reset timers after any status change.			
119	Provide for timers based on event priority.			
120	Provide both an audio and visual indicator when a timer has expired.			
121	Provide dispatch to en-route timers.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
122	Provide the ability to assign a timer to any status code.			
123	Provide for station timers.			
124	Provide the ability to view all expired timers.			
125	Afford the ability to view all units and stations that have an associated timer regardless if the timer has expired.			
126	Afford visual alerts to the user when BOLO warnings occur.			
127	Afford visual alerts to the user when hazard warnings occur at a specific incident location.			
128	Afford visual alerts to the user when previous incident history at a specific location is available.			
129	Afford visual alerts to the user when place/landmark information is available for an incident at a specific location.			
130	Afford visual alerts to the user when pre-fire information is available for an incident at a specific location.			
131	Afford visual alerts to the user when hydrant information is available for an incident at a specific location.			
132	Afford visual alerts to the user when directions to an incident's specific location are available.			
133	Afford visual alerts to the user when warrant information is available for an incident's specific location.			
134	Visually alert a user if a new message has been received.			
135	Visually alert users when narratives are added to an incident of relevance to them.			
136	Alert users in CAD when units are logged en-route to a hospital location that has been closed or a diversion to another hospital exists.			
137	Alert users to hydrants in the area when available.			
138	Alert all positions when an incident is upgraded to a traffic pursuit.			
139	Allow different audible alerts to be assigned to different messages based upon the " type" of the messages.			
140	Allow different audible alerts to be assigned to different messages based upon the "priority" of the messages.			
141	Require a login and password in order to gain entry to the software package.			
142	Require the login identification to become part of the CAD incident record for all calls created and modified. All data entered will be stamped with the user's login identification.			
143	Allow Administrators to be able to select the resource types for which call takers and dispatchers will be responsible by geographic area, agency type, special group or any combination of these.			
144	Allow that only calls in the dispatch group assigned to or being monitored by the call taker/dispatcher will appear in that user's call queue when they are automatically routed by the system.			

Item #	Item Description	Yes	No	Exception
	General CAD Functionality - MANDATORY			
145	Provide a method of viewing changes to a closed incident, including the name of the user implementing the change.			
146	Provide an audit trail to track changes and additions made to an incident or unit status.			
147	Allow the ability to invoke Command Line entry with a single keystroke.			
148	Allow the Command Line entry window to be removed from the screen if the call taker/dispatcher does not wish to use it.			
149	Allow command line entry users to scroll through and reselect previous command line entries with the use of a mouse or the keyboard.			
150	Ensure the CAD System's Command Line entry consists of a command identifier followed by data parameters.			
151	Provide a help display for Command Line functions.			
152	Allow multiple command lines to be open simultaneously.			
153	Include a module that allows qualified users to search for and view the details of warrants associated with incidents.			
154	Provide accessibility only to users with the appropriate permissions.			
155	Allow qualified users to add and maintain warrant information without leaving the CAD system.			
156	Afford the ability to interface with a third party warrant system.			
157	Maintain a Be on the Lookout (BOLO) File.			
158	Maintain a BOLO reference number for each BOLO entered.			
159	Allow BOLO records to be cross referenced to CAD incidents by BOLO number and CAD Incident number.			
160	Upon creation of a CAD incident, alert on BOLOs that match on name and address.			
161	Alert users to BOLO records that match on the vehicle tag number when a traffic stop incident is generated.			
162	Allow BOLO records to be sent to specified users, all users or user groups.			
163	Allow records to be searchable by BOLO number or CAD incident number.			
164	Allow BOLO records to be searchable by keyword (including partial or ad-hoc searches).			
165	Be configurable to display BOLO alerts automatically on incoming 9-1-1 calls.			
166	Afford a web-based view-only CAD that must allow users to view and search incident and unit information in real time.			
167	Allow for basic inquiries into prior incidents, as well as basic reporting capabilities.			

Item #	Item Description	Yes	No	Exception
	GCIC/NCIC - The vendor must be able to implement a state certified integrated NCIC interface. Vendor must either have previously been certified in the state or show they are certified in another state and are capable of obtaining certification in Georgia.			
1	Afford the ability to automatically query vehicle tags.			
2	Afford the ability to automatically query persons.			
	MSAG/GIS Functionality			
1	Utilize an on-line Master Street Address Guide and geographic reference feature to insure that appropriate emergency response resources are dispatched to legitimate addresses.			
2	Automatically determine the response zone and jurisdiction based on a verified incident location			
3	Allow that upon entry of the incident location, an automatic look-up in the geographic database must verify the given incident location as a valid address.			
4	Notify the call taker or dispatcher if the address does not verify against the MSAG/Geo file.			
5	Allow the call taker or dispatcher to enter an address that does not verify against the MSAG/Geo file.			
6	Allow the entry of directions to a location which will be visible upon demand and upon a new incident at that location.			
7	Allow for alias street names such as abbreviations.			
8	Allow for a display of the nearest high and low cross streets upon MSAG/Geo validation.			
9	Display the nearest mile marker upon MSAG/Geo validation.			
10	Allow the user to enter a location as a commonplace or business name. (place/landmark). The system must automatically connect the commonplace or business name with an exact address.			
11	Allow commonplace name entries to include an apartment or building number.			
12	Allow for entry at an intersection to be geo validated with visual indicator that incident is at an intersection.			
13	Provide a Soundex type look-up for street names, road and highway names, intersections and place/landmark names.			
14	Allow the user to input the correct location if the E9-1-1 location automatically sent is not correct.			
15	Allow the user to enter partial street names to speed up the location entry and verification process.			
16	Log location entries that do not validate against the MSAG yet are saved as the correct address by the user.			
17	Provide address verification for and acceptance of invalid addresses, number ranges, street names, intersections, mile markers, rural routes and places/landmarks.			
18	Display a list of all duplicate street names for user to choose the most correct selection or over-ride entry as needed.			

Item #	Item Description	Yes	No	Exception
	Unit/Equipment Recommendation			
1	Provide automatic unit recommendation for an event based on the event type and the zone, beat and response planning and availability.			
2	Provide appropriate recommendations on the appropriate agency based on the nature code and location.			
3	Allow dispatchers to override unit recommendation when required.			
4	Allow units dispatched on a busy status (house checks, etc.) to be eligible for recommendation on higher priority incidents.			
5	Afford the ability to recalculate Unit Recommendations if the incident type, incident location or incident priority change.			
6	Afford the ability to recommend multiple units.			
7	Afford the ability to recommend Fire units.			
8	Allow units to be labeled with a minimum of 20 unit types/attributes or equipment identifiers.			
9	Allow for alpha numeric character unit types that are up to four characters each.			
10	Afford the ability to recommend EMS (Rescue) units.			
11	Afford the ability to recommend units of multiple types if necessary (Fire and Law, for example) on the same incident.			
12	Afford the ability to recommend the appropriate units or apparatus based upon the type and location of the incident.			
13	Allow for specific recommendations (response line ups such as one ALS unit) for each class or units/organization based on time of day and day of week.			
14	Allow for differing response line ups/recommendations based on geographic location, for the same event type.			
15	Allow for the recommendation of mutual aid depending on the incident type, incident location and type of equipment necessary.			
16	Allow for specific unit type/apparatus recommendations for each class or organization of units on the same incident.			
17	Allow for a combination of station based and unit based recommendations.			
18	Recommend the appropriate combinations of stations and/or units based on event type and location.			
19	Allow for a specified response for each alarm level for a specific type of fire incident.			
20	Continually track EMS unit coverage/posting and make necessary recommendations for equipment move-ups.			
21	Allow for posting EMS units via drag and drop.			
22	Display a list of all EMS postings and uncovered areas.			
23	Allow users to put a unit in move up status via Command Line Entry.			
24	Automatically consider units on a move up status in recommendations.			
25	Allow for reversal of equipment move-ups.			

Item #	Item Description	Yes	No	Exception
	Unit/Equipment Recommendation			
26	Allow users to view all units in a "move up" status, along with the current station/response area assignment at any time.			
27	Afford the ability to recommend the next best unit for the type of incident if the initial unit recommended is unavailable for some reason.			
28	Allow for resource contingencies for fire units that will automatically enable or disable units based on pre set contingencies to be determined by the agency.			
29	Allow users to update/change resource contingencies on the fly.			
30	Allow users and administrators to set a maximum number of fire units to be recommended from a specific station at one time (on a single incident) in order to not deplete resources in the area.			
31	Afford the ability to restrict resources in recommendations to be fire station specific.			
32	Allow the ability to update resource restrictions for a fire station on the fly.			
33	Allow users to set resource recommendation restrictions based on time of day.			
34	Allow primary or alternate response recommendations. For example, call requires 1 Engine or 1 Quint. If the engine is not available, the system will recommend the Quint.			
35	Display the unit(s) that are in service and were not available for a call recommendation. The display must display why the unit(s) were not recommended.			
36	Notify the dispatcher when a complete recommendation cannot be fulfilled and indicate what resource(s) are not available.			
37	Provide the ability to change recommendations on the fly. For example if a recommendation was for 1 Engine and the user wanted the system to recommend 2 Engines and 1 Squad, the user must have the ability to input this and the system will recommend the specified resources.			
38	Provide progressive response recommendations. Users must have the ability to upgrade or downgrade a call/recommendation without having to modify the call incident type.			
	System Administration Module			
1	Allow for the CAD system's system administration module (file maintenance) to be provided through the use of menu-driven activities.			
2	Allow the system administrator to enter and modify codes in code tables.			
3	Allow system administrators the security rights to be the only individuals with the ability to alter code tables if desired.			
4	Allow for the removal of codes from code tables if those codes are no longer necessary.			
5	Allow system administrators to monitor the work of call takers and dispatchers in a real-time manner.			
6	Allow system administrators to take over the screens and workload of call takers and dispatchers if necessary.			

Item #	Item Description	Yes	No	Exception
	System Administration Module			
7	Allow system administrators to log off a call taker or dispatcher if situations arise making this necessary.			
8	Allow system administrator changes to code tables to appear in drop down windows where available from the point of that change forward.			
9	Allow for help tables and data validation in file maintenance programs that reference other areas/tables.			
10	Allow system administrators to control what appears on menus after changes to user's security rights.			
11	Allow system administrators to set the maximum number of log on attempts before the user is locked out of the system.			
12	Allow system administrators to unlock a locked out user.			
	Reports			
1	Provide standardized reports that are able to be run on-demand.			
2	Provide the ability to export reports to .pdf and Excel formats.			
3	Utilize reporting software such as Crystal Reports and provide a minimum of 40 preconfigured reports with the ability through code tables to also design ad hoc reports.			
4 4A 4B 4C 4D 4E 4F 4G	Provide department analysis reports of the following types: • Events by department, • Department unit call activity, • Officer log, • CAD Incidents by unit status, • Hourly call distribution by department, • Unit time analysis, and; • Calculate non-CAD unit events.			
5 5A 5B 5C 5D 5E	Provide Event Recap reports of the following types: ▪ Event Type (detail or summary), ▪ Detail Call Report, ▪ CAD History by Date Range, ▪ Agency Total Calls for Service, and; ▪ CAD Events by Date and Location.			
6 6A 6B 6C 6D	Provide call response time/call calculation reports that allow for selection of the following parameters and display: • Unit, department, station or organization, • Location, incident type or priority, • Shift or time parameters, and; • Call calculation options for the incident or a specified departments response on the incident that include total length of time on the call, received to dispatch, dispatch to en-route, en-route to on-scene, dispatch to en-route, dispatch to on-scene, dispatch to clear or on-scene to clear.			
7	Allow for a graphical display of call calculation reports and allow users to select graph display parameters.			

Item #	Item Description	Yes	No	Exception
	Reports			
8 8A 8B 8C 8D 8E 8F 8G 8H	Provide department response time reports of the following types: • Receipt to dispatch by department, • Receipt to clear by department, • Dispatch to on-scene by department, • Dispatch to clear by department, • Receipt to on-scene by department, • On-scene to clear by department, • Dispatch to en-route by department, and; • Organization response summary by department.			
9	Provide a report of addresses accepted as valid entries of incident location that do not validate against the Geo database.			
10 10A 10B 10C 10D 10E	Provide wrecker reports of the following types: • Wrecker service by date/area, • Wrecker summary by month, • Wrecker schedule by week, • Wrecker services by last name, and; • Wrecker service by cad incident number.			
11	Provide a report of call event codes.			
12	Provide a report of status codes.			
13	Provide a report of units by service organization.			
14	Provide a Unit Log Inquiry report.			
15	Provide a run/case number summary report for a specified department.			
16	Provide a call type totals by date report.			
17	Provide a report that displays all BOLO records for a specified date range, name, location, originating agency or offense/violation type.			
18	Provide reports on racial profiling statistics.			
19 19A 19B 19C 19D 19E 19F	Provide 9-1-1 reports of the following types: • Telco Subscribers, • 9-1-1 Log by Phone Number, • Miscellaneous inquiries, • 9-1-1 Log by Date Range, • 9-1-1 Log by Position, and; • 9-1-1 Reference Tables.			
20	Provide a blotter report.			
21	Provide a report that displays place/premise information and when the contact information was reviewed/updated.			
22	Allow reports to be scheduled to run automatically at pre-defined times.			

Item #	Item Description	Yes	No	Exception
	Training Module			
1 1A 1B 1C 1D 1E 1F 1G	The proposed system must support an extensive CAD training subsystem to include: • Hands on training for call-takers and dispatchers. • Allow users to simulate as closely as possible, a real time environment to include mapping, EMD and other resources. • Allow users to access real tables and files with current information but not interfere with live data. • Allow multiple (simultaneous) training sessions based on a single agency. • Provide monitoring of users by training personnel. • Provide monitoring ability from any workstation. • Provide for call manipulation/entry by training personnel in each active training session.			
	General GIS Technical Specifications			
	The GIS software package must:			
1	Provide the CAD dispatchers with the ability to display the location of a caller on a separate computer screen.			
2	Instantly display the caller's location on the map monitor without any keystroke from the dispatcher.			
3	Display locations either entered automatically via an E 9-1-1 interface into CAD or manually entered by the dispatcher/call taker.			
4	Allow dispatchers to drag and drop available units from a CAD system onto the map in order to dispatch units.			
5	Allow users to route responding units and display the route on the digital map.			
6	Allow users to update unit status from the map.			
7	Allow users to update unit status from the map.			
8	Allow users to zoom in or out on the map.			
9	Allow users to "pan" around a map to view different locations.			
10	Allow users to manually look up addresses even if there is no current call at that location.			
11	Allow administrators to maintain the map database.			
12	Automatically display CAD incidents and assigned units on the map.			
13	Allow users to fax maps, print displayed maps and transfer maps to other GIS workstations.			
14	Provide maps in layered format. For example, jurisdictional boundaries, street centerline, hydrants etc.			
15	Allow users to turn off and on certain layers (example, the hydrant layer) from the map if desired.			
16	Display the map location within five (5) seconds of the call being received.			
17	Allow users to draw barriers (roadblocks) on the map and automatically re-route responding traffic around these barriers.			
18	Provide for full Wireless Phase I and Phase II compatibility.			

Item #	Item Description	Yes	No	Exception
	General GIS Technical Specifications			
19	Display detail of the RF coverage area of the cell-face that received the call for Phase I.			
20	Center on the received latitude/longitude coordinate and also make available to the dispatcher the display of the RF coverage area of the cell-face that received the call as an option with Phase II.			
21	Display latitude and longitude on the map.			
22	Allow users to manually enter the ALI information or latitude/longitude coordinate and receive the same functionality of an automatic "hit."			
23	Display real-time location of units where AVL technology is available and has been deployed in the vehicles.			
24	Display actual house or building numbers if provided by the agency.			
25	Display the site plan or footprint of buildings when this data has been provided by the agency.			
26	Support distance measurement by selecting two points on the map.			
27 27A 27B 27C 27D 27E 27F 27G 27H 27I	Display whichever layers the agency provides to incorporate before going live. Customized layers should include but not be limited to: • Sites symbolized by type of structure, • Municipal Names, • Street Centerlines, • Area Landmarks, • Boundaries of any type but must have jurisdictional, • Hydrants, • Point Landmarks such as weather sirens, • Water Features, and; • ESN Boundaries.			
28	Display aerial photographs if provided to incorporate before going live.			
29	Allow users to draw shapes on the map (circles, squares, polygons, etc.) and must display location information such as phone numbers (if available) for all structure points located within the specified area.			
30	Allow users to create a map perimeter in order to reroute traffic around special events.			
31	Allow the creation of frequently displayed map windows for display of pre-selected map areas.			
32	Allow users to use maps in order to perform event analysis functions.			
33	Allow for map updates to be pushed out to all terminals from a central database and not require updates to be performed manually at each terminal. When the map update is pushed out there must be a visual representation on the map screen indicating that a map update is available.			
34	Allow for suggested routing by closest EMS unit based on post location.			
35	Be able to initiate a CAD event.			
36	Allow for visual representation via drag-and-drop for documenting and viewing chase events. All the times must be date stamped and able to be saved to a CAD incident and stored as a digital image.			
37	Allow for image catalogs.			

Item #	Item Description	Yes	No	Exception
	General GIS Technical Specifications			
38	Provide online access to complete help documentation.			
39	Be compatible with ESRI and SDE.			
	Hardware Specifications			
1	The vendor must state if they certify the system to run in a virtualized environment using VMware v-Sphere (ESXi)			
	Capacity			
1	Equipment capacity for CPU processing must support the application software requirements, volumes, and processing performance for at least 10 years			
2	Sufficient direct access storage to support timely file query and update for all Applications			
3	Sufficient main memory, disk capacity, and processing capability to facilitate installation of the application programs and peripheral devices for processing currently defined systems and expansion capacity to support future requirements			
4	Multitasking capability for simultaneous processing of application systems is required.			
5	Support of additional workstations and remote locations is required.			
6 6A 6B 6C 6D 6E	At initial installation, using data volumes and processing characteristics • Must operate ideally between twenty to twenty-five percent (20 – 25%) but no more than thirty-five percent (35%) of capacity (for CPU, memory, and I/O performance). • It must have the capability to have a field upgrade to projected capacity without changing the initial CPU / disk equipment or other peripherals. • The CAD server must support 10 years of calls based upon a five percent (5%) per year increase to present call volumes. • The vendor must describe the expandability of the proposed system in terms of processors, memory, I/O, disk drives, and peripheral devices. • All application systems must operate concurrently. If several applications utilize the same data server, the system must be configured to assure priority workstation response for CAD.			
	Time Synchronization			
1	The contractor must supply a master clock which obtains time from GPS satellites. Fixed system components containing internal clocks must be maintained within one second of the master clock. Contractor will install all time synchronization systems and ancillary components, and integrate the device with servers, E-911, radio system, radio console, and voice recorders. Each Vendor shall include in their proposal a list of all computer hardware that the system offered will run off of including all servers and work stations.			

Item #	Item Description	Yes	No	Exception
	Warranty and Maintenance			
1	The proposal must include a full year warranty and support on all work performed; all software and all hardware products purchased from the successful bidder, for a period of one year from the date of system acceptance. Each proposal must also include pricing for an annual maintenance agreement for the aforementioned for a term of no less than three years with no price increase.			

EXCEPTIONS TO SPECIFICATIONS

COMPANY NAME_____

PRICING SHEET

Function	Price
CAD Functionality	
▪ 20 access licenses = "base"	$
▪ System Administration	$
GCIC/NCIC Connectivity	$
Licensing	
▪ 20 access licenses = "base"	$
▪ "base" + 20	$
▪ "base" + 50	$
Training Module	$
GIS/Mapping	$
Hardware	$
Capacity	$
Training of Personnel	$
Time Sync	$
Warranty and Maintenance	$

DESCRIPTION **TOTAL PROPOSED AMOUNT**

COMPUTER AIDED DISPATCH (CAD) SYSTEM $_____

State Payment Terms_____

Company Name_____

PRICING SHEET - CONTINUED

State Length and Nature of Warranty **(Warranty will be a factor in the award.)**

_____

_____

_____

State Time Needed To Complete The Work After Notification of Award:
(Job completion time will be a factor in the award.)

_____

_____

_____

State Length of Time after Proposal Opening that Proposal prices shall be held firm:

_____ Days.

Company Name_____

INFORMATION PAGE

Company _____

Authorized Representative _____
(Print or Type)

Authorized Representative _____
(Signature)

Title _____

Mailing Address _____

_____

Telephone Number: ( ) _____

Fax Number: ( ) _____

Cellular Number: ( ) _____

Email Address: _____

Date: _____

If you do not submit a bid, indicate in writing your reason(s) why and return that information to the Purchasing Department. Failure to do so may cause your company's name to be removed from the bidders list.

REFERENCES

REFERENCE (1) _____

Job Description (Similar in Nature)

_____

Company Name

_____

Complete Mailing Address with City, State and Zip Code

_____

Contact Person Name (First & Last Name) and Telephone Number

REFERENCE (2) _____

Job Description (Similar in Nature)

_____

Company Name

_____

Complete Mailing Address with City, State and Zip Code

_____

Contact Person Name (First & Last Name) and Telephone Number

REFERENCE (3) _____

Job Description (Similar in Nature)

_____

Company Name

_____

Complete Mailing Address with City, State and Zip Code

_____

Contact Person Name (First & Last Name) and Telephone Number

Company Name: _____