

	<u>INSTRUCTIONS</u>
Response Codes:	Insert an 'X' in the appropriate column. All responses other than 'Compliant' require explanation in the Comments column. If the explanation will not fit in the space provided, Vendors must provide a separate attachment for Comments. Attachments must include the tab name (OPERATIONS FUNCTIONS, IT FUNCTIONS, et cetera) and the requirement number to cross reference the applicable worksheet.
Notes	Notes in this field, such as 'Must quote as optional' or 'Must comment' are special instructions to Vendors that apply specifically to the application function listed.
CAD Requirements	The Vendor's proposed application software will need to be capable of meeting the mandatory requirements as set forth in the application software checklists provided in this section.
Compliant	Fully meets the requirement
Partially Compliant	Meets substantially all requirements with minor exceptions. Descriptive comments required.
Alternative Method	Meets stated requirements through alternative method. Descriptive comments required.
Future Release	Functionality to meet the requirement as fully Compliant will be provided in a future release. Vendors should note the timeframe for the release in the comments column. Descriptive comments required.
Requires Modification	Vendor will provide a modification to meet the requirement - any costs associated with a Modification should be identified in the pricing section of the proposal. Descriptive comments required.
Exception	Does not meet requirements; modification not available. Descriptive comments required.
Comments	Comments required where noted and in all cases product is not fully compliant
Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature. This must include the pricing sheet section number and additional detail as needed for cross referencing.

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
1		General Requirements								
1		The CAD software package will provide computer aided dispatching and unit update windows, available units and stations inventory windows, active units' status windows and active calls windows								
2		The CAD system will allow users to change color schemes within windows to add to ease of use.								
3		The CAD system will allow users to customize windows, including resizing and repositioning windows, changing sort options and hiding or viewing columns.								
4		The system will allow users to change and save their window attributes and changes (including window size and position, visible columns and column order)								
5		Changes to window attributes and views will be permission based.								
6		The CAD system will allow for a default "dispatcher" profile in order to allow agencies to maintain consistency in views of CAD screens								
7		The CAD software will 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.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
8		The CAD system will be able to take Phase II Latitude/Longitude information and recommend the nearest physical address.								
9		The CAD system will be able to take "re-bid" Phase II information and recommend an updated address to the user.								
10		The software will automatically assign an incident number to each CAD call. These numbers must be comprised of the four digit year and a sequential number (2011-1234567). This incident number must generate as soon as the call is validated in the system and visible by other users. It must be a unique number for all calls and accommodate up to twice Metro 911's current call volume.								
11		The CAD system will allow for multiple data entry and function access (ie. Command Line, Drag-N-Drop, Right Mouse Click, map dispatching and Function Keys)								
12		The CAD system will allow for each department to utilize its own set of case/run number, have a place to enter/match the departments run number with the CAD incident number, and allow numbers to be rolled monthly or yearly.								
13		The software will support both field entry and command line entry of data.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
14		The CAD system will maintain a complete call detail record for each event and must be compatible with the incident reporting and records management subsystem.								
15	Must quote as optional	The CAD system will integrate with "Voice Print Client Software", so all call recordings and radio transmissions to each CAD generated call will automatically be linked. This will have user defined search access.								
16		The CAD system will track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or taking an incident report.								
17		The CAD system will allow for the assigned/default priority to be agency/organization specific. The priority is shown/set by being color coded when the incident is entered.								
18		The CAD system will automatically show the priority to an incident based on the event code utilized (color coded). Priority incidents will have separate warning sounds from normal incidents and this is also assigned by agency/organization.								
19		The CAD system will allow for at least nine call priorities.								
20		The CAD system will allow dispatcher to view personnel information associated with unit occupants.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
21		The CAD system will allow dispatchers to search for officers by skills								
22		The CAD system will allow media files to be attached to CAD incidents and viewed. The following files must be supported: Windows Media Player files including .wma,.mp3 and .acc, etc.; Image files such as .tif, .jpg, .bmp, etc.; Adobe .pdf files and Microsoft Word and Excel files (.doc, .docx, .xls, .xlsx)								
23		The CAD system will provide validation to ensure entry of proper two-letter state abbreviations, where used.								
24		The CAD system will provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident.								
25		The CAD system will 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.								
26		The CAD system will allow multiple CAD functions to be in progress at the same time.								
27		The CAD system will provide function key access for frequently used screens and functions. (Traffic Stops, Unit Indicated Incidents, New Call Screens, etc.), which can be set by the user agency.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
28		The CAD system will provide an interactive help function with computer-initiated dialogues such as menu selections or Windows-based point and click functions.								
29		The CAD system will provide Internet access and will be controlled by user agency.								
30		The CAD system will provide context-sensitive Internet help.								
31		The CAD system will allow a closed CAD incident to be re-opened.								
32		The CAD system will maintain a file of all calls received.								
33		The CAD system will have a module to allow users to enter (back in) calls and data after system downtime (Catch-Up module). This function must allow a incident number to be assigned to the "added incidents"								
34		The CAD system will have an automatic spell check function for every screen (call-entry boxes, narrative boxes, etc.) This is to include an 'add to dictionary' feature that allows street names that include proper nouns to be added to the known words list (i.e. dictionary) for comparison. The system will also provide spell checker capabilities to identify addresses that are misspelled in the call entry process. This function must be enabled unless disabled by CAD administrators.								

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35		The CAD system will have the ability to lock or log users off automatically after a pre-determined period of inactivity.								
36		The CAD system will require dates to be entered in an MMDDYYYY format.								
37		The CAD system requires a military (24-hour) time format.								
38		The CAD system will function in a single or multi-jurisdictional environment.								
39		This system will allow for users to search a "Code 40" (arrest made) when an incident is open or after it is closed.								
40	Must comment (formats available)	The CAD system will allow for export of data from multiple formats for use in third party applications.								
41		The CAD system will provide the ability to view—in the traffic-stop module—previous CAD incidents related to a particular vehicle.								
42		The CAD system will allow multiple traffic stop screens to be open simultaneously.								
43		The CAD system's unit log must provide documentation of activities performed and the identity of the user responsible for each activity.								
44		The CAD system will automatically determine the priority of the incident based upon the incident type.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
45		All CAD stations will be updated with new status information automatically and immediately.								
46		The CAD system will allow users to add information to an incident at any time.								
47		The CAD system will provide users the ability to stack or assign low priority calls to a busy unit.								
48		The CAD system will 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).								
49		The CAD system will allow dispatchers to have the ability to update unit statuses.								
50		The CAD system will provide the ability to place all units in a station out of service or off duty at one time.								
51		The CAD system will provide the ability to place all units in a station in service or on duty at one time.								
52		The CAD system will allow users to place a unit(s) en-route or on-scene after notification from the unit(s) even if the unit was not dispatched.								
53		The CAD system will allow users to view unit history/log information from command line or function key								

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54		Users will have the ability to view the CAD incident from the unit log when a CAD incident number is displayed								
55		The CAD system will differentiate between active (dispatched) and pending (non-dispatched) calls in the system monitor.								
56		Users will have the option to toggle between pending and active calls or view all calls. This function will have a separate pending calls window.								
57		The CAD system will allow users to quickly select any call or quickly view any active call with a simple "one-button" responsibility change and the same simple "one-button" change back to normal responsibilities								
58		The CAD system will allow units to be added as assisting (backup) units on a call after it has been dispatched.								
59		The CAD system will automatically send a call back to the pending call queue if all assigned units are removed from that call.								
60		The CAD system will alert users of the existence of standard operating procedures based upon call type and location.								

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61		The CAD system will allow documents / SOPs to be attached to specific call-types, to view by users and insure procedures are completed correctly. This function will also be time stamped when opened, which can be audited at a later time.								
62		The CAD system will 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 or prompt a user to ask questions based on the answers recieved. This "question tree" must be granular to multiple jurisdictions								
63		The CAD system will provide a pre-formatted input screen for quick entry of officer-initiated traffic stops. This function can be turn on or off by agency (Metro 911)								
64		The CAD system will automatically query NCIC for vehicle registration on all methods of traffic stop entries								
65		The CAD system will allow dispatchers to enter data on vehicles involved in incidents.								
66		The CAD system will allow dispatchers to search for vehicles involved in prior incidents by VIN number, tag number, make, model or color. Partial or wildcard searching of vehicle information is required								

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67		The CAD system will allow users the ability to save partially completed calls for service (in progress calls), the call will also stay on the call-takers screen, which the user will then be able to finish processing.								
68		The CAD system will allow users to enter a narrative of unlimited length on incidents.								
69		The CAD system will allow users to add to a narrative as an incident progresses.								
70		The CAD system will allow users to add to a narrative after an incident is closed.								
71		The CAD system will alert users of possible duplicate calls based upon incident location, a close location, or matching information in the narrative.								
72		The CAD system will allow for the tracking of false alarms.								
73		The CAD system will allow users to inquire into past CAD incidents where they can input search variables.								
74		The CAD system will allow users to inquire into past CAD incidents with partial data or wildcard searches.								
75		The CAD system will allow users immediate access to summary or detail on all incidents visible on their screens.								
76		The CAD system will allow for an unlimited number of active incidents.								

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77		The CAD system will have the ability to provide a visual flash warning and/or sound warning to the Dispatcher for any "In-Progress" call that is selected by the Call-Taker.								
78		The CAD system will allow users to monitor in progress events with real time updates. The system will alert the Dispatcher of any changes within the changed call field (address, apt #, name, phone #, etc.) with a visual flash warning and/or sound. (this also must be a different sound or flash than the "In-Progress" sound/flash)								
79		The CAD system will allow users to save/wait incomplete calls for service in order to process higher priority calls.								
80		Incomplete calls for service will be accessible to all users.								
81	Must Detail	The CAD system will support temporary storage of a large number of edits, transferrable into live CAD at one time when complete. This temporary storage must be non-volatile (maintained through different edit sessions)								

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82	Must Detail	The CAD system will support multi-tiered administration privileges, and allow those privileges to be configured on a user basis. For example, the CAD Administrator may have full administrative privileges, while other users may be restricted to editing a limited number of tables.								
83		The CAD system will not require Windows domain administrator privileges at a position to enable it to access CAD administration privileges.								
84		The CAD system's web client will have access to administrative functions.								
2		Paging								
85	Must quote as optional	The CAD system will allow paging of units (manually and automatically) directly through CAD by integrating with PageGate Program.								
86		The CAD system will transmit CAD incident numbers as part of alphanumeric pages.								
87		The CAD system should provide automated paging options for various incident triggers to include:								
		Geographic area								
		Incident type								
		Problem nature / Problem Code								

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		Operations Functions								
		Alarm Level								
		Jurisdiction								
		Division or Boundary								
		Premise								
		Station								
		Priority								
		Certain call-types								
88		The CAD system will provide an error message if a page is not completed successfully.								
89		The CAD system will have the ability to log and search previous sent pages, which must only be searched by approved administration.								
90		The CAD system will contain a page log								
3		<i>Faxing / Rip and Run</i>								
91		The CAD system will allow faxing of incident details (manually and automatically) depending on pre-set call-types..								
92		The CAD system will have the ability to exclude specific incident detail information when faxed, which can all be set by the CAD Administrator.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
93		The CAD system will have the ability to restrict users from manually entering a fax number that is not defined in the system.								
94		The CAD system will allow for export of rip and run prints to remote printers on the network, fax machines via modem, a windows or ftp file share, or email via a SMTP gateway.								
95		Rip and run prints will be configurable.								
96		An option will exist when clearing a call the CAD will automatic fax the incident at the station.								
97		The system will provide the ability to use a <u>single button</u> for fax transmission to L.E. agencies.								
4		Resource Allocation / Fire-Run								
98		The CAD system will allow users to enter Pre-Fire Plans based on building names, addresses or locations.								
99		The CAD system will allow the creation of run cards to define fire and EMS recommendations that are used to dispatch units based on the call-type, fire or EMS district, and time of day for a business.								
100		CAD Administrator will be able to maintain Fire/EMS tone information								
101		CAD Administrator will be able to maintain Fire/EMS unit run cards.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
102		The CAD system will have the ability to add special response narrative for run cards								
103		The CAD system will allow for multiple backups so that if the first backup is unavailable, the system will check for the next available backup.								
104		The CAD system will allow for the inclusion of any agency-defined skills or equipment required by a run card.								
105		The CAD system will allow up to nine alarm levels for Fire/EMS unit recommendations.								
106		The CAD system will allow a user to define alarm levels for run cards.								
107		The CAD system will have the ability to incorporate Fire/EMS mutual aid packages.								
108		The CAD system will support agency-defined run/exception cards.								
109		The CAD system will detail information including transported miles and type, assessment detail, and treatment detail of patient.								
110		A user will acknowledge the Fire/EMS run card before the Fire/EMS units are assigned to the actual call, but can be overridden by users if needed. (if this is overridden than it is flagged in incident report)								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
111		The CAD system will provide a system status management/coverage plan module that will utilize agency-defined coverage plans to display unmanned EMS posts and resource allocation.								
112		The system will alert users when EMS posts are unmanned (or resources have fallen below system status/coverage plan requirements).								
113		The system will make recommendations for resource relocation based on the EMS system status coverage plan.								
114		The system will allow users to relocate resources to EMS posts by drag and drop functionality.								
115		Users will have the option to display the current EMS resource allocation/post coverage at all times.								
116		CAD will accommodate response plans to be built that take into account a unit that may be closer, but might not meet the capability or resource required. For example, a medical call that needs an ALS unit to respond, may also recommend an engine with a medic to respond, but only if it can arrive on scene at least two minutes before the ALS unit, otherwise only the ALS unit would be recommended.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
117		CAD will recommend units for dispatch based on current Fire Station or EMS post coverage.								
118		The CAD systems unit log will provide documentation of activities performed and the identity of the user responsible for each activity.								
119		The CAD system will allow for the user to override any recommendations, but the system will document and/or log all overrides.								
120		The CAD system will allow for agency-wide downgrading of response recommendations during bad weather or similar events								
5		<i>Towing</i>								
121		The CAD system will allow for handling of calls for towing service.								
122		The CAD system will 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								
123		The CAD system will allow for multiple wrecker rotation areas, each with their own rotation order and type of rotation selection. This will be configurable by CAD Administrator								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
124		The CAD System will track a detailed history of all wrecker companies and their status on a wrecker incident. This history will be printable for agencies up to 24 or 48 months.								
125		The CAD system will allow for a wrecker to be returned to the wrecker assignment list out of sequence and be used as the “next up” wrecker								
126		The CAD system will allow for assignment of wrecker companies outside of the rotation (owner’s request) to accommodate callers requesting a specific wrecker company.								
127		The CAD system will allow dispatchers to search for wrecker incidents by tag number, make, model or color, owner name or wrecker company.								
128		The CAD system will provide the auto populate basic vehicle information into the wrecker incident.								
129		The tow module will be able to provide a recommendation when requested based on the current rotation. This can be turned on or off by the CAD Admin.								
130		The CAD will provide a one button automatic tow rotation set-up, which will <u>automatically</u> document, in the narrative of the call, which tow company is being notified. This system will also be able to overridden by the dispatcher.								

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		Operations Functions								
131		The CAD system will have the capability for the CAD Administrator to change rotation providers on the list as active or inactive. Not to delete them, but to temporary make them active or inactive								
132		Rotation requests can be initiated by a command line action.								
6		<i>Message Screen / Email</i>								
133		The CAD system will allow users to send messages to users or groups of users of their choice without any disruptions of CAD functions.								
134		The system should allow messages to always be viewed <u>without interrupting</u> any other displays or work areas.								
135		The CAD system will allow users to send mail to external users (through MS Outlook) from the CAD mailbox. This should be customizable.								
136		The CAD system will allow users to send messages to mobile units if interfacing with MDTs.								
137		The CAD system will provide users the ability to <u>reply, forward and reroute messages</u>								
138		A user will be able to specify an unlimited number of recipients and/or groups.								
139		The CAD system will allow a message to be categorized as "urgent" or "routine".								

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140		High priority or urgent message will be displayed differently than regular or routine messages, with an administratively defined audio alert.								
141		The CAD Message system will send a message that can be classified as normal or confidential (Administration can view both).								
142		The CAD system will keep a log of all messages sent between users and groups through the system.								
143		The CAD Message system history log will allow searches based ,for Administration only, on the following criteria:								
		Sending Workstation ID								
		Receiving Workstation ID								
		Sending User ID								
		Receiving User ID								
		Message Time Stamp								
144		The CAD system will notify the workstation user of a new message receipt by a color indicator and/or a sound.								
145		The CAD system will permit the printing of any message received to a network or local printer.								
146		The CAD Message system will support a spell check function.								

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		Operations Functions								
147		The CAD Message system will prevent a user from sending a message more than three (3) times in a row.								
148		The CAD Message system will support a scheduled delivery function.								
149		The CAD Message system will include a message audit utility capable of searching for keywords in the body or subject line of messages.								
150		The CAD Message system can contain file attachments. (SOP, CAD Calls, Word Doc, Etc.								
151		The CAD Message system can be forwarded to an incident.								
152		The CAD Message system must support cut / copy and paste actions.								
153		The CAD Message system can be retrieved, viewed, forwarded, created and deleted from command line actions.								
154		The CAD Message system must have CC functionality, similar to common e-mail functions.								
7		Timers								
155		The CAD system will utilize event and unit status timers to monitor units as a call progresses. The system will notify the operator of overdue conditions. This system will also have the ability for the user agency to set the time monitors.								

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156		The CAD system must 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.								
157		The CAD system will provide the ability to reset timers, by the dispatcher, after any status change.								
158		The CAD system will provide for timers based on event priority, set by user agency.								
159		The CAD system will provide both an audio and visual indicator when a timer has expired.								
160		The CAD system will provide dispatch to enroute timers.								
161		The CAD system will provide the ability to assign a timer to any status code.								
162		The CAD system will provide for station timers.								
163		The CAD system will provide the ability to view all expired timers.								
164		The CAD system will provide the ability to view all units and stations that have an associated timer regardless if the timer has expired.								
8		Alerts and Warnings								
165		The CAD system will make visual alerts to the user when BOLO warnings occur.								

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166		The CAD system will make visual alerts to the user when hazard warnings occur at a specific incident location.								
167		The CAD will must make visual alerts to the user when previous incident history at a specific location is available.								
168		The CAD system will make visual alerts to the user when place/landmark information is available for an incident at a specific location.								
169		The CAD system will make visual alerts to the user when pre-fire information is available for an incident at a specific location.								
170		The CAD system will make visual alerts to the user when hydrant information is available for an incident at a specific location.								
171		The CAD system will make visual alerts to the user when directions to an incident's specific location are available.								
172		The CAD system will make visual alerts to the user when warrant information is available for an incident's specific location.								
173		The CAD system will alert a user upon attempt to log-off if a pending call remains incomplete in that user's stacked (pending) call queue.								
174		The CAD system will visually alert a user if a new message has been received.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
175		The CAD system will, optionally, visually alert users when narratives or changes to the narrative are added to an incident of relevance to them and if changed, it will highlight just the section changed.								
176		When units are logged en-route to a hospital location that has been closed or a diversion to another hospital exists, users will be alerted in CAD.								
177		When an incident is upgraded from a traffic-stop to a pursuit, the CAD system will alert all positions by an alert tone and show on all L.E. positions.								
178		The CAD system will allow different audible alerts to be assigned to different messages based on the "type" of the messages.								
179		The CAD system will allow different audible alerts to be assigned to different messages based upon the "priority" of the messages.								
9	Unit/Equipment Recommendation									
180		The CAD system will provide automatic unit recommendation for an event based on the event type and the zone, beat and response planning and availability.								
181		Based on the nature code and location, the CAD system will provide appropriate recommendations on the agency that must be dispatched.								

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182		The CAD system will allow dispatchers to override unit recommendation when required.								
183		The CAD system will allow units dispatched on a busy status (house checks, etc.) to be eligible for recommendation on higher priority incidents.								
184		The CAD system will have the ability to recalculate Unit Recommendations if the incident type, incident location or incident priority changes.								
185		The CAD system has the ability to recommend multiple units.								
186		The CAD system will have the ability to recommend Fire units.								
187		The system will allow units to be labeled with a minimum of 20 unit types/attributes or equipment identifiers.								
188		The system will allow unit recommendations based on skill or equipment attributes assigned to specific units.								
189		The CAD system will allow for alpha numeric character unit types that are up to 3 characters each.								
190		The CAD system will have the ability to recommend EMS (Rescue) units.								
191		The CAD system has the ability to recommend units of multiple types if necessary (Fire and Law, for example) on the same incident.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
192		The CAD system will have the ability to recommend the appropriate units or apparatus based upon the type and location of the incident.								
193		The CAD system will allow for specific recommendations (response line ups such as 1 ALS unit) for each class or units/organization based on time of day and day of week.								
194		The system will allow for differing response line ups/recommendations based on geographic location, for the same event type.								
195		The CAD system will allow for the recommendation of mutual aid depending on the incident type, incident location and type of equipment necessary.								
196		The CAD system will allow for specific unit type/apparatus recommendations for each class or organization of units on the same incident.								
197		The CAD system will allow for a combination of station based and unit based recommendations.								
198		The CAD system will recommend the appropriate combinations of stations and/or units based on event type and location.								
199		The CAD system will allow for a specified response for each alarm level for a specific type of Fire incident.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
200		The CAD system will continually track EMS unit coverage/posting and make necessary recommendations for equipment move-ups.								
201		The system will allow for posting EMS units via drag and drop.								
202		The system will display a list of all EMS postings and uncovered areas.								
203		The CAD system will allow users to put a unit in move up status via Command Line Entry.								
204		The CAD system will automatically consider units on a move up status in recommendations.								
205		The CAD system will allow for reversal of equipment move-ups.								
206		The CAD system will allow users to view all units in a “move up” status, along with the current station/response area assignment at any time.								
207		The CAD system will have the ability to recommend the next best unit for the type of incident if the initial unit recommended is unavailable for some reason.								
208		The CAD system will 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.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
209		The CAD system will allow users to update/change resource contingencies on the fly.								
210		The CAD system will 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.								
211		The ability to restrict resources in recommendations will be fire station specific.								
212		Users will have the ability to update resource restrictions for a fire station on the fly.								
213		The CAD system will allow users to set resource recommendation restrictions based on time of day.								
214		The CAD system must 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.								
215		The CAD system will display the unit(s) that are in service and were not available for a call recommendation. The display will show why the unit(s) were not recommended.								
216		The CAD system will notify the dispatcher when a complete recommendation cannot be fulfilled and indicate what resource(s) are not available.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
217		Users will have 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.								
218		The CAD system will provide progressive response recommendations. Users must have the ability to upgrade or downgrade a call/recommendation without having to modify the call incident type.								
10	(BOLO) Be on the Lookout Alerts									
219		The CAD System will maintain a Be on the Lookout (BOLO) File.								
220		The CAD systems will maintain a BOLO reference number for each BOLO entered.								
221		The CAD system will allow BOLO records to be cross referenced to CAD incidents by BOLO number and CAD Incident number.								
222		Users will be alerted to BOLOs that match on name or address upon creation of a CAD incident.								
223		The CAD system will alert users to BOLO records that match on the vehicle tag number when a traffic stop incident is generated.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
224		The CAD system will allow BOLO records to be sent to specified users, all users or user groups.								
225		The CAD system will allow users to set an expiration date for BOLO records.								
226		The CAD system will allow users to enable an announcement frequency for a BOLO so that users will be alerted to the BOLO at specified time intervals.								
227		BOLO records will be searchable by BOLO number or CAD incident number.								
228		BOLO records will be searchable by keyword (including partial or wildcard searches).								
229		The CAD system will be configurable to display BOLO alerts automatically on incoming 9-1-1 calls.								
11		<i>Fire Hydrant Management</i>								
230		The system will provide for hydrant management records and be visible by all workstations.								
231		Hydrant management records will interact with the CAD integrated mapping system, which will show specific location of each hydrant within the county.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
232		Hydrant classification for active and inactive will change the symbology of a map icon or color of the icon on the map. Updates to a hydrant status shall reflect in real-time to the map.								
233		Hydrants will be categorized by multiple classes.								
234	Must quote as optional	Call-Takers and Dispatchers can easily change the status of hydrant from in-service or out-of-service which will show on the Mapping Program and give an advisory to a Dispatcher if a fire related call is in the vicinity of the out-of-service hydrant. This CAD will also give the location of the next closest in-service hydrant.								
12		Aliases								
235		The CAD will support premise aliases.								
236		The CAD will support street name aliasing.								
237		The CAD will support Intersection aliasing.								
238		The CAD will support division of intersections into multiple response areas, and the assignment of the intersection itself to a response area.								
239		The tools for the above aliasing capabilities will be restricted by the CAD Admin.								
13		Supervisory Functions								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
240		The CAD system will provide a “Supervisor Window” that will display user defined hot-calls for the entire county. This window must be able to be viewed from any location within the center and only by user defined Telecommunicators.								
241		The CAD system will provide a predefined check list for specific call-types (notifications needed made, pages needed sent, etc). This check list will need to be acknowledged by the Supervisor before the call is cleared. This check list will also give a visual flash warning if the list is not completed within a preset time.								
14		<i>Dispositions</i>								
242		The CAD system will allow for the entry of an incident disposition when an incident is closed.								
243		The CAD system will allow for an incident disposition to be changed after the incident has been closed for any period of time. (If the disposition is changed after the incident is closed, the CAD ADMIN will get a note, email, or at minimum the call is flagged and noted as a disposition change)								
244		The CAD system will allow for a disposition to be required before the incident can be closed.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
245		The CAD system will provide a list of disposition codes to be displayed when entering a disposition code.								
246		The CAD system will provide the ability for each agency type (EMS, Fire, Police, & Supervisor) to enter their own disposition code in a multi-agency call-type without clearing the call. When the last agency on the call enters their disposition, the call will be cleared from the system.								
247		Entering dispositions or clearing incidents must support Command line usage.								
15		Call-Taking								
248		The CAD system will allow users to be set up as call takers only and restrict such users from dispatcher functions								
249		The CAD system will support Call Taking and Dispatch position or with Telecommunicators performing dual functions.								
250		The CAD system will have the ability to provide a visual flash warning and/or sound warning to the Dispatcher for any "In-Progress" call that is selected by the Call-Taker.								
251		The CAD systems event narrative/comments will be unlimited and allow narrative/comment entry at all stages as the incident progresses.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
252		The CAD system will provide an alert to users of potential duplicate calls based on location during the call entry process. This must track a potential duplicate by call type and/or radius to validated address (example; accident at 1501 main st / accident at 1503 main st)								
16		EMD Functions								
253		The CAD system, where used simultaneously with EMD, will upgrade or downgrade events based on information from EMD.								
254		The CAD system, where used simultaneously with EMD, will include EMD comments in CAD narratives.								
255		The CAD system, where used simultaneously with EMD, will allow for the co-existence of CAD and EMD event codes: to either allow or prevent EMD codes overwriting CAD codes.								
256		The CAD system, where used simultaneously with EMD, will provide a narrative reason if and when a EMD session is terminated.								
257		The CAD system, where used simultaneously with EMD, will include EMD questions as part of other CAD details.								
258		The CAD system, where used simultaneously with EMD, will allow restriction of EMD functionality to users, as determined by management.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Operations Functions								
17		Address Verification								
259		The system should support the following entries as verifiable addresses/locations for incident creation:								
		Street Address								
		Common Place/Premise Name/Housing Subdivision								
		Intersection								
		Mile Marker (with decimal points, such as Mile Marker 2.2)								
		X/Y Coordinates								
		Lat/Long								
		Block Range								
		Old Address								
260		The system should support additional address enhancers, such as Apartment, Building, Suite, Trailer Lot number, etc. (field should show the difference between apt or trailer lot...								
261		The system will allow agency (Metro) specific designs for new call entry screens (number of question, order of questions, complaint specific questions, etc.)								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
262		The system will allow division of intersections into multiple response areas, and the assignment of the intersection itself to a response area.								
263		The system will have the ability to display the complete name of a complex, such as Apartment Complex Name or Mobile Home Park Name, as part of the validated address and this should easily be installed into several addresses, rather than one address at a time.								
264		The system will provide a selection list to the user when a partial address is entered or multiple matches exist.								
265		The system will be able to handle intersections where multiple response areas exist at each corner of the intersection and potentially a fifth response area for the center of the intersection or roadway itself								
266		The system will support the ability to differentiate between the same street name and addresses in multiple agencies/jurisdictions through the use of locality codes.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
267		The system will not prevent a user from creating an incident to an address, even if it is not verifiable. If an exact match is not found in the returned list, an option must be presented to use the original supplied address and mark the address and non-verified.								
268		The system will be capable of creating static posting plans by hour of the day and day of the week.								
269		The static posting plans capability will interact with an integrated map, displaying to the user where deficiencies are in posting according to pre built plans.								
270		The CAD system will allow pre-plans to be attached and accessible on addresses, buildings, common place/premise names								
271		The static posting plan utility will include the ability to activate special condition or emergency posting plans on the fly by authorized users.								
272		When units are assigned to posts utilizing the posting plan maps or by manual command line actions, the unit status and on the maps must change in accordance to their status. Destination must appear on the integrated map in accordance to these posting changes								
18		Hazards & Advisories								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
273		The CAD system will provide a utility that captures predetermined important events (alerts, changes of incident location, changes to priority, keywords entered in comments, etc) and displays alerts (visual and audio) in a single window to the user.								
274		This utility will provide a log, and notate when alerts were acknowledged.								
275		This CAD system will allow each hazard or advisory to have unlimited characters or at least several thousand (Medical Information, Directions, Fire-Run Cards, Special Instruction Boxes, etc.)								
276		The alert function will utilize configurable audio tones and make use of visual indicators.								
277		The size and placement of the alerts window will be configurable to the preference of the agency user.								
278		The CAD system will make use of caution notes / hazard warnings triggered by location, problem nature and radius.								
279		Caution notes and hazard warnings will be capable of having a source, priority, and agency designation for each record / entry.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
280		Caution notes and hazard warnings will be color coded according to their priority and must flash when a new call is entering into the system. This flash will remain until the operator selects or acknowledges the warning.								
281		Caution notes and hazard warnings will be capable of having a file attached to their record, such as a DNR order, Restraining Order, or hyperlinks to cameras or file playback.								
282		Caution notes and hazards will be capable of having expiration dates assigned to them. This will give an email or some type of advisory to the CAD ADMIN when hazards are getting ready to expire								
283		Command line searches will exist for caution note / hazard record expiration reporting.								
284		Each CAD system problem nature will have a linked caution note / hazard radius value assigned to it, which in combination with the geo-validation of an incident location will present any cautions or hazards detected within the defined radius to the user, and record the existence of such information to the incident record.								

Number	Notes	CAD Requirements Operations Functions	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
285		The mobile clients will have access to review all caution and hazards related to an incident location at the time of assignment by their mobile data terminal.								
286		Command line searches will exist for caution note and hazard radius searches.								
287		Caution note /hazard warnings can be designated for viewing by just one agency or discipline, or be set to be shared between agency and disciplines on a record by record basis.								
288		The caution note / hazard warning management utility will be available to authorized users with appropriate security group assignment.								
289		Caution note /hazard warnings can be searched by agency, city, area, type of hazard, entered or expired date, etc. and can be printed.								
290		Files from Vision CAD will be able to be transferred over to the new CAD.								
291		The mobile client will be capable of sending and receiving file attachments to CAD system users.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
1		<i>Logins/Security Functionality</i>								
1		The CAD system will require a login and password in order to gain entry to the software package.								
2		The CAD system will have the ability to lock a user out of the system if they have exceeded the set number of logon attempts.								
3		The CAD system will 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.								
4		The CAD system will 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.								
5		The CAD system will 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.								
6		The CAD system will provide a method of viewing changes to a closed incident, including the name of the user implementing the change.								
7		The CAD system will provide an audit trail to track changes and additions made to an incident or unit status when the incident is closed and/or still open.								
8		System shall support the ability for a user to log on to multiple workstations at a time.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
9		The CAD system will provide a notification box that appears to users when they log into the CAD for new information and/or CAD updates. This may include SOPs, Memo, etc.)								
2		General Specifications								
10		All equipment will comply with any and all applicable Federal Communications Commission Regulations, Part 68 and Part 15, sub-part J.								
11		All equipment will have been in service providing service to a client within the Continental United States for a minimum of six (6) months.								
12		The system will be capable of complete remote diagnostics and maintenance by the vendor								
13		The vendor will offer a single point of contact for reporting troubles with CAD, interfaces and mapping.								
14		The vendor will offer software upgrades at no additional cost for the duration of the maintenance agreement.								
15		All training will be completed using the agencies data.								
16		The vendor will collect and load the agencies CAD data, including units, status codes and event codes.								
17		The CAD system will be capable of a wide range of networking and communications options for the use of Local Area Networks using TCP/IP and asynchronous communications.								
3		View-only CAD								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
18		The CAD system will offer a web-based CAD that must allow users to view and search incident and unit information in real time.								
19		The web-based CAD will allow for optional Incident entry available by assigned rights, but will not allow for dispatch.								
20		The web-based CAD will allow for login security based on ID, Class and Group								
21		The web-based CAD will allow for messaging between other web-based CAD users, full dispatch CAD users and mobile data users.								
22		The web-based CAD will allow for basic inquiries into prior incidents, as well as basic reporting capabilities.								
23		The CAD system will allow users to be able to close, minimize, maximize, and restore any/all CAD windows.								
4		Operating System								
24		The CAD Client will be compatible with/run on the following platforms:								
		Windows 7								
		Windows Vista								
		Windows XP								
25		The CAD Server will be compatible with/run on the following platforms:								
		Windows Server 2003 (32 bit & 64 bit)								
		Windows Server 2008 (32 bit & 64 bit)								
		Windows Server 2008R2								
5		Database								
26		The CAD Database architecture should be based in Microsoft SQL 2008 or later								
27		The CAD GEO Database should be fully compatible with and support ESRI								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
28		Historical and Closed calls are stored in a separate database from the live calls								
29		All cleared calls will be automatically transferred to the appropriate RMS if optional interface selected								
30	Please detail how performance is maintained	Generating reports, reviewing historical calls, and general data access shall not impact the performance of the CAD system.								
6		Virtualization								
31		The CAD System shall support hardware virtualization technologies such as:								
		MS Virtual Server								
		VMWARE								
7		Development								
32		The vendor should use a widely accepted software development foundation such as:								
		Visual Studio.NET								
		JAVA								
		WEBSPPHERE								
		ETC.								
33		The system will support the following for all dispatch functions:								
		command line								
		function key								
		drag and drop via mouse								
34		The Vendor will be a certified Microsoft Solution Partner								
8		Multi-tasking/Performance								
35		The system will provide the ability for multiple users to be on the system and in the same applications simultaneously.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
36		Multiple users shall not impact the performance of the CAD system.								
37		The Vendor shall provide details on the expandability, extensibility of the CAD system as the agency increases staffing head count.								
38		The CAD System shall be able to handle substantial increases in system activity and call volume caused by emergencies, civic events and other phenomenon without degradation of performance.								
9		Security & User Accounts								
39		CAD user account tied to Active Directory Users & Groups								
40		CAD Security principles tied to Active Directory Users & Groups								
41		CAD login supports windows authentication								
42		CAD login also supports the ability to login as a different user if necessary. i.e. Someone with elevated or decreased permissions								
43		Ability to log users off remotely by either a System Administrator or Supervisor								
44		Cleared calls will have the appropriate security, defined by the agency, to prevent unauthorized modification and viewing.								
45		The CAD system will provide component, and document security to permit and restrict the rights of specific users and groups. i.e. modules, entry screens, case documents, ticket documents								
46		The CAD System will have the ability to set up permission for all components including add, edit, view, delete, print, etc.								
47		Components will have the ability to restrict individual users or groups.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
48		A user's password will be encrypted when stored in the database.								
49		The CAD system will comply with Code of Federal Regulations Title 28, Part 20 as regards the dissemination of NCIC & Criminal History Record Information.								
50		The CAD System will comply with the CJIS Security Policy 5.0 (Document #: CJISD-ITS-DOC-08140-5.0) regarding NCIC data								
10		Interfaces								
51		The CAD System will interface with the following reporting systems:								
		Vision RMS 3.4								
		Vision Inform								
		FIREHOUSE								
		NCIC								
11		Redundancy								
52		The system will support widely accepted forms of redundancy and failover:								
		RAID								
		SAN								
		iSCSI								
		Hot Spare								
		<i>Software RAID solutions will not be accepted.</i>								
53		Proposal will indicate the industry standard RAID specification level used for each array.								
54		RAID controllers shall be compatible with the RAID level specified.								
55		RAID controllers shall incorporate on-board cache memory.								
56		Proposal will indicate if the solution includes hard disks designated as Hot Spares which are automatically brought online if a disk array fails.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
57		Proposal will also discuss if the system will automatically and transparently rebuild data onto the spare, and issue a notification alert to the sys admin, in the event of a disk failure.								
58		The proposal will include a discussion on storage subsystem technologies including the ability to perform instantaneous "snapshot" backups during the course of the day, in addition to the normal tape (or other) backup processes.								
59		The proposal shall include redundant power supplies for the server hardware.								
60		The proposal shall provide sufficient redundancy to minimize single points of failure.								
12		<i>Backup</i>								
61		The CAD system will be compatible with MS Data Protection Manager								
62		The Proposal will discuss any and all internal backup and restore functions.								
63		The Vendor shall provide all necessary equipment and software to allow for full automated, scheduled, and manual on-demand backups to offline media and for the restoration of operating systems, databases, applications, and any other data from such backup media.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
64		Backup systems or methodologies that require the CAD system to be removed from service ("cold backups") or placed in a degraded mode of operation for routine backups will not be acceptable. Only "hot backups" which do not adversely affect the performance and responsiveness of an actively running, live system will be considered.								
13		Integration								
65		The CAD system will include the following modules and be capable of integrating with the following systems and 3rd party applications:								
		E-911 Telephone System								
		Law Enforcement RMS Inquiry								
		Firehouse RMS								
		Web-based CAD								
		Mobile Data Systems								
		ESRI based GIS								
		Rip & Run Reporting								
		APCO MEDS								
		State (WEAPON)/NCIC Queries								
		Alpha-Numeric Paging								
		Alpha-Numeric Paging via Pagegate								
		Time Synchronization Device								
		Kanawha County AVL systems in place								
		Street Network Routing								
		Messaging								
		Pictometry								
		Standard Operation Procedures								
		Pre-Arrival Questions and Instructions								
		Press/Non-Confidential Narrative								
		SQL, Excel, and Crystal Reports								
		Automatic XML Export								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
		SMS Text, Images, and other NG911 Technologies								
		MS Office Suite								
		Adobe Acrobat (*.pdf)								
14		Technical Support & Training								
66		The Vendor will provide 24x7x365 Telephone support								
67		WebEx Online Support								
68		Online Customer Service & Support								
69		Online Trouble Ticket Creation & Ticket Status monitoring								
70		Computer Based Training (CBT) modules, videos, documentation								
71		Patch, Upgrade SOPs, media downloads								
72		Self Help troubleshooting documentation & knowledge base								
73		Annual training and/or vendor certification for technical staff & sys admins								
74		Installation, configuration, and features								
75		Security concepts								
76		User definition and maintenance								
77		Monitor functions, and reports								
78		Backup procedures								
79		Failure mode procedures								
80		The Vendor shall provide in electronic and physical copy a Technical Manual								
81		which includes:								
82		A section defining the capabilities of the equipment (specifications)								
83		A section describing the technical operation of the equipment								
84		A section pertaining to station user instructions								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
85		A section describing the system installation, maintenance, programming, and operation of the equipment								
86		A community forum for Technical Administration and staff								
15		Tracking and Non-repudiation								
87		The CAD system will provide the ability to identify users who:								
		Enter Data								
		Modify Data								
88		Output data to devices and processes such as:								
		Printers								
		Save to file								
		Print to file								
89		Tracking should include fields such as:								
		Date Created								
		Date Modified								
		Created By								
		Modified By								
		Date a record/report was printed, saved								
		Printed, and Saved By								
90		The CAD system will provide automatic date and time stamping and User ID tracking of all Call Taker, and Dispatcher processes to track call and unit activity and all command processing.								
91		The CAD system will automatically log all security violations.								
92		The CAD system will log access to documents by access type.								
16		Implementation								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
93		The proposal shall include a cutover plan. This plan shall include a chronological chart with the tasks to be accomplished and the time for achievement of each task shown.								
94		The detailed cutover plan shall include:								
95		A narrative description of the sequential cutover steps								
96		A clear delineation of which tasks are the responsibility of the Vendor and which are the responsibility of the agency.								
97		The existing system shall remain in place during the cutover phase. The Vendor shall provide a phased implementation plan that will ensure that no current function is negatively impacted or impaired during system cutover to the new system.								
17		Availability								
98		The CAD system shall be available at a minimum of 99.99% of the time each year when measured on a 24 hour per day, seven day a week basis.								
99		A fault tolerant system with automatic fail over capability is required.								
100		The vendor shall provide licensing, software and hardware for a hot site at another location of the agencies choosing.								
101		Data Replication between primary and hot site equipment shall be asynchronous and not impair the performance of system operations.								
18		Training System								
102		System includes all necessary software and hardware for a training system.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
103		Training System includes a minimum of 6 client licenses								
104		The Training System will have available the latest geographic, address, and street information available in the Primary System.								
105		Updates to the geographic, address, and street information in the live system will be automatically reflected in the training system.								
106		The Training System will have access to all of the modules and functionality of the Primary System.								
107		The Training Systems incidents, calls, and alerts will not be visible or available to the Primary System and vice versa.								
108		Users will be able to switch from the Training System to the Primary System without assistance from CAD Administrators.								
109		users will be able to switch from the Primary System to the Training System without assistance from CAD Administrators.								
110		Training System Call Histories will be stored separately from the Primary System Call Histories such that Training Calls will not appear in Standard Reports.								
19		Test System								
111		System includes all necessary software and hardware for a test system.								
112		Test system can be used to test all system updates and upgrades prior to rollout.								
113		Test system supports testing of modules and interfaces when needed.								
114		Test system can rollback or restore to a previous known good state using snapshots or similar mechanism.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
115		Test System configuration changes, system updates, patches, and upgrades when verified for functionality can be pushed over to either the Failover System or the Live System with little or no disruption to the Primary System.								
116		If Failover system requires purchase of additional modules, interfaces, etc., these have been included in optional pricing								
20		Failover System								
117		System includes all necessary software and hardware for a failover system.								
118		Dispatch clients will automatically and seamlessly switch to the failover system if the primary system is unavailable								
119		Failover system is kept up-to-date in real time with all data								
120		Failover system will be used to minimize downtime during upgrades								
121		Failover system will be used to prevent downtime during upgrades								
122		Failover system supports use of existing modules, interfaces, etc.								
123		If Failover system requires purchase of additional modules, interfaces, etc., these have been included in optional pricing								
21		D/R System								
124		System includes all necessary software and hardware for a D/R system.								
125		D/R system is kept up-to-date within 15 minutes of real time.								
126		D/R System will monitor the availability of the Primary and Failover Systems.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		IT Functions								
127		The D/R site must be live and ready for use, and on unavailability of the primary site, process a set of pre-determined instructions.								
128		The D/R System can enter a test mode whereby the pre-determined recovery instructions can simulate and actual D/R event without impacting the performance or availability of the Primary System or Dispatch Operations.								
129		The D/R System when activated will be available for use at the Primary Site without relocating personnel to the D/R Site.								
130		The D/R System when activated will be available for use at the D/R Site.								
131		When the Primary Site becomes available the D/R System will be able to push its configuration, settings and data to the Primary, and Failover Systems to resume normal operations.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
1		<i>General Requirements</i>								
1		The CAD system will 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		The CAD system will automatically determine the response zone, police zone and jurisdiction based on a verified incident location, which will be visible from the map.								
3		The CAD system will allow, upon entry of the incident location, an automatic look-up in the geographic database to verify the given incident location as a valid address.								
4		The CAD system will notify the call taker or dispatcher if the address does not verify against the MSAG, Geo file, and geodatabase.								
5		The CAD system will allow the call taker or dispatcher to enter an address that does not verify against the MSAG, Geo file, and geodatabase.								
6		The CAD system will provide directions to a location which will be visible upon demand and upon a new incident at that location.								
7		The CAD system will allow for alias street names such as abbreviations and alternate names								
8		The CAD system will allow for a display of the nearest high and low cross streets upon MSAG/Geo validation.								
9		The CAD system will display the nearest mile marker upon MSAG/Geo validation, when a call is validated on the Interstate.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
10		The CAD system will allow the user to enter a location as a commonplace or business name (place/landmark). The system will automatically connect the commonplace or business name with an exact address.								
11		The CAD system will allow common place name entries to include an apartment or building number.								
12		The CAD system will provide a Soundex type look-up for street names, road and highway names, intersections and place/landmark names.								
13		The CAD system will allow the user to input the correct location if the E9-1-1 location automatically sent is not correct.								
14		The CAD system will allow the user to enter partial street name to speed up the location entry and verification process.								
15		The CAD system will log location entries that do not validate against the MSAG yet are saved as the correct address by the user.								
16		The CAD system will provide address verification for and acceptance of invalid addresses, number ranges, street names, intersections, mile markers, rural routes and places/landmarks.								
17		When dispatching to a street that occurs in multiple cities, the CAD system will display a list of all matching streets for each city.								
18		The GIS software solution will be compatible on the ESRI platform of v9.2 and higher to the latest version.								
19		The GIS software solution will support the Workgroup and Enterprise Level of ArcGIS Server (ArcSDE) and file geodatabases.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
20		The GIS will provide the ability to do data replication between the Metro 9-1-1 GIS database (ArcSDE) and Vendor's public safety GIS database (ArcSDE or file geodatabase).								
21		Provide a QA/QC process that will check for issues before GIS data is fully updated in the Vendor's public safety GIS database (ArcSDE or file geodatabase). Explain this process in detail.								
22		The CAD system may write spatial data directly to the Vendor's public safety GIS database without compromising the integrity of needed base layers as well as having the GIS Administrator's permission. This only applies to graphical markups for road block and/or other graphical markups and does not write directly to the GIS data layers.								
23		If there are issues pertaining to the GIS data that need resolved then a UI control needs to be available for the dispatchers and call-takers that can notify the GIS Department via email or some other way of tracking these issues.								
24		The CAD system will provide real time data sharing of GIS updates among CAD workstations.								
25		The CAD system 's GIS component will be upgradable to the most current release of ESRI versions of ArcMap, data formats, ArcSDE and SQL Server as those versions become available and are deployed within the County.								
26		The CAD system 's GIS component will support user-definable map customization through ArcMap.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
27		The CAD system 's GIS component will have the functionality to plot incidents/calls and the units on a street map.								
28		The CAD system 's GIS component will support the use of scale tolerances for map layers to allow certain layers to appear at appropriate zoom levels.								
29		Support the customization of how maps are displayed within the Vendor's solution.								
30		The plotting of the CFS (Call for Service)/incident/unit information on the map will be an instantaneous by-product of normal dispatch.								
31		The ability to create a CFS (Call for Service) from the map interface.								
32		The CAD system 's GIS component will use symbology to configure how map layers are represented in the Map display.								
33		The CAD system will allow for the layers on the map to be automatically turned on based on the CFS (Call for Service) and level of details shown.								
34		Users will have the ability to turn on and off Map layers manually.								
35		The CAD system 's GIS component will provide the ability to easily change unit status and dispatch units right from the map control panel.								
36		For each call for service/incident type, the icon that displays on the map for that call/incident type will be specific to that type.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
37		The standard right-click mouse button options will be available the CAD system 's GIS component. Examples include and are not limited to - center map on the unit; override unit time; check-in unit; change status; and go-to command (to send a unit to a different location or to create Call for Service)?								
38		The CAD system 's GIS component will provide a tool tip on the unit displaying unit information and the unit(s)' location(s) when mouse-over the unit								
39		The CAD system 's GIS component will provide a tool tip on the CFS (Call for Service), which will display the CFS (Call for Service) number, the CFS (Call for Service) location, and the CFS (Call for Service) type when rolling the mouse over the call								
40		The CAD system 's GIS component will meet the guidelines set forth by the FCC regarding wireless carriers to provide information about a caller as part of the 911 call								
41		The CAD system 's GIS component will have the capability to receive latitude and longitude information via the CAD interface and plot the XY location a the map automatically.								
42		Users will have the capability to enter latitude and longitude of the caller's location in the CAD Data Entry Window if line item 46 fails.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
43		The CAD system 's GIS component will retain the latitude and longitude as original call location if the call taker changes the location to an actual address. Also provide tracking if cell phone caller is on the move.								
44		The CAD system 's GIS component will provide tracking if cell phone caller is on the move.								
45		The CAD system 's GIS component will plot the cellular phone call on the map using a special icon to designate as a cell phone call.								
46		The CAD system 's GIS component will provide the ability to right-click on a cell phone call to get a list of potential addresses within an agency-defined radius.								
47		The call taker will have the ability to select from a list of potential addresses in an agency-defined radius.								
48		The CAD system 's GIS component will provide the ability to draw a radius around an incident and document measurements.								
49		The CAD system 's GIS component will have the ability to plot agency-defined icons of known activities (e.g., street closures, parades, construction, etc.).								
50		The CAD system 's GIS component will have the ability to open Call for Service from map.								
51		Advance routing capabilities will be fully integrated into CAD solution.								
52		Support Multiple Locator Services for Geocoding (points (structure addresses, polylines (Road Ranges), polygons (Zip Codes or Communities/Municipalities).								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		GIS Functions								
53		Support the use of Dynamic Display technology for high performance display of Units, CFS (Call for Service), etc. on the CAD Map.								
54		Support the ability to use Agency defined icons for Units, CFS (Call for Service), etc. in the software.								
55		Support the use of Hyperlinks within the CAD Map.								
56		Provide support for Pictometry Imagery.								
57		CAD Geofile will be derived from the GIS street centerline business table								
58		The CAD system 's GIS component will provide the ability to maintain, manage information, and display images for commercial, public, and private facilities (number of floors, number of elevators, building pre-plans, photos of the locations, etc.).								
59		Dispatching units to an incident should include the ability to drag-and-drop a unit to an incident from status monitors and drag-and-drop a unit to an incident on the map.								
60		All active calls will show on the Mapping Program under a specific icon, which will allow the user to view and read calls by clicking the icon on this map.								
61		The CAD system will record the x/y or lat/long coordinates for every incident to be available with reports.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Report Functions								
1		General Requirements								
1		The CAD system will provide pre-designed reports that are able to be run on-demand.								
2		The CAD system will provide the ability to export reports to desired format.								
3		The CAD system will 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								
		Calculate non-CAD unit events								
4		The CAD system will 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								
		-- CAD Events by Date and Location								
5		The CAD system will 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								
		-- 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								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Report Functions								
6		The CAD system will allow for a graphical display of call calculation reports and allow users to select graph display parameters.								
7		The CAD system will 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								
		-- Organization response summary by department								
8		The CAD system will provide a report of addresses accepted as valid entries of incident location that do not validate against the Geo database.								
9		The CAD system will 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								
		-- Wrecker service by CAD incident number								
10		The CAD system will provide a report of call event codes.								
11		The CAD system will provide a report of status codes.								
12		The CAD system will provide a report of units by service organization.								
13		The CAD system will provide a Unit Log Inquiry report.								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Report Functions								
14		The CAD system will provide a run/case number summary report for a specified department.								
15		The CAD system will provide a call type totals by date report.								
16		The CAD system will provide a daily media report.								
17		The CAD system will provide a report that displays all BOLO records for a specified date range, name, location originating agency or offense/violation type.								
18		The CAD will have a hot spot map to show high crime areas.								
19		The CAD will be able to map crime trends by location, subject or weapon to help investigate crimes.								
20		The CAD system will provide a report that displays place/premise information and when the contact information was reviewed/updated.								
21		The CAD system will allow reports to be scheduled to run automatically at pre-defined times.								
22		The CAD system will time and date stamp all administration functions (hazard entry, landmark changes, and/or any time a administrator logs into the system.								
23		This system will send an alert via email when a changed has occurred within CAD administrative functions								
24		The CAD will allow users to customize reports by:								
		Font								
		Colors								
		Alignment								

Number	Notes	CAD Requirements	Compliant	Partially Compliant	Alternative Method	Future Release	Requires Modification	Exception	Comments	Vendor must clearly list any and all required modules, interfaces, services, equipment, and/or third-party requirements to enable feature
		Report Functions								
		Adding Titles and Subtitles								
		Adding Graphics, such as Agency Logo								
25		The CAD will support electronic transfer of reports to management officials.								
26		The CAD will provide customizable pull-down menus that allow users to quickly select data to query.								
27		The CAD system will track & provide reports on all mutual aid, automatic aid and multi-agency incidents.								
28		The CAD System will have the ability to schedule the automatic generation and distribution of reports.								
29	Provide details	The CAD System will have the ability to create reports based on user defined geographic areas using shapefiles.								
30	Provide details	The CAD System will have the ability to create reports based on user defined geographic areas using a built-in drawing tool.								