

## **NEXT GENERATION 911 READY COMPUTER AIDED DISPATCH SPECIFICATIONS**

In addition to the GENERAL REQUIREMENT DOCUMENT, the following are required and / or desired features of the Computer based Radio System. Vendors shall reprint each required and / or desired functional feature with their proposal response. For each described feature, the proposal shall provide a response compliance code. The response compliance code shall be inserted in bold-faced type after each requirement. Response codes which warrant narrative explanation shall be followed by the appropriate narrative as prepared by the vendor. Complete substantive narrative answers are required. Non-specific answers or blanks may be considered unresponsive. Vendors shall use the following response codes in preparing their answers to these desired and required attributes.

### **Response Code Meaning:**

<p><b>“C”</b>      Comply – The proposed solution will fully meet this requirement because it currently exists as a standard feature or function in the base application software.</p> <p><b>"S"</b>      Surpasses - The proposed solution surpasses this requirement because it offers additional features, functions, or enhancements to that required by the attribute statement and as thoroughly explained in the narrative.</p> <p><b>“D”</b>      Does not comply – The proposed solution does not fully comply with this requirement. The vendor will <u>not</u> meet this requirement in its entirety.</p> <p><b>“T”</b>      Available through a <b>T</b>hird party – This requirement can be met by a software module that the vendor has arranged to use through a third party contract. The unit of software or software module must be designed for seamless integration with the base application software. Vendor’s existing product costs for the separate unit of software or module are included and clearly identified in cost quotation</p> <p><b>“CS”</b>      Customize – The requirement can be met by altering the proposed software to meet the requirements and specifications. Costs for customizing software are included and clearly identified in cost quotation. Vendor also must commit to completion of any custom software as part of the initial installation.</p> <p><b>“EX”</b>      Explanation – Response requires an answer to a question rather than a stated requirement. Example, “What language is the application written in?” Vendor should use the “EX” code and provide answers following the desired or required feature.</p>
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## **REQUIREMENTS**

### **1.1 SCOPE**

These specifications define the minimum requirements and standards for a Communications Control Console and related accessories for the CROCKETT COUNTY EMERGENCY COMMUNICATIONS PUBLIC SAFETY ANSWERING POINT.

### **1.2 QUALITY**

Proposed equipment shall meet or exceed industry standards for quality and reliability. All materials, parts, assemblies, etc. shall be new, and be free of corrosion, blemishes or other cosmetic defects. Design and construction shall be consistent with current best engineering practices, and shall be manufactured in the United States.

**1.3 CERTIFICATIONS**

All equipment proposed shall meet the NENA “Next Generation 911” compliancy standards where applicable.

**1.4 WARRANTY**

Bidder shall warranty all equipment to be free from defects in material and workmanship, and to operate in accordance with these specifications for a period of not less than one (1) year from date of Installation. Options for three (3) and five (5) of additional warranty including parts and labor will be provided. Hourly rates for time and materials will be provided if additional warranty is not selected.

**1.5 REPLACEMENT PART AVAILABILITY**

The manufacture of the proposed console equipment shall maintain of complete stock of repair components for the system for a period of not less than seven (5) years after initial delivery. These parts shall be available for shipment on an expedited basis 24 hours a day, 365 days a year including weekends and holidays. On site spare parts for essential operations shall be quoted as OPTIONAL.

**1.6 DOCUMENTATION**

Complete documentation shall be provided with the system. Each system shall include, at a minimum, manuals that address the following functions or activities:

- Installation
- Service
- Programming
- Operation

The manuals shall be printed in black ink on 8.5” x 11” white paper utilizing at least a 10-point type font. The individual manual sheets shall be fastened together with a comb-binding, three-ring binder, or other similar positive binding mechanism.

## **Technical Specifications: Computer Aided Dispatch**

### **1. General Specifications**

- A.** All equipment must comply with any and all applicable Federal Communications Commission requirements. Response Code - \_\_\_\_\_
- B.** A list of at least ten (10) verifiable clients must be provided with the technical proposal. Response Code - \_\_\_\_\_
- C.** The system must be capable of complete dial-up remote diagnostics and maintenance. Response Code - \_\_\_\_\_

### **2. Hardware Specifications**

- A.** The Uninterruptible Power Supply (UPS) shall be line-interactive. The UPS shall always be on-line, providing conditioned, computer-grade power for the entire load. The

entire load shall be defined as all systems included within the proposal. When line power is lost, it shall continue to provide full power from its batteries with no break in output power for a minimum of 30 minutes.      **Response Code - \_\_\_\_\_**

**B.** The UPS shall provide continuous power and output monitoring capability with communications to the server and workstation system for possible problems, alarms, alerts, and automatic shutdown procedures.      **Response Code - \_\_\_\_\_**

**C.** The system shall provide redundancy of critical data by using mirrored hard disks and dual processors.      **Response Code - \_\_\_\_\_**

**D.** The minimum hardware specifications for a Server are as follows:

- Pentium IV, 2 Ghz or better
- 2 GB SDRAM
- Windows 2003 Server or Advanced Server
- 100 GB of Free Disk Storage Space
- DVD-RW drive

**Response Code - \_\_\_\_\_**

**E.** The **minimum** hardware specifications for a Workstation are as follows:

- Pentium IV, 2.8 GHz or better
- 2 GB SDRAM
- 80 GB of Free Disk Storage Space
- Windows XP or Higher
- CD-RW drive
- Duel Graphics Card With Dedicated RAM

**Response Code - \_\_\_\_\_**

### **3. Software Specifications**

**A.** It is desired that the computer system is Windows XP compatible and all servers and workstations should run Windows XP, Windows Server or higher versions of this package.      **Response Code - \_\_\_\_\_**

**B.** The CAD system must be capable of a wide range of networking and communications options for the use of Local Area Networks, IBM de facto communications, and asynchronous communications.      **Response Code - \_\_\_\_\_**

### **4. General CAD Functionality**

**A.** The CAD software package shall provide computer aided dispatching and unit update windows, available units and stations inventory windows, active units' status windows, and active calls windows.      **Response Code - \_\_\_\_\_**

**B.** The CAD system shall allow users to change color schemes within windows to add to ease of use.      **Response Code - \_\_\_\_\_**

- C.** The vendor shall provide for two (2) seats of Computer Aided Dispatchers and one (1) seat for Supervisory/Editing position.      **Response Code - \_\_\_\_\_**
- D.** The CAD software shall be supplied with an E911 interface to allow easy entry of basic call information into the system and to eliminate redundant data entry.      **Response Code - \_\_\_\_\_**
- E.** The software shall automatically assign an incident number to each CAD call. These numbers shall be comprised of the four digit year and a sequential number.      **Response Code - \_\_\_\_\_**
- F.** The CAD system shall allow case (OCA) numbers to be automatically assigned on incidents where desired.      **Response Code - \_\_\_\_\_**
- G.** The CAD system shall allow Run or Department numbers to be automatically assigned where desired.      **Response Code - \_\_\_\_\_**
- H.** The software shall support both field entry and command line entry of data.      **Response Code - \_\_\_\_\_**
- I.** The CAD system must maintain a complete call detail record for each event, and shall be compatible with the incident reporting and records management subsystem.      **Response Code - \_\_\_\_\_**
- J.** The CAD system shall track units during non-emergency or routine functions that take up a unit's time, such as time spent in court or in the squad room.      **Response Code - \_\_\_\_\_**
- K.** The CAD system shall allow for the entry of an incident disposition when an incident is closed.      **Response Code - \_\_\_\_\_**
- L.** The CAD system shall allow for an incident disposition to be changed after the incident has been closed for any period of time.      **Response Code - \_\_\_\_\_**
- M.** The CAD system shall require a disposition before the incident can be closed.      **Response Code - \_\_\_\_\_**
- N.** The CAD system shall provide a list of disposition codes to be displayed when entering a disposition code.      **Response Code - \_\_\_\_\_**
- O.** The CAD system shall provide a list of event codes (complaint types, incident types) to be displayed upon demand when entering a new incident.      **Response Code - \_\_\_\_\_**
- P.** The CAD system should 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.      **Response Code - \_\_\_\_\_**
- Q.** The CAD system must allow multiple CAD functions to be in progress at the same time.      **Response Code - \_\_\_\_\_**
- R.** The CAD system shall provide function key access for frequently used screens and functions.      **Response Code - \_\_\_\_\_**
- S.** The CAD system must provide an interactive help function with computer-initiated dialogues such as menu selections or Windows-based point and click functions.      **Response Code - \_\_\_\_\_**
- T.** The CAD system must allow a closed CAD incident to be re-opened.      **Response Code - \_\_\_\_\_**

- U.** The CAD system must maintain a file of all calls received.  
Response Code - \_\_\_\_\_
- V.** The CAD system must have a module to allow users to enter back calls and data after system downtime (Catch-Up module).  
Response Code - \_\_\_\_\_
- X.** The CAD system must have the ability to log users off automatically after a pre-determined period of inactivity.  
Response Code - \_\_\_\_\_
- Y.** The CAD system will allow users to track government-mandated racial statistics through the use of Racial Profiling.  
Response Code - \_\_\_\_\_
- Z.** The CAD system will require dates to be entered in an MMDDYYYY format.  
Response Code - \_\_\_\_\_
- aa.** The CAD system requires a military (24-hour) time format.  
Response Code - \_\_\_\_\_
- bb.** The CAD system will function in a single or multi-jurisdictional environment.  
Response Code - \_\_\_\_\_
- cc.** The CAD system will automatically determine the priority of the incident based upon the incident type.  
Response Code - \_\_\_\_\_
- dd.** The CAD system will color-code events in the System Monitor window by priority.  
Response Code - \_\_\_\_\_
- ee.** All CAD stations will be updated with new status information automatically and immediately.  
Response Code - \_\_\_\_\_
- ff.** The CAD system shall allow users to add information to an incident at any time.  
Response Code - \_\_\_\_\_
- gg.** The CAD system will allow users to be set up as Call Takers only, denying them rights to update certain information to be determined by administrators.  
Response Code - \_\_\_\_\_
- hh.** The CAD system will have the ability to be “View Only”, which will allow users to have no access to actual dispatch or call-taking functions, only the ability to view the screens.  
Response Code - \_\_\_\_\_
- ii.** The CAD system shall provide users the ability to stack, or assign low priority calls to a busy unit.  
Response Code - \_\_\_\_\_
- jj.** 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).  
Response Code - \_\_\_\_\_
- kk.** The CAD system will allow Dispatchers to have the ability to update unit statuses.  
Response Code - \_\_\_\_\_
- ll.** The CAD system must allow users to place a unit en-route or on-scene after notification from the unit even if the unit was not dispatched.  
Response Code - \_\_\_\_\_
- mm.** The CAD system must differentiate between active (dispatched) and pending (non-dispatched) calls in the System Monitor.  
Response Code - \_\_\_\_\_
- nn.** The CAD system must allow users to quickly select any call from the display for updating.  
Response Code - \_\_\_\_\_

**oo.** The CAD system must allow units to be added as assisting (backup) units on a call after it has been dispatched.      **Response Code - \_\_\_\_\_**

**pp.** The CAD system must automatically send a call back to the pending call queue if all assigned units are removed from that call.      **Response Code - \_\_\_\_\_**

**qq.** The CAD system must alert users of the existence of standard operating procedures based upon call type and location.      **Response Code - \_\_\_\_\_**

**rr.** The CAD system must 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.      **Response Code - \_\_\_\_\_**

**ss.** The CAD system must allow for handling of calls for towing service.      **Response Code - \_\_\_\_\_**

**tt.** The CAD system must 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.      **Response Code - \_\_\_\_\_**

**uu.** The CAD system must allow for assignment of wrecker companies outside of the rotation (owner's request) to accommodate callers requesting a specific wrecker company.      **Response Code - \_\_\_\_\_**

**vv.** The CAD system must provide a pre-formatted input screen for quick entry of officer-initiated traffic stops.      **Response Code - \_\_\_\_\_**

**ww.** The CAD system must provide a Function key for quick access to entry of traffic stops.      **Response Code - \_\_\_\_\_**

**xx.** The CAD system must allow Dispatchers to enter data on vehicles involved in incidents.      **Response Code - \_\_\_\_\_**

**yy.** The CAD system must allow Dispatchers to search for vehicles involved in prior incidents by VIN number, Tag number, or Make.      **Response Code - \_\_\_\_\_**

**zz.** The CAD system will allow users to place a call on hold in order to take another call.      **Response Code - \_\_\_\_\_**

**aaa.** The CAD system will allow users the ability to save partially completed calls for service, which the user will then be able to retrieve and finish processing in any order.      **Response Code - \_\_\_\_\_**

**bbb.** The CAD system must allow users to enter a narrative of unlimited length on incidents.      **Response Code - \_\_\_\_\_**

**ccc.** The CAD system must allow users to add to a narrative as an incident progresses.      **Response Code - \_\_\_\_\_**

**ddd.** The CAD system must allow users to add to a narrative after an incident is closed.      **Response Code - \_\_\_\_\_**

**eee.** The CAD system must alert users of possible duplicate calls based upon incident location.      **Response Code - \_\_\_\_\_**

**fff.** The CAD system must allow for the tracking and billing of false alarms.      **Response Code - \_\_\_\_\_**

**ggg.** The CAD system must allow users to send messages to users or groups of users of their choice.      **Response Code - \_\_\_\_\_**

- hhh.** The CAD system must allow users to forward and reroute messages.  
Response Code - \_\_\_\_\_
- iii.** The CAD system must allow users to send messages to mobile units if interfacing with MDTs.  
Response Code - \_\_\_\_\_
- jjj.** The CAD system will allow users to inquire into past CAD incidents via a form where they can input search variables.  
Response Code - \_\_\_\_\_
- kkk.** The CAD system will allow users immediate access to summary or detail on all incidents visible on their screens.  
Response Code - \_\_\_\_\_
- lll.** The CAD system will allow for an unlimited number of active incidents.  
Response Code - \_\_\_\_\_
- mmm.** The CAD system will allow users to enter data of any sort into a narrative that is visible at all times when a user is on the call.  
Response Code - \_\_\_\_\_
- nnn.** The CAD system must allow users to send messages to mobile units by interfacing with Bio-key on MDTs.  
Response Code - \_\_\_\_\_
- ooo.** The CAD system must automatically send case numbers to mobile units by interfacing with MDTs.  
Response Code - \_\_\_\_\_
- ppp.** The CAD system must automatically send and update all pertinent information to mobile units by interfacing with MDTs, to include but not limited to: Event Code, Date, Zone, Priority, Event Address, Location, Cross Street, City, Telephone Number, Caller Name, Units Responding, and Event Description.  
Response Code - \_\_\_\_\_
- qqq.** The CAD system must allow field units or dispatchers to update the unit status and automatically be displayed on the mobile unit and the dispatch screen.  
Response Code - \_\_\_\_\_
- rrr.** The CAD system must allow field units to enter narrative about an event and automatically be displayed on dispatch screen.  
Response Code - \_\_\_\_\_
- sss.** The CAD system must allow field units to enter a clear code to change unit status and automatically be displayed on the mobile unit and the dispatch screen.  
Response Code - \_\_\_\_\_
- ttt.** The CAD system will allow users to inquire into past CAD incidents via a form where they can input search variables.  
Response Code - \_\_\_\_\_
- uuu.** The CAD system will allow users immediate access to summary or detail on all incidents visible on their screens.  
Response Code - \_\_\_\_\_
- vvv.** The CAD system will allow for an unlimited number of active incidents.  
Response Code - \_\_\_\_\_
- www.** The CAD system will allow users to enter data of any sort into a narrative where they can see the information at all times when they are on the call.  
Response Code - \_\_\_\_\_
- xxx.** The CAD system will allow users to enter their own data into an “SOP questions” to be asked form and dispatchers will be prompted that there are standard questions to ask based on a complaint code.  
Response Code - \_\_\_\_\_
- yyy.** The CAD system must interface with market standard EMD software such as ProQA and prompt dispatchers that there are standard questions to ask based on a

complaint code.

Response Code - \_\_\_\_\_

## 5. Timers

A. The CAD system shall utilize event and unit status timers to monitor units as a call progresses. The system shall notify the operator of overdue conditions.

Response Code - \_\_\_\_\_

B. The CAD system shall provide an initial check-back after a period of time between when a unit first arrives “on-scene” to when the software shall first prompt the dispatcher to check on the unit’s condition.

Response Code - \_\_\_\_\_

C. The CAD system must provide the ability to reset timers after any status change.

Response Code - \_\_\_\_\_

D. The CAD system must provide for alert timers for units by incident type and status.

Response Code - \_\_\_\_\_

E. The CAD system must provide for user defined and maintained timers based on incident type for pending incidents.

Response Code - \_\_\_\_\_

F. The CAD system must alert users upon expiration of timers.

Response Code - \_\_\_\_\_

## 6. Alerts and Warnings

A. The CAD system shall make visual and audible alerts to the user when BOLO (Be-On-The-Lookout) warnings occur.

Response Code - \_\_\_\_\_

B. The CAD system shall make visual and audible alerts to the user when hazard warnings occur at a specific incident location.

Response Code - \_\_\_\_\_

C. The CAD system shall make visual and audible alerts to the user when previous incident history at a specific location is available.

Response Code - \_\_\_\_\_

D. The CAD system shall make visual and audible alerts to the user when place / landmark information is available for an incident at a specific location.

Response Code - \_\_\_\_\_

E. The CAD system shall make visual and audible alerts to the user when pre-fire information is available for an incident at a specific location.

Response Code - \_\_\_\_\_

F. The CAD system shall make visual and audible alerts to the user when hydrant information is available for an incident at a specific location.

Response Code - \_\_\_\_\_

G. The CAD system shall make visual and audible alerts the user when directions to an incident’s specific location are available.

Response Code - \_\_\_\_\_

H. The CAD system shall make visual and audible alerts to the user when warrant information is available for an incident’s specific location.

Response Code - \_\_\_\_\_

I. 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.

Response Code - \_\_\_\_\_

J. The CAD system will visually alert a user if a new message has been received.

Response Code - \_\_\_\_\_

K. When an incident is upgraded to a traffic pursuit, the CAD system will alert all positions. Response Code - \_\_\_\_\_

## **7. Logins/Security**

A. The CAD system will require a login and password in order to gain entry to the software package. Response Code - \_\_\_\_\_

B. 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. Response Code - \_\_\_\_\_

C. The CAD system shall 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. Response Code - \_\_\_\_\_

D. The CAD system shall allow that only calls requiring units for the Call Taker / Dispatcher has indicated he/she is monitoring will appear in that user's call queue when they are automatically routed by the system. Response Code - \_\_\_\_\_

E. The CAD system must provide a complete Audit Trail to track changes and additions made to data in the system. Response Code - \_\_\_\_\_

## **8. MSAG/GEO Functionality**

A. The CAD system shall utilize an on-line Master Street Address Guide and geographic reference feature to insure that appropriate compliments of emergency response resources are dispatched to legitimate addresses. Response Code - \_\_\_\_\_

B. The CAD system must automatically determine the response zone, police zone and jurisdiction based on a verified incident location. Response Code - \_\_\_\_\_

C. The CAD system shall allow that upon entry of the incident location, an automatic look-up in the geographic database shall verify the given incident location as a valid address. Response Code - \_\_\_\_\_

D. The CAD system shall notify the Call Taker or Dispatcher if the address does not verify against the MSAG/Geo file. Response Code - \_\_\_\_\_

E. The CAD system must allow the Call Taker or Dispatcher to enter an address that does not verify against the MSAG/Geo file. Response Code - \_\_\_\_\_

F. The CAD system must allow the entry of Directions to a location which will be visible upon demand, and upon a new incident at that location. Response Code - \_\_\_\_\_

G. The CAD system shall display the nearest cross streets upon MSAG/Geo validation. Response Code - \_\_\_\_\_

H. The CAD system shall display the nearest mile marker upon MSAG/Geo validation. Response Code - \_\_\_\_\_

I. The CAD system shall allow the user to enter a location as a commonplace or business name (place/landmark). The system shall automatically connect the commonplace or business name with an exact address. Response Code - \_\_\_\_\_

J. The CAD system will provide a soundex type look-up for street names, road, and highway names, intersections, and mile marker and place/landmark names.

Response Code - \_\_\_\_\_

**K.** The CAD system shall allow the user to input the correct location if the E911 location automatically sent is not correct.

Response Code - \_\_\_\_\_

**L.** The CAD system shall allow the user to enter partial street names to speed up the location entry and verification process.

Response Code - \_\_\_\_\_

**M.** The CAD system must log location entries that do not validate against the MSAG yet are saved as the correct address by the user.

Response Code - \_\_\_\_\_

**N.** The CAD system must provide address verification for and acceptance of invalid addresses, number ranges, street names, intersections, street aliases, mile markers, rural routes and places/landmarks.

Response Code - \_\_\_\_\_

**O.** When dispatching to a street that occurs in multiple cities, the CAD system must display a list of streets that shows every possibility of street choice.

Response Code - \_\_\_\_\_

## **9. Command Line Entry**

**A.** The CAD system must allow the ability to invoke Command Line entry with a single keystroke.

Response Code - \_\_\_\_\_

**B.** The CAD system must allow the Command Line entry window to appear upon CAD startup.

Response Code - \_\_\_\_\_

**C.** The CAD system must allow the Command Line entry window to be removed from the screen if the Call Taker/Dispatcher does not wish to use it.

Response Code - \_\_\_\_\_

**D.** The CAD system must allow command line entry users to scroll through and reselect previous command line entries with the use of a mouse or the keyboard.

Response Code - \_\_\_\_\_

**E.** The CAD System's Command Line entry will consist of a command identifier followed by data parameters.

Response Code - \_\_\_\_\_

**F.** The CAD System will allow two Command Line entry windows.

Response Code - \_\_\_\_\_

## **10. Unit/Equipment Recommendation**

**A.** The CAD system shall provide automatic unit recommendation for an event based on the event type and the zone, beat, and response planning and availability.

Response Code - \_\_\_\_\_

**B.** Based on the nature code and location, the CAD system shall provide appropriate recommendations on the agency that should be dispatched.

Response Code - \_\_\_\_\_

**C.** The CAD system shall allow Dispatchers to override unit recommendation when required.

Response Code - \_\_\_\_\_

**D.** The CAD system shall allow units dispatched on lower priority incidents (security drive-by's, etc.) to be eligible for recommendation on higher priority incidents.

Response Code - \_\_\_\_\_

- E. The CAD system has the ability to recommend multiple units.  
Response Code - \_\_\_\_\_
- F. The CAD system must have the ability to recommend Fire units.  
Response Code - \_\_\_\_\_
- G. The CAD system must have the ability to recommend EMS (Rescue) units.  
Response Code - \_\_\_\_\_
- H. The CAD system has the ability to recommend units of multiple types if necessary (Fire and Law, for example) on the same incident.  
Response Code - \_\_\_\_\_
- I. The CAD system must allow for the recommendation of mutual aid depending on the incident type, incident location, and type of equipment necessary.  
Response Code - \_\_\_\_\_

## **11. System Administration**

- A. The CAD System's System Administration module (File Maintenance) should be provided through the use of menu-driven activities.  
Response Code - \_\_\_\_\_
- B. The CAD system must allow the System Administrator to enter and modify codes into code tables.  
Response Code - \_\_\_\_\_
- C. The CAD system must allow System Administrators the security rights to be the only individuals with the ability to alter code tables if desired.  
Response Code - \_\_\_\_\_
- D. The CAD system must allow for the removal of codes from code tables if those codes are no longer necessary.  
Response Code - \_\_\_\_\_
- E. The CAD system must allow System Administrators to monitor the work of Call Takers and Dispatchers in a real-time manner.  
Response Code - \_\_\_\_\_
- F. The CAD system must allow System Administrators to take over the screens and workload of Call Takers and Dispatchers if necessary.  
Response Code - \_\_\_\_\_
- G. The CAD system must allow System Administrators to log off a Call Taker or Dispatcher if situations arise making this necessary.  
Response Code - \_\_\_\_\_
  
- H. The CAD system must allow System Administrator changes to code tables to appear in drop down windows where available from the point of that change forward.  
Response Code - \_\_\_\_\_
- I. The CAD system must allow System Administrators to control what appears on menus after changes to user's security rights.  
Response Code - \_\_\_\_\_
- J. The CAD system will allow System Administrators to define text appearing on menu buttons within CAD based upon agency terminology.  
Response Code - \_\_\_\_\_
- K. The CAD system must notify the System Administrator of unauthorized or failed attempts to log in to the system.  
Response Code - \_\_\_\_\_
- L. The CAD system will allow the System Administrator to set up login groups and classes for Call Takers and Dispatchers in order for those individuals to see only the calls they need to see in order to perform their duties.  
Response Code - \_\_\_\_\_
- M. The CAD system will allow System Administrators to define the amount of time

before a user is automatically logged off due to inactivity. Response Code - \_\_\_\_\_

**N.** The CAD system must allow System Administrators to develop their own Adhoc reports. Response Code - \_\_\_\_\_

**O.** The CAD system shall allow for System Administrators to send messages to be received by all online users. Response Code - \_\_\_\_\_

**P.** The CAD system shall allow System Administrators to send messages to only one or certain users, as opposed to all users. Response Code - \_\_\_\_\_

## 12. Reports

**A.** The CAD system must provide pre-designed reports that are able to be run on demand. Response Code - \_\_\_\_\_

**B.** The CAD system must provide the ability to design Ad hoc reports allowing users to get information necessary not available in pre-designed reports. Response Code - \_\_\_\_\_

**C.** The CAD system must utilize a well-known report design program such as Crystal Reports in order to design Ad hoc reports. Response Code - \_\_\_\_\_

**D.** The CAD system must provide Department Analysis reports of the following types:

- Events by Department
- Hourly Call Distribution by Department
- Department Unit Call Activity
- Unit Time Analysis
- Officer Log
- Calculate Non-CAD Unit Events
- CAD Incidents by Unit Status

Response Code - \_\_\_\_\_

**E.** The CAD system must provide Event Recap reports of the following types: Event Type (Detail or Summary)

- County-wide Total Calls for Service
- Detail Call Report
- Sector by Event Type/Date Range
- Shift Summary by Date
- CAD Events by Date and Location
- CAD History by Date Range
- Multiple CAD Origins

Response Code - \_\_\_\_\_

**F.** The CAD system must provide Call Response Time reports of the following types:

- Receipt to OS/Priority/Day of Week
- Receipt to OS/FD Area/Priority/Day of Week
- Receipt to DSP/Priority/Day of Week
- Receipt to DSP/FD Area/Priority/Day of Week
- DSP to OS/Priority/Day of Week
- DSP to OS/Sector/Priority/Day of Week

Response Code - \_\_\_\_\_

**G.** The CAD system must provide Department Response Time reports of the following types:

- Receipt to Dispatch by Department
- Receipt to On-Scene by Department
- Receipt to Clear by Department
- On Scene to Clear by Department
- Dispatch to On-Scene by Department
- Dispatch to Enroute by Department
- Dispatch to Clear by Department
- Organization Response Summary by Dept.

Response Code - \_\_\_\_\_

**H.** The CAD system must provide a report of addresses accepted as valid entries of incident location that do not validate against the MSAG/Geo database.

Response Code - \_\_\_\_\_

**I.** The CAD system shall provide Wrecker Reports of the following types:

- Wrecker Service by Date/Area
- Wrecker Services by Last Name
- Wrecker Summary by Month
- Wrecker Service by CAD Incident Number
- Wrecker Schedule by Week

Response Code - \_\_\_\_\_

**J.** The CAD system shall provide a report of Call Event codes.

Response Code - \_\_\_\_\_

**K.** The CAD system shall provide a report of Status (Ten) codes.

Response Code - \_\_\_\_\_

**L.** The CAD system shall provide a report of Unit Rosters. Response Code - \_\_\_\_\_

**M.** The CAD system shall provide a report of Units by Service Organization.

Response Code - \_\_\_\_\_

**N.** The CAD system shall provide a Unit Log Inquiry report.

- Response Code - \_\_\_\_\_

**O.** The CAD system shall provide a Run Number Summary report.  
Response Code - \_\_\_\_\_
- P.** The CAD system shall provide an Alarm Report by Date.  
Response Code - \_\_\_\_\_
- Q.** The CAD system shall provide a Call Type Totals by Date report.  
Response Code - \_\_\_\_\_
- R.** The CAD system shall provide a Daily Media report.    Response Code - \_\_\_\_\_
- S.** The CAD system shall provide a BOLO Audit report that will show when and by whom a BOLO warning message was read.    Response Code - \_\_\_\_\_
- T.** The CAD system shall provide reports on Racial Profiling Statistics.  
Response Code - \_\_\_\_\_
- U.** The CAD system shall provide 911 reports of the following types:

  - Telco Subscribers
  - 911 Log by Date Range
  - 911 Log by Phone Number
  - 911 Log by Position
  - Inquire Miscellaneous
  - 911 Reference Tables

Response Code - \_\_\_\_\_
- V.** The CAD system will allow reports to be scheduled to run automatically at pre-defined times.  
Response Code - \_\_\_\_\_