

Tuscola County Central Dispatch



Request for Quote

Public Safety Software System

Caro, MI

May 20, 2020

Introduction

The Tuscola County Central Dispatch (TCCD) hereby requests that vendors submit quotes for a public safety software system. These Quotes shall provide all of the material requested herein, including detailed cost proposals for the necessary hardware, software, and services. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's quote.

The TCCD reserves the right to overlook any errors or omissions on the part of the vendor during the RFQ process.

The TCCD is seeking to replace its existing public safety system. The TCCD is looking for a contemporary, completely integrated solution that is one application, with one database, provided by one vendor. In addition, the TCCD would like the public safety software solution vendor to not only provide but to also maintain the software and servers (including OS and DBMS) under the vendor's annual subscription fee.

Contacts

All communications regarding this RFQ should be directed to:

Director Sandra Nielsen
1303 Cleaver Rd
Caro, MI 48723
tccd911@tuscolacountyorg
phone: 989-673-8738 Ext: 2

No vendor employee or consultant shall contact anyone else at the TCCD for purposes of soliciting information about this RFQ.

Submission deadline

All submissions for responding to this RFQ must be submitted no later than 4:00 p.m on Friday June 5, 2020.

Deliverables

The vendor must submit the following to the person specified in the [Contacts](#) section:

- A PDF copy via email

The proposal shall follow the structure specified in the [Content](#) section.

Profile

The TCCD provides services to 13 law enforcement agencies, 13 fire departments and 6 emergency medical services along with other support services to Tuscola County in Michigan. The county includes a population of approximately 52,764. The TCCD consists of 13 personnel and 4 CAD – dispatch and call taker workstations.

The TCCD needs a contemporary, easy-to-use public safety system to reduce redundant data entry, simplify the report review and approval process, provide straightforward access to information, and otherwise streamline the TCCD's processes.

Current System

At present, the TCCD is using Logisys CAD. This system has been in place for 17 years.

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the TCCD a mature CAD solution that will enable the effective and efficient operation of the TCCD. At a minimum, the system shall support the following:

Please note the following:

- The TCCD is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendors.
- The TCCD is interested in an On Premise off-the-shelf CAD system w/ integrated Mapping.
- The system must be scalable and must be able to integrate with the existing and future options the TCCD may implement.
- The system shall allow the TCCD to efficiently organize, track, and access the vast amount of information that flows through the system daily, must be easy to use, and must be searchable.
- The system must include integrated (ESRI) Mapping.
- Interfacing needs include:
 - LEIN/NCIC integration for basic queries and Warrant/Wanted Persons Entry and Modify
 - SMS Paging
 - E911 (ANI/ALI) interface for VIPER
 - TEXTTY interface
 - SMART911 Interface
 - I AM Responding interface
 - RIP and Run Interface
- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance for the TCCD to enter into and maintain full use of the system.

- Acquisition and implementation of a new CAD system is a project that will impact the TCCD for years to come. Key goals for the project are to:
 - Replace the legacy system currently being used with an off-the-shelf solution that meets or exceeds the needs of the TCCD
 - Deliver a fully-integrated CAD system on time and within budget
 - Achieve sufficient knowledge transfer through training to allow staff to be capable of and confident in using the new system
 - Provide a technologically sound platform for expansion of information services into the future
 - Establish a subscription pricing based contract

Additional Project Objectives:

- Provide real-time access to public safety data;
- Automate data input processes;
- Reduce paper-based documentation and tracking;
- Leverage new technologies to anticipate the future needs of the TCCD;
- Successfully implement the system with minimal disruption to users and operations.

Service Requirements

Project Management

The vendor must provide a dedicated project manager as part of the project. This person will be responsible for interacting directly with his or her counterpart here at the TCCD for the duration of the project.

System Configuration and Setup

The vendor must provide detailed system configuration and setup services to the TCCD as part of this project. These services are necessary to ensure that the new system is configured to match the processes and workflow of the TCCD to reduce the learning curve and improve the rate of adoption by the users.

Training

The vendor must provide custom training on the new system to all users. End-user in person training is preferred however a mix of train-the-trainer may be considered. The TCCD will provide the training facilities, workstations, network, etc. which are required for the training. The vendor will provide training which is specific to both the products on which the users are trained and the processes and workflows with which the users are already familiar. Training shall be performed using a copy of the TCCD's data which has been converted from the existing system.

Data Conversion

Data Conversion is not required

Content

The vendor must provide its proposal in accordance with the structure and content specified in the following sections:

Pricing

This must include detailed subscription pricing for the software, hardware, and services included in this proposal. In addition, subscription costs must be included for five (5) years.

Also include any terms or conditions associated with the pricing.

Also include a description of the costs associated with new releases (what does it cost to move from Version X to Version X.1?).

References

Provide a minimum of 5 references of a similar size and scope to the TCCD. Each reference must include the following information:

- Agency name and address
- Contact person with email and telephone number
- Date agency became a client
- Products purchased

The vendor must ensure that all information for the references is current and that the contact person is willing to provide a reference. References are likely to be checked by phone and will require a minimum of 10 to 15 minutes of the contact person's time.

Software Overview

This must include a brief overview of the software solution, including how all of the products and modules work together.

Implementation

This must include both an overview of the general implementation process as well as timeline which shows the major milestones of the project from contract signing all the way through system acceptance. This section should also include:

Training

This must include both an overview of the general approach to training, as well as a sample training plan.

Technical Requirements

This must include the completed *TCCD PSSS Technical Requirements* spreadsheet and any extended explanations which may be needed for the vendor's answers to particular requirements.

Evaluations

The TCCD reserves the right to select the proposal which best meets its needs, regardless of the cost of that proposal relative to other proposals received.

Tuscola County reserves the right at its sole discretion to reject any and all proposals received without penalty and not to enter a contract as a result of this RFQ. The County also reserves the right to negotiate separately with any source whatsoever in any manner necessary to attend to the best interests of the County, to waive irregularities in any proposal and to accept a proposal which best meets the needs of the County, irrespective of the bid price.

By submitting a bid, the bidder is acknowledging that there will be no contractual relationship between Tuscola County and the bidder until both parties have formally approved and signed a written contract to be developed by Tuscola County legal counsel. The County reserves the right to make an award without further discussion of any proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the offer can propose. There will be no best and final offer procedure. The County does reserve the right to contact an offer for clarification or its proposal.

Instructions

Vendors must respond to each requirement by placing an "X" into the correct column and adding comments as necessary.

- Yes** Proposed solution meets or exceeds the requirement.
Comment is *optional*.

- Future** The proposed solution does not currently meet the requirement, but a planned future release will meet the requirement.
Comment is **required**, and must include a date (mm/yy) when functionality will be built.

- Modify** Proposed solution can be modified to meet the requirement.
All modifications must be included in the price of the proposal.
Comment is **required**, and must include a statement about the price being included in the proposal.

- No** Proposed solution does not meet the requirement.
Comment is *optional*.

A failure to enter a response for a given requirement will result in that requirement being defaulted to "No."

Computer Aided Dispatch (CAD)

General

ID	Requirement	Yes	Future	Modify	No	Comments
CA1	The system should be multi-jurisdictional, allowing dispatching for multiple agencies, including law enforcement, fire, and medical responders.					
CA2	The system should allow authorized users to design and enforce an agency-wide standard CAD window layout to ensure consistency among workstations, but also to allow users flexibility in configuring their own CAD displays as allowed by the agency.					
CA3	The system should include a minimum of the following for CAD window layout options: window sizes and arrangements, column options, widths, font types, font sizes, and default list-view filters.					
CA4	The system should allow customized CAD windows to retain a user or agency's preference for all layout options.					
CA5	The system should support both command line and point-and-click entry for all CAD commands.					
CA6	The system should support drag-and-drop issuance of CAD commands.					
CA7	The system should allow authorized users to maintain lists of beats and beat plans.					
CA8	The system should allow authorized users to maintain a list of bulletin types in addition to BOLOs and special instructions.					
CA9	The system should allow authorized users to maintain a list of CFS dispositions.					
CA10	The system should allow multiple dispositions to be specified for a single CFS.					
CA11	The system should allow calls for service to be set up to require dispositions before they can be closed.					
CA12	The system should allow authorized users to maintain a list of CFS link types (for example, Duplicate of and Related to) to tie multiple calls into the same physical event.					

CA13	The system should allow authorized users to maintain a list of CFS list filters (to organize information on the primary CFS windows).					
CA14	The system should allow authorized users to maintain CFS priority levels.					
CA15	The system should include inactivity alarm and unit status alarm values, along with the colors, for each CFS priority level.					
CA16	The system should allow authorized users to maintain a list of CFS response codes.					
CA17	The system should allow users to maintain a list of recurring scheduled calls for service, such as pager or siren tests.					
CA18	The system should allow authorized users to maintain a list of fire and/or EMS stations.					
CA19	The system should allow authorized users to maintain a list of CAD terminals.					
CA20	The system should allow authorized users to maintain a list of dispatch timers used to alert call-takers and dispatchers to calls waiting to be dispatched.					
CA21	The system should allow authorized users to set up additional web sites to open within CAD windows, without the standard browser controls or navigation features.					
CA22	The system should support Caller Location Query, CLQ, functionality.					
CA23	System should allow for bulletin records to be linked to the master name index.					
CA24	System should allow for bulletin records to be linked to the master vehicle index.					
CA25	System should allow for bulletin records to be linked to the master address index.					

Calls for Service

ID	Requirement	Yes	Future	Modify	No	Comments
CB1	The system should track reporter/complainant data, including name, address, and call-back number.					
CB2	The system should allow unlimited narrative details to be added to a CFS.					

CB3	The system should provide automatic date/time stamping and user ID tracking for all call-taker and dispatcher actions to track CFS activity, unit activity, radio log, etc.					
CB4	The system should allow authorized users to manage check-in times for units based on CFS type. When a unit exceeds the allotted time, the system should provide visible and audible warnings to the call-taker or dispatcher.					
CB5	The system should include an override/reset feature for the unit check-in time warnings.					
CB6	The system should allow for filtering subsets or sorting the active or waiting calls within the CFS control panel.					
CB7	The system should display key information about each CFS, such as incident number, call for service type, priority, status, assigned units, and incident address within the CFS control panel.					
CB8	The system should allow the information displayed for a CFS within the CFS control panel to be configured per user or per agency.					
CB9	The system should allow authorized users to manage dispatch timers based on CFS type and priority. The system should provide a visible and/or audible warning, alerting the call-taker or dispatcher that too much time has elapsed without assigning a unit(s) to the CFS.					
CB10	The system should make narrative details available to all stations in real time.					
CB11	The system should clearly display the SOP to the call-taker and dispatcher when a CFS is created with an incident code that has an SOP.					
CB12	The system should be able to display the active and waiting calls for service through the CFS control panel.					
CB13	The system should allow the call-taker and dispatcher to enter free-text log entries for a CFS.					
CB14	The system should auto-save narrative details after a specified period of inactivity on a CFS.					

CB15	The system should allow a CFS to be created with a single click or keystroke from either the CAD product or from the mapping product.					
CB16	The system should be able to immediately dispatch a new CFS without any mandatory fields.					
CB17	The system should allow users to create traffic stop calls for service, with fields for entering key traffic stop data, including location and license plate number, in the order specified by the agency.					
CB18	The system should allow the dispatch display to provide access to all CFS information, including incident type, nature of call, address, reporter and complainant names, and narrative.					
CB19	The system should provide duplicate CFS suggestions based on address location.					
CB20	The system should, after a dispatcher verifies a duplicated call, link the duplicate to the original call to provide access to the additional data.					
CB21	The system should allow calls for service to be manually linked for any agency-defined reason.					
CB22	The system should allow a "use caution" flag to be placed on any CFS.					
CB23	The system should allow a CFS to be modified with priority modifiers such as Routine, Just Occurred, and In Progress throughout the life of the call.					
CB24	The system should allow calls for service to be cleared at any time, including prior to dispatch.					
CB25	The system should allow a call-taker and/or dispatcher to specify an unlimited number of dispositions or reasons for clearing a CFS.					
CB26	The system should allow authorized users to view cleared calls for service but prevent unauthorized users from making any modifications to these cleared calls.					
CB27	The system should allow reactivation of recently cleared calls for service and should also allow additional activity and dispatching of units to the original CFS.					
CB28	The system should be able to generate a sequential reference number for a CFS for each jurisdiction/responding agency.					

CB29	The system should provide a list of all state/NCIC queries run and associated returns. This list should be filtered by date, query type, user, and/or terminal.					
CB30	The system should allow users to easily attach a state/NCIC query to a call for service so that the query and all returns are linked to the call.					
CB31	The system should allow NCIC queries to run automatically when a vehicle or name is added to a CFS.					
CB32	The system should allow all information captured within a CFS to be transferred to and available via the resulting Case report.					
CB33	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual calls for service.					
CB34	The system should allow users with access to calls for service to use the custom forms to enter and maintain the associated data.					

Incident Codes

ID	Requirement	Yes	Future	Modify	No	Comments
CC1	The system should allow authorized users to maintain a list of CFS types (incident codes), including default priority levels and default modifiers.					
CC2	The system should allow authorized users to determine if incident reports are required for given incident codes or if incident reports will be automatically created in CAD.					
CC3	The system should allow users to enter an unlimited number of incident codes for a CFS.					
CC4	The system should allow incident codes to be associated with specific N-DEx codes for state and federal reporting.					
CC5	The system should allow map icons to be assigned to each incident code for display of that incident/CFS on the map.					

CC6	The system should allow incident codes to be changed at any time during the CFS.					
CC7	The system should allow incident codes to be defined by the agency such that they will trigger the appropriate response assistance from 911 EMD systems, if so configured.					

Unit Management

ID	Requirement	Yes	Future	Modify	No	Comments
CD1	The system should allow authorized users to maintain lists of unit information such as unit alarm times, unit details, unit list filters, unit locations, unit shifts, unit specialties, unit statuses, unit types, and the units themselves.					
CD2	The system should allow authorized users to determine the length of unit alarm times and the frequency of the alarm tone.					
CD3	The system should support filtering on the CAD window to select the units which meet specified criteria (has defibrillator, etc.).					
CD4	The system should allow unit drill-down. That is, the user should be able to select a unit and use links to locate information about the personnel, vehicle, and equipment associated with that unit and jump to those records (if authorized).					
CD5	The system should have one or more CAD unit control windows which allow filtering and sorting units by key data.					
CD6	The system should include key information about each unit in the CAD unit control window, such as unit type, call sign, details, status, incident assignment, beat, and location, configurable per user or per agency.					
CD7	The system should allow a call-taker or dispatcher to view a list of active and waiting calls for service from the CAD control unit window and to dispatch the units to calls for service.					

CD8	The system should allow a call-taker or dispatcher to update unit information such as status, location, and details from the CAD control unit window.					
CD9	The system should allow call-takers and dispatchers to dispatch units from a displayed list of available units in the CFS control panel.					
CD10	The system should allow call-takers and dispatchers to issue unit commands directly from the CFS window.					
CD11	The system should support pre-built shift rosters and allow call-takers or dispatchers to place multiple units on shift with a single command.					
CD12	The system should be able to re-assign a unit from one CFS to another with a single command and stack the original CFS against the re-routed unit.					
CD13	The system should provide unlimited unit stacking for calls for service.					
CD14	The system should allow a re-assigned unit to be sent back to the original CFS when the unit is cleared.					
CD15	The system should allow one unit to be exchanged with another, automatically recording in the log that the first unit was initially dispatched and then switched with the second unit.					
CD16	The system should be able to group units so that subsequent commands apply to all units in the group.					
CD17	The system should support the use of cross-staffed units.					
CD18	The system should allow the call-taker or dispatcher to enter free-text messages from an officer in the CFS log.					
CD19	The system should allow the CFS log to be queried by unit to generate a record of an individual officer's activity for a given time period.					

Addresses and GIS

ID	Requirement	Yes	Future	Modify	No	Comments
----	-------------	-----	--------	--------	----	----------

CE1	The system should display a list of potential matches as characters for addresses are typed into the CFS address field. These potential matches should be reduced as additional characters are typed until only the matching address(es) is/are listed.					
CE2	The system should allow users to suggest adding new addresses when existing address information does not exist.					
CE3	The system should allow the call-taker to select a suggested match at any time to auto-populate the address field.					
CE4	The system should, when possible, auto-populate the city, state and zip code based on the street address entered (if the address is already in the master address database).					
CE5	The system should allow intersections to be entered as CFS addresses.					
CE6	The system should allow mile markers to be entered as CFS addresses.					
CE7	The system should allow the assignment of common address names such as "Sugar creek Plaza" to actual addresses, allowing call-takers and dispatchers to enter either one in a CFS.					
CE8	The system should allow the assignment of street name aliases. For example, "Highway 81" might be assigned as a street alias for "West Caro Road." Call-takers and dispatchers may choose to enter either the address or the alias.					
CE9	The system should automatically alert the call-taker and/or dispatcher of a possible duplicate call based on address data.					
CE10	The system should be integrated with GIS. Please describe the GIS integration.					
CE11	The system should support specifying and auto-populating the beat and/or zone for a CFS.					

Command Line

ID	Requirement	Yes	Future	Modify	No	Comments
----	-------------	-----	--------	--------	----	----------

CF1	The system should allow authorized users to maintain a list of CAD commands, including the actions which the system performs within each command.					
CF2	The system should allow call-takers and dispatchers to enter commands via the command line using a few keystrokes.					
CF3	The system should allow authorized users to create agency-specific commands for the command line.					
CF4	The system should allow the command line to use natural language rather than cryptic key codes or a specific information order.					
CF5	The system should use business logic to dynamically display only the necessary fields for the selected command in the command line.					
CF6	The system should allow authorized users to arrange traffic stop fields in a CAD command to match the order they are called out to dispatchers at the agency.					
CF7	The system should default the CFS number from the current CFS to the command line embedded in the CFS detail screen.					
CF8	The system should support multiple instances of the command line on multiple displays from the same workstation.					
CF9	The system should allow users to post brief messages directly to Twitter from the command line based on templates containing pre-defined call elements.					
CF10	The system should allow users to run common state/NCIC queries directly from the command line.					

Call-taker/Dispatcher

ID	Requirement	Yes	Future	Modify	No	Comments
CG1	The system should allow authorized users to take over any call-taker or dispatcher position.					
CG2	The system should be able to be set up for a call-taker and/or dispatcher workflow, or for one user to fill both roles using the same windows.					

CG3	The system should support either local or remote call-taker and/or dispatcher positions.					
CG4	The system should support an unlimited number of call-taker and/or dispatcher positions.					
CG5	The system should allow multiple call-takers or dispatchers or mobile users to enter data on the same CFS simultaneously.					
CG6	The system should allow for units to be dispatched simultaneously with call-taking activities.					
CG7	The system should make information immediately available to all stations as soon as any dispatcher, call-taker, or mobile unit updates a call. A CFS update indicator (for example, flashing text) should be visible to all stations.					
CG8	The system should make all functions available from the call-taker and dispatcher positions for officer-initiated incidents (quick calls) and traffic stops.					

Relationships

ID	Requirement	Yes	Future	Modify	No	Comments
CH1	The system should allow users to add unlimited involved persons to a CFS.					
CH2	The system should allow authorized users to set up an unlimited number of custom, configurable relationship types.					
CH3	The system should allow authorized users to extend the list of CFS relationship types to include such types as arrestee, cited, reporter, driver of vehicle, and passenger.					
CH4	The system should automatically check all involved persons' names against the master name index.					
CH5	The system should allow for the entry of anonymous reporters such as concerned citizen or anonymous female without creating a master name record for these entries.					
CH6	The system should automatically transfer all names, including any involved persons, from the CFS record to any associated case reports.					

Service Vehicles

ID	Requirement	Yes	Future	Modify	No	Comments
CI1	The system should include a list of service vehicle providers that need to maintain a rotation schedule, such as wreckers or private ambulances.					
CI2	The system should automatically position the second company in the first position after the first company has been selected.					
CI3	The system should allow the user to dispatch the next company, when unable to reach the first company in line, without manually moving the first company to the bottom of the rotation sequence.					
CI4	The system should allow the user to override the rotation in the event a specific provider is requested.					
CI5	The system should track attempts to contact service vehicle providers and the results of each attempt.					

Tow Calls

ID	Requirement	Yes	Future	Modify	No	Comments
CJ1	The system should allow authorized users to maintain lists of tow call information such as tow call statuses, tow operators, and tow operator schedules.					
CJ2	The system should provide a means for recording when a vehicle needs to be towed, including vehicle identifying data, vehicle location, comments, and attempts to contact service vehicles.					
CJ3	The system should allow vehicle data from a call for service to automatically populate the tow call.					
CJ4	The system should ensure that tow calls are recorded as links for the related master vehicle records.					
CJ5	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with individual tow calls.					

CJ6	The system should allow users with access to tow calls to use the custom forms to enter and maintain the associated data.					
-----	---	--	--	--	--	--

Unit Recommendations

ID	Requirement	Yes	Future	Modify	No	Comments
CK1	The system should allow authorized users to maintain a list of run cards.					
CK2	The system should allow agency-configurable run cards to define the required responders for each incident code.					
CK3	The system should allow authorized users to define run cards by particular map layer(s) or by individual addresses.					
CK4	The system should allow run cards to be applied to a single incident code or to multiple incident codes.					
CK5	The system should allow run cards to be based on/include the following additional criteria: day, time of day, number and type of units.					
CK6	The system should allow units which match up with run card criteria to be differentiated with a tiebreaker (such as which one has been inactive for the longest period).					
CK7	The system should prioritize units for recommendation based on factors including the following: <ul style="list-style-type: none"> - Department/jurisdiction - Specialties, training skills, and equipment - Closest path/shortest routing time to incident location - Time since last CFS assignment - Unit status 					
CK8	The system should allow the dispatcher to assign a recommended unit, assign all recommended units, or expand the list of units to view more recommendations.					
CK9	The system should support the use of cascading unit recommendations.					

Vehicles

ID	Requirement	Yes	Future	Modify	No	Comments
CL1	The system should store all vehicle information which is added to a CFS entry in the master vehicle index.					
CL2	The system should allow multiple vehicles to be added to a CFS.					
CL3	The system should include the following vehicle relationship types: traffic stops or traffic accidents, towed vehicles, abandoned vehicles, and unlimited agency-defined relationships types.					
CL4	The system should automatically transfer vehicle information from a CFS to any associated case reports.					

Hazards and Alerts

ID	Requirement	Yes	Future	Modify	No	Comments
CM1	The system should visibly notify call-takers, dispatchers and officers of any alert information for names, addresses, and vehicles involved in a CFS.					
CM2	The system should integrate hazards and alerts between all products so that alerts entered in one area are available in all others.					
CM3	The system should allow unlimited narrative text for an alert.					
CM4	The system should include both urgent and non-urgent alerts.					
CM5	The system should allow alerts to be deactivated, if no longer relevant, but still maintained in the alert history.					
CM6	The system should allow users to set an expiration date for each alert. Expired alerts should be retained but clearly marked as expired and non-urgent.					
CM7	The system should display alerts triggered from any non-CAD area of the system to dispatchers in real-time based on the people involved, addresses, vehicles, etc. For example, any alerts for warrant hits or sex offender status should display when a reporting party name is entered in CAD.					

CM8	The system should allow authorized users to create other name alert types, such as medical alerts, protection orders, etc.					
CM9	The system should directly link alerts (such as warrant hits) to the triggering information.					
CM10	The system should alert the call-taker and dispatcher and/or officer if hazardous material is stored at a site, including material name, amount, location on site, and cutoff information (if the data is available on the master address record).					
CM11	The system should link hazardous material alerts to the relevant text from the Hazmat Guide stored in the system.					
CM12	The system should alert the call-taker and dispatcher and/or officer to protection system details for an address, such as fire alarm panel locations and sprinkler system details (if the data is available on the master address record).					
CM13	The system should be able to alert the call-taker and dispatcher and/or officer to water supply details for an address (if the data is available on the master address record).					
CM14	The system should alert the call-taker and dispatcher and/or officer to any officer safety warnings for an address such as unlocked firearms, and vicious dogs (if the data is available on the master address record).					
CM15	The system should allow authorized users to create other address alerts such as known crash pads, drug sites, etc.					
CM16	The system should allow authorized user to create agency-defined vehicle warnings.					
CM17	The system should alert the call-taker and dispatcher and/or officer to any vehicle warnings.					
CM18	The system should allow name, address, and vehicle alerts to be created during the call-taking and/or dispatch process.					

CM19	The system should provide a means of granting or denying users permission to view or create specific name, address, and vehicle alert types so that these alerts can be used to store data such as confidential investigative information.					
------	--	--	--	--	--	--

Call Scheduling

ID	Requirement	Yes	Future	Modify	No	Comments
CN1	The system should allow scheduling calls for future dispatch to help manage special events such as parades, festivals, funeral escorts, and prisoner transport.					
CN2	The system should automatically create a CFS when the scheduled activity occurs.					
CN3	The system should allow scheduled calls to be set up to notify call-takers and dispatchers in advance of the actual event.					
CN4	The system should allow a user, when scheduling a CFS, to specify which terminal will handle the CFS.					
CN5	The system should remind a user who schedules a CFS to check the CFS date when calls are scheduled for dates that are not in the near future.					
CN6	The system should allow scheduled calls to include unlimited narrative details.					
CN7	The system should support location overrides for scheduled calls.					
CN8	The system should be able to display a list of scheduled calls, either future or past.					
CN9	The system should allow a CFS to be scheduled to recur according to a number of different times (for example, daily, the first Friday of the month, every other month, etc.)					

External Messaging

ID	Requirement	Yes	Future	Modify	No	Comments
CO1	The system should include the ability to send messages externally via smtp and sms.					
CO2	The system should support rip and run messaging via email or fax for communication with external agencies.					

CO3	The system should allow authorized users to maintain lists of paging groups and paging message types.					
CO4	The system should send automatic pages based on incident types.					
CO5	The system should be able to notify users or groups via smtp or sms when specified calls for service are received.					

Internal Messaging

ID	Requirement	Yes	Future	Modify	No	Comments
CP1	The system should allow instant messages to be sent to multiple recipients, such as via a public message room accessible by all on-duty call-takers, dispatchers and officers.					
CP2	The system should allow instant messages to be sent to specified user(s).					
CP3	The system should provide visible and/or audible alerts or to bring the alert to the front of all other open windows when the user receives an instant message.					
CP4	The system should allow for the inclusion of a number of different tones to designate different types of audible alerts.					
CP5	The system should include an e-mail function that is internal to the system, allowing users to send e-mail-style messages to other users on the system.					
CP6	The system should allow e-mail-style messages to include links to records within the system.					
CP7	The system should allow a single e-mail-style message to be sent to one or more users.					
CP8	The system should allow users to store or delete received e-mail-style messages.					
CP9	The system should log all sent e-mail-style messages.					
CP10	The system should provide a note pad function that allows call-takers and dispatchers to type in unlimited text and store the text within the system.					
CP11	The system should stamp note pad entries with the date and time and user who created them.					

CP12	The system should allow note pad entries to be set to automatically expire.					
CP13	The system should be able to notify users or user groups via internal system messaging, or e-mail when specified calls for service are received.					
CP14	The system should allow for call-takers and/or dispatchers to notify users and/or user groups of a CFS during any point of the call-taking or dispatching process.					
CP15	The system should allow bulletins such as BOLOs and special instructions to be issued to groups of officers based on type, jurisdiction, beat, etc.					
CP16	The system should immediately make BOLOs available to the system's mobile units.					
CP17	The system should allow BOLOs to have files attached to them via upload or scanner.					

Alarm Billing

ID	Requirement	Yes	Future	Modify	No	Comments
CQ1	The system should allow an alarm billing record to be created from an incident code with a false alarm disposition when the CFS is completed.					
CQ2	The system should integrate the alarm billing with the financial product provided by the same vendor.					
CQ3	The system should be able to automatically create invoices to bill persons or businesses for false alarms.					
CQ4	The system should allow users to manually select charges for alarm billing.					
CQ5	The system should allow users to save, print or email an alarm billing record directly from the record window.					
CQ6	The system should allow users to sort and filter alarm billing records within the list-view window.					
CQ7	The system should allow users to save, print or email a summary list of alarm billing records from the list-view window.					
CQ8	The system should allow authorized users to create unlimited custom form templates which are used to associate agency-specified data with alarm billing records.					

CQ9	The system should allow users with access to alarm billing records to use the custom forms to enter and maintain the associated data.					
-----	---	--	--	--	--	--

CAD Reporting

ID	Requirement	Yes	Future	Modify	No	Comments
CR1	The system should provide a report generator for building custom statistical and analytical reports from CAD data. The report generator should be provided by the same vendor and should not be a third-party application.					
CR2	The system should restrict access to the report generator and individual report templates by user or user group.					
CR3	The system should not allow a user who does not have access to particular data via the application user interface to gain access to that data via the report generator.					
CR4	The system should allow the creator of the report template to build reports for any data entered into the CAD product.					
CR5	The report generator should allow the creator of the report template to control layout and formatting options for each CAD report template. This includes such options as field arrangements, column widths, label text, font sizes, and line spacing.					
CR6	The report generator should allow the creator of each CAD report template to choose which users can access and/or run the report and/or modify the report template.					
CR7	The report generator should support the use of aggregate (math) functions including Sum, Average, Count, Count Blank, Minimum, and Maximum.					
CR8	The report generator should allow data to be grouped or sorted by any data element.					
CR9	The report generator should allow multiple data filters to be applied using "and/or" logic.					

CR10	The report generator should allow CAD reports to be saved (as PDF, .XLS, or .CSV), printed, or emailed directly from the report.					
CR11	The report generator should allow CAD report templates to be saved and modified at a later time.					
CR12	The report generator should support adding the CAD reports to user's dashboards.					
CR13	The report generator should allow recurring CAD reports to be scheduled and automatically uploaded to a file-system or e-mailed to specified users on certain days and times.					
CR14	The report generator should support ad-hoc queries.					
CR15	The report generator should support creation of CAD reports such as the following: <ul style="list-style-type: none"> - Area/section activity - CFS priority analysis - Daily or shift-based CFS summary - CFS by month, by day of week, by hour of day - CFS by nature of call - CFS by source, by disposition - CFS by station, by call-taker or dispatcher - Response time analysis by area, section, priority - Summary of activity for an address or business name - Unit assignments 					

ANI/ALI Interface

ID	Requirement	Yes	Future	Modify	No	Comments
CT1	The system should include an interface to the 911 service provider.					
CT2	The system should receive the raw spill data from the 911 service and import it into the CFS via a serial or IP connection.					
CT3	The system should intelligently handle ANI/ALI rebids through the interface.					

CT4	The system should allow E911 calls, upon being answered, to automatically generate and populate the CFS entry window with all known data (for example, address, registered name, and phone number) from the call-in number.					
-----	---	--	--	--	--	--

Rip and Run Interface

ID	Requirement	Yes	Future	Modify	No	Comments
CU1	The system should include an interface to fax and email services.					
CU2	The system should allow CFS information to be transmitted via this interface to third-parties (such as fire departments).					
CU3	The system should allow authorized users to manage the settings for this interface (SMTP configurations, etc.)					

Interface A

ID	Requirement	Yes	Future	Modify	No	Comments

Interface B

ID	Requirement	Yes	Future	Modify	No	Comments

Mapping

General

ID	Requirement	Yes	Future	Modify	No	Comments
MA1	The system should use mapping functionality which is based on ESRI-compatible mapping components.					
MA2	The system should allow for unlimited map layers, including ESNs, counties, roads, railroads, postal zones, and aerial imagery.					
MA3	The system should allow users to click on any point on the map to view information such as an ESN, county boundaries, postal zones, address, coordinates, and nearest intersection.					
MA4	The system should include map panning and zooming functions.					
MA5	The system should allow the user to re-center the map on a CFS, unit, or default location.					
MA6	The system should allow users to calculate the distance between two points on the map.					
MA7	The system should allow users to toggle aerial imagery for the map.					
MA8	The system should allow authorized users to maintain a list of map marker types and assign corresponding map icons.					
MA9	The system should ignore city, state and zip code data when searching for addresses if there are no matches.					
MA10	The system should allow authorized users to configure any of the standard map actions as system hot keys.					
MA11	The system should allow for geo-verification of addresses within CAD when the client map application is not open.					
MA12	The system should allow agency GIS personnel to maintain map data.					

CAD

ID	Requirement	Yes	Future	Modify	No	Comments
----	-------------	-----	--------	--------	----	----------

MB1	The system should integrate the mapping product with the CAD product and make the map accessible with a single click or keystroke from the CAD product.					
MB2	The system should allow all dispatch functions to be available from the map.					
MB3	The system should include map functions, such as zooming and plotting, on other dispatch windows.					
MB4	The system should allow users to issue CAD commands directly from the map.					
MB5	The system should automatically plot active and waiting calls for service on the map as they are entered, and automatically remove them from the map as they are cleared.					
MB6	The system should display key CFS data on the map, including address, coordinates, nearest intersection, cross streets, incident code, priority level, and assigned units.					
MB7	The system allows the map to filter units so that only certain units are displayed on the map.					
MB8	The system should display dispatch alerts (if a CFS has been waiting past an agency-defined time to be dispatched) on the map.					

Markers

ID	Requirement	Yes	Future	Modify	No	Comments
MC1	The system should allow the user to filter the units which are viewable on the map, such as on-duty units and/or off-duty units, or by unit type (law enforcement, fire, and EMS).					
MC2	The system should display key unit data on the map, such as call sign unit type, and status.					
MC3	The system should display unit alerts for officer safety checks (based on agency-defined times) on the map.					
MC4	The system should allow map markers to expire and should allow those expired markers to either be removed from the map or grayed out upon expiration.					

MC5	The system should roll-up multiple markers for units so that they take up less space, if those units are all at the exact same location.					
MC6	The system should allow users to place agency-customizable map markers, without creating a CFS, for items such as controlled burns and road construction.					
MC7	The system should allow users to search on customized map markers.					
MC8	The system should plot the ESN on the map for Phase II calls.					
MC9	The system should display a shaded area which represents the uncertainty distance around the origination points for Phase I and Phase II calls.					

Routing

ID	Requirement	Yes	Future	Modify	No	Comments
MD1	The system should include a routing function on the map which allows routes to be drawn between any combination of unit locations, CFS addresses, and other addresses, including intersections, mile markers, and latitude/longitude coordinates.					
MD2	The system should be able to mark road segments as closed for routing purposes. Barriers or closed segments should be displayed on the map.					
MD3	The system should allow users to create bookmarks which capture both the location on the map as well as the zoom level and any currently enabled map layers.					
MD4	The system should allow users to create a print preview of mapping routes.					
MD5	The system should allow users to create a PDF of mapping routes and send them in an email.					

Search

ID	Requirement	Yes	Future	Modify	No	Comments
----	-------------	-----	--------	--------	----	----------

ME1	<p>The system should include geospatial search which supports the following:</p> <ul style="list-style-type: none"> - Searching and pinning specific addresses including intersections, mile markers, and latitude/longitude coordinates - Searching for addresses within a radius - Searching for addresses within an area (polygon) drawn by the user - Searching and pinning addresses by person or business name 					
ME2	<p>The system should allow all of the search results to be exported to a CSV file.</p>					

Mobile

General

ID	Requirement	Yes	Future	Modify	No	Comments
OA1	The system should allow mobile users to manage their own passwords.					
OA2	The system should allow authorized users to maintain a list of mobile user locations so that mobile users do not have to manually type commonly used locations.					
OA3	The system should allow authorized users to maintain a list of mobile user details such as "on foot", or "has passenger", so that mobile users do not have to enter commonly used details.					
OA4	The system should allow authorized users to configure default intervals for check-in reminders.					
OA5	The system should include options for visible and audible alerts, as well as allowing the window showing the alert to come to the front of other programs which may be running.					
OA6	The system should allow an authorized user to identify which mobile users are logged in.					
OA8	The mobile system should be completely integrated with the non-mobile CAD product.					
OA9	The mobile system should be completely integrated with the non-mobile mapping product.					
OA12	The mobile system should include a UI which was specifically designed for entering data and navigating within a mobile environment. For example, users should be able to perform basic functions via the touch-screen or mouse, with minimal typing.					
OA13	The mobile system should allow the user to adjust the font size for the display to ensure mobile readability.					
OA14	The mobile system should include large buttons to support touch-screen access.					

OA15	The system should use highly visible color-coding for UI elements such as windows and buttons.					
OA16	The system should be easily switched between day and night mode display configurations.					
OA17	The system should provide a mobile user-customizable dashboard that displays summary information from any modules which the user has permission to access.					
OA18	The system should display a mobile user's assigned tasks and overdue tasks on the user's dashboard.					

Network

ID	Requirement	Yes	Future	Modify	No	Comments
OB1	The system should synchronize data between mobile workstations and system servers so that CAD data entered on mobile units is immediately available on desktop workstations at the agency and vice versa, as long as the connection is maintained.					
OB2	The system should use TCP/IP over HTTP with web service type calls for communication between the mobile workstation and the server.					
OB3	The system should be compliant with FIPS-140 for all network communication, wireless and wired.					
OB4	The system should support dual-factor authentication with a username and password and a USB dongle that meet FBI Security Addendum Requirements.					
OB5	The system should support the mobile application on any modern mobile data terminal with the following specifications: <ul style="list-style-type: none"> - Modern Intel processor or equivalent - 512 MB RAM - 4 GB storage - 1024x768 touch-screen - Windows 7 or 8.x (32-bit or 64-bit) - Air card connection 					

OB6	The system should provide core mobile functionality on slower connections.					
OB7	The system should manage data transfers based on network speed to optimize performance.					
OB8	The system should allow authorized users to set upload and download limits and configure what types of data can be uploaded and/or downloaded based on connection speed.					
OB9	The system should rely on intelligent connection handling, including reusing connections and retrying failed connections.					
OB10	The system should require that the mobile application automatically check for software updates from the server when a user logs onto that mobile workstation.					
OB11	The system should ensure that the server automatically pushes new updates to mobile workstations.					

CAD

ID	Requirement	Yes	Future	Modify	No	Comments
OC1	The system should provide silent dispatch for mobile users.					
OC2	The system should allow the mobile user to configure the mobile CAD screen to display the data most useful or relevant at any given time.					
OC3	The system should allow screen layouts to be defined at the agency or user level.					
OC4	The system should support fine-grained control of UI elements, which would allow common layouts of one area, but individual control of other areas.					
OC5	The system should support individual user control of assignment responses.					
OC6	The system should display data on the mobile CAD screen about on-duty units such as call sign, status, location, and key details (for example, has a ride-along). Information to be shown should be configurable per user or per agency.					

OC7	The system should display data on the mobile CAD screen about active calls for service such as CFS number, priority, nature of call, address, and assigned units. Information to be shown should be configurable per user or per agency.					
OC8	The system should allow mobile users to sort the units display to show only a subset of units, such as units in a specified beat, available units or assigned units.					
OC9	The system should allow mobile users to see which units are using mobile CAD and are therefore available to receive communications through the mobile CAD system.					
OC10	The system should allow mobile users to choose to see all active calls for service or only their assigned calls for service.					
OC11	The system should allow multiple call-takers, dispatchers and/or mobile users to enter data on the same CFS simultaneously.					
OC12	The system should allow mobile users to view all incident information available to call-takers and dispatchers. This includes: <ul style="list-style-type: none"> - Incident location - Nature of call - Priority - Beat - Complainant/reporter data and contact information - Narrative details - Any duplicate or linked incidents - Attached state/NCIC queries and returns 					
OC13	The system should allow mobile users to update data about their assigned CFS which was originally entered by call-takers or dispatchers. For example, they can update the street address if it was entered incorrectly or change the nature of the CFS after arriving on scene. All changes should be immediately viewable to call-takers, dispatchers and other mobile users.					

OC14	The system should allow mobile users to add unlimited narrative details to an assigned CFS. These details should be viewable by call-takers, dispatchers and other mobile users.					
OC15	The system should allow mobile users to create officer-initiated calls for service. This should automatically assign the initiating officer to that CFS.					
OC16	The system should ensure that all information entered into an officer-initiated CFS is immediately viewable by call-takers, dispatchers and other mobile users.					
OC17	The system should allow a mobile user to add a use caution flag on any CFS. This flag should be visible to all users viewing that CFS.					
OC18	The system should allow mobile users to create officer-initiated traffic stop calls for service. This should be done with a single press, click, or keystroke and should automatically assign the initiating officer to that CFS.					
OC19	The system should allow mobile users to assign themselves to calls for service with a single press, click, or keystroke.					
OC20	The system should allow mobile users to self-status, that is to change the status on their own unit as though they were a call-taker or dispatcher. Self-statusing should be done with a single press, click, or keystroke. Status updates should be immediately visible to call-takers, dispatchers and other mobile users.					
OC21	The system should include the self-statusing actions such as the following for mobile users: <ul style="list-style-type: none"> - Mark self as on duty and available for dispatch - Assign self to an incident - Mark self as enroute or on scene at an incident - Mark self as leaving scene or completing incident - Mark self as busy/unavailable for dispatch - Mark self as off-duty or on-call 					

OC22	The system should allow mobile users to update their own locations. Common locations (for example, North Station, South Station, Jail, and Hospital) should be accessible with a press or click. Location updates should be immediately visible to call-takers, dispatchers and other mobile users.					
OC23	The system should allow mobile users to update their own key details. Common key details (for example, Has Ride-along, Has Prisoner, and On Foot) should be accessible with a button or click. Detail updates should be immediately visible to call takers, dispatchers, and other mobile users.					
OC24	The system should allow call-takers and dispatchers to continue to update statuses, locations, details, etc. for mobile users should an officer lose connection, step out of his/her vehicle, etc.					
OC25	The system should ensure that mobile users are visibly alerted when the agency-defined check-in time for officer safety has passed. The mobile user should be able to check in with a single press, click, or keystroke.					
OC26	The system should ensure that mobile users are visibly alerted when a call for service's agency-defined dispatch timer (based on nature of incident and priority) has passed without any units having been assigned.					
OC27	The system should allow a mobile user assigned to a call to stack himself/herself on a second call, providing a visible indication to call-takers, dispatchers and other mobile users that he/she will respond to the stacked call after handling the current call.					
OC28	The system should allow a mobile user assigned to a call to reassign himself/herself to a higher priority call and stack himself/herself to the initial call.					

OC29	The system should make all name, address and vehicle alerts highly visible to mobile users. Alert types may include outstanding warrants, officer safety threats, medical alerts, hazardous materials alerts, protection system or water supply information, and other agency-defined alert types.					
OC30	The system should allow authorized mobile users to access all previous data for persons, businesses, addresses, and vehicles, such as prior calls for service, traffic stops, case relationships, tickets, jail stays, warrants, parking tickets, etc.					
OC31	The system should allow mobile users to access common state/NCIC queries with a single press, click, or keystroke.					
OC32	The system should automatically display the returns for state/NCIC queries to the initiating mobile user.					
OC33	The system should allow instant messages to be sent to multiple recipients from the mobile CAD screen, such as via a public message room accessible by all on-duty call-takers, dispatchers and officers.					
OC34	The system should allow mobile users to send and receive private instant messages.					
OC35	The system should allow mobile users to send and receive private email-style messages.					
OC36	The system should ensure that mobile users receive bulletins issued by call-takers and/or dispatchers such as BOLOS and special instructions (for example, an extra patrol at a specified address).					

OC37	The system should allow authorized users to configure alerts for mobile users for events such as new CFS assignments for themselves and/or other responders, new state/NCIC query returns, new instant messages, new e-mail style messages, and new bulletins. Options include visible and audible alerts as well as forcing the mobile CAD display to the front of all other open windows.					
------	---	--	--	--	--	--

Mapping

ID	Requirement	Yes	Future	Modify	No	Comments
OF1	The system should allow mobile users to interact with and perform all functions which are accessible from the desktop mapping product.					
OF2	The system should allow the map to automatically zoom to a call or a location based on the mobile unit's status.					
OF3	The system should allow the mobile user to launch the map as an embedded window.					

System (Global)

General

ID	Requirement	Yes	Future	Modify	No	Comments
SA1	The system should allow all software products (CAD, Mapping, Mobile, etc.) to be configured and managed from one system window.					
SA2	The system should allow authorized users to change commonly altered variables without intervention from the vendor or IT.					
SA3	The system should allow multiple (unlimited) users to be logged into the system and using the same applications simultaneously.					
SA4	The system should allow multiple (unlimited) users to view, add, and edit information in the same records simultaneously.					
SA5	The system should provide global search functions for names, addresses, phone numbers, and vehicles.					
SA6	The system should ensure that these search functions include SOUNDEX, partial, and wild-card searches.					
SA7	The system should be able to generate a summary of each record displayed within these search results, including digital images.					
SA8	The system should be able to print, save or email the search summary directly from the summary window.					
SA9	The system should be able to print, save or email a list directly from the list view window.					
SA10	The system should be able to print, save or email a record directly from the record detail window.					
SA11	The system should allow the creation of an agency-specified header for use within printouts from the system. This header should include both an image and text.					
SA12	The system should allow authorized users to maintain a list of phone number types.					

SA13	The system should allow authorized users to maintain a list of relationships (for example, spouse, neighbor, stranger, etc.)					
SA14	The system should allow authorized users to maintain a list of agencies.					
SA15	The system should allow authorized users to electronically redact reports from within the built in print preview option.					
SA16	The system should allow authorized users to identify text or images within the report by drawing a box overtop of the item, and then the system should replace the underlying item with the box.					
SA17	The system should convert redacted text to an image so that the text itself is no longer searchable or retrievable in any other fashion.					

Security

ID	Requirement	Yes	Future	Modify	No	Comments
SB1	The system should provide multiple levels of data security control, including access by user and user group.					
SB2	The system should be FIPS 140 compliant for all network communication, including wired and wireless communication.					
SB3	The system should verify access by a username and its corresponding password.					
SB4	The system should support integration with Active Directory.					
SB5	The system should support integration with multiple Active Directory servers.					
SB6	The system should support dual-factor authentication with a username and password and a USB dongle that meets FBI Security Addendum Requirements.					
SB7	The system should never display passwords and should store passwords as hashed values in the database.					
SB8	The system should provide each user with a single username and password for the entire system.					

SB9	The system should include the following agency-configurable password parameters: <ul style="list-style-type: none"> - Minimum length - Case sensitive - Required to use uppercase and lowercase - Required to include a numeral - Frequency of password changes - Number of previous passwords which cannot be reused 					
SB10	The system should be able to display agency-defined password parameters when users create or change a password.					
SB11	The system should allow authorized users to determine when any user's password was last changed and to change any user's password.					
SB12	The system should provide access levels, including view, edit, delete, and admin for each component of the system for users and user groups.					
SB13	The system should track the user who last entered or updated any record as well as the date and time of the modification.					
SB14	The system should store a read-only checksum for digital files and provide a means of determining if anyone has tampered with the file.					
SB15	The system should be able to create an audit record each time a record is created, edited, or viewed.					
SB16	The system should create an audit record each time an audio or video attached to a case report is exported from the system.					
SB17	The system should include a screen that displays users who are currently logged in.					
SB18	The system should include a screen that displays successful and unsuccessful log-ins and password changes.					

Architecture

ID	Requirement	Yes	Future	Modify	No	Comments
SC1	The system should use an n-tier architecture.					
SC2	The system should use an SQL database.					

SC3	The system should allow connections to the SQL database via free ODBC drivers.					
SC4	The system should include all server hardware. Network equipment and workstations will be furnished by the agency.					
SC5	The system should include 30-minute rolling backups of all data to an offsite location (not within the city or county) during which the system performance cannot be degraded.					
SC6	The system should include a testing/training server.					
SC7	The system should ensure that the testing/training server includes the physical servers, server operating system software, server application and database software, installation, testing and configuration.					
SC8	The system should ensure that the testing/training server allows the users to work with a copy of the production data without influencing the production environment.					

User Interface

ID	Requirement	Yes	Future	Modify	No	Comments
SD1	The system should be able to perform data validation/error checking for fields in the system.					
SD2	The system should allow specific fields to be designated as required to force users to enter essential information before saving a record.					
SD3	The system should visibly identify required fields (for example, by color-coding them). If a user attempts to save a record without completing all required fields, The system should visibly notify the user of the remaining required fields (for example, by causing the required fields to flash).					
SD4	The system should provide auto-completion for frequently entered information. Once the user begins typing, the appropriate data should automatically populate into the record.					
SD5	The system should use the tab key to move between fields.					

SD6	The system should include a spellchecker for narrative fields throughout the system. Users should be able to add words such as local place names to the spellchecker's dictionary.					
SD7	The system should allow users to use a shortcut key to jump to any menu or submenu link on an open screen, even if that screen is not currently in focus.					

Integration

ID	Requirement	Yes	Future	Modify	No	Comments
SE1	The system should ensure that all of its modules integrate with other modules (CAD, Mapping, Mobile, etc.), are provided by the same vendor, and are not third-party applications.					
SE2	The system should use a single database, capable of being hosted on a single server, for all modules.					
SE3	The system should allow all modules (CAD, Mapping, Mobile, etc.) to be accessible to authorized users from the same application window.					
SE4	The system should allow all modules (CAD, Mapping, Mobile, etc.) to be accessible based on assigned permissions. All modules should be accessible with a single click or keystroke, without launching a separate program or application.					
SE5	The system should provide a one-time, single point of data entry to allow information to be accessible from other modules in the system once it has been entered.					
SE6	The system should have consistent user interface design throughout.					
SE7	The system should ensure that all modules share the same master records for names, addresses, property and vehicles and that these master indices are located within a single database.					
SE8	The system should integrate alerts between all modules so that alerts entered in one area are available in all others.					

SE9	The system should provide an agency and user-customizable dashboard that displays summary information from any modules which the user has permission to access (for example, that user's open case reports, the current jail roster, or a list of <u>recently added warrants</u>).					
SE10	The system should be able to display dashboard reminders of overdue and soon-to-be-due tasks for users or user groups.					
SE11	The system should be able to display web links on the dashboard to provide direct links to third-party websites via the default browser.					

Master Name Index

ID	Requirement	Yes	Future	Modify	No	Comments
SF1	The system should use a single database, accessed from all modules, for storing the master name records. The system should link all activity of a person (or business) to a single master name record. If the system does not do the above, please explain the master name index architecture and functionality.					
SF2	The system should link the master name record to and provide a list of all activity with which the person was involved, including calls for service, case reports, jail bookings, citations, parking tickets, warrants, registered vehicles, and anything built with <u>custom modules</u> .					
SF3	The system should include links from the activity list on the master name record to any other record in which the person was involved, in the module the activity originated. Access to these records should be controlled by user permissions.					
SF4	The system should include links to the master name index from name fields found throughout the system.					
SF5	The system should support advanced name searching based on any combination data elements in a <u>master name record</u> .					
SF6	The system should allow first, middle and last names to be entered in any order in name fields.					

SF7	The system should not require separate search fields for first, middle, and last names.					
SF8	The system should allow searching for persons and businesses by full or partial names.					
SF9	The system should connect the alias and the master name record so that searching for an alias finds that master record.					
SF10	The system should include the option of using SOUNDEX when searching for names.					
SF11	The system should permit the use of age ranges, as well as specified ages on master name records.					
SF12	The system should eliminate the need to duplicate any name information after it has been entered into the system.					
SF13	The system should allow users to update any basic data fields and add or modify other information on the master name record once it has been created.					
SF14	The system should display the last modified date on each master name record.					
SF15	The system should cross-reference each master name record to all other records associated with a person or business.					
SF16	The system should automatically add names to the master name index when entered elsewhere in the system.					
SF17	The system should allow users to manually enter names directly into the master name index.					
SF18	The system should have built-in checking to reduce the possibility of creating duplicate master name records for the same person or business.					
SF19	The system should have the ability to merge duplicate name entries, giving the user the choice of which name data elements to keep for the merged record.					
SF20	The system should allow users to select, view and merge multiple names at once to a single master name record rather than having to merge them one name at a time.					

SF21	The system should store narrative comments linked to a name and display it upon inquiry for its master name record.					
SF22	The system should display an address history for persons including dates of address changes.					
SF23	The system should check all coded entries in the master name index for validity at the time of data entry.					
SF24	The system should automatically check a name against outstanding warrants, known sex offenders and current jail inmates and notify or alert users accordingly.					
SF25	The system should automatically display any user-entered name alerts (medical alerts, gang alerts, officer safety threats, and other agency-defined alert types).					
SF26	The system should allow users to create new name alerts from or for a master name record.					
SF27	The system should allow users to specify expiration dates on name alerts. Expired name alerts should remain attached to master name records for historical purposes.					

Master Address Index

ID	Requirement	Yes	Future	Modify	No	Comments
SG1	The system should link all activity occurring at an address to a single master address record.					
SG2	The system should eliminate the need to duplicate any address information after it has been entered into the system.					
SG3	The system should allow users to update any basic data fields and add or modify other information on the master address record once it has been created.					
SG4	The system should use a single database, accessed from all software modules, for storing the master address index. If the system does not do the above, please explain the master address index architecture and functionality.					

SG5	The system should ensure that the each master address record includes a listing of all persons and businesses known to reside at the address, which are included in the master name index.					
SG6	The system should display the following related activities with master address records: calls for service, case reports, and civil process service. Activities should be listed in reverse chronological order for each master address record.					
SG7	The system should include links from the activity list to any record in which the address was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.					
SG8	The system should provide a notification to the user that an address is either valid or invalid. For invalid addresses, the system should display a list of potential valid addresses.					
SG9	The system should link to the master address index from address fields anywhere in the system.					
SG10	The system should cross-reference each master address record to all other records associated with that address.					
SG11	The system should allow users to manually enter addresses directly into the master address index.					
SG12	The system should provide a report that shows manually added addresses.					
SG13	The system should have built-in checking to automatically merge differently-typed addresses that correspond to the same location (for example, "840 West Frank Street" and "840 w. frank st." should not create duplicate address records).					
SG14	The system should be able to merge address records (for example, "Star Vision Center" and "170 North State Street" are the same address and should be treated as such).					

SG15	The system should automatically display any user-entered address alerts (hazardous materials, alarm system, water supply information, officer safety threats, and other agency-defined alert types).					
SG16	The system should allow users to create new address alerts from a master address record.					
SG17	The system should allow users to specify expiration dates on address alerts. Expired address alerts should remain attached to the master address record for historical purposes.					
SG18	The system should allow searching for address by house number, full or partial street name, state, or zip code.					
SG19	The system should ensure that searching for a merged address record finds the appropriate master address record (for example, searching on "Star Vision Center" finds "170 North State Street").					

Master Vehicle Index

ID	Requirement	Yes	Future	Modify	No	Comments
SH1	The system should link all activity for a vehicle to a single master vehicle record.					
SH2	The system should eliminate the need to duplicate any vehicle information after it has been entered into the system.					
SH3	The system should allow users to update any basic data fields and add or modify other information on the master vehicle record once the master vehicle record has been created.					
SH4	The system should use a single database, accessed from all software modules, for storing the master vehicle index. If the system does not do the above, please explain the master vehicle index architecture and functionality.					
SH5	The system should include a listing in the master vehicle record, with history, of the vehicle's registered owners.					

SH6	The system should display the following related activities with the master address index: calls for service, traffic stops, tow calls, case reports, citations, field identifications, and parking tickets. Activities should be listed in reverse chronological order for each master vehicle record.					
SH7	The system should include links from the activity list to any record in which the vehicle was involved, in the module where the activity originated. Access to these records should be controlled by user permissions.					
SH8	The system should link to the master vehicle record from vehicle fields anywhere in the system.					
SH9	The system should cross-reference the master vehicle record to all other records associated with the vehicle.					
SH10	The system should allow users to manually enter vehicles directly into the master vehicle index.					
SH11	The system should have built-in checking to reduce the possibility of creating duplicate master vehicle records for the same vehicle.					
SH12	The system should check all coded entries in the master vehicle record for validity at the time of data entry.					
SH13	The system should automatically display any user-entered vehicle alerts (including agency-defined alert types).					
SH14	The system should allow users to create new vehicle alerts from a master vehicle record.					
SH15	The system should allow users to specify expiration dates on vehicle alerts. Expired vehicle alerts should remain attached to the master vehicle record for historical purposes.					
SH16	The system should support searching for vehicles by full or partial plate numbers.					
SH17	The system should allow vehicles to be searched by any data element or combination of data elements (for example, vehicles registered to the name "Smith" and/or red pickup trucks).					

Notifications/Messages

ID	Requirement	Yes	Future	Modify	No	Comments
SI1	The system should support "if", "then" and "when" business rules for notifications throughout the system.					
SI2	The system should include system-wide business rules that allow authorized users to configure unlimited notification scenarios for users and workgroups.					
SI3	The system should provide business logic which, from information entered into certain required fields, will automatically display other required and/or corresponding fields which pertain to the data already entered.					
SI4	The system should include business rules that notify users and/or open up the next sequential required field(s) and/or window(s) based on the information added to the record.					
SI5	The system should include system-wide business rules that allow users and user groups to be notified via multiple communication channels including internal system messaging, e-mail, paging, and/or SMS.					
SI6	The system should include an internal e-mail-style messaging system that supports the secure transmission of messages with attachments within the agency's network.					
SI7	The system should warn users that they have unfinished tasks when they attempt to log out.					

Statutes

ID	Requirement	Yes	Future	Modify	No	Comments
SJ1	The system should include federal, state, and local statutes.					
SJ2	The system should allow authorized users to create and update local statutes and/or ordinances in the system.					
SJ3	The system should provide a hotkey that can be used from anywhere in the system to search statutes by statute numbers, title, and/or text within a statute description.					

Attachments

ID	Requirement	Yes	Future	Modify	No	Comments
SK1	The system should allow the attachment of files (for example, .DOC , .XLS, .JPG, .WAV) to specified record types. Attached files should be able to be opened or viewed on any workstation by authorized users who have the necessary third-party applications (such as MS Word or MS Excel).					
SK2	The system should support scanning and attaching documents directly to records in the system without the need to first save them elsewhere.					
SK3	The system should store attached files on the vendor's server within the vendor's software (not on an open network folder) for security and ease of access.					

Custom Forms

ID	Requirement	Yes	Future	Modify	No	Comments
SL1	The system should allow authorized users to create custom data collection forms to support agency-specified functionality, without any intervention from the vendor or IT.					
SL2	The system should ensure that each custom form is associated with, and subordinate to, a non-custom form (the parent form).					
SL3	The system should allow authorized users to create an unlimited number of custom forms.					
SL4	The system should ensure that the custom forms are integral with the rest of the system and not provided via a third-party application.					
SL5	The system should support printing the data from custom forms via an agency-defined output template and process similar to a mail merge.					
SL6	The system should allow authorized users to add unlimited data items from the parent form when creating a custom form.					

SL7	The system should allow authorized users to include as many fields for data collection as are necessary on custom forms, including entirely new fields (not previously stored in the database) as well as the following: <ul style="list-style-type: none"> - Names from the Master Name Index - Vehicles from the Master Vehicle Index - Addresses from the Master Address Index - Personnel, units, and other agency-defined lists 					
SL8	The system should support the following types of agency-defined fields for custom forms: <ul style="list-style-type: none"> - Address - Automatic record sequence numbers - Multiple item select boxes - Vehicles/Dates/Times - Dollar value - Free form text - Names - Numbers - Signatures (for electronic signatures) - Checkboxes - Yes/No drop-downs - Drop-downs from agency-defined lists 					
SL9	The system should allow a custom form to create a relationship on master name or master address records when those fields are specified within the custom form.					
SL10	The system should allow authorized users to specify the label for each field and data item on a custom form.					
SL11	The system should allow authorized users to specify if each field on a custom form is required or not required.					
SL12	The system should allow for setting the default value for each field.					
SL13	The system should allow the authorized users to arrange the data items and fields in any order on the form.					
SL14	The system should make the data items and fields on custom forms available to the built-in report generator.					

SL15	The system should allow records captured via custom forms to be saved to an external file, emailed and/or printed.					
------	--	--	--	--	--	--

Custom Modules

ID	Requirement	Yes	Future	Modify	No	Comments
SM1	The system should permit authorized users to create custom modules designed to meet specific data collection, management, reporting, and output needs without intervention from the vendor or any additional costs.					
SM2	The system should ensure that custom modules are part of the main software solution and not a third-party application.					
SM3	The system should allow authorized users to create as many custom modules as desired.					
SM4	The system should allow information captured in custom modules to be output from the system in accordance with agency-defined output templates.					
SM5	The system should allow authorized users to include as many fields for data collection as are necessary within custom modules, including entirely new fields (not previously stored in the database) as well as the following: <ul style="list-style-type: none"> - Names from the Master Name Index - Vehicles from the Master Vehicle Index - Addresses from the Master Address Index - Personnel, units, and other agency-defined lists 					
SM6	The system should support the following types of agency-defined fields for custom modules: <ul style="list-style-type: none"> - Dates/times - Dollar value - Free form text - Names - Numbers - Signatures (for electronic signatures) - Checkboxes - Yes/No drop-downs - Drop-downs from agency-defined lists 					

SM7	The system should allow authorized users to specify all of the field labels for a custom module.					
SM8	The system should allow authorized users to arrange and display custom module fields in any order.					
SM9	The system should allow all data included in a custom module to be searched and included in statistical reports.					
SM10	The system should allow a custom module to create an relationship on master name or master address records when those fields are specified within the custom module.					
SM11	The system should allow authorized users to define and filter the list view of the data included within the custom module.					
SM12	The system should allow records from custom modules to be directly converted to PDF files within the system.					
SM13	The system should allow records from custom modules to be attached to emails.					

Support and Maintenance

ID	Requirement	Yes	Future	Modify	No	Comments
SN1	The vendor should provide a minimum of 3-4 major software updates (not bug fixes) per year as part of the vendor's software maintenance agreement. Please include contact information for 5 existing customers older than 3 years who can verify this.					
SN2	The vendor should schedule and perform software updates at no additional cost to the agency as part of the standard maintenance agreement.					
SN3	The vendor should load all software updates on the vendor-provided testing/training server(s) before loading them on vendor-provided production servers.					
SN4	The vendor should provide server operating system software and database software as part of the complete system.					

SN5	The vendor should include all updates, enhancements, new versions, and upgrades of the server operating system software and database software as part of its standard software maintenance agreement.					
SN6	The vendor should ensure that the agency will not have to purchase any third-party server operating system software updates and/or newer versions as long as its software maintenance agreement is maintained.					
SN7	The vendor should be responsible for the vendor-provided physical server(s). As necessary to support proper system functions, the vendor should either replace components and/or the entire server(s) as part of the standard maintenance agreement. This includes ensuring that system performance criteria are met and that the server(s) continue to meet the server operating system and database software requirements.					
SN8	The vendor should provide, as part of the standard maintenance agreement, real-time 24x7x365 monitoring of the vendor-provided physical server(s) and operating system software to detect and manage any potential issues with the system.					
SN9	The vendor should load all system software updates to the server and then automatically load updates to each client machine at next startup without any intervention from the vendor or IT.					

Data Conversion

ID	Requirement	Yes	Future	Modify	No	Comments
SO1	The vendor should perform data conversion as part of the project.					
SO2	The vendor should convert the following data: - <System X> - <System Y> - <System Z>					
SO3	The vendor should complete all data conversion before the go live date for the new system.					