

**WASHINGTON PARISH  
OFFICE OF HOMELAND SECURITY  
& EMERGENCY PREPAREDNESS**

17380 Bill Booty Road Bogalusa, Louisiana 70427

**WASHINGTON PARISH  
COMMUNICATIONS DISTRICT E-9-1-1**

1007 Cleveland Street Franklinton, Louisiana 70438

**REQUEST FOR PROPOSAL**

**UNIFIED CAD SYSTEM FOR WASHINGTON PARISH**

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**WASHINGTON PARISH OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS  
WASHINGTON PARISH COMMUNICATIONS DISTRICT E-9-1-1**

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April 18, 2005  
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**REQUEST FOR PROPOSALS**

The Washington Parish Office of Homeland Security and Emergency Preparedness and the Washington Parish Communications District are interested in receiving proposals for the provision and installation of a Unified CAD System For Washington Parish. Call Joanna Thomas at (985) 839-5625 or email at [wpcde911@itsfast.net](mailto:wpcde911@itsfast.net) for copies of the request for proposals. Copies can be distributed in hard copy and/or electronic form.

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**MEMORANDUM**

**DATE:** April 18, 2005

**TO:** Interested Parties

**FROM:** Thomas P. Thiebaud  
Director  
Washington Parish Office of Homeland Security and Emergency Preparedness

James M. Coleman  
Chairman  
Washington Parish Communications District E-9-1-1

**SUBJECT:** Unified CAD System For Washington Parish

The Washington Parish Office of Homeland Security and Emergency Preparedness and the Washington Parish Communications District E-9-1-1 are soliciting proposals from qualified firms to provide and install certain data processing and telecommunications systems to be referred to as a Unified CAD (Computer Aided Dispatch) System for Washington Parish. Equipment manufacturers and distributors interested in receiving a copy of a request for proposal (RFP) should call Joanna Thomas at (985) 839-5625 or email [wpcde911@itsfast.net](mailto:wpcde911@itsfast.net).

To be considered for this engagement, your firm must meet the qualifications and satisfy the requirements set forth in the RFP. Completed proposals must be received by 4:00 PM, CST, on Friday, May 27, 2005, at the following address:

Washington Parish Communications District  
ATTN: Thomas P. Thiebaud and James M. Coleman  
1007 Cleveland Street  
Franklinton, Louisiana 70438

Minority and female owned businesses are encouraged to respond to this solicitation. Any joint ventures or disadvantaged business enterprises should clearly state such in submission of their proposals.

All questions and correspondence should be directed to Thomas P. Thiebaud and James M. Coleman in writing at the above address or via email at [washparoep@i-55.com](mailto:washparoep@i-55.com) and [wpcde911@itsfast.net](mailto:wpcde911@itsfast.net).

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## **1.0 General Introduction**

The Washington Parish Office of Homeland Security and Emergency Preparedness (herein after OEP) and the Washington Parish Communications District (herein after WPCD) are soliciting written proposals for the acquisition and installation of certain data processing and telecommunications software to be referred to as a Unified CAD System for Washington Parish.

The Washington Parish Office of Homeland Security and Emergency Preparedness formed by Washington Parish government in 1993, is responsible for the management of all emergencies which affect the parish as a whole including those related to weather, hazardous materials and terrorism. It is a unit of parish government under the leadership of Parish President M.E."Toye" Taylor , with direct control in the hands of an appointed director. The appointed Director is Thomas P. Thiebaud. The Washington Parish organization is affiliated with the Louisiana Office of Homeland Security and Emergency Preparedness.

The Washington Parish Communications District (the district) was created by the Washington Parish Government on May 17, 1988, under the provisions authorized by Louisiana Revised Statute 33:9101-9106, and is a component unit of the Washington Parish Government. The purpose of the district is to establish and manage operations of an emergency communications system in Washington Parish.

The details of this authority are as follows:

Communication District Authority Given to the Parishes By Bill R.S. 33:9107 in 1983.

Washington Parish Police Jury Enacts Statutes Establishing Washington Parish Communications District on May 17, 1988. Washington Parish Voters Approve a Levy On All Land Telephones Equaling 5% of the Highest Tariff Rate or \$0.55 per Residential Phone and \$1.43 per Business Phone on November 10, 1988.

The District is governed by a seven member board appointed by the parish government. Leadership of the seven man board is provided by a board elected Chairman. The elected Chairman is James M. Coleman. Supervision of the daily activities of the District is provided by a board appointed, full time Manager. The appointed Manager of the District is Joanna Thomas.

The purpose of this Request for Proposal (RFP) by the Washington Parish Office of Homeland Security and Emergency Preparedness and the Washington Parish Communications District is to solicit proposals from qualified vendors to design, implement, install, and maintain a Unified CAD System for Washington Parish. This RFP also requests proposals for an integrated, parish wide, Records Management System (RMS) to provide data management support the for CAD system and for other data storage and retrieval purposes.

This RFP has been written and placed for response from vendors as a joint effort between the Washington Parish Office of Homeland Security and Emergency Preparedness and the Washington Parish Communications District. These two agencies will jointly fund the installation of the unified system. Funding from the Washington Parish Office of Homeland Security and Emergency

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Preparedness will be from approved Homeland Security grants. Line item approval of each software item in the CAD proposal from the Office of Domestic Preparedness, United States Department of Homeland Security, Washington, D.C., will be required prior to contract signing. Funding from the Washington Parish Communications District will be from existing revenue sources.

The Washington Parish Communications District will be serving as the lead system procurement agency and will be responsible for project management. The project manager representing the District will be James M. Coleman.

All software is to be operational on customer furnished computer work stations located at the PSAP dispatcher's positions located throughout Washington Parish. The customer will also furnish needed servers, hubs, modems, and Cisco firewalls.

OEP and WPCD are seeking to enter into a contract with the most qualified Vendor who can meet or exceed the requirements of this RFP. The contract will be executed between the vendor and WPCD, acting on behalf of OEP and the PSAP's. The Washington Parish Communications District will be serving as the lead system procurement agency and will be responsible for project management.

Vendors are advised that WPCD 9-1-1 staff will serve as the single point of contact between the Vendor and the Parish during the RFP process. Vendors are strongly discouraged from contacting any other person(s) involved, directly or indirectly, during this process. Questions will be taken during a pre-bid meeting, at which agency IT personnel will be available. Outside of this meeting, questions should be channeled through WPCD to insure consistency of responses to all participating vendors.

## **2.0 BACKGROUND**

### **2.1 Agencies In The System**

The agencies covered by this Request For Proposal are as follows:

#### **Washington Parish Sheriff's Office**

(Law Enforcement – Agency LAN and RMS Administration)

1002 Main St

Franklinton, LA 70438

#### **Franklinton Police Department**

(Law Enforcement – Agency LAN and RMS Administration)

400 11th Ave

Franklinton, LA 70438

#### **Bogalusa Police Department**

(Law Enforcement – Agency LAN and RMS Administration)

202 Arkansas Av

Bogalusa, LA 70427

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**Washington Parish Communications District (WPCD)**

(WAN and 911 System Administration)

(Future - Fire / EMS – 911 Call Taking)

1007 Cleveland Street

Franklinton, Louisiana 70438

**Washington Parish Office of Homeland Security and Emergency Preparedness (OEP)**

(Incident Command)

17380 Bill Booty Road

Bogalusa, Louisiana 70427

**2.2 Present System Configuration and Operation**

The Sheriff's Office, Franklinton Police Department, Bogalusa Police Department are equipped with enhanced 911, Phase 2 capable equipment consisting of Sentinel 911 and GeoLynx mapping. Each primary PSAP is staffed by the respective Law Enforcement Agency's dispatch personnel.

The equipment at the administrative office of WPCD, while identical to a call takers position, currently operates in an administrative only capacity. In this administrative capacity, the District monitors 9-1-1 system performance.

The Washington Parish OEP is not currently equipped with enhanced 911, Phase 2 capable equipment consisting of Sentinel 911 and GeoLynx mapping.

All PSAP's receive wireless Phase 2 LAT/LONG and callback ANI information and wireline ANI/ALI data from the CML Sentinell 9-1-1. ALI and LAT/LONG data for wireless or wireline calls is plotted on GeoComm's GeoLynx mapping system with data being transmitted to GeoLynx via an Applications Programming Interface (API) directly from Sentinel 911 and not from the selective router's (controller) CAD port.

A connection to the selective router (controller) CAD port is currently utilized by the system's Higher Ground archiving audio recorder for data integration into its stand alone data base of recordings, caller addresses, and telephone numbers. This CAD port connection is not utilized by GeoLynx to access ANI/ALI data for map plotting at the dispatcher positions. If the received wireless call received is limited to Phase 1, tower sector coverage is plotted by GeoLynx. Map GIS data is in MapInfo format. AVL software is available from GeoComm but has not yet been installed.

This call handling and mapping system was purchased and installed at all agencies by the Communications District in 2004. Final GIS map revisions are expected to be available in mid 2005. All addressing and GIS functions for emergency response purposes are the responsibility of the Communications District.

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From a data handling perspective, CML's Sentinel 911 receives its ANI/ALI information and Phase 1 or 2 wireless locational data from dedicated Bell South 2634 data circuits connected to an existing CML Emergency Systems ECS-1000 selective router located at the Washington Parish Sheriff's office. This locational data is not being transmitted by the T1 WAN. These 2534 data circuits are not available for additional functions or data transmissions. System WAN circuits (OPX (voice), 2634 (data), and T1's) from the ECS-1000 to the PSAP's are under the administration of the Communications District.

All Sentinel 911 workstations are connected to a second existing Wide Area Network (WAN) which utilizes 24 channel, 1.544 Mbps, T1 circuits which terminate at the Washington Parish Sheriff's office. These circuits are under the administration of the Communications District.

This WAN is currently utilized by GeoSync to distribute updated MapInfo files from a central server located at the Washington Parish Sheriff's office and for remote administrative and maintenance access to all IP addressed equipment. The WAN is available for additional data handling requirements as needed. Currently, there are no connections between the law enforcement agencies' CAD and record management system's LAN and the parish wide WAN.

As mentioned previously, GeoComm's GeoLynx, operates in a distributed, non centralized configuration. In other words, each answering position is equipped with a stand alone version of GeoLynx. GeoLynx receives its ANI/ALI data direct from Sentinel 911 via an Application Programming Interface (API) without CAD port connection to the CML ECS-1000 selective router (controller). Both Sentinel 911 and GeoLynx reside on the same computer. This computer presents two screens to the dispatcher, one for call handling, and the other for mapping and AVL purposes. These call handling and mapping systems are under the administration of the Communications District.

All 911 CAMA trunks, outgoing 911 administrative phone lines, and CAD port data interface connections for the entire 911 call handling system are accessible only in the Washington Parish Sheriff's Office for punch block and other tie-ins. Punch block tie ins are not available at the PSAP's. These system components are under the administration of the Communications District.

The current CAD and RMS systems operate in an independent, non-shared environment, at each law enforcement agency and is installed on their respective agency's Local Area Network (LAN). These networks utilizes standard Ethernet components connected to workstations of various types utilizing different generations of CPU components. These systems were installed during different time periods and are of different generations, depending on the agency. These CAD and Record Management Systems are under the administration of their respective law enforcement agency.

The Bogalusa Police Department utilizes CAD, Record Management, and Jail Management software from PTS Solutions, PO Box 469 Harrisonburg, LA 71340. This department utilizes current version CAD Solutions and Incident Solutions.

The Franklinton Police and the Washington Parish Sheriff's office utilizes Record Management Software from the Institute of Police Technology and Management, 1200 Alumni Drive, Jacksonville, FL. These departments utilize Police Trak software, Version 03.12.03.1. These two

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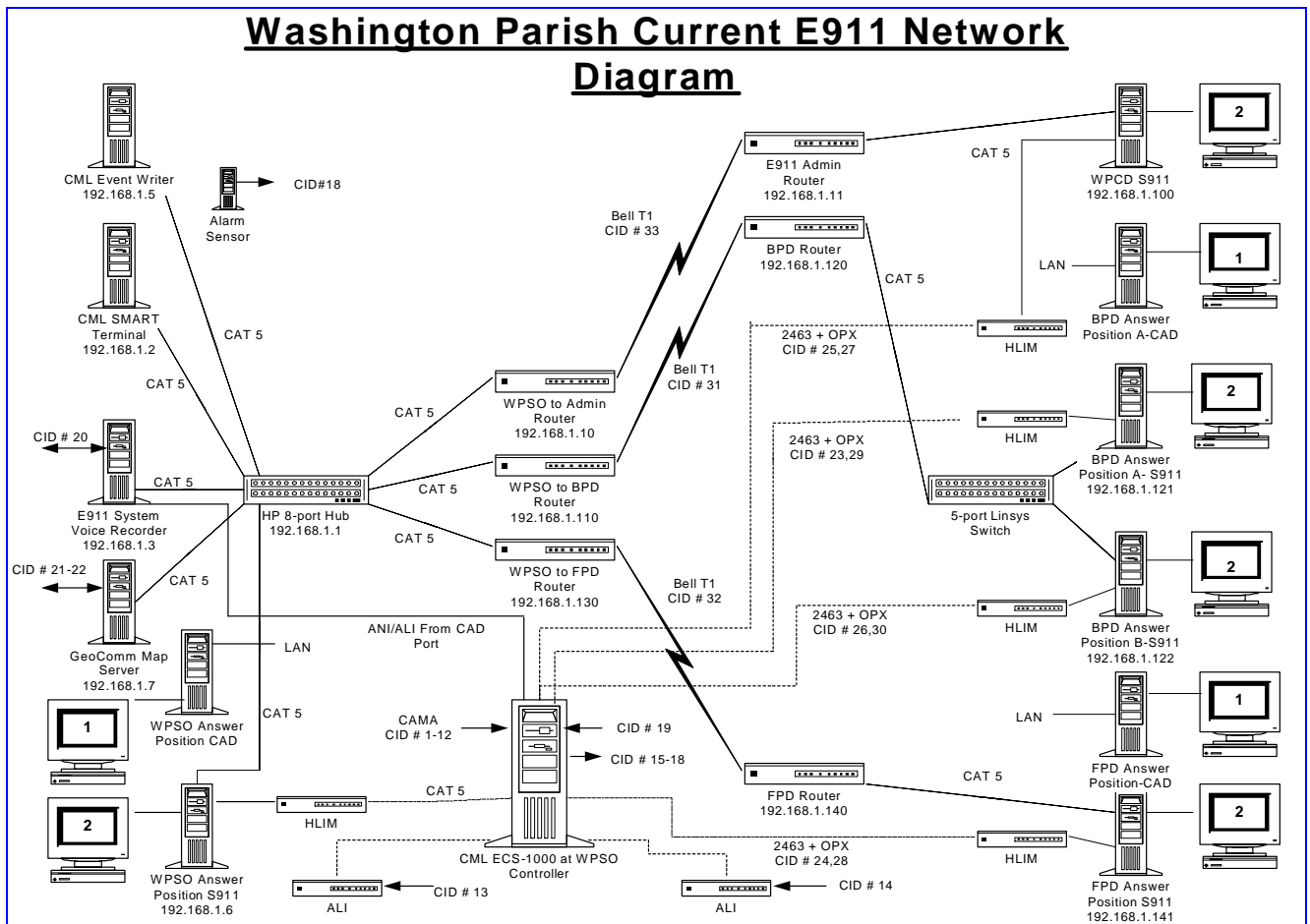
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agencies do not utilize IPTM's Call Trak which is their version of CAD. At present there is no connection between current CAD system and either Sentinel 911 or GeoLynx. The Washington Parish Sheriff's office utilizes a Jail Management system from Police Trak, but has committed, separate from this RFP, to installing Jail Management software from PTS Solutions.

Lastly, the current National Crime Information Center (NCIC) system is a stand alone system administered by the Louisiana State Police. There is one terminal at each law enforcement dispatch facility. At present there is no connection between the NCIC system and the current CAD or RMS system in use.

A diagram of the present system is as follows :



Present workstation and servers under the administrative control of the Washington Parish Communications District are as follows :

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<b>CML / GeoLynx WORKSTATION:</b>		<b>Minimum Available</b>		<b>Maximum Available</b>	
<b>Description:</b>		Typical desktop computer workstation			
<b>CPU:</b>		Pentium III - 650 MHz.		Pentium 4 – 1.8 GHz or higher.	
<b>RAM:</b>		128 MB		512 MB or higher	
<b>Available Hard Drive:</b>		5 GB or higher			
<b>Display:</b>		17" 800x600, 256 color depth, non touch screen		17 or 21" monitor, 1024x768, 24 or 32 bit color depth, touch screen	
<b>Graphics Card:</b>		16 MB graphics card		Two Dual monitor graphics card, or 64 MB graphics card	
<b>Operating System:</b>		Microsoft Windows 98, NT4 Workstation (minimum service pack 4), 2000 Pro, or XP Pro		Microsoft Windows 2000 Pro or XP Pro	
<b>Serial Ports:</b>		2 Port DB9 SIIG PCI Serial Card (Dual com ports) for external connection to 911 equipment and/or AVL subsystem modems.			
<b>CD-ROM Drive:</b>		CDRW Drive		48X CDRW Drive	
<b>Floppy Disk Drive:</b>		3.5" 1.44 MB			
<b>Modem:</b>		56K BPS, Fax/Data capable (class 1, 2, or 2.0), controller based, hardware modem on WPSO Server			
<b>AutoFax:</b>		No individual workstation FAX. FAX should be via the WPSO Server.			
<b>Remote Access:</b>		PC Anywhere 8.0 or higher & in-bound direct telephone line		PC Anywhere 11.0 and VPN over DSL or greater speed.	
<b>Network:</b>		<ul style="list-style-type: none"> <li>• TCP/IP Protocol installed, static IP address assigned</li> <li>• 10/100/1000 baseT Network Interface Adapter</li> <li>• 10/100/1000 baseT hub for connecting workstations</li> </ul> <p>Network speed requirements depend on usage:</p> <ul style="list-style-type: none"> <li>• 10 baseT: suitable for message switch operations and periodic scheduled file update processes</li> <li>• 100/1000 baseT: suitable for message switch operations and frequent periodic scheduled file update processes, as well as live access of GIS data from a server.</li> </ul>			
<b>GeoLynx Network Server</b>		True network server The server is to be used as a GIS map data storage container and GeoLynx workstation update mechanism plus CAD/RMS. The server will be accessible 24/7 via two dedicated phone lines.			
<b>Description:</b>					
<b>CPU:</b>		Pentium III - 650 MHz		Pentium 4 – 1.8 GHz or higher.	
<b>RAM:</b>		128 MB		512 MB or higher	
<b>Available Hard Drive:</b>		5 GB or higher		8 GB or higher, Mirrored or RAID5 configuration.	
<b>Operating System:</b>		Microsoft Windows 98, NT4 Workstation or Server (minimum service pack 4), 2000 Pro, or XP Pro Windows Server 2003		Microsoft Windows 2000 Pro or XP Pro Windows Server 2003	
<b>Serial Ports:</b>		2 Port DB9 SIIG PCI Serial Card (Dual com ports) for external connection to 911 equipment and/or AVL subsystem modems.			
<b>CD-ROM Drive:</b>		CDRW Drive		48X CDRW Drive	
<b>Modem:</b>		56K BPS, Fax/Data capable (class 1, 2, or 2.0), controller based, hardware modem.			
<b>Remote Access:</b>		PC Anywhere 8.0 or higher & in-bound direct telephone line		PC Anywhere 11.0 and VPN over DSL or greater speed.	
<b>Network:</b>		<ul style="list-style-type: none"> <li>• TCP/IP Protocol installed, static IP address assigned</li> <li>• 10/100/1000 baseT Network Interface Adapter</li> <li>• 10/100/1000 baseT hub for connecting workstations</li> <li>• 2 ports through fire wall / router to reach GeoLynx client workstations if message switch application is in a different location from the GeoLynx client workstations.</li> </ul> <p>Network speed requirements depend on usage:</p> <p>10 baseT: suitable for message switch operations and periodic scheduled file update processes</p> <p>100/1000 baseT: suitable for message switch operations and frequent periodic scheduled file update processes, as well as live access of GIS data from a server.</p>			

### 2.3. Information Concerning Proposed System

The proposed system will replace the currently used independent CAD and Record Management Systems and should be compatible and integrated with existing NCIC, Jail Management, 9-1-1 Call Handling, and GIS Mapping systems currently in use.

The amount of integration between the proposed systems and the existing systems may vary according to the application being integrated with. Partial integration may only be possible with the existing NCIC and Jail Management systems. Full integration is expected with the 9-1-1 Call Handling and GIS Mapping Systems and, of course, the proposed supporting Record Management System. The vendor shall specify their plan for system integration and the level, with specific abilities and inabilities, of such.

Given that full integration with existing (either installed or committed) jail management software may be difficult, the vendor is invited to submit a proposal for their proprietary jail management system as an optional module.

In addition, the vendor shall explain the level of integration with Fire Department report writing software for fire report submission to the Louisiana Fire Marshall's office. Currently, fire departments in Washington Parish are utilizing software such as Firehouse, Version 6.0, from Affiliated Computer Services, Inc. (ACS). Please describe your ability to provide fire related data in Open Database Connectivity (ODBC) format for access by fire departments.

The vendor is also responsible for the conversion of all legacy Police Trak and PTS Solutions databases into the vendor's proposed data bases. The vendor is also responsible for the conversion of the existing GIS information into the required database for CAD system operation.

It is suggested that three servers, connected to the WAN, and mirrored to one another, support this unified system. One server is currently located at WPSO and one will be installed at BPD and one at FPD. It is expected that given a T1 outage between any of the three law enforcement agencies that the servers will be capable of independently supporting their respective workstations. If a T1 outage should occur between the agencies, it is also expected that upon T1 repair, that the servers will synchronize their data without operator intervention. *A lack of automatic database recovery will be viewed as a significant weakness of the proposal.*

In normal operations, each Law Enforcement Agency would normally be responsible for dispatch of only their respective agency personnel. Law Enforcement Agency incident numbers would be specific to that agency. The system should, however, generate a system wide incident number.

All CAD and RMS data should be accessible by all workstations within the system, given clearance based on log in identification to retrieve such data. Retrieval authorization should be configurable to different levels for each agency in the system and for different users of the system.

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At the time of system start up, each law enforcement agency will answer their own administrative and 9-1-1 incoming telephone calls and will originate CAD data entry within their agency if the call needs to be handled by that agency. It is common that an incoming 9-1-1 call, especially a wireless call, will be transferred to another agency without an entry into the CAD or RMS system by the dispatcher. Therefore, an agency other than the one that originally answered the call may be the agency that enters the original CAD inputs. This operational need is particularly important in the task of matching 9-1-1 call to the appropriate ANI/ALI record for the population of the CAD data base. Incoming calls to the agency's seven digit administrative lines are entered into CAD or RMS on an as needed basis by that agency's dispatcher.

It is likely that in the future, WPCD will serve as the 9-1-1 call taking agency for the Parish. Given this scenario, the unified CAD system must be capable of routing preliminary CAD incident data inputted by WPCD to the appropriate law enforcement dispatcher(s) for their use. The CAD system should route this incident upon release by the WPCD call taker to the law enforcement PSAP appropriate for the incoming call's ESN number for wireline calls and the LAT/LONG for phase 2 wireless calls. The call taker should have the option of over-riding this automatic system routing whenever necessary. The system should also have the capability of routing CAD incident data to multiple agencies as necessary.

In addition, in the centralized call taking scenario, WPCD would be responsible for EMS and Fire dispatch and their pertinent CAD data inputs. EMS dispatch would require tracking the assignments of approximately 7-10 ambulances operated by two providers. Fire dispatch would require tracking approximately 80 pieces of fire equipment distributed among eleven fire departments.

In addition, the proposed system should allow CAD entry for any agency to be accomplished from any workstation in the system, given that permissions are in place based on login identification. This flexibility will allow agency dispatchers to be relocated to other facilities if their home facility must be abandoned due to natural or man made disaster situations. The CAD screen that appears in front of a dispatcher should be based on their log in data, and not the location of the workstation.

OEP serves in an incident command capacity and as such, may occasionally enter incidents into the CAD system for routing to the appropriate law enforcement dispatcher(s), fire, or EMS. In addition, OEP requires the ability to view all CAD data from all agencies simultaneously for visual presentation to the incident management team. This capability is already in place by GeoLynx for the display of all mapped incidents being received throughout the system and all system wide CAD data must also be displayable at OEP.

It is expected that the proposed CAD workstation software will reside on current CML/GeoComm workstations and that necessary data be exchanged between applications utilizing either existing Application Programming Interfaces (API) or newly developed interfaces from an appropriate Software Development Kit (SDK) from CML and GeoComm. In either case, the prospective vendor must furnish a Certificate of Compatibility from CML Emergency Services, 75 Blvd. de la Technologie, Gatineau, QC J8Z 3G4 Canada, and GeoComm, Inc., 601 W. WST. Germain Street, St. Cloud, MN 56301.

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It is strongly suggested that ANI/ALI data for incoming calls be obtained from Sentinel 911 for CAD purposes. This connectivity to Sentinel 911 for ANI/ALI data is currently being utilized by GeoLynx for map location plotting purposes. CAD port data from a RS-232 serial connection is available, however, from the ECS-1000 located at the WPSO office in Franklinton. Utilization of ANI/ALI data from this CAD port places such data stream at risk given a T1 WAN failure, and thus, is discouraged. Vendor's should, however, consider utilizing both methods of ANI/ALI data acquisition for back up purposes. *A need to utilize the CAD port for the only method of ANI/ALI data capture will be viewed as a significant weakness of the proposal.*

Geo-coded information is available with MSAG accurate road names and addressing ranges for roads within the parish. These addressing ranges are currently being validated and should be available for CAD vendor use in July, 2005.

Files with individual numerical addresses for each road in Washington Parish will not be available for several years. Until such MSAG correct files are developed by WPCD, CAD address checking should be capable of being limited to road name spelling and whether or not the address being manually inputted falls within the appropriate address ranges for the road in question. *Thus, CAD systems which require databases of individual addresses and can not utilize address ranges for addressing checking functions will be viewed as having a significant weakness in their proposal.*

Time synchronization of all software within the proposed system is required. Netclock time data currently serves as the common time standard and is available from an existing system located at the WPSO. Acquisition of this data is can be accomplished by RS-232 serial connection to the server located at the WPSO, and from the server via the WAN. Netclock is not accessible via an IP addressed WAN connection other than the WPSO server. The currently installed CML workstations are current synchronized from Netclock via their 2634 circuit connections to the ECS-1000. The current CAD and RMS systems are not currently synchronized.

Visual display of CAD data should be capable of being placed on any one of three monitors, all connected to the CML/GeoComm Workstation via multi-port port video cards. One keyboard and mouse, should operate CAD/RMS, Sentinel 911, and GeoLynx.

The current CML/GeoComm workstations have been administratively locked down at the user level. Each call taker is limited to logging in/out of the operating system and/or shutting down the system as well as only having access to applications launched at startup. Once a program has been shut down, the only way to restart it is to log out and back in. Access to the operating system including individual files or \*.exe icons is only available for troubleshooting purposes by system administrators. The proposed CAD and Records Management system must have to ability to launch at startup and not require the dispatcher to access the desktop or Windows operating system.

In addition, all connections to the unified CAD and RMS system and must be capable of passing through a Cisco Series 500 PIX Security Appliance devices, programmed in the "block all but" mode. Unprotected connections to the CML/GeoComm computers, standby CAD computers and WAN will not be permitted. These firewall devices will be provided by WPCD. The selected CAD/RMS vendor must, however, provide firewall programming

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information for the Cisco devices (i.e.–service and application port usage) to prevent unwanted access to the system by software viruses.

Lastly, a second workstation at each law enforcement agency, will be available as backup for CAD and RMS entry, and will be available for dispatcher use given a CML/GeoComm workstation hardware failure. This backup workstation with accompanying monitor will not be capable of 9-1-1 call taking or call mapping but will allow agency CAD and RMS inputs by the dispatcher. The backup workstation will, however, be connected to the WAN via its agency's server.

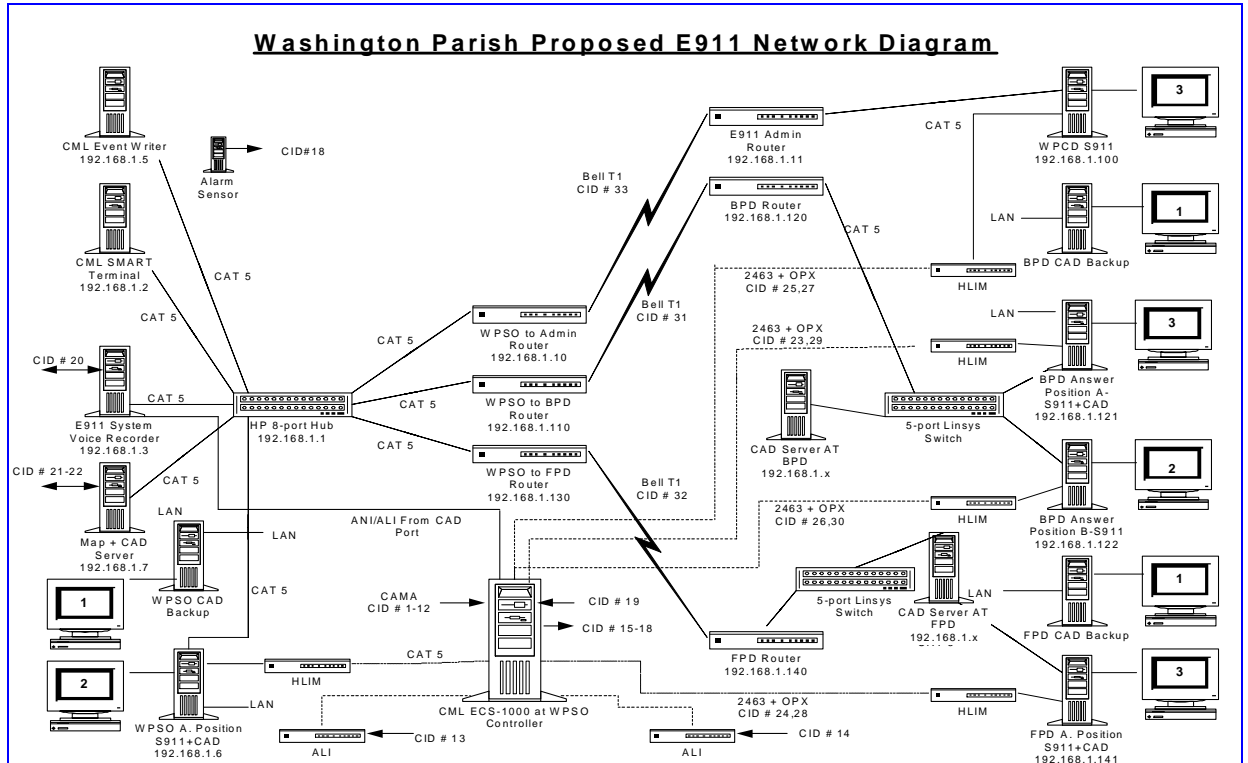
While not included in this proposal, general information concerning integration to a future Mobile Data system of the vendor's choice should be included in the proposal submitted for consideration.

Future AVL will be provided by GeoComm.

The selected vendor will provide installation, training, and long-term maintenance support for the software so included in the scope of the request.

Hardware is not included in this Request For Proposal.

A diagram of the proposed system is as follows :



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The requested combined, multi-jurisdiction, Law Enforcement/Fire/EMS CAD system and parish wide Record Management System (RMS) will be used by the agencies listed below. It will be utilized in either the (a) separate call taker / dispatcher mode, or (b) the combined call taker / dispatcher mode.

**Washington Parish Sheriff's Office –** One Current Answering Position

Position 1: Proposed CAD System,  
Proposed System Wide RMS  
CML Sentinel 911, Ver 5.0  
GeoLynx, Version 5.0MX  
(All above on single  
workstation plus  
WPSO server and backup  
CAD only on standby  
workstation)

**Franklinton Police Dept –** One Current Answering Position

Position 1: Proposed CAD System,,,  
Proposed System Wide RMS  
CML Sentinel 911, Ver 5.0  
GeoLynx, Version 5.0MX  
(All above on single  
workstation plus  
FPD server and backup  
CAD only on standby  
workstation)

**Bogalusa Police Dept –** Two Current Answering Position

Position 1: Proposed CAD System  
Proposed System Wide RMS  
CML Sentinel 911, Ver 5.0  
GeoLynx, Version 5.0MX  
(All above on single  
workstation plus  
BPD server and backup  
CAD only on standby  
workstation)

Position 2: CML Sentinel 911, Ver 5.0  
GeoLynx, Version 5.0MX  
No CAD capability

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**WPCD – OEP**

One Current Administrative Position  
Four Future Additional Answering Positions  
( One for Incident Command, Two for Call taking,  
and One for training / overflow)

Positions 1-5: Proposed CAD System  
Proposed System Wide RMS  
CML Sentinel 911, Ver 5.0  
GeoLynx, Version 5.0MX  
(All above on single  
workstations plus  
WPSO server (immediate), own  
dedicated server in the future.

To summarize, the proposal should include :

Agency	Integrated CAD/CML/ GeoLynx	Stand Alone CAD Backup	Servers
Washington Parish Sheriff's Office	1	1	1
Franklinton Police Dept.	1	1	1
Bogalusa Police Dept.	1	1	1
WPCD / OEP (Immediate)	1	0	0
Maintenance Spare	1	0	0
CPCD / OEP (Future Additions to above)	4	0	1

**2.4 System Statistics**

Washington Parish, is a rural parish (County) in South East Louisiana (Location: 30.85202 N, 90.04154 W) encompassing 669.6 square miles with a population of 43,185 (1990 Census).

Current 911 call volume and agency incident volumes averages are as follows :

Agency	Yearly 911 Call Volume	Yearly CAD Entries*	Patrol Vehicles	Department Total Staffing
Washington Parish Sheriff's Office	9,700	15,000	27	125
Franklinton Police Dept.	2,800	1,700	13	20
Bogalusa Police Dept.	11,700	14,000	31	56

- Estimated for planning purposes. 911 call volume includes hang ups, open lines, wrong numbers, and non emergency inquires.

ESN's for the parish are as follows:

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<u>ESN</u>	<u>Police</u>	<u>Fire</u>	<u>Ambulance</u>
250	Wash.Parish Sheriff's Office	District 9 Mt Hermon	Northshore, Emergystat, Acadian
251	Wash.Parish Sheriff's Office	District 1 Bonner Creek	Northshore, Emergystat, Acadian
252	Wash.Parish Sheriff's Office	District 2 Richardson	Northshore, Emergystat, Acadian
253	Wash.Parish Sheriff's Office	District 3 Hays Creek	Northshore, Emergystat, Acadian
254	Wash.Parish Sheriff's Office	Franklinton VFD	Northshore, Emergystat, Acadian
255	Franklinton Police Dept	Franklinton VFD	Northshore, Emergystat, Acadian
257	Wash.Parish Sheriff's Office	District 8 Enon	Northshore, Emergystat, Acadian
259	Wash.Parish Sheriff's Office	District 4 Pine	Northshore, Emergystat, Acadian
260	Bogalusa Police Dept	Bogalusa FD	Northshore, Emergystat, Acadian
262	Wash.Parish Sheriff's Office	District 7 Ben's Ford	Northshore, Emergystat, Acadian
263	Wash.Parish Sheriff's Office	District 6 Varnado	Northshore, Emergystat, Acadian
264	Wash.Parish Sheriff's Office	District 5 Angie	Northshore, Emergystat, Acadian
265	WPSO Wireless		Northshore, Emergystat, Acadian
266	Bogalusa Polce Dept.	Crossroads VFD	Northshore, Emergystat, AAA
267	FX Service		Northshore, Emergystat, Acadian
268	Franklinton PD Wireless	Franklinton VFD	Northshore, Emergystat, Acadian
269	Bogalusa PD Wireless	Bogalusa FD	Northshore, Emergystat, Acadian

The 9-1-1 public service answering points operating within the Washington Parish 9-1-1 system and covered by this request for proposal are as follows :

<u>AGENCY</u>	<u>ADDRESS</u>	<u>CITY</u>	<u>911 CAMA TRUNKS *</u>
Franklinton Police Department	409 11 <sup>th</sup> Ave	Franklinton, Louisiana	4
Washington Parish Sheriff's Office	1002 Main Street	Franklinton, Louisiana	4
Bogalusa Police Department	202 Arkansas Street	Bogalusa, Louisiana	4

\* Note : All CAMA trunks and admin trunks enter the system via punch blocks at WPSO.

Visits to these PSAP's must be arranged in advance by the WPCD, and a WPCD representative must accompany all visitors.

## 2.5 Requested Proposal

OEP and WPCD extends an invitation to your company to submit a written proposal that includes the following:

- CAD Software for four operating positions, three hot standby spare positions, and one cold standby CML/GeoComm/CAD spare position which can be utilized by any agency

as needed. The three future positions at WPCD and one at OEP will not be purchased and installed at this time.

- A centralized three mirrored server based RMS system accessible by all agencies via WAN.
- Project management
- Training
- Implementation
- Documentation
- Maintenance
- Support

The system being sought must provide state of the art technology that will satisfy the present and future needs of the Washington Parish 9-1-1 System, as defined by OEP and WPCD, and be capable of adapting to existing supplemental and future technological advances such as VoIP.

OEP and WPCD are seeking Vendors that employ the latest technological advances in the field of public safety and who are forward thinking in their approach to complex problem solving. In planning for the future, OEP and WPCD intend to work in partnership with the selected vendor, the 9-1-1 Service Providers and all of the PSAP's in the Parish towards implementing this system.

This request for proposals describes certain boundaries and functions that the proposal should adhere to or provide. It does not describe how a proposed system is to implement their functions, as each Vendor's system will be unique in that respect.

### 3. GENERAL SYSTEM REQUIREMENTS

3.0 The following are GENERAL SYSTEM REQUIREMENTS based on Section 2.3 of this RFP. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1	The proposed Unified CAD System For Washington Parish should provide seamless integration between CAD, Record Management, E911 Call Taking, Mapping, and Mobile Data applications without the need for batch updates.
2	Fire dispatch data should be available to Washington Parish Fire Departments in ODBC format.
3	The software must allow immediate access to a secondary servers in the WAN in case of a primary server failure.
4	The software is capable of operating on separate servers, one for each agency.
5	The CAD software must continue operating in the case of T1 failure, with no interruption to the user.
6	The software must have synchronized updates of all CAD information to each server without operator intervention.

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7	If a T1 outage should occur between the agencies, it is also expected that upon T1 repair, that the servers will synchronize their data without operator intervention.
8	The software must have all CAD and RMS functions available on the secondary servers, so functionality is not lost in case of primary server failure.
9	The system should integrate with GeoLynx on the same workstation with pre-tested API.
10	Certificate of Compatibility from GeoComm included with proposal.
11	The system should integrate with CML Sentinell 911 on the same workstation with pre-tested API without the need for CAD port connection for ANI/ALI data.
12	Certificate of Compatibility from CML Emergency Services Included with proposal.
13	The vendor shall specify their plan for system integration and the level, with specific abilities and inabilities, of such.
14	All software programs must seamlessly integrate to maximize operator and system efficiency
15	The CAD system should be capable of routing CAD upon release by a call taker to the law enforcement PSAP appropriate for the incoming call's ESN number for wireline calls.
16	The CAD system should be capable of routing CAD upon release by a call taker to the law enforcement PSAP appropriate for the incoming call's based on the LAT/LONG for phase 2 wireless calls.
17	The call taker should have the option of over-riding this automatic system routing whenever necessary.
18	The system should also have the capability of routing CAD incident data to multiple agencies as necessary.
19	ANI/ALI data for incoming calls can be obtained from Sentinel 911 for CAD purposes.
20	CAD entry for any agency to be accomplished from any workstation in the system, given that permissions are in place based on login identification.
21	The Call Taker/Dispatcher position must be capable of being either local or remote.
22	System has the ability to display all CAD data from all agencies simultaneously at one terminal for visual presentation to the incident management team.
23	Address checking should be capable of being limited to road name spelling and whether or not the address being manually inputted falls within the appropriate address ranges for the road in question.
24	Input of data into the address field should allow general description of location until actual address is determined.
25	System acquisition of Netclock time synchronization can be accomplished by RS-232 serial connection to the server located at the WPSO, and from the server via the WAN.

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26	Visual display of CAD data should be capable of being placed on any one of three monitors, all connected to the CML/GeoComm Workstation via two, two port video cards.
27	All CAD and RMS data should be accessible by all workstations within the system, given clearance based on log in identification to retrieve such data.
28	The system must provide the ability to dispatch to a call type and create a corresponding call type for all agencies responding, including Law Enforcement, Fire and EMS.
29	Each agency must be able to maintain its own tracking number (ORI) separate and specific from other agencies in the system.
30	The system should, however, also generate a system wide incident number.
31	The system should be capable of matching 9-1-1 call to the appropriate ANI/ALI record for the population of the CAD data base no matter which position in the system is the final recipient of the call being transferred within the system.
32	The vendor is responsible for the conversion of all legacy Police Trak, PTS Solutions, and MapInfo Geo databases into the vendor's proposed data bases.
33	The vendor is also responsible for the conversion of the existing GIS information into the required database for CAD system operation.
34	The software must provide the ability for multiple users to be on the system at the same time and multiple users to be in the same programs at the same time.
35	Data retrieval authorization should be configurable to different levels for each agency in the system and for different users of the system.
36	System provides global query function so that users can search system wide based on name, account, range of values, or partial & wild-cards?
37	All 3 <sup>rd</sup> party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers is listed and described.
38	The system should provide multiple levels of data security control access by station, terminal, or department and by transaction, function, and file.
39	The software architecture must make extensive use of stored procedures for application scalability, security and integrity.
40	Application security should provide flexible access control down to the field level, allowing specific access permissions such as update, view-only, or prohibit-view.
41	Application should provide ability for users to tailor system provided reports, retaining application level security and performance.
42	The Agency staff must be able to adjust common variables, such as codes, tables, report parameters, etc., without the services of a professional programmer.
43	The software must have a one-time, single-point of data entry to reduce redundant work.

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44	The software must have an easy to use system for preparing various statistical and analytical reports.
45	The software must provide a look-up capability for frequently entered information, and once selected, the information will automatically populate the corresponding data record.
46	The software shall provide the ability to input, access, and store a user-defined level of historical data "on-line."
47	The software must verify the validity of the data being entered into the database by performing immediate error checking.
48	The proposed system should use Microsoft's SQL 2000 or Microsoft SQL 2003 database.
49	The proposed system must be able to support Windows 2000, and Windows/XP clients.
50	Server software should run on Microsoft Windows 2000 Pro or XP Pro Windows Server 2003
51	The software must be written using relational database.
52	The proposed application should be developed with a widely accepted development environment.
53	Please describe all development languages utilized, including any proprietary toolsets.
54	The system architecture should support a multi-tier deployment? Please describe proposed solution architecture.
55	All connections to the unified CAD system and WAN must be capable of being protected by Cisco Series 500 PIX Security Appliance devices, programmed in the "block all but" mode.
56	The proposed CAD and Records Management system must have to ability to launch at startup and not require the dispatcher to access the desktop or Windows operating system.

**4. TECHNICAL REQUIREMENTS**

**4.1 General Requirements**

	4.1 The following are GENERAL TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.
1	The software must allow for aliases on the validation sets in the event that authorized personnel must send codes to outside agencies.
2	The software must be able to associate codes to more than one location or panel when the same validation table entries are used in multiple locations.
3	A toolbar must provide tasks such as: Open, Save, Delete, Cut, Copy, Paste, New and Print.
4	The toolbar must be flexible enough to add buttons for quick access to other installed applications

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	applications.
5	The system must provide the ability to quickly and easily assign default agency-defined status codes.
6	When a Call for Service (CFS) type is defined, the system must provide the ability to identify whether a license plate is checked locally, through State/NCIC or both and attach to said call.
7	The software must utilize self-cleansing windows to allow users to open and use multiple child windows simultaneously and be able to tile and/or cascade the child windows.
8	The software must have a tabular design, allowing access to multiple layers within the system.
9	The software must allow authorized user(s) to define the screen layout (e.g., position and size of windows) and save the individual configurations based on the user's login.
10	The agency staff must be able to adjust commonly altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer.
11	The software must provide a table look-up capability for frequently entered information; once the data is selected the information will automatically populate the user's data record.
12	The software must provide the ability to verify the quality of data entered into the database by performing immediate error checking, prohibiting invalid data to be stored in the database unless over-ridden by the dispatcher.
13	The software must provide the ability to input, access, and store an agency-defined level of historical data online.
14	The software must have the capability to be used in a multi-jurisdictional environment.
15	The software must provide the ability for multiple users to be on the system and in the same applications simultaneously
16	The system must use consistent validation table processing.
17	The system must allow for agency-defined validation tables.
18	The software must provide agency-defined function keys and function key combinations.
19	The software must provide the ability to use the command line to accomplish all CAD functions.
20	The software must have the ability to enter multiple units via command line or mouse.
21	The CAD system must fully integrate with the Records Management Software (RMS). Full integration includes the automatic transfer of CAD incident information to the RMS, such as reducing data entry and notifying dispatchers and officers of hazards/alerts on specific person and/or locations.

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22	The software must provide a one-time, single-point of data entry that allows information to be accessible from other applications. All applications must integrate tightly with each other to provide the greatest operator and system efficiency.
23	The software must provide an online help feature available for all functions, including data entry, search/inquiry, menu, form and report generation.
24	The system administrator must be able to identify an individual who last entered or updated any transaction as well as the date of the modification.
25	The software must provide the ability for a user to create and store ad-hoc reports.
26	The software must provide the ability to directly output from a data search to a printer upon user request and schedule reports to print.
27	The software must provide the capability to add unlimited narrative to records, ensuring critical information is captured.
28	The dispatch center can maintain a separate ORI from all other agencies.
29	All commands can be modified to follow the dispatch center naming conventions and the ability for the system administrator to add new commands.
30	The system must support command line, function key and drag and drop mouse capabilities for all dispatch functions.
31	CFS must be automatically routed to the appropriate Law Enforcement, Fire or EMS Dispatcher, based on the incident type entered by the Call Taker and/or Dispatcher, and the ESN data from the ANI/ALI Data.
32	The system must use a combined call function that can create a single call to handle multiple Law Enforcement, Sheriff, Fire and EMS agencies. The ORI (Originating Agency Identification) must be retained for each agency and dispatch center.
33	Each Call Taker and Dispatcher position must be able to define the filter it sorts and determine how many to sort for the call control panel.
34	The software must provide a separate message screen that shows all Call Taker, Dispatcher and MDT/MCT (mobile unit) messages sent to the Call Taker/Dispatcher position.
35	The software must provide automatic date/time stamping and user ID tracking of all Call Taker and Dispatcher processes to track call and unit activity and all command processing.
36	All Call Taker/Dispatcher activity is logged and can either be printed or queried.
37	All cleared calls must be automatically transferred to the appropriate RMS.
38	An incident/call number can be quickly created (quick call) entering the following minimal information: incident type, location and priority of call.

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39	Any name entered by a Call Taker/Dispatcher must provide the capability to be associated or added to the RMS master name database.
40	The system must flag all incidents/calls that require a report submitted by the officer.
41	The software must separate CFS from reportable offenses – incidents vs. cases.
42	The user must be able to access a command line with one keystroke from anywhere in the system.
43	The system must provide the ability to attach special response information to any call for service type desired by the agency. This must be automatically displayed when the specified call type is selected.
44	The system must provide the ability to view cleared calls.
45	Cleared calls must have the appropriate security, defined by the agency, to prevent unauthorized modification and viewing.
46	The system must have the ability to reactivate cleared calls and allow additional activity/dispatching of units to the original incident number.
47	The CAD Data Entry Window must show the closest cross streets.
48	The CAD Data Entry Window must allow jacket and global vehicle processing.
49	The CAD Data Entry Window must allow for a non-E911 person to be deleted.
50	The CAD Data Entry Window must indicate (such as checkmarks) on the tabs if the tab contains information.
51	The CAD Call Control Panel must allow users to customize the tool bar.
52	The CAD Call Control Panel must allow for filters to be set, displaying just one type or any combination of call types (police, fire, EMS).
53	The CAD Quick Entry Call must support multiple license plates and driver's license numbers.
54	The software must allow multiple Unit Status Control Panels to be opened with different configurations.
55	The software must have a list of values that can be used to facilitate the data entry process, such as abbreviations, directions, case status codes, weather codes, etc.
56	The CAD Unit Status Control Panel must allow users to customize the toolbar.

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#### 4.2 Security Related Requirements

4.2 The following Security Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	The software must provide component (i.e., modules, entry screen) and document (i.e., case documents, ticket documents) security to permit and restrict the rights of specific users and/or groups
2.	The software must have the ability to set up permission for all components, including add, edit, view, delete, print, etc.
3.	There must be different possible components permissions, such as: granted, denied and not specified.
4.	Authorization for ORI-based components must be defined by the ORI.
5.	Components must have the ability to restrict individual users or groups.
6.	Components cannot be changed or deleted by users.
7.	The software must support authorization templates, which are defined by name.
8.	Authorizations must be identified by user name and corresponding confidential password.
9.	Passwords must never be displayed.
10.	The system administrator must have the ability to easily create users.
11.	The system administrator must have the ability to change passwords.
12.	A user's password can be changed, but must be obtainable by the system administrator.
13.	A user's password must be encrypted when stored in the database.
14.	The software must provide the ability to restrict specific users at certain times of day, day of week, etc.
15.	The software must automatically date and time stamp all user's login times and locations.
16.	The software must automatically log all security violations.
17.	The software must provide a purge for the security violation log.
18.	The software must allow the user and system login log to be purged.
19.	The software must provide a flag to prompt a document's author that individual permissions must be set for a document when it is created.

4.2 The following Security Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

20.	The system administrator must have the ability to grant individual permissions to documents in the event that a document's author is unavailable to do so.
21.	The software must log access to documents by access type.
22.	The software must allow the document access log to be purged.

### 4.3 Call Taker Related Requirements

4.3 The following Call Taker Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1	E911 calls must automatically generate and populate the call entry window with all known data (e.g., address, ESN number, registered name, phone number, etc.) based on the call-in number.
2	The Call Taker screen must capture a information, such as :: call type, agency, status, phone number, address, cross street, nature of call, unlimited narrative and caller/complainant names.
3	The system must provide agency-defined security features to restrict commands and usage for each user.
4	Once a Call Taker enters the minimal information about an incident it must be immediately forwarded to dispatch, even if final data entry has not been completed.
5	The Call Taker must provide the option to put an unlimited number of partially completed call(s) on hold to retrieve at a later time.
6	When the Call Taker enters additional information to a current incident, the system must forward the updated communication to the Dispatcher.
7	The system must automatically alert the Call Taker of a possible duplicate call when two calls provide addresses that are in close proximity to each other – radius defined by the agency.
8	The Call Taker must have the ability to override geo-based addresses and system document overridden addresses.
9	The Call Taker must provide easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.

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<p>4.3 The following Call Taker Related Requirements are <b>TECHNICAL REQUIREMENTS</b> of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.</p>	
10	The system must alert all the appropriate Dispatchers when the Call Taker sends a call to dispatch.
11	Multiple Call Takers and Dispatchers must be able to work on the same call simultaneously.
12	The Call Taker must be able to enter individual officer activity.
13	The software must allow an unlimited number of Call Takers.
14	The system must allow for the Supervisor to take on any Call Taker position on demand.
15	The system must be able to schedule calls for future dispatch (i.e., parades, funerals, fairs, etc.) and assign to a specific unit.
16	The system must be able to display a list of all scheduled calls.
17	The system must allow for agency-defined CFS types.
18	When a CFS type is defined, the agency must be able to define default values for:
	a. Priority Indicator
	b. Progress Indicator
	c. Hazard Retention Duration
	d. UCR/IBR Report Required
	e. Questionnaires
19	Questionnaires must allow for answer/response to a question to:
	Change the Priority
	Change the Status
	Add Sub-questions Further Detailing the Response
20	The system must prompt (not automatic or mandatory) the user to change the CFS type based on the response to a question.
21	The questionnaire must create a default synopsis of the question, which must be saved and stored in the narrative of the call.

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4.3 The following Call Taker Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

22	Call questionnaires must provide pull-down window choices and free form text choices.
23	The icon displaying the CFS type on the map must be agency-defined.
24	Unit recommendations and overdue recommendations must be agency-defined.
25	The software must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.
26	The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.
27	When a rerouted unit is cleared, it must automatically be sent back to the original call.
28	Command line text must be agency-defined.
29	Commands used in the command line must be agency-defined.
30	The command line must carry out all unit/call commands.
31	The system must add the following vehicle information to a CFS including: <ul style="list-style-type: none"><li>a. VIN</li><li>b. State</li><li>c. Plate</li><li>d. Color</li><li>e. Model</li><li>f. Condition</li><li>g. Year</li><li>h. Style</li></ul>
32	The software must allow users to select a vehicle already entered into the system and send that information to State/NCIC if allowed in Louisiana.
33	As the call is being entered, any potential associated call must be made known to the Call Taker/Dispatcher.
34	The system must automatically track all activity by updating a CFS as part of the call.

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<p>4.3 The following Call Taker Related Requirements are <b>TECHNICAL REQUIREMENTS</b> of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.</p>	
35	Information about intersections, areas, sections, hydrants, etc., must be displayed based upon the entered address.
36	The Call Taker/Dispatcher/Officer working the call must be alerted of any known hazards or alerts known for an address/name/vehicle, etc.
37	The incident number for all responding agencies must be easily displayed.
38	The system must provide capability to add additional incident numbers for the CFS.
39	All narrative entered into an incident must be immediately available to everyone working the CFS.
	The following information must be maintained with each CFS:
	a. NCIC Responses
	b. All Known Associated Persons
	c. Special Response Information
	d. Unit Recommendation
	e. All Associated Vehicles
40	The system must allow a CFS to be canceled prior to dispatching it, recording the activity in history.
41	The system must provide the Call Taker/Dispatcher with a visual indicator if a call for service type has an associated questionnaire.
42	The software must maintain CAD commands and command descriptions, such as Open CFS, Add Narrative to CFS, Change Unit Status, etc.
43	The following commands must be available from the command line, or associated with a function key or function key combination:
	a. Add Narrative
	b. Associate One Call With Another
	c. Cancel CFS
	d. Clear CFS
	e. Exchange Units

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4.3 The following Call Taker Related Requirements are **TECHNICAL REQUIREMENTS** of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

f.	Open Alert Search
g.	Open Unit's Call Stack
h.	Open an Entered CFS
i.	Open Messages
j.	Open Notepad
k.	Open Questionnaire for CFS
l.	Open Scheduled Activity
m.	Enter a Quick Call
n.	Reroute a Unit to a Selected Call
o.	Send a Message to a User or Group of Users
p.	Send Rip and Run
q.	Open Unit Maintenance
r.	Refresh Screen
s.	Reroute a Unit to a Selected Call and Clear the Current Call
t.	Add a call to a Unit's Stack
u.	Send Tone Codes to the Tone Encode Hardware
v.	Change Unit Location
w.	Unit Check In
x.	Make a Unit a Primary Unit for the CFS it is Assigned to
y.	Update a Unit's Check in Time
z.	Update the Unit's Status
aa.	Open Mileage
bb.	Open Cleared Call Search
cc.	Open Command Line
dd.	Open Shift Processing

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4.3 The following Call Taker Related Requirements are **TECHNICAL REQUIREMENTS** of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

- |     |                                   |
|-----|-----------------------------------|
| ee. | Add to Unit Log                   |
| ff. | Retrieve Alarm Permit Information |
| gg. | Display Alarm Permit              |

#### 4.4 Dispatching Related Requirements

4.4 The following Dispatching Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	E911 calls must automatically generate and populate the call entry window with all known data (e.g., address, ESN number, registered name, phone number) based on the call-in number.
2.	The software must provide Dispatchers with access to all CFS information, such as narrative, hazards, unit information, etc.
3.	The dispatch screen must provide quick and easy access to all CFS information, specifically type, agency, status, phone number, address, cross street, nature of call, unlimited narrative and caller/complainant name(s).
4.	The system must provide the option to setup a dispatch position as Law Enforcement only, Fire only, EMS only, combined Fire and EMS, or combined Law Enforcement, Fire and EMS.
5.	The software must provide the option of restricting Dispatchers to only use related commands for Law Enforcement, Fire or EMS. For example, a Law Enforcement only setup will not allow the Dispatcher to access Fire Run Cards.
6.	Multiple Call Takers and Dispatchers must be able to work on the same call simultaneously.
7.	The call control panel must display all calls that are assigned to a dispatch position.
8.	The system must provide agency-defined security features to restrict commands and usage for each user.
9.	The software must provide Dispatchers with access to all unit recommendations and unit commands based on Law Enforcement, Fire and EMS access security.
10.	The software must provide the ability to access any CAD or RMS function based on authorized security.
11.	The system must provide the ability to filter (e.g., include or exclude) types of calls from the call control panel.
12.	The combined call function must be available from the dispatch position.
13.	The system must automatically alert the Dispatcher of a possible duplicate call when two calls provide addresses that are in close proximity to each other – radius defined by the agency.
14.	The software must provide agency-defined check-in times for officers to increase safety. When an officer exceeds the allotted time, the software must visually and audibly display a warning alerting the Dispatcher. The reminder must provide an override/reset feature.



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4.4 The following Dispatching Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

15.	The software must provide agency-defined dispatch timers based on CFS type and priority. The software must visually display a warning alerting the Dispatcher that too much time elapsed without assigning a unit(s) to the call.
16.	The software must provide the Dispatcher with easy access to the RMS name database for additional information on the Caller/Complainant, such as missing person, outstanding warrant, prior incidents, hazards, etc.
17.	Officer initiated quick call and traffic stop call entry functions must be accessible from the dispatch position.
18.	The software must allow for officer initiated quick calls and traffic stops to be transferred to a regular incident/call.
19.	The software must allow Dispatchers to override geo-base addresses, run priority and unit recommendations.
20.	The software must have the ability to sort the CFS window up to two levels.
21.	The software must support an unlimited number of dispatch positions.
22.	The system must provide the ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.
23.	The system must be able to reroute a unit from one call to another in a single command and stack the original call against the rerouted unit.
24.	The software must display pre-built shift rosters and allow dispatchers to put multiple units on shift in a single keystroke.
25.	The system must provide the ability to track mileage for each unit on-shift and off-shift.
26.	A call control panel must display active CFS.
27.	The call control panel must filter or subset the active calls by:
	a. Dispatched Calls vs. Non-dispatched Calls
	b. Police Calls
	c. Sheriff Calls
	d. Fire Calls

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4.4 The following Dispatching Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

	e. EMS Calls
	f. Specific Coverage Area/Beats
	g. Specific Priority
28.	The call control panel must sort by:
	a. Priority
	b. Unit Number
	c. Call Type
	d. Address
	e. Call for Service Number
	f. Jurisdiction
29.	Dispatchers must be able to quickly dispatch units from a displayed list of available units in the call control panel.
30.	The system must be able to dispatch units and perform call-taking activities simultaneously.
31.	All Dispatcher/Call Taker positions must be able to filter calls by agency including or excluding specific agencies.
34.	The system must provide a mapping interface to GeoLynx with the ability to plot incidents/calls and the units on a street map. The plotting of the incident/unit information must be a by-product of normal dispatch.
35.	To dispatch a unit, the software must allow the user to drag and drop a unit to the call control panel.
36.	From the unit control panel, a dispatcher must have access to a list of available calls and dispatch the units to calls.
37.	The software must maintain CAD commands and command descriptions, such as Open CFS, Add Narrative to CFS, Change Unit Status, etc.
38.	The following commands must be available from the command line, or associated with a function key or function key combination:
	a. Add Narrative

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4.4 The following Dispatching Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

b.	Associate One Call With Another
c.	Cancel CFS
d.	Clear CFS
e.	Exchange Units
f.	Open Alert Search
g.	Open Unit's Call Stack
h.	Open an entered CFS
i.	Open Messages
j.	Open Notepad
k.	Open Questionnaire for CFS
l.	Open Scheduled Activity
m.	Enter a Quick Call
n.	Reroute a Unit to a Selected Call
o.	Send a Message to a User or Group of Users
p.	Send Rip and Run
q.	Open Unit Maintenance
r.	Refresh Screen
s.	Reroute a Unit to a Selected Call and Clear the Current Call
t.	Add a call to a Unit's Stack
u.	Send Tone Codes to the Tone Encode Hardware
v.	Change Unit Location
w.	Unit Check In
x.	Make a Unit a Primary Unit for the CFS it is Assigned to
y.	Update a Unit's Check in Time
z.	Update the Unit's Status

4.4 The following Dispatching Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

	aa.	Open Mileage
	bb.	Open Cleared Call Search
	cc.	Open Command Line
	dd.	Open Shift Processing
	ee.	Add to Unit Log
	ff.	Retrieve Alarm Permit Information
	gg.	Display Alarm Permit

#### 4.5 Supervisor Related Requirements

4.5 The following Supervisor Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	The software must provide Supervisors with the ability to easily take over any Call Taker or Dispatcher position.
2.	The software must provide Supervisors with the ability to easily support Call Takers and Dispatchers from their own display station, as needed.
3.	The software must provide Supervisors with complete access to unit assignments and replacements features.
4.	When a Supervisor fills in for a Dispatcher or Call Taker, a simple process must be available to “temporarily” log on.
5.	The software must provide Supervisors with the ability to track current and hourly CFS by Dispatcher assigned calls or by area.
6.	The software must provide Supervisors with the ability to maintain command and functional access for Call Takers and Dispatchers, allowing call for service assignment transfers.
7.	The software must provide Supervisors with the ability to maintain single and combined incident type call priority to help maximize Dispatcher efficiency.
8.	The software must allow Supervisors to easily track ride-a-long personnel on shift and in the unit history database for future reference.

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4.5 The following Supervisor Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

9.	The software must allow Supervisors to easily maintain police unit assignments and unit replacements.
10.	The software must allow Supervisors to easily maintain police patrol assignments and patrol backups.
11.	The software must allow Supervisors to easily maintain Fire/EMS stations and station backups.
12.	The software must allow Supervisors to easily maintain Fire/EMS unit run cards.
13.	The software must allow Supervisors to easily maintain Fire/EMS tone information.
14.	The software must allow Supervisors to easily maintain CAD profiles and users.
15.	The software must allow Supervisors to easily maintain Call Taker/Dispatcher command and function key security.
16.	The software must allow Supervisors with appropriate specific password for this function to easily maintain Geo-file information, including street names, street segments, cross-streets and area/section.
17.	The software must allow Supervisors to easily maintain unit timers used for officer safety.
18.	The software must allow Supervisors to easily maintain CAD jurisdiction control information.
19.	The software's level of Supervisor security must be by user, group of users and screens.
20.	The software must allow a "Be On the Look Out" (BOLO) to be entered for a vehicle, including make, model and narrative.
21.	When entering a BOLO for a person, the software captures sex, race, height, and a field for unlimited narrative entry.
22.	The software must allow the entry of alerts or hazards on an as-needed basis.
23.	Based on the address the software must to notify the Supervisor of the alert or hazard

#### 4.6 Human Resources Related Requirements

4.6 The following Human Resources Related are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	The software must require first name, last name and ID number to enter a personnel record.
2.	The software must support personnel records by ORI and ID number.
3.	Only authorized users may have access to a personnel record.
4.	When attaching a case to a personnel record, the software must only show the officer's name and agency address.
5.	A recent picture of the employee must be displayed on the initial screen of the personnel record.
6.	Each personnel record must support multiple education/training records and require course code and course date.
7.	The personnel record must show the hours summary extracted from the Officer Activity Scheduling and Reporting module to include vacation time, sick time, over time, hours worked, etc.
8.	Personnel records must support the attachment of other documents.
9.	The personnel record must support multiple assignments and require assignment date and type.
10.	The personnel record must support multiple issued equipment records and require issued date, item type and quantity.
11.	The software must allow for a universal way to search for and select officer ID numbers throughout the suite.

#### 4.7 CAD Messaging Related Requirements

4.7 The following Messaging Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	The software must provide voiceless communications through messaging between Dispatchers, Call Takers, Mobile Data / Computing Terminals (MCT, MDT), and other agency-defined users.
2.	The software must provide a separate message screen that shows all Call Taker, Dispatcher and Mobile Computing messages sent to the Caller Taker/Dispatcher.

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4.7 The following Messaging Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

3.	The software must allow a CAD user to send and store messages to other users, groups, positions or MCTs / MDTs.
4.	The software must allow a message to be sent to multiple recipients.
5.	The software must allow a user to store a received message and delete a message.
6.	The software must be able to log all sent messages.

#### 4.8 Call Scheduling Related Requirements

4.8 The following Call Scheduling Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	The software must automatically schedule CFS for future dispatch to help manage special events, such as parades, festivals, prisoner transport, etc.
2.	The software must allow events to be created by a call or by sending a message.
3.	The software must be able to display a list of all scheduled calls.
4.	The software must allow a user to manually activate a call.
5.	Authorized users must have the ability to activate a scheduled call at any time.
6.	The software must send a message when the scheduled activity occurs.
7.	The software must support location override for scheduled calls.

#### 4.9 Call Stacking Related Requirements

4.9 The following Call Stacking Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

1.	The software must allow units to be assigned to multiple calls at the same time.
2.	The software must allow a user to view a unit's call stack to see what call the unit is on, and what calls the unit will be handling next.

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4.9 The following Call Stacking Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate.

3.	The software must allow a user to assign all calls of a certain type to a specific unit, such as K-9, Bicycle, Foot Patrol.
4.	The software must have only one call that is active per unit.
5.	The software must be set up by ORI to allow automatic dispatching of a unit when the unit is available.
6.	The software must have the calls sorted in the order to be dispatched, with the original order of first in, first out (FIFO).
7.	The software must allow the user to reorder the call stack, delete a call for service from the stack, and transfer a CFS to another unit's stack.
8.	The software must allow the flexibility of placing a CFS on a call stack and not have it automatically dispatched with that unit.
9.	The software must allow a call to be added to a unit's call stack by either using the command line, by dragging and dropping, or by right-clicking on the unit.

#### 4.10 Dispatch Questionnaire Related Requirements

4.10 The following Dispatch Questionnaire Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The agency must be able to define and associate a questionnaire to each CFS type, as wanted by the agency.
2.	If a CFS type has an associated questionnaire, the system must provide the Call Taker/Dispatcher with a visual indicator.
3.	The software must have an unlimited number of questions, and an unlimited number of pre-set answers for each question.
4.	Once the current question of the questionnaire is answered, the <i>next</i> button is activated.
5.	Once a question is answered, the <i>previous</i> button is enabled.
6.	The questionnaire(s) must have the ability to have the responses selected from a pre-set list of valid answers from a pull-down window, or entered as a free-form text.
7.	The questionnaires must allow for an answer to a question to change the priority and the status, as well as add sub-questions to further detail the response



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8.	The questionnaire must provide the ability to prompt the user to change the CFS type based on a question's response. This is not an automatic or mandatory change, but a prompt.
9.	The questionnaire must have the ability to create a default synopsis of the questionnaire, which is updated as questions are answered.
10.	When the questionnaire is closed or saved, the default synopsis is stored in the narrative of the call.
11.	The software must allow the user to write the synopsis to narrative immediately, so other users can view while the call taker continues to collect information.
12.	The software must only allow one questionnaire narrative entry at time, because if the user changes answers to questions, the current synopsis narrative will be updated with the current synopsis.

#### 4.11 CAD Units Related Requirements

4.11 The following CAD Units Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Law Enforcement unit recommendations must be incident type specific and allow for multiple levels of backup.
2.	Law Enforcement unit recommendations must support different unit types (i.e., one-man, two-man or K-9) to respond to a CFS based on the incident type, priority and in-progress flag.
3.	The software must support changing the unit's assigned primary police beat during the shift.
4.	The software must support second and third level police beats to be initially setup for a unit at the beginning of a shift or to be changed during the shift.
5.	All Law Enforcement, Fire or EMS unit activity must be captured in a unit history database.
6.	The Law Enforcement, Fire or EMS unit recommendation maintenance must maintain operating procedures on each incident type.
7.	All Law Enforcement, Fire or EMS unit personnel activity must be captured in a unit personnel history database.
8.	The software must allow agency-defined icons to represent unit types.
9.	Fire/EMS recommendation setup must support unit type.
10.	Fire/EMS recommendations must incorporate backup units, move up and stand by units, and backup stations.

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4.11 The following CAD Units Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

11.	The software must have the option to determine if the unit will display on the unit status panel if the unit is not on a call.
12.	The software must assess if there is proper staffing available to dispatch the unit.
13.	The system must allow the agency to define an icon for each type of unit as defined by the agency.
14.	The system must include a pre-defined set of typical unit statuses that can be modified by the agency.
15.	The software must allow the setup of timers based on ORI, Unit Type, Status and Priority.
16.	The software must allow authorized users to create timers for all unit types.
17.	The software must allow authorized users to update timers for all unit types.
18.	The software must support tracking on-shift mileage for all units.
19.	The software must support tracking off-shift mileage for all units.
20.	The software must support the starting and ending odometer reading or total mileage of a unit for a CFS.
21.	The software must generate a unit log, showing all actions that unit had taken.
22.	The unit log must show date/time of entry, status, action, CFS #, CFS type, CFS location and unit location.
23.	Maintenance on units must allow entry of the following:
	a. Agency-based Unit Type
	b. Unit Alias
	c. Radio Number
	d. Unit MCT / MDT ID

#### 4.12 Hazard / Alerts Related Requirements

4.12 The following Hazard / Alerts Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must alert the Call Taker, Dispatcher and/or Officer of previous CFS at a location.
2.	The software must alert the Call Taker, Dispatcher and/or Officer if an active warrant exists for any person at the location or for the caller/complainant.
3.	The software must alert the Call Taker, Dispatcher and/or Officer if any state or federal gun permits are at the location or guns are registered to the caller/complainant.
4.	The software must alert the Call Taker, Dispatcher and/or Officer if the caller/complainant is a known offender, a suspect in an open case, or a career criminal.
5.	The software must alert the Call Taker, Dispatcher and/or Officer if hazardous material is stored at a business site.
6.	The software must alert the Call Taker, Dispatcher and/or Officer if there is any serious medical information concerning a person at the location.
7.	The software must alert the Call Taker, Dispatcher and/or Officer if the location has an associated vacation check or house watch.
8.	The software must alert the Call Taker, Dispatcher and/or Officer if the location is a known crash pad or drug site.
9.	The software must alert the Call Taker, Dispatcher and/or Officer if a building pre-plan or Geo-file information exists for the location.
10.	The software must alert the Call Taker, Dispatcher and/or Officer if orders of protection are associated with the location and/or caller/complainant.
11.	The system must provide the ability to reactivate an alert if the system falsely expires that alert.
12.	The software must alert the Call Taker, Dispatcher and/or Officer of a possible duplicate call if two calls have addresses that are near each other.
13.	The software must alert the Call Taker, Dispatcher and/or Officer if a unit has gone over its allocated time, as setup for the CFS type to increase officer safety.
14.	The software must have the ability to set a timer for call for service types based on priority. This timer alerts the dispatcher that an agency-specified time has elapsed and no units have been assigned to the called.
15.	The software must alert the Call Taker, Dispatcher and/or Officer on an as-needed basis.

4.12 The following Hazard / Alerts Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

16.	The software must allow the user to create an alert with a category, description, and duration of time and an assigned priority for the alert.
17.	The software must allow the user to change the priority of system-generated alerts.
18.	The software must allow for all alerts to be purged within an expired date range.
19.	The software must automatically purge all expired alerts and move them to the historical alert log.

**4.13 Geo-File Related Requirements**

4.13 The following Geo-File Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The Geo-file must provide for the entry of the following data :
	a. Block Range
	b. Individual Address Entry Not Required But Can Be Used
	c. MSAG Street Name
	d. Alias Street Names
	Common Names (e.g., Burger King, City Library, etc.)
	Street Type (e.g., street, road, avenue, court, etc.)
	Intersection/Cross Streets
	Odd/Even Side of Street
	Law Enforcement, Fire or EMS Agency Responding
	Law Enforcement, Fire or EMS District
	Law Enforcement Area, Section and Patrol Beat
	Fire Area, Section, or District Number (1-9)
	Fire Station
	Map Grid
	Precinct
	Ward

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4.13 The following Geo-File Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

	Neighborhood Group
	Subdivision Reference
	Gas, Electric, Water, Sewer and Other
	Census Tract
	Map Reference (Map Number and Map Block)
	Special Response Information
2.	The geo-verification process supports translation of common names to an address location.
3.	The software must verify the address of the call location based on MSAG address, cross streets, common name and latitude-longitude.
4.	The system must geo-verify the address to make sure that the address is within the agency's jurisdiction.
5.	The software must have agency-defined fields within geo-file.
6.	The software must allow authorized users to override the geo-validation process.
7.	The geo-verification process must display a list of the closest matches.
8.	The geo-verification process must display a map showing the location of the closest matches or where the exact match is.
9.	The geo-verification process must allow geographic area information to trigger certain CAD events such as recommendations, ORI selection and Rip and Run Cards.

**4.14 Note Pad Related Requirements**

4.14 The following Note Pad Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must allow a note pad function that allows CAD users to type in any unlimited text and store the text within CAD.
2.	The software must have the ability to leave electronic shift notes
3.	The software must support a subset of information by type.
4.	The software must allow a document to be attached via standard document controls.

4.14 The following Note Pad Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

5.	Note pad entries must be date/time stamped.
6.	The system must allow a purge function that will delete note pads prior to date/time and have optional criteria to purge by note pad type and and/or created by user.
7.	The software must allow note pads to be marked and only allow manual deletes.

#### 4.15 Rip and Run Related Requirements

4.15 The following Rip and Run Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must allow rip and run reports to be generated by a network printer, remote rip and run printer or fax.
2.	The software must allow the user to browse the network for available printers, and for remote printers or fax machines with the ability to enter phone number/access number for dialup connection.
3.	The software must have the ability to determine when rip and run reports are sent – by creation of a call, first unit dispatched within a station, any unit dispatched, or upon clear.

#### 4.16 Run Card Requirements

4.16 The following Run Card Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must allow the creation of run cards to define fire and EMS recommendations that are used to dispatch units based on the CFS type, fire or EMS district, and time of day for a business.
2.	The software must allow the user to assign a priority to the CFS, and enter the date/time range that the run card is active.
3.	The software must allow the user to define units or unit type/stations to a CFS based on Fire district (quadrant) and CFS type.
4.	The software must allow a user to define alarm levels for run cards.

4.16 The following Run Card Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

5.	The software must support station dispatch, which allows all units or unit types within the station to be placed in the status defined by the action.
6.	The software must allow for multiple backups so that if the first backup is unavailable, the system will check for the next available backup.
7.	The software must have the ability to add special response narrative for run cards
8.	The Supervisor must be able to maintain Fire/EMS unit run cards.
9.	The software must be able to create a Fire run card, an EMS run card and a joint Fire and EMS run card listing and exception report.
10.	The software must allow units on a Fire and EMS run card to be placed in the assigned status.
11.	The software must recommend most functions for dispatchers.
12.	Fire/EMS run card recommendations must be assigned by incident type based on activity for an address or business; overrides must be stamped by day of week and time of day.

#### 4.17 Tone Alert Related Requirements

4.17 The following Tone Alert Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The supervisor must be able to maintain Fire/EMS tone information.
2.	The software must provide the ability to send tones to encoder devices that can control Fire station alarms and pages.
3.	The software must be able to create a tone code listing report.
4.	The software must create a list of tone codes based on station and CFS type.
5.	The software must order the tone codes that are recommended for a particular CFS and station.
6.	The tone codes must be unique based on station, CFS and sequence number.
7.	The software must allow the ability to bring up a list of tones based on units that are being recommended for dispatch or assignment.
8.	The software must allow the creation of exception cards.

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4.17 The following Tone Alert Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

9.	The software must be able to handle multiple levels of alarm responses.
10.	The software must have the ability to incorporate Fire/EMS mutual aid packages.
11.	The software must support agency-defined run/exception cards.

#### 4.18 Unit Status Control Panel Related Requirements

4.18 The following Unit Status Control Panel Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must allow the user to customize the toolbar for the unit status control panel.
2.	The software must allow multiple unit status control panels to be opened with different configurations based on the level of security.
3.	The software must provide the ability to filter or subset the list in the unit status control panel.
4.	The software must allow to subset by agency type, allowing the selection of multiple agency types within one unit status control panel.
5.	The software must allow the user to drag and drop a unit from the unit status control panel to a call on the call control panel.
6.	The software must allow a user to change a unit's status, open the unit's call stack, and reroute a unit within the unit status control panel.
7.	From the unit status control panel, a user must be able to get a list of all available calls and dispatch the unit to the call.
8.	An option must be available to determine if the unit will display on the unit status control panel if the unit is not on a call.
9.	The software must include a pre-defined set of typical unit statuses.
10.	The software must allow the agency to modify the statuses that a particular unit can be assigned.
11.	The software must automatically refresh the unit status control panel when information is updated.

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#### 4.19 Unit Recommendation Related Requirements

4.19 The following Unit Recommendation Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
1.	Police unit recommendations must be specific to the CFS type and allow multiple levels of backup.
2.	Police unit recommendations must provide for different types of units, such as one-man, two-man or K-9, to respond based on the CFS type, priority and in-progress flag.
3.	Primary police beat can be assigned to a unit at the beginning of a shift or it can be changed during the shift.
4.	Second and third level police beat can be initially setup for a unit or it can be changed during the shift.
5.	Fire/EMS unit recommendations must incorporate backup units, move-up units, stand by units and backup stations.
6.	The software must provide the user with the ability to adjust the priority and the number of recommended units.
7.	The software must be able to swap or exchange one unit with another, and record that the first unit was initially dispatched, and then exchanged with the second unit.
8.	All police, fire or EMS unit activity must be captured in a unit history database.
9.	The system must provide access to the unit recommendation process as part of the incoming call.
10.	Dispatch must have access to all unit recommendations and unit commands based on police, fire and EMS access security.
11.	As a part of the police, fire or EMS unit recommendation maintenance, the software must maintain operating procedures on each CFS type.
12.	The software must define the icon for the unit type using stand PC tools.

#### 4.20 ORI Maintenance Related Requirements

4.20 The following ORI Maintenance Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
1.	The software must to maintain all ORIs, including operating ORIs and reference ORIs.

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4.20 The following ORI Maintenance Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

2.	The software must support corresponding values based on various CAD and RMS modules for operating ORIs only.
3.	The software should require the following fields: ORI, ORI Abbreviation, Agency Type, Agency Name, Full Address and the Maximum Juvenile Age.
4.	The software must automatically dispatch stacked calls in order when a CFS is cleared.
5.	The software must create an incident for a particular ORI.
6.	When mutual aid (different ORI) is being given, the software must always generate an incident.
7.	When mutual aid (different ORI) is being given, the software must generate an incident when a unit of the same agency type responds.

**4.21 Data Analysis Crime Mapping / Management Reporting Related Requirements**

4.21 The following Data Analysis Crime Mapping / Management Reporting Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The module must automate the reporting process using a report wizard to walk users through the steps.
2.	Authorized users must be able to run a query on any field in the RMS software to generate reports.
3.	The Management Reports must track statistical, operational, investigative, management and administrative data.
4.	The module must be fully integrated with RMS and all optional modules.
5.	Once data is extracted from a query, the user must be able to:
	Save and Edit Later
	Export to Desired Format
	Generate and Print Final Report
6.	Users can only query data they are authorized to view within the system.
7.	The module must support the following report formats:
	HTML

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4.21 The following Data Analysis Crime Mapping / Management Reporting Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

	Excel
	Word
	XML
	Text
8.	The module must allow users to customize reports by:
	Font
	Colors
	Alignment
	Adding Titles and Subtitles
	Adding Graphics, such as Agency Logo
9.	The module must support electronic transfer of reports to management officials.
10.	The module must provide customizable pull-down menus that allow users to quickly select data to query.
11.	The module must automate the reporting process using a report wizard to walk users through the steps.
12.	The module must be fully integrated with CAD and all optional modules to eliminate redundant data entry.
13.	The software must create reports and graphs and plot all incidents on a map to show the following information, but not limited to:
	Incidents near specific businesses, such as liquor stores
	Incidents near specific street, cross streets, stop lights, etc.
	Incidents near specific schools
	Incidents in specific regions
	Incidents by type
	Incidents by date/time
14.	The software must provide an agency-defined list of topics located in the drop down menus, including:

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4.21 The following Data Analysis Crime Mapping / Management Reporting Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

	Accidents
	Incidents
	Cases
	Offenses
	Arrests
	Warrants
	Tickets/Citations
	Jackets
	Quick Calls
	Property
	Case Subjects
	Fire Incidents
	Bookings
	Cad Logs (manpower analysis)
	Field Investigations
15.	The wizard must allow the user to specify the following information, but not limited to:
	Date and Date Ranges
	Time and Time Ranges
	ORIs
	Address and Address Ranges
	Types
	Maps
	Specific Beats
16.	The user must have the ability to name the query to quickly access the same information at a later date.

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4.21 The following Data Analysis Crime Mapping / Management Reporting Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

17.	Once data is extracted from a query, the user must be able to:
	Save and Edit Later
	Export to Desired Format
	Generate and Print Final Report
18.	Users can only query data they are authorized to view within the system.
19.	The module must support the following report formats:
	HTML
	Excel
	Word
	XML
	Text
20.	The module must allow users to customize reports by:
	Font
	Colors
	Alignment
	Adding Titles and Subtitles
	Adding Graphics, such as Agency Logo
21.	The module must support electronic transfer of reports to management officials.
22.	The module must provide customizable pull-down menus that allow users to quickly select data to query.
23.	The module must allow for agency-defined icons to represent records from the query.
24.	The module must allow mouse-over on each icon shown on the map to illustrate detailed information about the incident, accident, etc.
25.	The module must allow for zoom and pan.
26.	The module must allow the user to apply different layers for more details.

4.21 The following Data Analysis Crime Mapping / Management Reporting Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

27.	The module must have a density map to provide a number of levels, including crime areas, streets, common places, etc.
28.	The module must have a hot spot map to show high crime areas.
29.	Data must be able to be imported into other spreadsheet or database programs so users can create quality, meaningful reports, graphs and/or pie charts to identify crime trends or patterns.
30.	The module must be able to map crime trends by M.O., location, subject or weapon to help investigate crimes.

#### 4.22 CAD Briefing Notes (BOLOs) Related Requirements

4.22 The following CAD Briefing Notes (BOLOs) Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must provide field officers with a daily summary report of updates, information and alerts.
2.	The daily summary report must include information on wanted/missing persons, outside alerts, stolen vehicles and personal/property crimes.
3.	The software must support BOLOs for vehicles, including make/model and narrative.
4.	The software must support BOLOs for people, including attributes for sex, race, height and narrative.
5.	The software must allow for an expiration to be setup for a BOLO.
6.	The software must support BOLO jacket and global vehicle processing.

#### 4.23 Service Vehicle Rotation Related Requirements

4.23 The following Service Vehicle Rotation Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must quickly and equitably send wreckers, ambulances or other service vehicles to a specific location.
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4.23 The following Service Vehicle Rotation Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

2.	The software must setup wrecker response based on geographic coverage, hours of operation, type of equipment or service required, as well as company's place in the dispatch sequence.
3.	The software must maintain a database of service vehicle providers that want to maintain a rotation schedule.
4.	The software must show where in the rotation a provider is placed if a special event occurs when attempting contact.
5.	The software must automatically position the second company in the first position when the first company is selected.
6.	The software must allow the user to dispatch the next company, when unable to reach the first company in line, without moving the first company to the bottom of the rotation sequence.
7.	The software must provide a master file report alphabetically and must record a rotation history list by company, selected dates or by geographic coverage areas.
8.	The software must generate a service vehicle log and service rotation listing.
9.	The software must generate a geographic coverage report of all agencies that a service specific areas.
10.	The system must provide Wrecker/Ambulance Rotation software to help Dispatchers dispatch a wrecker or private ambulance to a call.

**4.24 Interface to Records Related Requirements**

4.24 The following Interface to Records Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The CAD system must seamlessly integrate with the RMS provided by the same vendor, including the transfer of CAD incident information to the RMS and transfer of hazard information on persons and locations to CAD to alert dispatchers/ officers of potentially threatening situations.
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#### 4.25 State / NCIC Related Requirements

4.25 The following State / NCIC Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
1.	The CAD software must provide a link to the State/NCIC network to run license plate and warrant checks.
2.	The CAD software must provide a link to the State/NCIC network to automatically attach a CAD inquiry to the incident/call database.
3.	The interface must have the capability for a single query to be directed to the State/NCIC, the local database or both.
4.	The State/NCIC interface must provide user-defined format screens.
5.	The Interface must log all transactions into a history file for viewing and reporting purposes.
6.	The Interface must provide or support an online interface from the CAD application to the State/NCIC database.
7.	The interface must provide access to NCIC forms within CAD.
8.	The interface must provide access to NCIC history within CAD.
9.	The software must allow authorized users to setup automatic transmission of license plate or driver license information based on CFS type.
10.	All automatic transmissions that are attached to a CFS must be logged on the call and be easily accessed.
11.	All responses that can be matched to the original transmission and is attached to a CFS will be logged on the call in the same area as the transmissions.

#### 4.26 Pager Interface Requirements

4.26 The following Pager Interface Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
1.	The software must automatically send a page to dispatched personnel with basic CFS information once an incident is dispatched in CAD.
2.	The software must send text pages, using freeform text, to field personnel with alphanumeric pagers.
3.	The software must send text pages to groups of pagers.

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4.26 The following Pager Interface Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
4.	The software must attempt to return an error message if the page is not successfully sent to a pager.
5.	The software must allow for the entry and maintenance of pagers or groups of pagers that have been added to the pager software.

**4.27 E911 Interface Related Requirements**

4.27 The following E911 Interface Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
1.	The E911 interface must provide an interface between the Sentinel 911 E911 system and the CAD system.
2.	The interface must automatically link E911 data into the software system via an API or SDK on the same computer.
3.	The CAD software must be able to load data directly from the Sentinel 911 E911 system.
4.	The system must be able to accept data from a caller ID system.
5.	The interface must provide the ability to transfer and maintain the following data elements from the phone company's database to the CAD system:
	a. Telephone Number
	b. Time of Call
	c. Date of Call
	d. Customer Name
	e. House Number
	f. House Number Suffix
	g. Street Name
	h. Zone (ESN)
	i. City/Community
	j. Class of Service

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4.27 The following E911 Interface Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

	k. Operator Position
6.	The interface must accommodate telephone file layout changes without needing a programmer on site.
7.	The interface must provide the ability to discriminate between class of service on the telephone ALI record and appropriately handle the class of service field on the CAD screen.
8.	The interface must allow for validation checks against:
	a. Address verification file
	b. Active calls for service
	c. Previously entered hazards
	d. Activate various checks in an E911 control file
	e. Cell phone capability to plot caller location
	f. EMS Questionnaire
	g. AVL
	h. Building Watch
	i. Ability to Lookup Personnel History
	j. Ability to Log Ride-a-longs
	k. Accept or Override Priority
	l. Unlimited Filter Capability
	m. Store Window Preference
	n. Check Subject, Vehicle and Location Geo-file
	o. Ability to Add Narrative to Call
9.	The interface must provide the ability to perform the following statistical analysis reports:
	a. Total calls log within a user-selected data range.
	b. Number of calls within a user-selected date and time range within a user-selected geo-graphic portion of the jurisdiction.

#### 4.28 Emergency Medical Dispatch Related Requirements

4.28 The following Emergency Medical Dispatch Related Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must seamlessly interface with Emergency Medical Dispatch Protocol Systems such as ProQA EMS Dispatch, a third party application provided by Priority Dispatch Corporation or another system of comparable capability.
2.	ProQA must automatically launch upon agency-defined call types.
3.	ProQA must be able to be called from the CAD Command Line.
4.	CFS information must be transferred from CAD to ProQA via a text file that meets ProQA technical specifications.
5.	ProQA response information is written to CAD narrative for the CFS.

#### 4.29 Report Generation – System Set Up Requirements

4.29 The following Report Generation – System Set Up Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	Scheduled Call Listing
3.	Command Listing
4.	Jurisdiction Listing
5.	Validation and Context
6.	Context Listing
7.	Validation Set Listing
8.	Validation Set and Context Listing
9.	Context and Validation Set Listing
10.	Validation Set Detail

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#### 4.30 Report Generation – Maintenance - Requirements

4.30 The following Report Generation – Maintenance - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	Security Listing Report
3.	User Listing Report
4.	Scheduled Calls Listing Report
5.	Command Listing Report
6.	Jurisdiction Listing Report
7.	Validation and Context Report
8.	Call for Service Type Listing
9.	Run Card Listing
10.	Run Card Exceptions Listing
11.	Geo-Verification Override By User Report
12.	Geo-Verification Override by Venue Report
13.	Geo Cross Street Listing
14.	Geo Street Listing by Venue
15.	Geo Street Listing by Street Name
16.	Beat Listing
17.	Unit Status Listing
18.	Unit Listing
19.	Unit Area Assignment Listing
20.	BOLO Listing
21.	Location Hazard/Alert Report
22.	Building Watch Listing
23.	Personnel Listing
24.	Monthly Education Summary

4.30 The following Report Generation – Maintenance - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

25.	Employee Education Report
26.	Course Code Listing
27.	Re-certification Schedule Report

#### 4.31 Report Generation – Security - Requirements

4.31 The following Report Generation – Security - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	Security Listing
3.	Group Listing
4.	Feature Group Listing
5.	Component Listing by Component Name
6.	Component Listing by Feature Group Name
7.	User Listing

#### 4.32 Report Generation – Analysis - Requirements

4.32 The following Report Generation – Analysis - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	Area/Section Activity Report
3.	Area/Section Activity Detail Listing
4.	Area Activity Summary Report
5.	Beat Listing

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4.32 The following Report Generation – Analysis - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

6.	Building/Geo- Location Listing
7.	CAD Commands Listing
8.	CAD Jurisdiction Control Listing
9.	CFS Activity Report
10.	CFS Analysis Report
11.	CFS Breakdown by Month Report
12.	CFS Breakdown Priority and Day of Week Report
13.	CFS Summary by Shift Report
14.	CFS Report
15.	Crime Summary by Shift Report
16.	Combined Incident/Call Types Listing
17.	Daily CFS Log
18.	Daily Incident Log
19.	Detailed CFS Report
20.	Geo-Cross Street Listing
21.	Geo-Master Listing
22.	Geo-Verification Override Report by User
23.	Geo-Verification Override Report by Venue
24.	Grid Activity (Summary and Ranking) Report
25.	Hour of Day Activity (Summary and Ranking) Report
26.	House Watch Listing
27.	Incident/Call Activity Report by Section
28.	Incident/Call Analysis Reports
29.	Incident/Call Classification by Area Report
30.	Incident/Call Classification by Shift Report

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4.32 The following Report Generation – Analysis - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

31.	Incident/Call Classification by Station Report
32.	Incident/Call Detail Listing
33.	Incident/Call Type Listing
34.	Note Pad Listing
35.	Personnel History Log
36.	Quick Call Incidents/Calls Listing
37.	Radio Log
38.	Response Time Analysis by Area/Section/Priority Report
39.	Run Card Report
40.	Shift Activity Summary Report
41.	Station Activity (Summary and Ranking) Report
42.	Station Listing
43.	street Name Listing
44.	Tone Code Listing
45.	Unit Assignments Listing
46.	Unit Log
47.	Unit Replacements Listing

**4.33 Report Generation – Statistical - Requirements**

4.33 The following Report Generation – Statistical - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	CFS Breakdown by Month
3.	CFS Breakdown by Priority

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4.33 The following Report Generation – Statistical - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

4.	CFS by Area
5.	CFS by Disposition
6.	CFS by Source
7.	CFS by Unit
8.	Statistical Activity
9.	Hour of Day Activity Summary
10.	Hour of Day Activity
11.	Classification by Area
12.	Area Activity Summary
13.	Area/Section Activity
14.	Grid Activity Summary
15.	Grid Activity Ranking

**4.34 Report Generation – Call Set Up - Requirements**

4.34 The following Report Generation – Call Set Up – Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	CFS Type Listing
3.	Run Card Listing
4.	Run Card Exceptions Listing

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#### 4.35 Report Generation – Units - Requirements

4.35 The following Report Generation – Units - Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

Report Items such as :

1	Unit Status Listing
2.	Unit Listing
3.	Unit Area Assignment Listing

#### 4.36 Report Generation – GEO - Requirements

4.36 The following Report Generation – GEO – Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	GEO Verification Override by User
3.	GEO Verification Override by Venue
4.	GEO Cross Street Listing
5.	GEO Street Listing by Venue
6.	GEO Street Listing by Street Name
7.	Beat Listing

#### 4.37 Report Generation – Notice - Requirements

4.37 The following Report Generation – Notice – Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	BOLO Listing
3.	Location Hazard/Alerts
4.	Building Watch Listing
5.	Alert Listing

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#### 4.38 Report Generation – Personnel - Requirements

4.38 The following Report Generation – Personnel – Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	Personnel Listing
3.	Monthly Education Summary
4.	Employee Education
5.	Course Code Listing
6.	Recertification Schedule

#### 5.39 Report Generation – Specialized - Requirements

4.39 The following Report Generation – Specialized – Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Report Items such as :
2.	Service Vehicle by Area Listing
3.	Service Vehicle Categories Listing
4.	Service Vehicle Types Listing
5.	Service Rotation Company Listing
6.	Service Vehicle Log
7.	Service Vehicle by Area Listing
8.	TDD History Report
9.	E-911 History Listing
10.	TDD (Tone Device for the Deaf) History Listing
11.	Wrecker Master Listing
12.	Wrecker Rotation History Report
13.	Wrecker Geo- Master Listing

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4.39 The following Report Generation – Specialized – Requirements are TECHNICAL REQUIREMENTS of the CAD system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate	
14.	Ambulance Master Listing
15.	Ambulance Rotation History Report
16.	Ambulance Geo-Master Listing

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## 5.0 Records Management Software Requirements

### 5.1 General Requirements

**5.1 The following are GENERAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1	The RMS must fully integrate with the CAD software and be provided by the same vendor. Full integration must include automatic, seamless transfer of critical information between CAD, Mobile Computing, and RMS . Examples include transfer of CAD incident information to RMS and transfer of hazard information on persons and locations to alert dispatchers of potentially threatening situations for officers.
1.	The software must allow for aliases on the validation sets in the event that authorized personnel must send codes to outside agencies.
2.	The software must be able to associate codes to more than one location or panel when the same validation table entries are used in multiple locations.
3.	A toolbar must provide tasks such as:
	Open
	Save
	Delete
	Cut
	Copy
	Paste
	New
	Print
4.	The toolbar must be flexible enough to add buttons for quick access to other installed applications.
5.	The system must provide the ability to quickly and easily assign default agency-defined codes.
6.	The software must utilize self-cleansing windows, allowing users to open and use multiple (minimum of 20) child windows simultaneously and be able to tile and cascade the child windows.

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**5.1 The following are GENERAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

7.	The software must have a tabular design, allowing access to multiple layers within the system from the same screen.
8.	The agency staff must be able to adjust commonly altered variables such as codes, tables, report parameters, etc., without the services of a professional programmer.
9.	The software must provide a table look-up capability for frequently entered information; once the data is selected it must automatically populate the appropriate field.
10.	The software must verify the quality of data entered into the database by performing immediate error checking, prohibiting invalid data to be stored in the database.
11.	The software must have multi-jurisdictional environment capabilities, including law enforcement, fire and EMS.
12.	The software must provide the ability for multiple users to be on the system and in the same applications simultaneously.
13.	The system must use consistent validation table processing.
14.	The system must allow for agency-defined validation tables.
15.	All applications must integrate tightly with each other to permit the greatest operator and system efficiency.
16.	The software must provide a one-time, single-point of data entry that allows information to be accessible from other applications.
17.	The software must have online help for all functions, including data entry, search/inquiry, menu, form, report generation, etc.
18.	The software must provide a basis, such as a report wizard, for preparing various statistical and analytical reports.
19.	The system administrator must be able to identify the individual who last entered or updated any transaction as well as the date and time of the modification.
20.	The software must allow users to create and store ad-hoc reports.
21.	The software must directly output from a data search to a printer upon user request.
22.	The software must provide the capability to add unlimited narrative to records, ensuring critical information is captured.

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**5.1 The following are GENERAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

23.	All commands can be modified to follow the dispatch center naming conventions and the ability for the system administrator to add new commands.
24.	The software must have the ability to use standard PC word processing applications in modules where needed.
25.	All software modules must have the ability to access the same master name records.
26.	The software must be capable of producing state specific reports on original or scanned forms.
27.	There must be a standardized Windows-compliant, mouse-driven Graphical User Interface (GUI) for all modules.
28.	The software must track user access to add/change, delete/display records recording access type, date, time, record key, user name and device.
29.	The CAD and RMS software must have the ability to run on the same server simultaneously.
30.	The software must provide inquiry capability for all employees based on profile and password security.
31.	The software must retain complaint and investigative reports online.
32.	The software must be UCR and IBR compliant as well as support Internet-based reporting.
33.	The software must be NIBRS compliant.
34.	The base RMS software must support data such as:
	Accidents
	Arrests
	Business Registry
	Case Processing
	Complaint Reports
	Computer Aided Investigation
	Federal Reports (UCR/IBR)
	Geo-Address Verification

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**5.1 The following are GENERAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Impounded Vehicles
	Incident Tracking
	Known Associates
	Master Name Processing
	Property and Evidence Tracking
	Suspect Tracking
	Traffic Citations
	Wants and Warrants
35.	The following should also be available:
	Activity Reporting and Scheduling
	Alarms Tracking and Billing
	Bicycle Registrations
	Bookings
	Briefing Summary/BOLOs
	Career Criminal Registry (Parolee, Sex Offender)
	Case Management
	Civil Paper Processing
	Data Analysis/Crime Mapping/Management Reporting
	Digital Imaging
	Demographic Profiling
	FBI Search
	Field Investigations
	Gang Tracking
	State and Federal Gun Permits and Registrations



**5.1 The following are GENERAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

Hazardous Materials
Index Cards
Mug Shots/Lineups
Narcotics Management
Orders of Protection
Pawn Shops
Property Room Bar Coding
Records Redundancy
Regional Data Sharing
State/NCIC Interface

## **6.2 RMS System Security**

**5.2 The following RMS System Security are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must provide component (i.e., modules, entry screen) and document (i.e., case documents, ticket documents) security to permit and restrict the rights of specific users and/or groups.
2.	The software must have the ability to set up permission for all components, including add, edit, view, delete, print, etc.
3.	There must be three agency-defined permissions, such as granted, denied and not specified.
4.	Components must have the ability to restrict individual users or groups.
5.	Components cannot be changed or deleted by users.
6.	The software must support authorization templates, which are defined by name.
7.	Authorizations must be identified by user name and corresponding confidential password.

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**5.2 The following RMS System Security are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

8.	Passwords must never be displayed.
9.	The system administration must have the ability to easily create users.
10.	The system administrator must have the ability to easily change passwords.
11.	A user's password can be changed, but must be available to the system administrator.
12.	A user's password must be encrypted when stored in the database.
13.	The software must have the ability to restrict specific users at certain times of day, day of week, etc.
14.	The software must automatically date and time stamp all user's log in times and locations.
15.	The software must automatically log all security violations.
16.	The software must provide a purge option for the security violation log.
17.	The software must allow the user and system login log to be purged.
18.	The software must provide a flag to prompt a document's author that individual permissions must be set for a document when it is created.
19.	The system administrator must have the ability to grant individual permissions to documents in the event that a document's author is unavailable to do so.
20.	The software must provide the ability to restrict access to specific information/features, such as individual user ID and passwords.
21.	The software must restrict access to specific records by level.
22.	The software must provide inquiry capabilities for all employees dependent upon profile and password security.

### 5.3 Master Name Record Requirements

5.3 The following Master Name Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must use the master name concept to link all activity of an individual person (or business) to a single master name record.
2.	The software must provide a listing of all activity the person was involved in, including arrests, jail releases, tickets, warrants, cases, incidents, accidents, gangs, vehicles and guns.
3.	The master name record must be accessible from the following “modules”:
	Complainant
	Caller
	Witness
	Missing Person
	Adult Arrested
	Juvenile Arrested
	Crime Suspect
	Accident Victim
	Traffic Violator
	State or Federal Gun Applicant
	Bicycle Registrant
	Reporting Party
	Known Offender
	Informant
	Field Interviewee
	Pawn Name
	Accident Drivers, Passengers, Pedestrians, Witnesses, Vehicle Owners

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**5.3 The following Master Name Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Warrant Name
	Property Owner
	The software must maintain and update the following master name record data elements:
	Name (First, Middle, Last, Suffix)
	Address (City, State, Zip Code)
	Age/Race/Sex
	Associated Names
	Physical Description
	Date of Birth
	Driver's License Number
	Social Security Number
	Personal Information
	Handicaps
	Inmate Number
	Department Arrest Number
	Mug Shot Number
	FBI Number
	State Identifier Number (SID)
	Military Service Number
	Identikit Number
	Alias (Multiple Types)
	Nickname (Street Name)
	Place of Birth

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**5.3 The following Master Name Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Occupation
	Home Phone
	Work Phone
	Employer Name and Address
	Fingerprint Classification Number
	Marital Status
4.	The software must eliminate the need to duplicate any information already entered.
5.	Once a master name record is created, the software must provide the ability to update any basic data fields and add or modify other information as available.
6.	The software must cross-reference the master name record to all other records associated with an individual.
7.	The software must have the ability to restrict access to selected name activity by jurisdiction.
8.	The software must have the ability to edit possible duplicate names and merge the name entries.
9.	The software must restrict access to specific functions by user ID and password.
10.	The software must store narrative linked to a name and display it upon inquiry for that name.
11.	The software must link multiple addresses to a master name record and date all changes to an address.
12.	The software must associate previous address records with a date of address change, along with the person that changed the address.
13.	The software must have the ability to check all coded entries in the master name record for validity at the time of data entry.
14.	The software must automatically check a name against the list of outstanding warrants and notify the user.
15.	The software must inquire online and obtain details on any record associated with the individual master name record. The ability must include:

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**5.3 The following Master Name Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Suspects
	Arrests
	Witnesses
	Reporting Parties
	Known Offenders
	Known Associates
	Callers
	Inmates
	Complainants
16.	The software must provide the ability to select master name records with user specified matching parameters outlined below:
	Age or Age Range
	Height or Height Range
	Weight or Weight Range
	Scars, Marks or Tattoos
	Hair Color/Length
	Eye Color
	Physical Characteristics
	Combination of Parameters
	Specific Crime Specialties
	Specific Crime MOs
	Race
	Sex

**5.3 The following Master Name Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Fingerprint Classification
17.	The software must treat common business names like McDonald's as a master name record.
18.	The software must provide soundex indexing system capabilities for first and last name.

**5.4 Call for Service Requirements**

**5.4 The following Call for Service Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The CFS record shall provide the following data elements:
	Nature of the Call
	Date and Time Call was Received
	Date and Time Call was Dispatched
	Date and Time the Unit Arrived
	Date and Time the Call was Completed
	Employee Taking the Call
	Employee Dispatching the Call
	Location of the Call
	Cross-street/Address
	Caller Requesting Service
	Phone Number of the Caller
	Short Summary of the Call
	Status of the Call or Method of Handling (GOA, No Report, Etc.)
	Officer Assigned to the Call
	Ability for Multiple Units to be Assigned

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**5.4 The following Call for Service Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Reporting District/Zone of the Call
2.	The software must track the venue of the call in multiple agency environments.
3.	The software must separate call number within a year range for each unique ORI.
4.	The software can automatically create a master name record for any name gathered in the CFS or can create free form.
5.	The software must provide various reports drawn from the CFS database.
6.	The software must generate a CFS analysis report utilizing agency-defined fields such as date/time, call type, location, officer assigned, etc.
7.	The software must provide a daily summary by call type and reporting district/zone.
8.	The software must provide CFS summary report by the dispatched agency.
9.	The software must provide the ability to inquire online into the CFS:
	By Location of Occurrence
	By Date/Time
	By Call Type
	By Officer Assigned
	By the Call Tracking Number
	By Combination of the Location and Call Type
	By a Specific Address
10.	The software must be capable of providing the following reports:
	Daily Incident Log
	Incident Activity Report
	Incident Analysis Report
	Incident Breakdown by Month
	Incident Breakdown by Priority Report



**5.4 The following Call for Service Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Incident Listing
	Incident Report

**5.5 GEO File Verification Requirements**

**5.5 The following GEO File Verification Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must verify the validity of all addresses entered into the system against the GEO master file.
2.	The software must provide an override option to enter addresses outside the jurisdiction.

**5.6 Complaints / Case Processing Requirements**

**5.6 The following Complaints / Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must capture and store the required data from an officer's field report including the associated report narrative.
2.	The software must update reports with new information as it is available.
3.	The software must allow the officer in charge to enter supplemental reports.
4.	The software must allow either clerks or officers to enter field reports into the database.
5.	The software must index complaint reports by a report number, which may be the same as the original incident number.
6.	The software must inquire online into Case Processing:
	Arrest/Investigation Report
	Arson Report

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**5.6 The following Complaints / Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Missing Persons Report
	Death Suicide Report
	Stolen/Recovered Vehicle Report
	Narcotics Report
	Fraudulent Document/Embezzlement Report
	Standard Crime Report
	Supplemental Case Report
	Juvenile Detention Report
7.	The software must track multiple specific crimes within the master crime report.
8.	The software must cross-reference multiple related offenses to a specific crime report via a case number
9.	The software must automatically generate a case number if desired by the agency.
10.	The software must have the ability to correct previously entered incident data from the case data entry screen.
11.	The complaint record will provide the following data elements:
	Hate Bias Information
	Crime Activity
	Entry and Exit Methods/Points
	Date/Time of Occurrence
	Date of Reported Occurrence
	Multiple Crime/Offense Codes
	Type of Arson Reported
	Type of Theft Reported
	Status of the Complaint

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**5.6 The following Complaints / Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Disposition/Date of the Complaint
	Multiple MOs of the Crime
	Attempted Crime
	Type of Weapon
	Type of Tool
	Codes for the Type of Scene of the Crime
	Officer's Bureau Assignment
	Type of Stolen/Recovered Vehicle
	Estimated Dollar Amount of Property Involved
	Property Involved
	Solvability Factors Associated with Complaint
12.	The software must automatically create a case record upon entry of the crime report data.
13.	The software must provide an automatic system generated tracking number within a year cycle for each case record created.
14.	The software must capture crime analysis related information during crime report processing.
15.	The software must update original case information at any time when:
	There are changes in the offense classification
	There is a new suspect information or a new arrest
	There is new information on stolen and/or recovered property
16.	The software must support entering the following information on the person within the crime report processing cycle:
	Suspects
	Arrested Adults
	Arrested Juveniles

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**5.6 The following Complaints / Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Witnesses
	Complainants
	Missing Persons
	Reporting Party
	Victims
17.	The software must automatically utilize or link the information, which was received during the initial incident contact as well as any further information developed during the investigation process to the original complaint report.
18.	The software must automatically link all information from a field investigation record to the original complaint report.
19.	The software must print a hard copy of the complaint and supplemental reports depending upon security.
20.	The software must provide the ability within the printing of the hard copy of the complaint record to only print sanitized versions if the complaint for public use.
21.	All entry information can be built into a report, which will plot on a map or generate a printable report.
22.	The software must have the ability to print a summary report within a defined range, which displays:
	Total Number of Reports
	Summary of CFS
	Summary of Complaint Reports
	Summary of Arrests
	Summary of Juvenile Arrests
	Summary of Case Dispositions
	Summary of Juvenile Dispositions
23.	The software must inquire online over all complaints via:

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**5.6 The following Complaints / Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Assigned Bureau / Department`
	Any Name
	Complaint Number
	Date/Time Parameters
	Officer in Charge
24.	The software must support unlimited narrative input and editing capabilities for the original complaint report.
25.	The software must support unlimited narrative input and edition capabilities for any type of supplemental report.
26.	The software must save online any unsolved case details for an indefinite length of time.
27.	The software must provide users with the ability to enter information on a suspect vehicle from the complaint record.
28.	The software must produce crime analysis reports of complaint records.
29.	The software must retain the original report information electronically.
30.	The software must allow any type of documents to be attached and viewed using the associated PC applications from the document type, such as Word, Excel, JPG, MPG, WAV, etc.
31.	The software must allow the user to associate multiple cases.
32.	The software must provide point and click access to associated cases.

**5.7 Accident Processing Requirements**

	<b>5.7 The following Accident Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate</b>
1	The system must track and maintain all information about an accident, including:
	Drivers

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	Passengers
	Pedestrians
	Witnesses
	Vehicles
	Environment or Other Contributing Factors
2	The system must link accident, incident and case numbers for investigative and search purposes.
3	The system's accident processing fields must be in the same order as the paper form.
4	The system must support commercial vehicle supplements to capture the required information for commercial vehicles.
5	The system must comply with all state-mandated accident reports and be printed on demand.

**5.8 Arrest Record Requirements**

**5.8 The following Arrest Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The arrest record must contain the following data:
	Date of Arrest
	Time of Arrest
	Location of Arrest
	Arrest Report/Complaint Number
	Name of Arrested Person
	Arresting Officer
	Primary Charge at Arrest
	Multiple Charges/Counts
	Reporting Districts of the Arrest

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**5.8 The following Arrest Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Assisting Arrest Officer
	Disposition of the Arrest
	Disposition Date
	Resulting Charge at Disposition
	Sentencing Information
	Bond Information
2.	The software must support multiple charges per entry per individual.
3.	The software must maintain data on the arrests, person(s) and court dispositions.
4.	The software must properly report the information to meet NIBRS requirements.
5.	The software must comply with UCR reporting.
6.	The software must link newly arrested individuals to previous arrests, if applicable.
7.	The software must automatically create a master name record at the time of the arrest processing
8.	The software must have easy access to an arrest register within a selected date range.
9.	The software must have the ability to print an arrest record to be added at the time of the original complaint report or at a later date.
10.	In the event of an arrest at a later date, the software must have the ability to add additional supplemental narrative at the time of arrest to the original complaint report.
11.	The software must require additional security to access juvenile records.
12.	The software must provide online inquiry of arrest records via:
	Arrestee's Name
	Arrest Date/Range
	Complaint/Case Number
	Arresting Officer ID

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**5.8 The following Arrest Record Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Arrest Tracking Number
13.	The software must have the ability to print a report on an individual showing all arrests and other activity in the system based on the person's name.
14.	The software must have the ability to generate an arrest transaction report within a selected date range.
15.	The software must have the ability to generate an arrest statistical report per arrest officer within a specified date range.
16.	The software must provide equivalent reports for both juvenile arrest records and adult arrest records.

**5.9 Case Processing Requirements**

**5.9 The following Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must allow an investigator or road personnel to initiate a complaint/case record.
2.	The software must allow an investigator to add supplemental reports to the original complaint report without the services of a clerk/typist.
3.	The software must support a supervisor to manage cases through online retrieval and review of open cases and assign cases through messaging.
4.	The software must allow division supervisors to display offense entries and make investigator assignments online.
5.	The software must have the ability to secure investigator supplemental reports via profiles and passwords.
6.	The software must allow investigators to update master name records with AKA's and street names.
7.	The software must produce a report showing an investigator's current case load and status of each case by a selected date range.



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**5.9 The following Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

8.	The software must have the ability to print a hard copy of the original complaint record and the individual investigator's supplemental report(s).
9.	The software must have the ability to print an assigned case summary report by officer/investigator in a selected division and within a specified date range.
10.	The software must allow investigators to update the original complaint record on M.O. codes revealed by investigation.
11.	The software must list all individuals associated with a particular case (i.e., victims, suspects, reporting parties, etc.)
12.	The software must allow supervisors to classify or reclassify case status at any time as open, closed, closed with arrest, reopened, etc.
13.	The software must have the ability to associate stolen/recovered property by an investigator with a complaint record without requiring the services of a clerk.
14.	The software must have the ability to print a report of unassigned complaints within a specified date range.
15.	The software must provide the capability of printing a case disposition report by division within a selected date range.
16.	The software must allow the user to print a report listing those complaints requiring a write-up and have not yet been entered into the system.
17.	The software must have the ability to print a summary report of all complaint statuses within a selected date range.
18.	The software must have the ability to print a department report recapping statistics on total crimes and Part I crimes within a selected date range.
19.	The software must have the ability to print a department report with summary totals on year-to-date crimes and comparison to previous year totals for the same period within a selected date range.
20.	The software must have the ability to apply agency-defined solvability factors to the complaints prior to assigning the case to an investigator.
21.	The software must have the ability to print a report of all complaints within a selected date range and sorted in descending order by solvability factor.

**5.9 The following Case Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

- |     |   |
|-----|---|
| 22. | The software must be completely integrated with the RMS application to allow update and exchange of incident and complaint information. |
| 23. | The software must be completely integrated with the Property and Evidence module.   |

### 5.10 Impound Vehicle Processing Requirements

**5.10 The following Impound Vehicle Processing Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

- |    |  |
|----|--|
| 1. | The software must track and maintain the details of an impounded vehicle, including: |
|    | Date   |
|    | Location   |
|    | Towing Service   |
|    | Impounding Officers  |
|    | General Vehicle Information (make, model, color, etc.)                               |
|    | Owner's Information  |
|    | Associated Cases and/or Arrests, if Applicable                                       |

### 5.11 Crime Analysis Requirements

**5.11 The following Crime Analysis Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

- |    |  |
|----|--|
| 1. | The software must capture crime analysis data in the complaint report and produce specific crime analysis reports: |
|    | Date of Offense  |

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**5.11 The following Crime Analysis Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Time of Offense
	Location of Offense
	Description of the Premises
	Type of Offense
	Method and Point of Entry
	Description of Weapons Used
	Description of Tools Used
	Victim Data (Age/Relationship)
	Type of Property Stolen
	Suspect Vehicle Description
	Suspect Description
	M.O. Parameters
	Hard Copy and Map Plotting
2.	The software must allow a report to be created from each field in the system.
3.	The software must create all reports using a report wizard to ensure reports meet all requirements and are easy to build.
4.	All entry information can be built into a report, which can be plotted on a map or generated into a printable report.
5.	The software must generate a report that shows statistical data on crimes concerning the frequency and the distribution of crime throughout the jurisdiction reporting districts.
6.	The software must provide the ability to retrieve cases with similar crime modus operandi to assist investigators in solving crimes.
7.	The software must identify the overall activity per crime type within a selected date range and reporting district.

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**5.11 The following Crime Analysis Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

8.	The software must create reports that target specific types of crimes based upon the following:
	Location (specific address) of Occurrence
	User Selected Crime Type
	Specific Crime Patterns
	Hate Bias Information
	Geographical Groupings of Crimes
	Similar Types of Victims
	Common M.O. of Crime
	Suspect Vehicle Description
	Suspect Physical Description
	Tools Used
	Weapons Used
	Property Targeted for Theft
	Point and Method of Entry
	Scene Category of Crime
	Theft Category of Crime (i.e., shoplifting from buildings, vehicles)
	Crime Attempts
9.	The software must retrieve suspect names based upon:
	Available photo
	Known Offender Address
	Past Criminal Contacts
	Past Vehicle Relations

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**5.11 The following Crime Analysis Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Pawn Transactions
	Weapon Registration
	Known Associates
10.	The software must provide the ability to retrieve suspect vehicle information based upon:
	Model Year of Vehicle
	Make of Vehicle
	Top and Bottom Color of Vehicle
	License Plate of Vehicle
	Make and Model of Vehicle
	Make and Style of Vehicle
11.	The software must retain information vehicles obtained through:
	Field Interview Reports
	Prior Contacts with the Department
	Arrests
	Complaint Reports
	Citations/Moving Violations
	Accident Reports
	Want and Warrant Records
	Suspect Vehicles Record
	Impounded Vehicles
12.	The software must retain M.O. characteristics in coded fields and search for same by selected parameters.
13.	The software must print a report with M.O. parameters and crime specialties.

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**5.11 The following Crime Analysis Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

14.	The software must retain information on known offenders such as:
	Past Criminal Contact
	Sex Offenders
	Narcotics Offenders
	Parolees
	Court Probationers
15.	The software must provide the ability to capture and retrieve juvenile information, including:
	Juvenile Demographic Information
	Juvenile Personal Characteristics
	Juvenile Guardian Information
16.	The software must capture and retrieve crime analysis information from complaint records when information is included on a juvenile arrest.
17.	The software must provide the ability to link related complaints together through capture of associated case numbers.

**5.12 Crime Reporting Requirements**

**5.12 The following Crime Reporting Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must provide the ability to produce a magnetic tape suitable for submission to:
	State Police Uniform Crime Reporting (UCR)
	Incident Based Reporting (IBR)
	Interface to the State Police via Internet, if applicable
2.	The software must transmit changed and updated records as well as original records within the reported month.

**5.12 The following Crime Reporting Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

3.	The software must satisfy the physical requirements for automated submission – tape, bulletin board or Internet.
4.	The software must provide the required Incident Based Reporting data elements in the appropriate formats.
5.	The software must edit the monthly UCR/IBR information and identify errors before submission – create as you go.

**5.13 Field Investigation Requirements**

**5.13 The following Field Investigation Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must maintain the following data elements in the field investigations module:
	Subjects Name
	Alias
	Nickname/Street Name
	Address (Street, City, State)
	Driver’s License Number
	Social Security Number
	Demographic Information
	Physical Description
	Date of Birth/Age
	Location of Occurrence
	Date and Time of Occurrence
	Circumstances
	Reporting Officer

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**5.13 The following Field Investigation Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Reporting District of Occurrence
	Persons Accompanying
	Vehicle at Occurrence
	Vehicle Year/Make/Model
	Vehicle License Plate/Year/State
	Vehicle Color/Top and Bottom
	Validity of Interview
	Validity of Information
	Complaint Number Cross Reference
2.	The software must allow investigators to retrieve field investigation information based on security profiles and passwords.
3.	The software must allow officers to add free-form narrative with unlimited characters.
4.	The software must provide online inquiry of information via:
	Name
	First Name Only
	Nickname/Street Name
	Alias
	Date/Time of Occurrence
	Reason for Interview
	Complaint Reference Number
	Known Associates
5.	The software must print all field investigation activity written in specific reporting districts within a selected date range.



**5.13 The following Field Investigation Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

6.	The software must print all field investigation activity on a specific street within a user selected date range.
7.	The software must print all field investigation records within a selected date range for a specific occurrence type.
8.	The software must print all field investigation records in conjunction with a specific complaint number.

#### **5.14 Computer Aided Investigation (CAI)**

**5.14 The following Computer Aided Investigation (CAI) are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must be able to locate subjects using minimal information:
	Name
	Alias
	Address
	Date of Birth
	Sex
	Race
	Height
	Weight
	Driver's License Number
	Social Security Number
	Jacket Number
	"Wild Card" Combinations
2.	All software searches must be cross-jurisdictional.

### 5.15 Wants and Warrants Requirements

**5.15 The following Wants and Warrants Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The module must be able to maintain and track the following data:
	Automatically Alerts CAD
	File Transaction Number
	Court Warrant Number
	Court Case Number
	Wanted Number
	Wanted Driver's License Number
	Wanted Social Security Number
	Reason for Change on Warrant
	Issuing Court
	Issuing Judge
	Wanted Alias(s)
	Date of Birth
	Bond Amount
	Vehicle Make/Model/Color
	Vehicle License Plate/State/Year
	Distance of Pickup
	Warning Remarks
	Background, if Applicable
	Area/Section within Warrant Venue
2.	The software must change status of the warrant records at any time with proper security profiles and passwords.

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**5.15 The following Wants and Warrants Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

3.	The software must assign the warrant a file transaction number or have the system generate the tracking number.
4.	The software must provide the ability to generate a printed report displaying a log of all warrants within a specified date range.
5.	The software must maintain records on canceled warrants for an unlimited amount of time.
6.	The software must provide the ability to cancel outstanding warrants for the following reasons:
	Recalled by Court
	Served on the Person
	Cleared of the Charge
	Beyond Statutory Limits
7.	The software must allow various employees to cancel outstanding warrant records based on security profiles and passwords.
8.	The software must allow warrants to be automatically searched from the CAD applications upon entry of:
	Matching Name – Must display a warning message if there is a match
	Matching Address – Must display a warning message if there is a match
9.	The software must be capable of generating a printed report logging all canceled warrants within a specified date range.
10.	The software must be capable of generating a printed warrant summary report with all types of warrants and totals for each type within a specified date range.
11.	The software must allow searches on outstanding warrants upon entry of a name from any place in the system and notify the user with a warning message if there is a possible match.

### 5.16 Traffic Ticket / Citation Requirements

5.16 The following Traffic Ticket / Citation Requirements are **TECHNICAL REQUIREMENTS** of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The software must maintain track all information pertaining to traffic tickets and citations:
	Ticket Book Distribution
	Statistical Information by Department
	Statistical Information by Officer
	Ticket Deletions
	Status Changes
2.	The software must maintain a history on each traffic ticket and citations produced:
	Name
	Violation
	Personal Information
	License Plate Number
	Vehicle Make and Model
	Vehicle Color
	Location
	Date/Time Stamped
	Statute/Ticket Type
	Court and Disposition Data
	Weather and Traffic Conditions
3.	The software must allow authorized individuals to delete tickets.
4.	The software must support multiple violations under a single ticket number.
5.	The software must allow users to look up information quickly using name, location, geographic area, officer and ticket type.

### 5.17 Business Registry Requirements

**5.17 The following Business Registry Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The software must maintain information on all businesses located within a given, pre-defined jurisdiction.
2.	The software must provide an easy method of updating and deleting data at any time.
3.	The software must track the following information on businesses:
	Structure Size
	Contents
	License Type
	Alarm Company
	Alarm Model
	Hours of Operation
	Owner's Information
	Maintenance Companies
	Hazards
	Basic Floor Plans
4.	The software must allow users to look up information based on business name, district, zone, class and sub-class or registry number.
5.	The software must interface with the alarm tracking and billing module to automatically process alarm CFS.

### 5.18 Personnel Management/Administration Requirements

**5.18 The following Personnel Management/Administration Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1. The software must record and maintain the following personnel information on every employee:

Employee Full Name

Employee Address

Employee Badge or ID Number

Social Security Number

Home Phone Number

Department Number and Extension

Date of Birth

Place of Birth

Current Assignment

Assignment History

Current Rank

Rank History

Hire Date

Termination Date

Education, including Degrees, Certifications

Special Skills

Medical Information

Department Injuries

Blood Type

Emergency Notification Information

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**5.18 The following Personnel Management/Administration Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Employee Status or Promotions
	Reprimands
	Commendations
	Spouse's Name
	Driver's License Number
	Employee Demographic Information
2.	Disciplinary Actions
3.	The software must maintain records of equipment issued to all personnel, such as:
	Item Type
	Quantity
	Serial Number
	Date Issued
	Condition of Item
	Returned Date
	Condition Returned
4.	The software must maintain records on employees with special skills, including, but not limited to:
	Foreign Language
	Public Relations Training
	Bomb Disposal Training
	First Aid Training
	SWAT Training
	Breathalyzer Training

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**5.18 The following Personnel Management/Administration Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

5.	The software must provide the ability to perform weekly or monthly scheduling of employees for a minimum of 6 months.
6.	The software must track employee training and maintain records on:
	In-Service Classes
	Outside School Training
	Firearms Qualifications Training
	Basic Academy Training
	Automatically Re-Schedules Re-Certification Classes
	College Classes if Applicable
7.	The software must maintain the following data elements for training:
	Employee ID Number
	Training Course Title
	Training Location
	Re-certification Date
	Length of the Course
	Course Completion Date
	Course Comments
	Course Expenses
	College Credit Hours
8.	The software must provide the ability to print a summary report detailing all employees and all training conducted within a specified date range.
9.	The software must provide the ability to print a summary report of all training received by an employee during his/her course of employment.
10.	The software must provide the ability to print a detailed employee report with all fields of data in the personnel record.



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**5.18 The following Personnel Management/Administration Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

11.	The software must provide the ability to print a summary department personnel listing sorted by Employee Name.
12.	The software must provide the ability to print a detailed department personnel listing sorted by Employee Name.

**5.19 Bookings**

**5.19 The following Bookings Requirements are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1	The module must maintain and track all details about an arrest.
2	The module must maintain and track who took the offender's possessions and where to locate the items upon release.
3	The module must maintain and track incarceration details.
4	When creating a new record, the module must automatically check the database for an existing record to eliminate duplicates.
5	The module must automatically assign new offenders an ID number.
6	The module must have the following fields for each offender's record:
	Name
	Address
	Description
	Unique Characteristics
	Charges
	Possessions
	Housing Assignment
	Medical History

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5.19 The following **Bookings Requirements** are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

7	The module must be fully integrated with same vendor CAD and RMS to eliminate redundant data entry.
8	From the Bookings module, authorized users must have access to information, such as arrest details, prior records and warrants.
9	The module must track the following information about an inmate's incarceration:
	Personal Information
	Mug Shots
	Booking History
	Charges
10	The module must maintain and track a complete history and up-to-date log about each inmate.
11	The module must accommodate each facilities':
	Cell Types
	Cell Locations
12	The module must have an up-to-date log about each inmate's housing location, including cell and bed number.
13	The module must alert the user if co-defendants or known associates are housed together.

### 5.20 Digital Imaging

5.20 The following are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The module must allow scanned documents or photos to be imported into RMS.
2.	The module must link electronic files to the master file of a person, property or case.
3.	Only authorized personnel can access electronic files.
4.	The module must support .jpeg (joint photographic expert group) files.

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**5.20 The following are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

5.	The system must support multiple documents in one file.
6.	The system must allow the following documents to be scanned and imported into the system:
	Crime Scene
	Fire Scene
	Case Notes
	Diagrams
	Personal Items
	Property Room Tags
	Fire Pre-Plans

**5.21 Mug Shots/Digital Line-Ups**

**5.21 The following Mug Shots/Digital Line-Ups are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1.	The module must support front and side view pictures of a person which are imported into the system and attached to the appropriate master name file.
2.	The system must support the use of mug shots in the following fashions:
	Electronic Lines-Ups
	Wrist Bands
	ID Badges
	Booking Cards
3.	The system must allow an authorized user to define specific criteria to create a digital line-up.
4.	The system must automatically display a minimum of six photos at a time meeting the criteria specified, saving the time of sifting through files.
5.	The system must provide an easy method of replacing a photo within the line-up.

5.21 The following **Mug Shots/Digital Line-Ups** are **TECHNICAL REQUIREMENTS** of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

- |    |  |
|----|--|
| 6. | The system must provide an easy method of viewing statistics on a person within the line-up. |
| 7. | The system must support a minimum of two methods of capturing photos.                        |

### 5.22 Briefing Notes

5.22 The following **Briefing Notes** are **TECHNICAL REQUIREMENTS** of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

- |    |   |
|----|---|
| 1. | The module must provide field officers with a daily summary report of updates, useful information and alerts.   |
| 2. | The report must serve as a single point of contact to maintain communication between administrators and officers.                                       |
| 3. | The module must allow remote officers to access the report through a web browser on a password protected web page, so officers can remain in the field. |
| 4. | The report must support and allow continuous updates.   |
| 5. | Authorized administrators must have the ability to enter narrative in free-form text on any subject, such as outside security jobs, charity work, etc.  |
| 6. | Users must have the option to enter information under specific headings, such as missing persons, wanted, outside alerts (BOLOS), etc.                  |

### 5.23 Case Management

5.23 The following **Case Management** are **TECHNICAL REQUIREMENTS** of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

- |    |  |
|----|--|
| 1. | The module must maintain a database of current cases and status.   |
| 2. | The module must have the capability to be used as a supervisory tool, providing the following information: |
-

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**5.23 The following Case Management are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	Numerous Breakdown Statistical Reports
	Bond and Court Information
	Solvability Factor Reports and Case History Data
3.	The module must identify officers assigned to open, closed and cleared cases.
4.	The module must generate numerous reports, such as:
	Cleared Cases
	Case Load Summary
	Case History
	Case Load by Solvability Factors
5.	When information is entered into the module, it must be automatically updated in the master name file in RMS.
6.	The module must integrate fully with the vendor's public safety software suite, including CAD, RMS, Corrections and optional modules.

## 5.24 Field Investigations

5.24 The following Field Investigations are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	The module must seamlessly work with the field investigation feature in the base RMS package.
2.	The module must provide immediate and quick access to all information about investigations.
3.	Authorized users must be able to access prior NCIC records and available state databases to associate information.
4.	The module must be able to link or group all known associates at a given criminal location.
5.	The module must track and maintain information sources, such as rumors, confidential informants and first-hand accounts from a law enforcement officer.
6.	The module must have a grading system available so law enforcement can grade the credibility of each source.

## 5.25 Regional Data Sharing

5.25 The following Regional Data Sharing are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

1.	Regional Data Sharing (RDS) must provide the following search capabilities:
	a. Name Search
	b. Vehicle Search
	c. Gun Search
	c. Property Search
2.	RDS must be integrated as a component of a total CAD/Records/Mobile Computing solution.
3.	RDS must provide the ability to search using a partial value. For example, a user can perform a last name search using "Jon" and the results would contain all last names beginning with "Jon."

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**5.25 The following Regional Data Sharing are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

4.	RDS must be able to search names using wildcards. For example, a user can search using *ass*. RDS will look for the text string Wood and return all names that have that text anywhere in the name – Assad, Associated, Association, etc.
5.	RDS must provide the ability to enter a range of values within search criteria.
6.	Security must be available to prevent sensitive data from being returned in a search.
7.	None of the data accessed for inquiry from the connected databases should be stored or cached in any way. All inquiries should be real-time and information displayed should not be recoverable or accessible in any way once a user has finished viewing the data.
8.	RDS must have the capability to translate data values from disparate databases into a common format/value for viewing. If one system uses the code BR for the color brown and another system uses the code BRO, RDS can translate the data into a common format like BROWN.
9.	Officer records cannot be searched.
10.	Expunged records cannot be searched.
11.	System configuration must be agency-defined
12.	The name search result must display:
	a. Alias
	b. Warrants
	c. Arrest
	d. Ticket
	e. Bookings
	f. Field Investigations
	g. State and Federal Gun Permits
	h. State and Federal Gun Registrations
	i. Orders of Protection
	j. Accident

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**5.25 The following Regional Data Sharing are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

	k. Pawn Shop
	l. Jail Visitor
	m. Bike Registration
	n. Police Incident
	o. Case
	p. Courts
	q. Civil Paper
	r. Fire Incident
	s. Parking Tickets
	t. Jacket Alerts
	u. Gang
13.	The vehicle search result must return the following associated activity:
	a. Accidents
	b. Bicycle Registrations
	c. Field Investigations
	d. Suspect Vehicle
	e. Pawn Shop
	g. Tickets/citations
	h. Warrants
	i. Impounded Vehicle
14.	The gun search result must return the following associated activity:
	a. State and Federal Gun Registration
	b. Pawn Shop



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**5.25 The following Regional Data Sharing are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

15.	The property search result must display: a. Guns associated with a gang b. Property that is part of a Pawn Shop transaction c. Guns that have been registered
16.	RDS must interface with NCIC to allow end-users to query national databases.
17.	RDS must have the ability to search multiple databases with different schemas and operating systems.
18.	RDS must have the ability to take GJXML standard results and display via a web-browser using extensible style sheet documents (XSLT) making information available to a browser user with appropriate security clearance.
19.	RDS must have an open API and complete technical documentation so an agencies' technical staff can access RDS or components of RDS from in house development.

**5.26 Mobile General Software**

**Although a Mobile Data System is not included in the RFP, the vendor's capability to provide a MDT system with the following capabilities will be reviewed by WPCD and will become part of the evaluation.**

**5.26 The following Mobile General Software are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1	Should provide multi-jurisdictional support.
2	Should provide emergency transmission support to all MDTs/MCTs.
3	Must provide support for NCIC 2000 standard protocols.
4	Should provide broadcast message capability based on MDT tables (squads, teams, precinct, task force, etc.)
5	Should provide message routing from any device connected to the Message Switch.

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5.26 The following Mobile General Software are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate

6	Should provide message acknowledgements to the sender.
7	Should support officer initiated calls and traffic stops—sending info from the MDT to the CAD system.
8	Should support RF, CDPD, and private networks.
9	Should provide function key update of unit status.
10	Should provide an audit of all database inquiries.
11	Should provide security that prevents unauthorized access to restricted databases on a user by user basis.
12	Should provide the ability to print reports for a single jurisdiction, or for all jurisdictions.
13	Should be able to provide statistical reports on communications line usage.
14	Should provide sign on/sign off capability from the MDT under security control which can also be controlled by the system administrator.
15	Should prevent users from signing on without authorization from the system administrator.
16	Should be able to control the number of sign-on attempts through the system administrator.
17	Should provide password security to limit access to specific transactions from any MDT.
18	Should provide the ability to place the MDT/MCT into "test" mode - allowing the message switch to ignore transmissions from that MDT.
19	Should allow CAR to CAR message routing.
20	Should provide emergency transmission capability to allow an officer to transmit an emergency message with the touch of one key to all MDTs/MCTs.
21	Should provide the ability to hold messages for a period of time. If no response, the system should automatically alert the sender.
22	Should provide statistics of message volumes by message type, destination, MDT/MCT, etc.
23	Should maintain NCIC ORI numbers for each MDT/MCT to facilitate terminal to MDT messages.
24	Should provide message store-and-forward capability, with necessary queuing on an MDT basis for twenty-four hours.
25	Should provide daily statistics of message volumes by message type, destination, host communications statistics including: unsuccessful attempts received, message delivered, number of messages not delivered, and number of times the host link is down.

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**5.26 The following Mobile General Software are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

26	Should provide an audit trail of all device to device messages.
27	Should provide the ability to extract an MDT transaction report that can be selected by date and time of day.
28	Should provide the ability to extract statistical reports on usage for specific MDTs/MCTs.
29	Should automatically provide for communication line detection that can be activated locally or on a remote basis via dial-up modem.
30	The software should support remote administration.
31	Should provide the capability to download new forms as they are created, only when they are created.
32	Should provide the capability for archiving, retrieval, tracking and user purge.
33	Should provide the capability to direct output to any printer attached to the Message Switch.

**5.27 State/NCIC – Mobile Data**

**5.27 The following State/NCIC – Mobile Data are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate**

1	Should provide message routing between MDTs/MCTs and State/NCIC networks for inquiry purposes.
2	Should provide the capability for a single query to be directed to the State/NCIC, the local database or both.
3	Should provide the capability for auditing.
4	Should provide the capability for user-defined formats.
5	Should provide the capability for multi-screen formats.
6	Should provide the capability for smart formats that are based on information returned by the State.

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## 5.28 Host System Interface

	<b>5.28 The following Host Data Interface are TECHNICAL REQUIREMENTS of the CAD - RMS system based on technologies currently available. Your answers will be used to differentiate your product from other vendors. Please answer all questions as stated utilizing the responses in Paragraph 15.1 as appropriate</b>
1	Should provide emergency transmission support to all MDTs/MCTs and CAD dispatchers for the jurisdiction.
2	Should allow an MDT/MCT to add narrative to an incident.
3	Should provide for the entry of text information that goes directly to the narrative of a call whether or not the call is active or cleared.
4	Should provide records database inquiry on wants/warrants, hazards, jacket activity, house watches, geo-file verifications, and vehicles.
5	Should provide message routing between MDTs and the Computer Aided Dispatch system for the purposes of assisting dispatching, updating unit status, and database inquiry provided appropriate CAD interfaces are licensed.
6	Should provide the ability to do global name searches.
7	Should provide confirmation messages to the mobile device from CAD when the dispatcher receives Messages, Information, and Unit Status Updates from that mobile device.
8	Should provide one key emergency messages from MDT/MCT to CAD.
9	Should provide the ability to initiate "quick calls" from the mobile devices which alert the dispatch center of an event, officer location, license plate number, unusual circumstances and/or other added narrative.
10	Should support voiceless dispatch for law enforcement, fire and EMS personnel.
11	Should provide information on open incidents by ORI status.
12	Should provide information on unit status by ORI display.
13	Should provide information on all units associated with an incident.
14	Should provide sign-on/sign-off dispatch, en route, at scene, clear, to hospital, at hospital functions from MDT/MCT to CAD.

## 6.0 Training

- 6.1 The vendor must provide on-site training and instruction for all PSAP departmental trainers and WPCD and OEP representatives, covering all software supplied under this specification plus supervisor/administrator training for WPCD, OEP and Law Enforcement Agency personnel. PSAP departmental trainers will, in turn, train their department's personnel. Vendor should include both classroom instruction as well as procedural based scenario training. It is expected that five formal training classes plus informal shift training for each agency and each shift, a total of 12 OJT sessions, will be required to cover shift and administrative personnel.
  - 6.2 Items covered in a functionality portion of the training should be included and detailed in the proposal.
  - 6.3 Items covered in a scenario based portion of the training should be included and detailed in the proposal.
  - 6.4 Items covered in the system administration portion of the training should be included and detailed in the proposal.
  - 6.5 Bidder shall detail all training associated with the implementation of the system. All training course content will be subject to review and approval by WPCD and OEP. Video taping by WPCD, OEP, and Law Enforcement Agency staff will be allowed.
  - 6.6 Satisfactory training will take place prior to cutover date. PSAP departmental trainers (train the trainer) training will be provided by the Vendor for proficiency of use of equipment not more than two weeks prior to cutover date or as customer personnel dictates. Any deficiencies found in the training of the PSAP departmental trainers will require the deficient student to participate in additional training until satisfactory performance is demonstrated.
  - 6.7 Formal Training must be on premise at PSAP, or other WPCD or OEP designated location. Informal OJT training will be at each agency's dispatch positions.
  - 6.8 The vendor should utilize fully functional portable demonstration units (one for each student) for use in the formal training program. After completion of training, these units shall be returned to the vendor.
-

## **7.0 Diagnostics and Service**

- 7.1 The system shall include built-in software that will allow remote trouble shooting and remote uploads of data and files by dial up modem on the WPSO server and then via the WAN to the necessary workstation. There will be no other dial up connections to the system.
- 7.2 The vendor shall be responsible for scheduling and coordinating work in such a manner as to provide timely response to notification for software maintenance/repair. The vendor shall also be responsible for providing each PSAP site with methods of contacting representatives of the company.
- 7.3 All service shall be performed with the system fully operational. The system shall not be rendered inoperable for the purpose of routine maintenance, system software upgrades or hardware additions.
- 7.4 Vendor must have the ability to access the system 24 hours a day to correct all software issues arising from a failure or to perform upgrades.
- 7.5 The Vendor shall provide dial in service within two (2) hours or less of notification of a failure that has not otherwise been repaired. This dial in service must be accomplished through the WPSO server. Direct dial in to each workstation will not be available.
- 7.6 WPCD expects to contract long-term with Vendor for maintenance services. Detail any and all known costs anticipated, including software licensing costs and version upgrades. Describe your company's service & support philosophy, how it is carried out and how success is measured.
- 7.7 WPCD and OEP are to be informed of all software upgrades with an e-mail explaining the improved features with each upgrade. This will be done on a quarterly basis (minimum).

## **8.0 Warranty**

- 8.1 Vendor shall provide detailed warranty information with response. On each item offered, the following information shall be indicated:
- 8.1.1 Exact period of warranty;
  - 8.1.2 Any special extended warranty offered;
  - 8.1.3 Any special hours emergency service is offered;
  - 8.1.4 General statement of warranty policy.
-

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- 8.2 Manufacturer Original Warranties shall be provided on all software. Any exceptions must be noted and explained.
- 8.3 Warranties submitted with the proposal response shall be in lieu of all other warranties, expressed or implied. WPCD and OEP shall not assume any warranty or liability on the Vendor's behalf unless made and agreed to in writing by both parties.
- 8.4 All system software furnished by the vendor, shall be guaranteed for a *minimum period of one (1) year* against defects in design, materials, and workmanship. The warranty period shall begin upon final acceptance of the system, or when placed into active service by the
- 8.5 PSAP site. The warranty shall cover parts, labor, travel, and all other expenses. The Vendor shall warrant and further guarantee that all that is furnished shall be of good workmanship, new materials and functionally designed. The software shall be operable for the proposed use by the PSAP site.
- 8.6 Warranty of all software shall be the sole responsibility of the vendor responding to this RFP.
- 8.7 The Vendor shall provide dial in warranty service within two (2) hours or less of notification of a failure that has not otherwise been repaired. This dial in service must be accomplished through the WPSO server. Direct dial in to each workstation will not be available.
- 8.8 In the event any software or materials furnished under these specifications or its subsequent contract(s) becomes defective by reason of material or workmanship during said period, and PSAP site or WPCD or OEP immediately notifies vendor of such defect, vendor shall, at no expense to WPCD or OEP or the PSAP site, repair or replace software or component with new equipment or component.
- 8.9 Software components shall be replaced as new software versions are released for mainstream distribution. Define costs to replace and/or upgrade software, including expected installation and training costs.
- 8.10 The initial warranty will take effect the day the system is accepted by WPCD, OEP, and the respective Law Enforcement Agency. This warranty will include specifics on the type of support, what assistance will be offered, and the time frame of the warranty.
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- 8.11 Vendor should provide a quote for a maintenance agreement that takes effect after the initial warranty has expired. During the period of initial warranty, the Vendor shall be obligated to respond to and correct any reported problems.
- 8.12 The Vendor shall describe in detail, software maintenance and support programs available after expiration of the warranty. WPCD and OEP is requesting an annual renewal option for a minimum five (5) year maintenance period. Other options will be considered. This shall include how software problems will be resolved, terms of the support and maintenance, and hours of coverage.
- 8.13 The Vendor shall describe its proposed software solution update or upgrade policy. Specifically, the Vendor shall describe what updates or upgrades are provided with the maintenance plan and how many updates are provided annually. The Vendor shall also describe its approach to migration support from one release to another, and the historical cost information associated with the migration.
- 8.14 The selected System Vendor must provide 24 hour a day, 365 days per year support for the software throughout the implementation phase and beyond, as long as this system is in place. The Vendor must provide detail of policies that deal with problem escalation for phone support and/or on-site support.

## **9.0 Software Installation**

- 9.1 All software in this specification must be delivered and installed within a time specified by WPCD and OEP, to enable a system start up which is currently projected for September 1, 2005.
- 9.2 The software shall be delivered to its proper location and installed by the vendor without addition cost or expense to WPCD, OEP or Law Enforcement Agency, and at a time mutually agreeable by the vendor and WPCD, OEP, or agency staff. The software shall not be considered accepted until it has been installed and is operating in accordance with all specifications outlined in this document and any related contract.
- 9.3 The software installation shall be accomplished with minimal interruption to the normal business operation of the local Law Enforcement Agency. Implementation procedures will be mutually determined by WPCD, OEP, Law Enforcement Agency and vendor and should include a portion of time that parallel operations of the old and new system shall occur.
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- 9.4 Describe the number of Microsoft Certified professionals on staff.
- 9.5 The vendor shall include a proposed implementation plan in the submitted proposal.
- 9.6 The Vendor shall assume full responsibility for supervision of the work irrespective of the amount of work sublet, and shall give the work the attention necessary to facilitate and assure completion in accordance with the terms of the contract.
- 9.7 All work shall comply with the applicable national, state and local codes and regulations.
- 9.8 The Vendor is responsible, at all times, to observe and comply with all applicable laws, and shall protect and indemnify WPCD, OEP and its representatives against all claims and liabilities arising from, or based on, Vendor or Vendor-employee violations.

#### **10.0 Third Party Distributors**

- 10.1 Third party distributors may submit proposals as part of this RFP process. Software developers who are represented by a third party distributor are also encouraged to submit direct bids.
- 10.2 If the manufacturer establishes a customer user's group, WPCD, OEP, and the Agencies will be eligible to serve on the user's group and represent agencies within the Washington Parish 9-1-1 system.
- 10.3 If a third party distributor is used, WPCD, OEP will have direct access to the software manufacturer's project manager during the installation period.

#### **11.0 System Documentation / Manuals**

- 11.1 The vendor shall furnish each PSAP, WPCD and OEP two (2) complete bound system manuals upon completion of the system installation. This manual should include the following:
- 11.1.1 A complete instructions manual for all software in the system.
- 11.1.2 Instructions for the determination of trouble reporting, including all trouble report telephone numbers.
- 11.1.3 A complete list for all software in the system.
-

11.1.4 A complete and detailed system schematic showing the actual system “as installed”

11.2 A complete description of the nature and scope of training functions for PSAP(s) personnel and managers or supervisors must be provided.

## 12.0 Acceptance Tests

12.1 The Purchaser requires field tests to verify operational compliance. The vendor shall submit the detailed test plan and procedures to the Purchaser at least 30 days before the start of the tests. Initial testing should be in parallel to present system.

12.2 A final acceptance test plan, tailored to the system specified herein, shall be submitted for review and approval by Purchaser within 30 days of contract execution. The plan shall be comprehensive, to include tests of all system components. The acceptance test plan will be reviewed by the purchaser and any deficiencies noted in the plan will be corrected by the contractor to the mutual satisfaction of both parties within 30 days of the plan's date of receipt by the purchaser.

## 13.0 New Software Inventory

13.1 Upon completion of each site installation, Contractor shall provide to WPCD/OEP and each Law Enforcement Agency a complete inventory of all installed software. Inventory should include physical description of each piece of software and all pertinent serial numbers and install codes.

13.2 Inventory will be provided in an electronic spreadsheet format, equal or similar to Microsoft Excel.

## 14.0 Deliverables

14.1 This section identifies the deliverable goods, testing and acceptance requirements for the Project. Physical acceptance of each installation of item of software at every PSAP is required.

**14.1.1 Hardware** - The hardware required for this project will be furnished by WPCD/OEP.

**14.1.2 Software** - The software will be installed and setup by the Vendor. Individual testing and acceptance of all required project applications is required.

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**14.1.3 Training** -Vendor will be required to provide on-site training to PSAP personnel and WPCD/OEP Program staff prior to implementation.

**14.1.4 Maintenance and Warranty** - Delivery of Vendor's maintenance and warranty service information, software license records, and any associated serial number information is required.

## 15.0 Proposal Requirements

### 15.1 Proposal Responses

15.1.1 Proposals must address each section listed in this document. It will not be acceptable to rely solely on descriptive or marketing material. Each point by point response from the bidder must indicate the following with an appropriate supporting response.

**Comply** - Indicates that vendor or the the vendor's standard software meets and/or exceeds the requirement.

**Non-Comply** - Indicates that the vendor or the vendor's software does not and cannot not meet this requirement

**Comply with Exception** – Indicates that the vendor or vendor's software partially meets the requirement.

**Understood** – Indicates understanding of an RFP statement of information.

15.1.2 Responses for each section of the RFP shall be included.

15.1.3 Time lines for each section as proposed by the Vendor must meet the Schedule Outline identified in this document.

15.1.4 The Vendor must include a project timeline, preferably in GANT Chart form which WPCD/OEP, and each Law Enforcement Agency will review and refine the work plan and implementation methodology, as appropriate

15.1.5 The Vendor must identify significant phases within the timeline in which progress reports will be given to the WPCD Manager.

15.1.6 Vendors shall complete, sign, and submit with the proposal, prior to the deadline for proposals, the proposal certification statement, which is an attachment to this RFP.

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- 15.1.7 The vendor shall assign a principal staff member to complete this project, and WPCD/OEP shall have the right of final approval before this staff member can be reassigned prior to completion of this project.
- 15.1.8 A letter from the manufacturer that it will support the proposed software for a minimum of ten (10) years from purchase date will be required with bid submission.
- 15.1.9 The selected Vendor shall agree that any news releases pertaining to the RFP or the project to which it relates will not be made without prior written approval from, and coordination with, WPCD/OEP staff.

## 16.0 Experience of Vendor

- 16.1 Vendors interested in submitting a proposal shall provide a list of qualifications of the Vendor and/or the staff of the Vendor's organization who will be involved in the project and a description of previous experience in developing, installing and implementing a CAD and RMS project which is fully integrated with CML Sentinel 911 and GeoComm GeoLynx.
  - 16.2 It is expected that the proposed CAD system will reside on the current CML/GeoComm workstation and that necessary data be exchanged between applications utilizing either existing Application Programming Interfaces (API) or newly developed interfaces from appropriate Software Development Kits (SDK). In either case, the prospective vendor must furnish a Certificate of Compatibility from CML Emergency Services, 75 Blvd. de la Technologie , Gatineau, QC J8Z 3G4 Canada, and GeoComm, Inc., 601 W. WST. Germain Street, St.Cloud, MN 56301.
  - 16.3 Vendors shall provide three references from similar projects with integration to CML and GeoComm products (include name, address, telephone number, a description of the project to which the reference relates, and date the project was completed).
  - 16.4 Vendors must include a written statement giving WPCD and OEP the right to investigate the references and past performance of any Vendor, sub-contractor or their employees, with respect to its successful performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers.
-

16.5 Additionally, responses to the following questions are required :

16.5.1 Specify the number of years the Vendor has been in the public sector software business.

16.5.2 Provide a chronology of the company's growth, heritage, staff size and ownership structure.

16.5.3 What percentage of revenues does this offered system verses other products or services, represent to your company ?

16.5.4 Provide details of all past or pending litigation, liens or claims filed against Vendor.

16.5.5 Describe how your company measures customer satisfaction for software applications and customer service & support.

16.5.6 Is the vendor ISO 9001 certified ?

16.5.7 Describe internal performance metrics used to quantify key customer support responsiveness, such as: Issues resolved on first call, average call duration, average time to reach issue resolution, etc.

16.5.8 Describe the company's commitment to research & development for the specific public safety application being proposed; include development staff size and percentage of annual revenue invested in application development of solution proposed.

16.5.9 For each of the applications being proposed, please provide the following background information.

a. Original Development Organization

b. Date of First Release

c. Date of Current Release

16.5.10 For these products what is the status of the originating development team resources (retention rate, location) ?

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## 17.0 Cost Proposal

17.1 This section is intended to provide itemized costs for the proposed project. Vendors interested in submitting a proposal shall provide an outline that shows how the Vendor plans to address the development, installation, and implementation of and budget for this plan. Include all projected costs associated with this project. Estimated bid prices are not acceptable. Vendors are responsible for all costs incurred in the development and submission of their proposals. Provide detailed costs by line items listed below:

17.1.1 Any software licensing or development fees

17.1.2 Site preparation

17.1.3 WPCD/OEP Specific requirements

17.1.4 Law Enforcement Agency specific requirements

17.1.5 Hourly change order rates

17.1.6 Other costs, such as travel; and training

17.1.7 Total contract price

17.1.8 Maintenance / support cost

17.1.9 Rates for additional professional service - If it should become necessary for WPCD/OEP to request the vendor to render any additional services, to either supplement the services requested in this RFP or to perform additional work as a result of this RFP, then such additional work shall be performed only if set forth in an addendum to the contract between WPCD and the firm. Any such additional work agreed to between WPCD and the firm shall be performed at the same rates set forth in the schedule of fees and expenses included in the sealed bid.

17.1.10 Rates for additional software - If it should become necessary for any PSAP to secure additional answering positions due to call volume increases, such procurement shall be performed only if set forth in an addendum to the contract between WPCD and the firm. Any such additional equipment shall be provided at the same rates set forth in the schedule of fees and expenses included in the sealed bid.

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## 18.0 TERMS AND CONDITIONS

- 18.1 Pre-Proposal Conference - A non-mandatory conference for firms interested in submitting proposals will be held on Friday, April 29, 2005, at 12:00 PM., at the Washington Parish Courthouse, Council Chambers. If the vendor plans to attend, a reservation should be obtained from : Joanna Thomas, WPCD, (985) 839-5625. Any questions and/or misunderstandings that may arise from this request should be submitted, in writing and forwarded, to the Chairman, WPCD, and the Director, OEP. Answers to questions submitted that materially change the conditions and specifications of this request for proposal will be promulgated to all addressees as an addendum. Any discussions or documents will be considered non-binding unless incorporated and promulgated in an addendum.
- 18.2 Site Visits - On site inspections will be at the Vendor's discretion. However, failure to conduct a site survey shall not excuse errors in bidding. It is strongly suggested that all vendors make a site visit to each PSAP prior to preparation and submission of responses. All such site visits will be coordinated by the WPCD/OEP staff in cooperation with the PSAP Manager.
- 18.3 Use of Sub-Contractor
- 18.3.1 WPCD/OEP will allow for the use of a sub-contractor to perform such duties and obligations, pursuant to the resulting contract, that may be delegated to it by the selected Vendor. However, WPCD/OEP will have prior approval for all sub-contractors used to fulfill this contract with regard to experience, skills, impartiality, etc. The selected Vendor agrees that any work completed by the sub-contractor, employees, or agents of the sub-contractor in order to meet the obligations of the selected Vendor does not negate the selected Vendor's responsibilities as set forth within the resulting contract.
- 18.3.2 The selected Vendor will remain solely responsible for performance of its obligations under the resulting contract. WPCD/OEP will look solely to the selected Vendor for performance of the resulting contract and be without liability to any sub-contractor, agents or employees of the sub-contractor that the selected Vendor may hire. Payment under the terms of the resulting contract will be made directly to the selected Vendor. The sub-contractor, agent or employee of sub-contractor shall have no
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right to payment from WPCD/OEP, or any agency participating in the Washington Parish 9-1-1 system.

- 18.4 Oral Presentations - Those Vendors who have been scored by WPCD/OEP's evaluation committee as the top two proposals received, will be given an opportunity to give an oral presentation to the evaluation committee. This presentation shall include a specific outline of the Vendor's proposed implementation process. The costs associated with this presentation will be at the Vendor's expense. If the Vendor should choose to invite the evaluation committee for a site inspection, the associated costs for those site visits will be at the Vendor's expense.
  - 18.5 Acceptance of Terms – WPCD/OEP reserves the right to accept or reject any and all proposals; to add or delete proposal items and/or quantities; to amend the RFP; to waive any minor irregularities, informalities, or failure to conform to the RFP; to extend the deadline for submitting proposals; to postpone the award of a contract for up to 30 days without impact to the delivery deadline; to reject, for good cause and without liability therefore, any and all proposals and to cancel the procurement at any time prior to contract execution.
  - 18.6 The contents of the proposal (including persons specified to implement the project) of the successful Vendor will become contractual obligations for the vendor even if acquisition action ensues. Failure of the successful Vendor to accept these obligations in a contract, purchase document, delivery order or similar acquisition instrument may result in cancellation of the award, forfeiture of the bid bond and such Vendor may be removed from future solicitations.
  - 18.7 Delivery must be completed on or before the date indicated in the bid. If this date is not met, through no fault of WPCD/OEP, WPCD/OEP may elect to cancel the award and make the award to the next most advantageous bidder.
  - 18.8 Withdrawal of Proposals - Prior to the deadline for proposals, any proposal may be modified or withdrawn by notice to the WPCD Manager at the place designated for receipt of proposals. Such notice will be in writing over the signature of the Vendor, and shall be delivered on or before the deadline.
  - 18.9 WPCD/OEP shall not permit any proposal to be modified once the sealed proposal has been publicly opened at the proposal opening. Modifications proposed after the proposal opening will not be
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considered. No responsibility shall attach a WPCD/OEP employee for the premature opening of a proposal not properly addressed and identified in accordance with the proposal documents.

- 18.10 When discrepancies occur between words and figures, the words shall govern.
- 18.11 Award of Contract - The award will be made to that Vendor whose bid will be the most advantageous to the Washington Parish system as determined by the WPCD/OEP evaluation committee, price and other factors considered. Line item approval of each software item in the CAD proposal from the Office of Domestic Preparedness, United States Department of Homeland Security will be required prior to contract signing.
- 18.12 Disclosure of Proposal - After contract award, a summary of total price information for all submissions will be available to those Vendors participating in this RFP. If a proposal contains any information that the Vendor does not want disclosed to the public or used by WPCD/OEP for any purpose other than evaluation of the offer, each sheet of such information must be marked with the following legend: *"This information shall not be disclosed outside WPCD/OEP or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided, that if a contract is awarded to this Vendor, or as a result of, or in connection with the submission of such information, WPCD/OEP shall have the right to duplicate, use, or disclose this information to the extent provided in the contract and in accordance with Louisiana Statutes. This restriction does not limit WPCD/OEP's right to use information contained herein if obtained from another source."*
- 18.13 Bid Cancellation – WPCD/OEP reserves the right to cancel this Request for Proposal any time, without penalty.
- 18.14 Ownership of Contract Products / Services - Bids upon established opening time, become the property of WPCD/OEP. All products / services produced in response to the contract resulting from this request for bid will be the sole property of WPCD/OEP, unless otherwise noted in the request for proposal. The contents of the successful Vendor's bid will become contractual obligations.
- 18.15 Incurring Costs – WPCD/OEP, and agencies participating in the Washington Parish system are not liable for any cost incurred by
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Vendors prior to the issuance of a legally executed contract or procurement document. No property interest, of any nature shall occur until a contract is awarded and signed by all concerned parties.

- 18.16 Non-discrimination - The Vendor shall comply with all state and federal laws, rules and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, disability or gender.
- 18.17 News Releases - News releases pertaining to this request for proposal shall NOT be made prior to the execution of a contract without prior written approval from WPCD/OEP staff.
- 18.18 Availability of Funds - Financial obligations of the WPCD for continued maintenance, upgrades and warranties, after the implementation of the system, are contingent upon funds for that purpose being received, appropriated, budgeted and otherwise made available. In the event funds are not available, any resulting contract will become null and void, without penalty to WPCD/OEP, or any participating agency.
- 18.19 Indemnification - To the extent authorized by law, the contractor shall indemnify, save and hold harmless WPCD/OEP, participating agencies, its employees and agents, against any and all claims, damages, liability and court awards including costs, expenses, and attorney fees incurred as a result of any act or omission by the contractor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this request for proposal.
- 18.20 Inquiries - Questions regarding the information contained in this Request for Proposals must be submitted to James M. Coleman, Chairman, WPCD and Thomas P. Thiebaud, Director, OEP. All questions must be submitted in writing (including email or fax), and received by the specified date and time. Mr. Coleman may be contacted at WPCD, 1007 Cleveland Street, Franklinton, Louisiana, 70438. Email: [wpcde911@itsfast.net](mailto:wpcde911@itsfast.net). Fax: (985) 839-5669. Mr. Thiebaud may be contacted at OEP, 17380 Bill Booty Rd, Bogalusa, Louisiana 70429. Email : [washparoep@i-55.com](mailto:washparoep@i-55.com), Telephone : (985) 732-5201. A copy of the questions and responses will be sent via e-mail to all firms that were sent a copy of this RFP. Firms wishing a hard copy to follow the e-mail response must specifically request such a response.
- 18.21 Deadline for Proposal - To be considered, one (1) original and ten (10) copies of your sealed, written proposal must be delivered not later than 5:00 PM, CST, on Friday, May 27, 2005, at the following address to the
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following: Washington Parish Communications District 9-1-1, Attn: James M Coleman, Thomas P. Thiebaud, 1007 Cleveland Street, Franklinton, Louisiana, 70438. Bids shall be submitted in a sealed container, clearly marked in the lower left corner:

**SEALED PROPOSAL  
CAD PROJECT  
May 27, 2005**

*No facsimile (fax) transmitted proposals will be accepted. Proposals received after the time specified will not be given further consideration. An official authorized to bind the Vendor to its provisions must sign proposals. The proposal must remain valid for at least 120 days after the deadline date for proposals.*

**19.0 EVALUATION PROCESS**

- 19.1 WPCD/OEP reserves the right to seek clarification of proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the proposal evaluation period.
  - 19.2 The evaluation committee will be comprised of the WPCD Chairman, WPCD Manager, OEP Director, Bogalusa Police Department Representative, Franklinton Police Department Representative, and a Washington Parish Sheriff's Office Representative. The Evaluation Committee will review each proposal to determine if it is complete and that it is accurate in its calculation and consistent with the technical approach and work plan. Any proposal, which does not meet the necessary criteria, or for which a fixed dollar amount cannot be precisely determined, will be considered non-responsive and may be rejected.
  - 19.3 The two highest scoring Vendors, according to the evaluation criteria included in this document, will be required, at their own expense, to make a formal presentation of their proposal, which must include an outline and overview of their implementation process and schedule. The committee will make a recommendation to the WPCD Board of Commissioners, who will tentatively select a Vendor, and direct the WPCD Chairman, OEP Director, WPCD Treasurer, and WPCD Legal Counsel to enter into contract negotiations with the Vendor.
  - 19.4 The tentative selection of a Vendor will be announced to the selected Vendor by telephone and in writing, and to the non-selected Vendors in writing.
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- 19.5 During contract negotiations, WPCD/OEP may require additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during the contract negotiations will become part of the final contract. If WPCD/OEP is unable to reach agreement with the first choice, discussion shall be terminated and negotiations will begin with another choice.
- 19.6 Appeals concerning contract award must be delivered to WPCD/OEP in writing within 7 days of the selection announcement. Appeals must specify grounds upon which the appeal is based. The WPCD Chairman and OEP Director will review the appeal, and contact all parties involved within forty-five calendar days of receipt of the appeal.
- 19.7 WPCD/OEP reserves the right to reject any and all proposals received as a result of this RFP, and to cancel this solicitation if doing so would be appropriate as determined by WPCD/OEP. WPCD/OEP reserves the right to accept a proposal or proposals in whole or in part. A Vendor will be held to the terms submitted in its proposal, but may be required to reduce costs depending upon services that WPCD/OEP may determine to be unnecessary or for which WPCD/OEP decides to assume responsibility.
- 19.8 WPCD/OEP reserves the right to reject any proposal of any Vendor who previously failed to perform to the satisfaction of WPCD/OEP or any participating agency, or complete on time agreements of similar nature. WPCD/OEP reserves the right to reject the proposal of a Vendor who is not in a position to perform such an agreement satisfactorily as deemed by WPCD/OEP.

## 20.0 Evaluation Criteria

The evaluation committee will review all documentation and other information received and evaluate the following criteria :

20.1	General System Requirements (Section 3) –	15 %
20.2	Functional System Requirements (Section 4) –	15 %
20.3	Functional System Requirements (Section 5) –	15 %
20.4	Multi-Focused Requirements (Sections 6 to 16) –	15 %

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20.5 CAD, RMS, Jail Management System turnkey  
and monthly maintenance and operating costs - 40 %

If two proposals receive the same score during the evaluation process, the proposal with the least cost will be selected.

## **21.0 BUDGET AND PAYMENTS**

21.1 Cost estimates for major work tasks related to this project should include all the relevant cost information of the project as proposed. Present a project budget that includes personnel expenses, materials and services, and any subcontractor costs that comprise the total cost proposal.

21.2 Payment for any contract entered into as a result of this RFP will be made as negotiated with the selected Vendor, upon receipt the Vendor's billing statement, and according to a delivery schedule described in the contract. The delivery schedule will be based upon the value of work completed at a given time, less 15 %, which will be held until satisfactory completion of the contract and acceptance of the project by the WPCD/OEP. The Vendor's billing statement must include a summary of progress made through the date of billing. Acceptance for final payment will be based upon the selected Vendor's performance in meeting the deliverables.

## **22.0 SCHEDULE OUTLINE**

<b>Event</b>	<b>Date</b>
Issuance of RFP	April 15, 2005
Pre-proposal Conference	April 29, 2005
Submission of Questions	May 6, 2005
Proposal due not later than 5 p.m. CST	May 27, 2005
Presentations By Highest Ranked Vendors	June 6 - 10, 2005
Negotiate Contract	June 13 - 17, 2005
Award Contract After ODP Approval	July 28, 2005
Delivery of System Software	Aug 18, 2005
Project Start Up	September 1, 2005

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**Appendix A**

**WASHINGTON PARISH COMMUNICATIONS DISTRICT  
REQUEST FOR PROPOSALS  
FOR  
UNIFIED CAD SYSTEM FOR WASHINGTON PARISH**

**\*\*\*\*THIS PAGE MUST BE COMPLETED, SIGNED AND RETURNED\*\*\*\*  
PRIOR TO THE DEADLINE  
FAILURE TO DO SO WILL RESULT IN PROPOSAL REJECTION**

**PROPOSAL CERTIFICATION STATEMENT**

Our/my proposal, of which this statement is a part, identifies fees and compensation for the services identified in the Request for Proposals for a Unified CAD System for Washington Parish system as administered through the Washington Parish Communications District (WPCD) and the Washington Parish Office of Homeland Security and Emergency Preparedness (OEP). Our/my proposal also provides a schedule for the project, which either meets or exceeds WPCD/OEP's requirements for completion.

The undersigned hereby: a) acknowledges he/she has read and understands all requirements and specifications of this request for proposals; b) agrees to all requirements, specifications, terms, and conditions contained in this request for proposals; and c) offers and agrees to perform the services with the staffing identified for the fees and compensation stated within the proposed schedule time.

The undersigned hereby agrees:

1. To comply with the Fair Labor Standards Act, as amended; and
  2. To comply with Title VII of the Civil Rights Act of 1964, as amended, which makes it unlawful for an employer to fail or refuse to hire or to discharge any individual or to discriminate against any individual with respect to compensation, terms, conditions, or privileges of employment because of the individual's race, color, religion, sex or national origin, among other provisions; and
  3. To comply with Public Law 101-336, the Americans with Disabilities Act of 1990 which makes it unlawful to discriminate against persons with disabilities in employment, state and local governmental services, public accommodations, transportation and communications; and
  4. To comply with Section 503, Public Law 93-112, 29 U.S.C. 793, which requires affirmative action to employ and advance in employment qualified handicapped individuals, among other provisions; and
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5. To comply with 29 U.S.C. Section 623, 29 U.S.C. Section 30, and 29 U.S.C. Section 631, as amended, which makes it unlawful for an employer to fail or refuse to hire or discharge any individual or to discriminate against an individual with respect to compensation, terms, conditions, or privileges of employment because the individual is at least 40 but less than 70 years of age, among other provisions; and
6. To comply with 42 U.S.C. 2011 and 2012, which require affirmative action to employ and advance in employment qualified special disabled veterans and veterans of the Vietnam era as defined, among other provisions.

The undersigned hereby warrants:

1. That it is willing and able to comply with Louisiana laws with respect to foreign (non-state of Louisiana) corporations; and
2. That it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof; and
3. That all information provided by it in connection with this proposal is true and accurate.

\_\_\_\_\_  
Company Name

By: \_\_\_\_\_  
Typed or Printed Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Title

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Signature

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**Appendix B**

**WASHINGTON PARISH WPCD/OEP RFP PACKAGE**

Provide details on an additional sheets, if necessary.

**PURCHASE PRICING:**

I. **WPCD/OEP Price** "Not to Exceed";

CAD System Base	\$ _____
CAD System Additional Modules (List All)	\$ _____
RMS System Base	\$ _____
RMS System Additional Modules (List All)	\$ _____
Jail Management System Base	\$ _____
Jail Management System Add. Modules (List All)	\$ _____
Total (Software and Labor; total installed purchase price)	\$ _____

\*\* Show components included and individual item prices on additional sheet.

II. **Maintenance:**

Software Maintenance Contract

Year 1	Warranty
Year 2	\$ _____ per month
Year 3	\$ _____ per month
Year 4	\$ _____ per month
Year 5	\$ _____ per month



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**III. Other Costs**

Training \$ \_\_\_\_\_

Other \$ \_\_\_\_\_

\*NOTE: All installation charges are assuming one time turnkey installation under single contract. Include information relative to provision of additional answering positions in PSAPs that experience call volume growth over the next several years. Cost information must be provided for purchase, installation, and all maintenance.