



Jasper County Emergency Services

Request for Proposal (RFP) Version 2

for Integrated Public Safety Information Solution

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PROPOSALS DUE: 27 JANUARY 2011 BY 2:00 PM CST

TITLE OF WORK: INTEGRATED PUBLIC SAFETY INFORMATION SOLUTION

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VENDOR INSTRUCTIONS

1. INTRODUCTION

Vendors are invited to provide a written proposal for a comprehensive, fully integrated, public safety information management solution. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

The term "Jasco" referred throughout this proposal shall mean Jasper County Emergency Services.

Jasco is a Public Safety Answering Point answering emergency and non emergency calls for Jasper County residents and visitors outside of the municipality of Joplin. Jasco provides emergency communication and dispatching for various public safety agencies to include (6 Police Departments, 12 Fire Departments, and 2 EMS Departments). Jasper County has 2 primary public safety answering points and 4 other various law enforcement only communications centers utilizing 3 different CAD/RMS products.

2. GENERAL CONSIDERATION

Jasco seeks the following technical foundation:

- Windows-based Client with multi-tasking capability

The core software applications required to meet the requirements of this RFP are as follows:

Combined Multi-Jurisdiction Law/Fire/EMS CAD

- CAD Mapping – JASCO currently uses MicroData xTrakker Version 3.1 (ANI/ALI software and mapping) as a solution. It may be necessary to interface to this current mapping solution, unless JASCO chooses to use the system proposed mapping solution. Please include option pricing.
- CAD Auto Routing
- CAD AVL
- Data Analysis/Crime Mapping/Management Reporting
- Service Vehicle Rotation (**aka**) wrecker rotation
- CAD Pager Interface (rip/run, sms text messaging)
- E-911 Interface
- State(MULES)/NCIC Interface
- Pictometry Interface
- Standard Operating Procedures/Pre-Arrival Questionnaire Interface
- Encoder Interface
- ProQA Interface
- CAD to CAD Interface (Cody/OSSI systems)
- CAD to RMS Interface (Cody/OSSI systems)
- Firehouse Interface

Web Application Software

- Web CAD Monitor

Mobile Computing Software

- CAD to CAR (to include costs associated with CAD to Car for Cody/OSSI systems)
- CAR to CAR
- NCIC/Mules
- AVL
- In-Car Mapping

3. RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

4. CONTACT WITH AGENCY EMPLOYEES

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact noted on the cover of this RFP. Pre bid conference will be scheduled by phone or in person **6 January 2011**.

5. ASSESS RFP DOCUMENTS

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in their proposal the total costs of all items included in the RFP.

6. COSTS OF RFP PREPARATION AND SUBMISSION

Each vendor shall bear responsibility for all costs incurred in order to prepare and submit their response to this RFP.

7. PROPOSAL REVIEW

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Missouri Sunshine Law, at award of contract, cancellation of this RFP, or within 180 days, whichever shall occur first.

8. PROPOSAL FORM

Each proposal will be submitted in a sealed envelope bearing the title of work and the name of the vendor. Nine printed copies and one electronic copy on CD shall be provided.

Delivery of Proposals: RFPs must be delivered by **2PM CST, 27 January 2011** and to the place stipulated on the cover of this RFP. It is the sole responsibility of the vendor to see that their RFP is received in the proper time. Any proposal received after **2PM CST, 27 January 2011** shall be eliminated from consideration and returned to the vendor unopened.

The proposal must be prepared in the following format:

Section 1 – Executive Summary

Provide a concise overview of the system proposed.

Section 2 – Vendor Background and Qualifications

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below.

1. Specify the number of years the Vendor has been in the public sector software business. Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.
2. Provide a chronology of the company's growth, heritage, staff size and ownership structure.
3. Indicate whether the business is a parent or subsidiary in a group of companies.
4. Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?
5. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.
6. Provide a brief statement of the company's background demonstrating longevity and financial stability.
7. Indicate if the company incurred an annual operating loss in the last 5 years.
8. Has the company had a workforce reduction during the past 5 years?
9. If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.
10. Describe the seniority, tenure and background of the senior management team.
11. Describe how your company measures customer satisfaction for software applications and customer service & support.
12. 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.
13. 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.

Note: If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

- Date of product merger / acquisition
- Name of the products and organizations involved
- Status of the originating development team resources (retention rate, location)

Section 3 – Customer References

Please provide at least five (5) customer references that are representative of the requested system.

Section 4 – Response to Software Questions/ Requirements

Vendors are instructed to complete the Functionality Questions provided in this RFP, by placing an X in the correct column for each requirement as described below:

- Fully Compliant - Indicates that the vendor's standard software meets and/or exceeds the requirement.
- Modification/Custom Software - Indicates that a software modification or custom software is required to meet and/or exceed this requirement. If there is a cost associated with this, list the dollar amount in comments attached.
- Not Available - Indicates that the vendor's software does not and cannot not meet this requirement.
- If additional space is required you may complete your responses on additional sheets as needed. Be sure to include the question with your response.

Section 5 – Software Descriptions

Provide narrative descriptions of the proposed software applications.

Section 6 – Implementation and Support

Answer the following questions and provide the necessary documentation for each item listed below.

1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
2. Describe your overall user training approach.
3. Describe your company's service & support philosophy, how it is carried out and how success is measured.
4. The vendor must provide ongoing services and support, such as a toll free 24 x 7 customer service number, annual training classes and continued training classes, online customer service web site and online software maintenance.
5. Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.
6. How do you service and troubleshoot problems for your current clients?
7. Provide resumes of proposed project team demonstrating recent project management engagements.
8. The vendor must provide software updates and enhancements on a regular basis. The vendor must communicate provisions and identify associated costs.
9. Describe the number of in house employees that are certified in the administration and maintenance of the proposed database solution.

Section 7 – Cost Information

Please review the specific software applications described in Section 2. General Requirements. The following costs associated with these applications must be included in your response:

- Application software license fees
- Modification costs if denoted to satisfy a requirements
- Implementation, Training and Support Services Costs
- Annual Software Maintenance costs for 5 years
- Anticipated cost increase in percentages for annual software maintenance for 5 years
- Other anticipated costs (data file conversions, etc.)
- Onsite support/training costs (i.e., travel, lodging, meals, etc.)
- Additional costs if any for interfaces

Section 8 – License Agreement

Provide a sample of the proposed License Agreement and or contract.

9. DEMONSTRATIONS AND PRESENTATIONS

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of Jasco.

10. RIGHT OF REFUSAL

Jasco reserves the right to a) reject all RFPs in whole or in part; b) to make no award; c) to make partial or multiple awards; and to waive technical defects, irregularities or omissions, if in its sole judgment, the best interests of Jasco will be served. Jasco further reserves the right to accept a proposal for a contract other than that with the lowest cost, and to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of Jasco.

11. EVALUATIONS

The primary criteria for vendor evaluation and consideration are:

- Market Focus (Public Safety Specific)
- Stability (Financial Viability, Business Longevity, National Focus)
- Customer Service (References, Retention, Measured Service Rates, 24x7 Support)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements

Evaluation of the proposals is expected to be completed within 60 days after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected. It is the intention of Jasco to consider and select the best and final offer.

Jasco may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations to the evaluation team.

12. SOFTWARE REQUIREMENTS

MINIMUM REQUIREMENTS				
The following are minimum requirements. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated.				
REQUIREMENTS		COMPLIANT	MODIFICATION	NOT AVAILABLE
1.	The proposed public safety system must provide integration between CAD, Records and Mobile applications without the need for batch updates or data transfers.			
2.	The software architecture must make extensive use of stored procedures for application scalability, security and integrity.			
3.	The proposed system must be able to support Windows XP and/or Windows 7 clients.			
4.	Application security should provide flexible access control down to the field level, allowing specific access permissions such as update, view-only, or prohibit-view.			
5.	Application should provide ability for users to tailor system provided reports, retaining application level security and performance.			
6.	Application shall feature an audit log to track user activity. It should record every time a record is created, updated, or deleted, capturing the date, time and user making the change. Reports can be generated on user activity and search tools can be employed to located specific criteria.			
7.	The system must be capable of participating in data sharing by using a universal file structure.			

8.	The system must be capable of rolling over to a new numbering sequence on a given date, such as the beginning of a new year.			
9.	The system must allow the call location to be specified by an exact address, area, intersection, business/place name or latitude/longitude.			
10.	The map must be integrated with the CAD system, so when a call location is entered, a dispatcher can view the location of the call on the map, and the location of all current calls on the map.			
11.	An Automatic Vehicle Location System must be supplied that is integrated with the CAD system, mapping, and the Mobile product.			
12.	The AVL system client software must be able to capture Global Positioning System (GPS) information from an acceptable GPS device at the mobile computers serial port. This information must be communicated through the wireless system to the server.			
13.	The CAD system must be able to plot AVL activated mobile units on the mapping system display. Combinations of call locations and vehicle locations can be displayed to assist in unit assignments. Updates of the unit locations must occur automatically at specified cadence intervals.			
14.	Mobile units can use map data to locate call locations.			
15.	Software must run on “commercial off the shelf” hardware. Jasco may chose to purchase hardware separately but will comply with specifications provided by vendor.			

TECHNICAL QUESTIONS		
Please answer each question with YES, NO and/or brief explanation.		
QUESTION		RESPONSE
1.	<p>Is the proposed application developed with a widely accepted development environment such as Microsoft.Net, IBM WebSphere or Sun J2EE?</p> <p>Please describe all development languages utilized, including any proprietary toolsets.</p>	
2.	<p>Does the system architecture support a multi-tier deployment allowing multiple agencies to enter information into the system and both segregate AND combine their data at will?</p>	
3.	<p>Please describe CAD Mapping capabilities including a description of GIS integration.</p>	
4.	<p>Does the system provide global query function so that users can search system wide based on name, range of values, or partial & wild-cards?</p>	
5.	<p>Please describe all 3rd party software required or recommended for the solution, including Database, Operating Systems, report writers, GIS, compilers, etc.</p>	
6.	<p>Does the system provide multiple levels of data security control access by station, terminal, or department and by transaction, function, and file?</p>	
7.	<p>The system must be able to communicate with and export data to other systems utilizing the Justice XML standard and NDEX Standard. For clarity, the system does not have to include all fields of data for each of those standards. Rather, the fields of data chosen to be included in the system must simply be compliant with those standards.</p>	

8.	Will additional servers be required to run Mules/NCIC, MDT/AVL, Communications?	
9.	Describe the process involved to keep the "Training" database environment up to date with changes that have been made to the "Live" database?	
10.	During address verification will the system look at both a point file and centerline file?	
11.	Does your CAD roll over dates from 1 year to the next seamlessly at year end without loss of data and without the need for any intervention from IS/IT staff?	
12.	Can select users print active screens at any time within the application?	
13.	Are the software updates automatically sent to the user's machine from the agencies server?	
14.	Can the clients applications use dynamically assigned IP addresses or is a static IP required?	
15.	Does the system support single and multiple monitor setups?	

16.	Explain how the user permissions are defined and at what levels they are configurable?	
17.	Are reports configurable without a third party?	
18.	Can incident / case numbers be configured in different formats for different agencies? (ex: X PD Case number #10-1234 versus Y PD Case number #20101234)	
19.	Can road segments be shown as closed due to weather, construction, etc and will the CAD base recommendations with AVL on this road closing?	
20.	Can group chats be set up or a chat room for CAD to Mobile and CAD to CAD users? Are all chat and messages audited and can they be retrieved in a report?	
21.	Does the system have broadcast capabilities from CAD to CAD and Mobile, (ex: BOLO's typed out to display to all users)	
22.	If CAD to CAD and Mobile chat capabilities, will the message sent automatically display for the user if they were not logged into the system when the sign on? Is there a flashing screen indicator with messages?	
23.	Does the system have CAD to CAD user chat capabilities and CAD to Mobile user chat capabilities?	

24.	Can you search a history by telephone number within the CAD?	
25.	Can unit status be changed and will it be displayed in the unit status screen if the unit is not on a call? Is the status configurable? (ex: lunch, 10-80, training, court, out of service, on paper work, etc.)	
26.	Does the unit status display the last known position with time of that position if it was just a status change and the unit was not placed on a call? (ex: lunch at Denny's) This is useful if your'e not able to reach a unit that should have been available, you can look at their last known location to attempt contact.	
27.	Can the system save selected reports to various file formats, such as pdf, graphic, html, xhtml, etc.?	
28.	How are reports viewed in CAD? Is there a third party vendor or are there canned reports within the system?	
29.	How many canned reports are written within the system?	
30.	Can reports be set to automatically send to an email address based on the type of report, date and time? (ex: address override reports sent to the GIS manager daily)	
31.	On Mobile product, how does this update from the server?	

32.	On Mobile product, can the field unit see location history, location alerts, all call detail information and all the layers of the map?	
33.	Does the CAD give turn by turn directions or display a route on the map for the CAD and mobile user to view? Does this take into account any road closures displayed in the map?	
34.	Can phone book data be converted from an excel format into the CAD's phone book, rolodex or business information section?	
35.	Is there a Web viewer CAD available for other agencies to view our calls from our CAD? If so, what is the cost associated with each web client and what is necessary to do this? Is this client restricted to view only? What information may be viewed on this Web client?	
36.	How does the CAD training database work? Can information and updates be moved from the live CAD to the training database, along with the user preferences easily so that we may perform continuing education easily at no additional cost? Is the training database kept on the same CAD server or does it require another server / computer?	
37.	What is the cost associated with training CAD license or a back up CAD license for training?	
38.	Please list any other products your company provides that may be beneficial to public safety. (ex: RMS, Jail Management, etc.)	
39.	How much time is required for configuration, implementation and training once a contract is agreed upon and signed? Is this negotiable?	

40.	How are enhancements requests submitted by the user? What is the process for approval of enhancements and please provide statistics on how many enhancements were requested within the last year, to date that have been approved and provided in past updates versus not approved.	
41.	How often is continuing education provided? Is there cost for webinar training? What type of training is pushed out to the end user when an update has been released?	
42.	Where is the closest user group meeting for JASCO's area and how often do they meet? Does your company send a representative to these user meetings?	
43.	What is the Relational Database used?	
44.	If the Relational Database is Microsoft SQL, is it 2005/2008?	
45.	Is your company a certified Microsoft Solution Partner?	
46.	If the proposed system leverages Microsoft technology, does it operate on a MS2008 server operating system for database and application execution?	

13. PROJECT SCHEDULE

The *expected** schedule for this project is as follows:

- This RFP sent on **12/15/10**
- Questions due by **11am cst, 1/6/11**
- Pre-Bid Conference schedule for 2:00 p.m. cst, 01/06/2011 (Conference bridge will be set up and instructions emailed out by 01/05/2011)
- Answers posted by **2pm cst, 1/7/11**
- Proposals due by **2pm cst, 01/27/11**
- Expect work to start 60 days from finalization of contract.

If you feel you cannot meet these deadlines, please specify your proposed timetable in your response.

* Each date is subject to change. Check website for latest schedule. www.jasco.org Public Info section.

APPENDIX

FUNCTIONAL QUESTIONS	
Please answer each question with YES, NO and/or appropriate narrative.	
QUESTION	RESPONSE
1. Ability for users to configure their own workstation environment (e.g., sort status monitors, change colors, font style and text size)	
2. Ability to “hide” information from displaying (e.g., juvenile-related information, from Fire/EMS reports). Information to hide should be user-defined	
3. Ability to cut and paste data between fields and across applications	
4. Ability to recommend units by either deployment plans or closest unit based on AVL. If recommendation is done by closest unit and multiple units are at the same location can it then choose by longest idle? Does AVL recommendations get copied into the call form or is it audited and retained in a log somewhere, where it can be retrieved later to show proof of the recommendation?	
5. During address verification if you have an apartment complex and the caller didn't give you the apt # does the system prompt you that there are multiple entries with different apt/ste numbers?	
6. Does the system track personnel (ie, (1101 officer ID) in Patrol 4 (Unit) assigned to an event/call. In other words if 1101 today is John Smith and next month 1101 changes to Ray Brown is that logged somewhere in the system?	

7.	Does the system have the ability to display attachments, (ie: floor plans, alert history)?	
8.	Can the system search history by name, call number, location, radius, dispatcher, officer, unit identification, emergency services number ESN, remarks, partial name searches, NCIC searches?	
9.	Does the system assign separate case or incident numbers by agency for the same event/call? (ex. Traffic accident – requires Police, Fire & EMS all disciplines get assigned to same event number but different case numbers)?	
10.	Can two call takers/dispatchers be in the same call at the same time editing?	
11.	Does the system allow Standard Operating Procedures to be added based on call nature /event type? If so, can instructions and call taker questions be added and does this information spill into the call form? If it does not spill into the call form, is the information saved in an audit log and can you verify that the dispatcher displayed the information if reviewing the call for quality control?	
12.	Do you allow for a EMD interface with both the Priority Dispatch and APCO? If so, can either interface be set to automatically pull up the interface based on the nature /event type?	
13.	Does the EMD interface automatically dump all related questions and/or responses into the call form once complete or when the interface has coded the call from the questioning?	
14.	Is text in the remarks/comments section of a call form searchable?	

15.	Does the system have faxing / paging / SMS text messaging / email capabilities to auto send on time stamp, (dispatch, arrive, second alarms, clear) and have manual capabilities for these options. Can you edit the information to be sent based on the time stamp your sending information on? (location, cross streets, caller information on dispatch and second alarms and unit /officer times on clear time stamp)?	
16.	Can time stamps be edited or rolled back if a mistake has been made? If so, is this user defined by user rights?	
17.	Can units on a call be exchanged and if so does it keep the same time stamps as previously set prior to the exchange?	
18.	Does the system have an audit log that keeps track of every key stroke and application opened? Please explain what the audit log keeps and will reproduce during audit of daily activity.	
19.	Does the system allow for the administrator to configure a command string / command order and hints for the command line usage?	
20.	Does the system allow for the administrator to configure hot keys, (ex: F1, F2, F12, etc.) to be used for various dispatching tasks to save time?	
21.	Does the system have a type ahead function when entering premise or location information, where it will automatically type ahead or show a drop down box of choices. (ex: Taco Bell – Main St versus Taco Bell – Rangeline Rd)	
22.	Does the system work with Firehouse Interfaces? If so, is this a two way interface or send only capability from CAD to Firehouse?	

23.	How does the CAD look at the time and atomic clocks for syncing purposes? Can it be set to show military time? If the server is pointed to a time sync program, will it automatically change with that program during daylight savings time?	
24.	If a call taker is in a call form entering remarks, can another call taker or dispatcher look at the same call and see the remarks as they are being typed? If not, how and when will they show up for the other call taker?	
25.	Can the call tree be filtered and sorted, by agency, active/pending calls and by discipline? (ex: Law dispatcher versus Fire dispatcher)	
26.	Does the CAD have a scheduled call capability? If so, does the call remain on the screen in pending or scheduled section until the date and time or does it just show up in pending when it is set to be dispatched?	
27.	Does the CAD have a stacking call capability? If an officer is responding to a call and gets delayed due to another higher priority call, will it stack the officer on the previous call and/or give the ability for the call to be returned to pending status? Is this audited in the call with times?	
28.	Does the CAD have a re-occurring call capability? If so, can you set a call to re-occur by day of the week, month, daily, weekly? (ex: medical transfers by EMS to doctor's appointment)	
29.	Does the CAD allow for messages or scheduled tasks to be set as reminders, but not a call? (ex: Storm siren testing every Wednesday at noon)	
30.	Does the system allow or require that calls be archived at some point and if so, is it still searchable quickly and easily by any user?	

31.	Can different agencies be assigned to the same call without the dispatcher needing to manually duplicate the call information?	
32.	Does AVL interface have a play back ability? If so, provide cost difference for play back capability.	
33.	On the CAD view screen where available units are listed, is there a unit description to identify the unit ID displayed?	
34.	What can you filter your unit status window or display by?	
35.	Can the system check for previous related events or warrants when the caller's name is entered?	
36.	Can unit recommendations or response plans be configured by nature / event type and also be based on locations / points / map layers?	
37.	Can unit recommendations be set up for multiple alarms based on the nature / event type? If so, how many alarms are allowable?	
38.	Can ortho layers be displayed on the map? If so, can a Pictometry interface be used?	

39.	Does the map display hyperlinks to point to a layer or important information? (ex: assessor's file for pictures)	
40.	Can layers be moved up and down from the map display, user defined and preferences saved?	
41.	Does your system allow for overlay maps from NOAA weather radar or FEMA hazard maps to display as a layer on our maps?	
42.	Does the CAD or map display the uncertainty factor for Phase II calls?	
43.	Does the mapping system have search functions to search recorded file data with range or combination? Is there plotting capabilities with this search?	
44.	Is there query capability to do pin mapping and then print those results as a .pdf or display a bar/pie chart?	
45.	Does the CAD and/or map display a Phase II call and move the location of the caller if during the re-bidding / re-refresh process, the caller is moving? Will it continue to display this information every time the call is re-bid/re-freshed?	
46.	Does the CAD map display the latitude / longitude in degrees/minutes/seconds and in decimals degrees?	

47.	If an address does not verify, can it be over-ridden by the call taker and is it logged in an audit log? Is this information available in a report within the system?	
48.	What information is moved over to the call form during 9-1-1 call while using the ANI/ALI interface?	
49.	Can you configure the tab order within the CAD? (ex: have the tab set when entering a call to go from the address to the phone number and then to the reporting party name)	
50.	Can you display in the unit status that they have moved up to cover for another station or unit?	
51.	Can you re-dispatch a closed call? If so, does it keep the times the same or do you have to manually enter them in remarks? (ex: user accidentally closed a call)	
52.	Is there a phone book with premise information configurable within the CAD that is easily accessible to the user?	
53.	Can you set up aliases in the phone book or premise information to a business name? (ex: McDonald's alias MD)	
54.	Can you configure alias road names? (ex: Highway 171 is also known as Central between certain ranges and McArthur Blvd between other, or Highway 171 versus Hwy 171)	

55.	Are status checks configurable on time stamp by nature / event type? (ex: 5 minute status check after arrive on burglary call, but 3 minute status check on transporting time stamp)	
56.	Can alerts be set up on a address or proximity to identify a hazard or important information to dispatch to field units? Can these be set to expire or not expire? Is this free text?	
57.	Can alerts like status checks and important information / alerts on an address be set up to flash / beep / change color / etc?	
58.	What information is displayed in the Mobile product for field units?	
59.	Is the Mobile product configurable to allow or not allow unit initiated events, like arriving themselves, etc?	
60.	Is there an alarm for officer needs assistance in the Mobile product? If so, how does it display for the other Mobile users and the CAD users?	
61.	Can you schedule messages for Mobile users to display at a certain time?	
62.	The mapping system must support multiple shape files so different geographical features, such as streams and lakes, political boundaries, railroads and utilities, etc. can be displayed. Are these features selectable during display so they can be turned on and off or moved up or down by the user?	

63.	How does the CAD identify multiple calls within a time period from cell callers? Does it display them as separate calls through the 9-1-1 interface?	
64.	Can a call be linked or associated with another call? If so, is this call linked and does it display in the call form? Can it be cancelled if it is found to be linked in error?	
65.	Does the CAD screen allow for multiple docking positions and resizing of individual regions based upon user preferences?	
66.	Can a mouse be used to navigate thru screens and also to dispatch units using drag and drop dispatching?	
67.	If the business/place name is entered, does the system automatically transfer that businesses address as the call location, but still display that business/place name on the call form for the dispatch and Mobile user?	
68.	Does the system allow specific colors configurable by the Systems Administrator to the user status screen, the open call status screen, or any other screens available to show consistency among unit status, and call status (pending, held, assigned, etc)	
69.	Does the system allow for the display of elapsed time when a call has been pending in an open call status screen? If so, does it change colors, flash, beep or how is it displayed?	
70.	How often does the CAD company provide updates? Are these updates provided for free? If not, please provide cost information. How long approximately does an update take and can the call takers/dispatchers still work in the CAD during this update?	

71.	Does the system allow for the rotation of various services, is it configurable and does it have an audit log or display on a report? (ex: wrecker rotation, medical helicopter rotation, chaplain rotation, deer list rotation)	
72.	Can dispositions be placed on each individual unit on a single CAD event? Can the system be preset to always provide a disposition based on discipline? (ex: each law officer may need a different disposition on a traffic crash, however the Fire / EMS units may need the same disposition every time)	
73.	Is your company currently working with MoDEX – Missouri Data Exchange System? If not, please give the estimated date that you will be ready to work with this system. Please provide a current Missouri customers contact information so that this information may be verified.	
74.	Does the system have integration to leverage desktop productivity tools such as Microsoft Office Suite?	
75.	Does the proposed system’s mapping solution use an ESRI platform? If not, does it integrate ESRI information seamlessly?	