

Butts County 911

Computer Aided Dispatch System RFP

RFP # 2001-0802

Issued By: Butts County E-911
625 West 3rd St Suite 17
Jackson, GA 30233

Schedule of Events

Event	Date
Vendor questions due	8/26/11
Bid Opening -- Proposals due	9/2/11
Finalists notified	9/9/11
Vendor Notification of Decision	9/26/11

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1. General Overview

1.1. Request for Proposals

Butts County 911 (BC911) invites qualified public safety software vendors to submit responses to this Request for Proposals (RFP). BC911 will use the information to purchase software that best meets BC911's needs. The current CAD system that was purchased for the BC911 Center in 2003 was never intended to receive calls and data from these new and emerging technologies; it has been stretched to its limit as technology advances.

The following table provides specific information about Butts County 911 and community served:

Description	Details
Population served	24,389
Total number of full-time employees (sworn and non-sworn)	12
Maximum number of concurrent users	12
Average number of concurrent users	8
Number of full dispatch stations	4
Total number of dispatchers (this number is included in both the sworn and non-sworn employee counts)	8
Number of dispatchers typically on-call per shift	3
Number of police agencies dispatched	1
Number of fire agencies dispatched	3
Number of EMS agencies dispatched	1

1.2. Modules and Services

Butts County 911 is interested in the following modules and services:

Required	Optional
CAD	Pictometry Interface
CAD Mapping	Rip and Run
GIS Address Verification	Mobile Mapping (20 MDT)
Pro QA	Mobile AVL Routing (20 MDT)
Alarm Tracking & Billing	Voiceless Dispatch (20 MDT)
E-911 Interface	Data Conversion Estimate
Response Plans	
Premises Information	
Hazardous Materials	
HipLink Paging Interface	
GCIC and NCIC Query Tool	
CAD AVL	
Smartphone and Tablet Interface	
External Database Query Tool	

2. Proposal Instructions

2.1. Agency Contact

All communication regarding this RFP shall be directed to the following agency contact (No phone calls will be accepted, all questions should be directed to: buttscounty.911@gmail.com):

Virginia Holton – 911 Director
Butts County E911
625 West 3rd St Suite 17
Jackson, GA 30233
buttscounty.911@gmail.com

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

2.2. Proposal Submission

- Submit one (1) original and 6 printed copies. Additionally, provide one (1) electronic copy on a CD, DVD, or flash drive.
- A response to all questions is required.
- Bids cannot be withdrawn or corrected after submission.
- Proposals must be submitted in a sealed box or envelope to the address below.

Butts County E911
625 West 3rd St Suite 17
Jackson, GA 30233

Proposal package must be labeled as follows:

Project name
Proposal number
Vendor name

- All vendor documents will be confidential during the evaluation process. Following award of contract, all offerings become public documents, except pages marked “proprietary.” Vendors may not mark the entire proposal as proprietary.
- Upon award, all proposals become the property of Butts County 911.
- The vendor is responsible for all costs incurred in the preparation, demonstration, or negotiation of this proposal. Exceptions may include costs associated with Butts County 911 onsite personnel visits.
- Butts County 911 may invite select vendors to demonstrate their proposed systems, or require clarifications to be provided regarding their offerings.
- Butts County 911 reserves the right to award the project to the vendor with the lowest or the best bid. Butts County may not necessarily accept the lowest bid but reserve the right to accept the system deemed to be in the best interest of Butts County 9-1-1 Communications. Butts County 911 may reject any or all bids.

2.3. Proposal Format

Vendors must organize their proposals in the following format:

- Letter of Transmittal
- Table of Contents
- Executive Summary
- Technical Proposal (RFP Section 3.0)
- Functional Specifications (RFP Section 4.0)
- Exceptions (RFP Section 5.0)
- Cost Proposal (RFP Section 6.0)
- Proposal Attachments

2.4. Evaluation Criteria

Butts County 911 will consider the following in its evaluation:

- Proposal response
- Software capabilities
- Company profile
- Proposed services
- Warranty, maintenance, and support
- Pricing

2.5. Terms and Conditions

Insurance Requirements

Certificate of Insurance – Include a sample certificate of insurance as an attachment

Offeror’s Guarantees

The period of time for which proposals must be valid is for 90 days.

Workers Compensation

The Vendor/Contractor shall supply workers compensation for all employees used for the job.

3. Scope of Work

3.1. Vendor Background

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

1. Provide a brief company history.
2. Does the vendor develop, sell, or support any software other than public safety software? If so, describe.
3. Is the company a Microsoft® Certified Solutions Partner?
4. How many employees are dedicated solely to public safety software versus public sector and/or private sector software?
5. In each department, what percentage of employees is dedicated specifically to the support, administration, programming, development, etc. of the proposed public safety software?

Vendor Department	% of Employees

6. How many government agencies are current public safety software customers?

7. How many current public safety customers have used the software for 10 years, 15 years, and 20 years, respectively?
8. Does the vendor have at least fifteen (15) public safety software (not including 3rd party or contract vendors) customers in the state of Georgia demonstrating the ability to perform to local requirements?
9. Does the vendor have at least four (4) County 911 center customers in Georgia where the Computer-Aided-Dispatch system is fully implemented and functioning?
10. Has the vendor ever been party to a buy-out, merger, or company acquisition? If so, explain.
11. Has your company or any company employee ever been named in litigation and/or arbitration related to the company's product or services? If so, explain.
12. Has the vendor ever completed an implementation after the deadline? If so, indicate the date, parties involved, and circumstances.
13. Has an implementation ever exceeded the agreed budget? If so, describe.
14. Has the company ever terminated a contract or failed to complete any work awarded to it? If so, describe.

3.2. Vendor References

Provide at least ten (10) Computer-Aided Dispatch center references that are currently using a system similar to the proposed solution, three (3) of which must be Georgia CAD dispatch centers. At least five (5) of these references must be customers that have used the system for five years or more. Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
- Years using system
- Programs/modules in use

3.3. User Licenses

1. Describe the proposed licensing structure for the CAD system? (User or site license)
2. Provide the following information for each component that requires a license. Add rows as needed.

Licensed Component or Module	License Type (user, concurrent, etc.)	# of Proposed Licenses	Cost per Additional License

3. As Butts County 911 expands, or desires to set up workstations for mobile command centers or a secondary emergency communications center, will there ever be any additional charges for workstation licenses? If so, please specify the cost per additional CAD station licenses.
4. How many practice database licenses does your proposal include?
5. Using agency-defined privileges, will Butts County 911 be able to grant unlimited view-only licenses to outside departments, such as the Butts County SO, Butts County Fire, Jackson PD, Jackson Fire, Butts County EMS, the District Attorney’s Office and other county entities? Is there an additional cost for view-only licenses?

3.4. System Overview

1. In the table below, enter the name of the vendor providing each product or service in your proposed solution. The information should also reflect any third party vendors proposed for this project.

Product/Service	Vendor
Computer Aided Dispatch software	
Mapping software	
Mobile Software	
Project management	
Installation	
Training	
Software maintenance and support	

2. Describe the internal interface between proposed modules. Do all modules query a single database?
3. Describe the system’s multi-jurisdictional capabilities.
4. Describe the system’s customization capabilities.
5. Describe the varying levels of security within the system.
6. Describe the system’s reporting capabilities including ad hoc reports. Also, state the number and provide a description of standard pre-formatted reports included.
7. Describe how images are captured, stored, and used?
8. Describe how all media files (e.g., image, sound, and video files) are incorporated into the software? Can attachments be opened in their native formats?
9. Describe how the proposed solution provides link analysis on all persons, property, and vehicles associated with a case.

10. Describe how database schema is accessed by Butts County 911 (e.g., finding a field name for data extraction purposes.)
11. Vendor shall furnish a certified letter stating their equipment is ready for and will support NG911 technology. Also, please specify if there will be additional charges for NG911 future upgrades.

3.5. Data Exchange Capabilities

1. Describe vendor capabilities to perform data exchanges using the National Information Exchange Model (NIEM) standards and web services.
2. Describe the vendor’s ability to interface with N-DEx.
3. Describe vendor participation in national industry workgroups that promote data exchange.

3.6. System Requirements

1. Describe the networking requirements for running the application.
2. How many servers will be required for the proposed installation?
3. Provide sever hardware specifications. Repeat the table if multiple servers are required.

Server Specifications	
System Information	
Vendor	
Model	
Operating System	
Central Processing Unit (CPU)	
Type	
Speed	
#CPUs (cores)	
Minimum required	
Recommended	
Memory	
Minimum required	
Recommended	
Disk Space Capacity	
Minimum required	
Recommended	
Disk Array Configuration	
RAID levels supported	
Network Adapters	
Minimum required	
Recommended	
Additional Information	
Number of users supported	

Server Specifications	
Preferred tape drive	

4. Provide the minimum and recommended configurations for user workstations.

Non-Dispatch Workstation		
	Minimum	Recommended
Operating Systems		
CPU		
Memory		
Network card		
Screen resolution (pixels)		
Video card		
Hard disk space		
Monitor		
Additional applications/ software		

Dispatch Workstation		
	Minimum	Recommended
Operating Systems		
CPU		
Memory		
Network card		
Screen resolution (pixels)		
Video card		
Hard disk space		
Monitor		
Additional applications/ software		

Mobile Laptops		
	Minimum	Recommended
Operating Systems		
CPU		
Memory		
Wireless network		
Screen resolution (pixels)		
Screen size		
Video card		
Hard disk space		
Additional applications/ software		

3.7. Implementation

Timeline

1. Describe the typical implementation process for a project of this scope.
2. Attach an implementation timeline that outlines specific milestones and deliverables.
3. Explain the vendor’s acceptance and testing procedures.

Team Resources

1. Provide a project organization chart.
2. Describe the roles of key members of the implementation team. Include whether the project manager is Project Management Professional (PMP)-certified.
3. How will the implementation team coordinate project milestones with Butts County 911?

Training

1. Describe the vendor’s training services.
2. Is a practice database along with corresponding tutorials available for user training?
3. Describe all documentation provided with this solution. Are user manuals available in electronic format?
4. How does the vendor ensure documentation is kept up-to-date?

3.8. Warranty, Maintenance, and Support

Warranty

1. What is the length of the warranty? When does the warranty begin?
2. Does the warranty include both maintenance and support services?

Maintenance

3. Describe all costs associated with system updates, enhancements, and bug fixes.
4. Describe how customers influence product enhancements. Also, explain the process for requesting enhancements.
5. Describe how the vendor manages the upgrade and enhancement process. Also, explain how custom modifications are preserved and describe any associated costs.
6. Does the vendor mandate installation of new releases? If so, how quickly must new releases be installed?
7. Is ongoing maintenance for the previous release provided? If so, how long does this maintenance continue?

Support

1. Provide a copy of the vendor's standard support agreement.
2. What percentage of the support staff is dedicated solely to public safety software?
3. Describe any ongoing management resources available to Butts County 911.
4. Describe the vendor's standard support services, including hours of coverage.
5. For telephone support, provide the following information:
 - Does the vendor provide 24-hour support?
 - What is the average support call duration?
 - What is the average time to resolve issues?
 - What is the first-call resolution percentage?
6. Does the vendor provide an online knowledgebase? If so, describe.
7. Describe any safeguards in place that would prevent the system from going down.
8. Describe the vendor's issue resolution process.

4. Functional Specifications

Complete the following tables by selecting the correct column (Y / N / M) for each requirement. Any additional explanation may be included in the comments column.

- Y Yes** – The proposed software meets or exceeds the requirement.
- N No** – The proposed software cannot meet the requirement.
- M Modification** – The software must be modified in order to meet the requirement. Provide estimated costs and proposed delivery date.

4.1. System Overview

4.1.1. General Requirements					
System Description		Y	N	M	Comments
1.	Are all system modules integrated through one central database, to maximize information sharing and reduce redundant entry?				
2.	Can application modules be added, licensed, and implemented separately as needed?				
3.	Is the system multi-jurisdictional, allowing agencies, departments, groups, or individuals to share data while also protecting agency-specific or confidential data?				
4.	Is the server software developed to run using either a Windows-based operating system or a UNIX-based operating system?				
5.	Is the system ODBC-compliant?				
6.	Can system interfaces meet the National Information Exchange Model (NIEM) principles for data sharing and integration with other systems?				
7.	Does the system include an N-DEx IEPD compliant interface?				
8.	Does the proposed solution offer a single administrative screen for the entire product (including any subsystems)?				
9.	Can users view changes to code tables without logging out of the system?				
10.	Can the user jump directly to a desired field with either the keyboard or mouse?				
11.	Does the user interface include function keys, a command line, and mouse point-and-click operations for direct access to system programs, screens, and menus?				

4.1.1. General Requirements					
System Description		Y	N	M	Comments
12.	Can users re-label fields on any screen?				
13.	Can users hide fields without vendor intervention?				
14.	Can the user define templates for use in any narrative field?				
15.	Does the system provide for narrative fields of virtually unlimited length within the most commonly shared tables (incidents, names, property, vehicles, etc.)?				
16.	Does the system provide spell-check for narratives?				
17.	Does the system provide Windows cut, copy, and paste functionality?				
18.	Are temporary ad hoc files automatically deleted within a reasonable time frame to minimize the impact on disk space availability?				
19.	Does the proposed solution support local and remote printing from the client or the server, using standard LAN connected printers?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.1.2. Security					
System Description		Y	N	M	Comments
1.	Can the software application administrator define security on world, agency, group, and individual levels for all screens within the system?				
2.	Does the system allow multiple agencies to share the host server yet partition data to limit access to sensitive information?				
3.	Can system security be defined for the following levels: screen, function (add, modify, delete, etc.), and field?				
4.	Can records be hidden (partitioned, blocked, etc.)?				
5.	Does each user have a single unique login and password to access all proposed modules?				
6.	Can a user be assigned to one primary group and multiple secondary groups? For example, a patrol shift supervisor might be assigned to a primary patrol group and to a secondary supervisor group given additional privileges.				
7.	Can Butts County 911 track how users access tables, including which records have been printed, searched, viewed, added, and deleted?				
*For Agency Use Only *		Column Total:			

4.1.2. Security				
System Description	Y	N	M	Comments
Total Table Score:				

4.1.3. System Queries				
System Description	Y	N	M	Comments
1. Can users search any field, on any screen, in any order?				
2. Can searches be performed directly within the data entry screens, without the need for a separate search application or window?				
3. Can users search using the following criteria: – none – equal to – not equal to – less than – greater than – between (date/time, day of week, etc.) – partial pattern match				
4. Can users search any field with wildcard characters?				
5. Does the system provide Soundex search capabilities?				
6. Does the system allow search criteria to be non-case sensitive?				
7. Can users combine search criteria from multiple scenarios in the same table or combine the search using other tables, such as names, vehicle, property, and incident records?				
8. Is the user able to perform a search and then add or refine the list with additional search criteria?				
9. Can the system display a list of all records matching the search criteria?				
10. Can users restore previous search parameters with subsequent searches?				
11. Can users restore previous search parameters when adding a new record?				
*For Agency Use Only *	Column Total:			
Total Table Score:				

4.1.4. Reporting				
System Description	Y	N	M	Comments
1. Does the system offer a substantial number of pre-				

	formatted reports? How many?				
2.	How many CAD pre-formatted reports does the system include?				
3.	Can the pre-formatted reports combine multiple tables?				
4.	Is the user able to easily define or limit the information included in a report?				
5.	Can users create and save a report format, defining the applicable table, fields, column titles, etc.?				
6.	Can users create ad hoc reports using third party report writers, such as Microsoft Office and Crystal Reports?				
7.	Can users schedule recurring reports to run at user-defined times and dates?				
8.	Can users output reports in a PDF or HTML format?				
9.	Is the user able to direct reports to a display screen, messaging system, file, operating system command, or printer?				
*For Agency Use Only *					
Column Total:					
Total Table Score:					

4.1.5. Messaging and Chat					
System Description		Y	N	M	Comments
1.	Does the system provide an electronic messaging and real-time chat capability between employees and employee groups?				
2.	Can users build custom messaging groups for an agency or zone?				
3.	Does the message center allow for alerts, GCIC/NCIC/local returns, approvals, and report assignments?				
4.	Will users receive a visual and audible alert for each new message, even when the messaging system is not the active program?				
5.	Can users interrupt a task to read, send, and forward messages, then continue their previous task?				
6.	Are users able to save messages in electronic folders for later retrieval?				
7.	Does the system retain a searchable record of all instant messages?				
8.	Does the messaging system provide an electronic workflow for officers and supervisors to exchange notifications related to incidents needing review, modification, or approval?				
9.	Can users view a list of personnel who are online or offline?				
10.	Can users view a summary of information from a				

4.1.5. Messaging and Chat					
System Description		Y	N	M	Comments
	single messaging screen, including the number of alerts, messages, search returns, and approvals?				
11.	Can Be On The Lookout (BOLO) and Attempt To Locate (ATL) notices be sent as instant messages and be programmed to scroll along the bottom of the screen until expired or deleted?				
12.	Can users set outgoing messages as high or low priority?				
13.	Can users set the expiration date and time for outgoing alerts (for example, BOLOs)?				
14.	Can users add customized external links directly to the home messaging screen (for example, to a city intranet site)?				
*For Agency Use Only *					
Column Total:					
Total Table Score:					

4.2. Core Integration

4.2.1. Names					
System Description		Y	N	M	Comments
1.	Does a central names table or master index manage all names entered into the system? A names table accommodates a person, business, or group of names.				
2.	Are names table records accessible by all modules without the need to re-enter information?				
3.	Can users view a list of records linked to a name, such as incident events or vehicle ownership, and access a full record from that list?				
4.	Does the system capture the following name information: <ul style="list-style-type: none"> – name and address – home and work phones – date of birth – place of birth: city, state, country – adult/juvenile – social security number – driver’s license number: type, state, country, expiration date – descriptive information: sex, race, hair color, eye color, height, weight, hair style, complexion, speech, teeth, build, ethnicity, scars, marks, and tattoos – school – emergency contact information – relationships – employment information – state ID number – FBI ID number – unlimited user-defined ID numbers – probation officer – attorney 				
5.	Can users attach digital media to a name record, such as images, sound clips, and movie clips?				
6.	Does the system provide a history of all past addresses, home telephone numbers, and name changes associated with a name?				

4.2.1. Names					
System Description		Y	N	M	Comments
7.	Does the system allow the user to search for a name using combinations of search criteria, including, but not limited to the following: – soundex – partial name – address – social security number – date of birth – sex – race – hair color – eye color – approximate height – approximate weight – scars/marks/tattoos				
8.	Does the system accommodate Modus Operandi (MO) information for each name and provide the ability to find persons in the system by searching particular MO?				
9.	Can users enter alert codes in the name record to identify dangerous characteristics of an individual, which can be displayed when the name is queried or record is accessed?				
10.	Upon query, is a user alerted if a name links to an alias?				
11.	Does the system allow an unlimited number of alias names, with a physical description and identification factors for each alias?				
12.	Can users manually or automatically perform duplicate name merge functions?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.2.2. Vehicles					
System Description		Y	N	M	Comments
1.	Does a central vehicle table manage all vehicles entered into the system?				
2.	Are vehicle table records accessible by all modules without the need to re-enter information?				
3.	Can users view a list of records linked to a vehicle, such as accidents and traffic citations, and access a full record from that list?				
4.	Does the system capture the following vehicle information:				

4.2.2. Vehicles				
System Description	Y	N	M	Comments
<ul style="list-style-type: none"> – license plate number, type, and state – vehicle Identification Number (VIN) – year, make, model – description (color, characteristics, doors, damage, decals, etc.) – storage location – status – date stolen, recovered, or received – responsible agency and officer – owner information – related incident – recovered value 				
5. Does the system include a field that specifies vehicle types, such as cars, trucks, motorcycles, boats, airplanes, etc.?				
6. Can users attach digital media to a vehicle record, such as images, sound clips, and movie clips?				
7. Can the system attach digital images to the vehicle record?				
8. Does the system define why the vehicle is in the system and include the following: <ul style="list-style-type: none"> – stolen/not recovered – stolen/recovered – evidence – abandoned – impounded – involved in an accident – driven by criminal suspect – used in crime – vehicle of interest 				
9. When a modification is made to the vehicle record, does the system preserve previous data from most fields in a history record?				
10. Does the system perform a check digit calculation to validate VIN entered for a vehicle record?				
11. Does the system provide an <i>Invalid VIN Report</i> which will generate a listing of all vehicles added or modified during a specified date range with the VIN check digits that indicate an invalid VIN number?				
12. Does the system generate reports to identify possible duplicate vehicle records?				
*For Agency Use Only *	Column Total:			
Total Table Score:				

4.2.3. Property					
System Description		Y	N	M	Comments
1.	Does a central property table manage all property entered into the system?				
2.	Are property table records accessible by all modules without the need to re-enter information?				
3.	Can users view a list of records linked to a property item, such as the owner’s name, and access a full record from that list?				
4.	Does the system capture the following property information: <ul style="list-style-type: none"> – type – brand name and model – model year – serial number – owner-applied number – descriptive characteristics (rusted, dented, color, size, etc.) – UCR code (clothing, consumable item, firearms, etc.) – quantity, with measurement unit (gram, ounce, etc.) – storage location and agency identification number – crime lab case number – status – date stolen, recovered, or received – stolen and recovered locations – stolen and recovered values – responsible agency and officer – owner information – victim name – related incidents 				
5.	Can users attach digital media to a property record, such as images, sound clips, and movie clips?				
6.	Can the system provide a property custody record, displaying a history of an item’s custody transfers?				
7.	Does the system allow the user to search for property using various criteria, including, but not limited to the following: <ul style="list-style-type: none"> – type – brand name and model – model year – serial number – owner-applied number – descriptive characteristics (rusted, dented, color, size, etc.) – UCR code (clothing, consumable item, firearms, etc.) – quantity, with measurement unit (gram, 				

4.2.3. Property					
System Description		Y	N	M	Comments
	ounce, etc.) – storage location and agency identification number – crime lab case number – status – date stolen, recovered, or received – stolen and recovered locations – stolen and recovered values – responsible agency and officer – owner information – victim name – related incidents				
8.	Does the system define why the property is in the system and include the following: – stolen/not recovered – stolen/recovered – lost – found – evidence – attached by civil officers				
9.	Does the system display why the property item is in the system? (Stolen, recovered, lost, found, evidence, attached by civil officers, etc.)				
10.	Can the system easily duplicate a change-of-custody entry for items under the same tag?				
11.	When a modification is made to the property record, does the system preserve previous data from most fields in a history record?				
12.	Does the system provide pre-formatted reports of property information, including a summary of any property released?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.2.4. Wants/Alerts					
System Description		Y	N	M	Comments
1.	Can users record information regarding wanted persons, both within and outside BC911’s jurisdiction?				
2.	Does the system capture the following wanted persons information: – court number – docket number – type of want				

4.2.4. Wants/Alerts					
System Description		Y	N	M	Comments
	<ul style="list-style-type: none"> – reason wanted – disposition of want – assigned officer and agency – dates issued, received, served, returned 				
3.	Does the system allow for multiple active wants or multiple offenses per want?				
4.	Does a wanted person's name automatically become part of the central names table?				
5.	When the user accesses a name record, does the system automatically display any active wants for that person?				
6.	For an active want, is a visual alert automatically displayed beside the person's name or alias and describe the nature of that want or alert? when accessed from within any module,				
7.	Are alerts visible within all system modules?				
8.	Can users define the wording of a want or alert display flag?				
9.	When a name is queried, does the system provide an alert if the person is currently in jail?				
10.	Can the system generate pre-formatted reports of wanted persons?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.2.5. GIS Address Verification					
System Description		Y	N	M	Comments
1.	Does the system validate addresses using industry standard ESRI® GIS technologies?				
2.	Does the system verify the following: <ul style="list-style-type: none"> – addresses – number ranges – street names – intersections – street aliases – mile markers – rural routes – highway exits – overpasses – commonplace names 				
3.	Does the system automatically enter the city, state, zip, and jurisdiction after verifying the address?				
4.	For addresses, does the system display the number				

4.2.5. GIS Address Verification					
System Description		Y	N	M	Comments
	of previous calls, possible duplicate calls (within a pre-defined distance), name records, name alerts, local wants, number of premise records, and address alerts?				
5.	Can the system display select locations within a defined radius (e.g., sex offenders proximate to a school)?				
6.	Does the system display crossing streets on either side of an address?				
7.	Does the system provide directions to an address?				
8.	Does the system accommodate office buildings and apartments with individual suite or apartment numbers?				
9.	Does the system allow for multiple occurrences of the same street name in different cities, displaying all occurrences and allowing the user to select the correct one?				
10.	Can street intersection information be used interchangeably (e.g., State Avenue/Main Street or Main Street/State Avenue)?				
11.	Does the system accommodate the use of address abbreviations (e.g., "St." for "Street")?				
12.	Can users rename a street and retain the old name as an alias street name?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3. Computer-Aided Dispatch (CAD)

4.3.1. General CAD Requirements					
System Description		Y	N	M	Comments
1.	Does the system allow police/EMS/fire units to be dispatched and tracked separately for a single call?				
2.	Does the system automatically update call information to Mobile and Records Management (law, fire, and EMS as applicable) and populate case records for follow-up action?				
3.	Can multiple incidents be generated and cross-referenced from a single call?				
4.	Can the CAD system function either with separate call takers and dispatchers, or with dispatchers receiving and dispatching calls?				
5.	Can dispatchers and call takers simultaneously enter information into the same record?				
6.	Can dispatchers view the call taker's progress and assign the call to a unit, without waiting for the call taker to route the call?				
7.	Does the system provide a view-only version of the CAD status screen for users who need to monitor dispatch without adding, modifying, or deleting information?				
8.	Can users open multiple CAD sessions, including stacked command lines so that each CAD center can have its own unique color for identification purposes?				
9.	Can configuration settings be associated with a computer as defined by BC 911 or set by individual users?				
10.	Can the CAD status screen be customized for the following: <ul style="list-style-type: none"> – dispatch responsibilities – jurisdictions – sort orders – screen size and position – text size – colors – toolbar buttons – right-click commands 				
11.	Does the system alert the call taker of potential duplicate calls based on the location of the call?				
12.	For a single call, can users enter a different call nature and/or address for each agency type?				
13.	Can dispatchers drag and drop units to calls or calls to units?				
14.	Does the core CAD system recommend units for				

4.3.1. General CAD Requirements					
System Description		Y	N	M	Comments
	dispatch using the following criteria: – agency of unit – kind of unit – station of unit – zone of unit – time since last status change – day of week and time of day				
15.	When defining unit recommendations, can BC911 specify the following: – minimum number of units – special equipment – minimum number of personnel				
16.	For multi-agency dispatch centers, can the system specify the maximum number of units to be dispatched outside BC911’s area at one time, and the maximum number of units to be dispatched outside BC 911’s area in a single dispatch?				
17.	Can users search for, and view, a list of employees with particular skills needed for an incident?				
18.	Can users assign primary and secondary uses to a specific unit?				
19.	Upon entry of a valid address, does the system display the number of previous calls, name and premise records, and wants/alerts associated with that address?				
20.	Upon entry of a complainant’s name, does the system display the number of previous calls and wants/alerts associated with that name?				
21.	Does the system alert users if the name entered in a complainant field is an alias name?				
22.	Does the system display available water sources proximate to a call, in order of distance, with the distance in feet or miles, the status of the water source, and the available water flow?				
23.	For a traffic stop, can dispatchers enter a single command that will automatically create a radio log entry, add the traffic stop information to a traffic stop table, update the unit’s status, and query for matching vehicles in the local database and any external databases?				
24.	Does the system display in the traffic stop window the number of accidents, citations and/or warnings associated with a vehicle?				
25.	Can users escalate a traffic stop to an active call?				
26.	Can dispatchers query name, vehicle, property, and law incident records from within the law records module, without exiting the CAD status screen?				
27.	Does the system provide online help for all CAD				

4.3.1. General CAD Requirements					
System Description		Y	N	M	Comments
	commands from within the command line?				
28.	Can dispatchers change the status of all units in a shift with a single command?				
29.	Are all call/unit status updates automatically posted to a radio log?				
30.	Does the system automatically log dispatch times in the radio log, and are radio log time stamps associated with the full incident report?				
31.	Can BC911 define restriction, modification, and deletion privileges for radio log entries?				
32.	Can dispatchers set timers for a call or a unit?				
33.	Can the system provide timers by call nature for unit dispatch, arrival on-scene, and call completion?				
34.	Will status changes reset the timer?				
35.	Are dispatchers visually and audibly alerted when a timer expires?				
36.	Does the system display agency instructions and policies linked to specific call natures (e.g., instructions for choking victims, unit teams to dispatch for building fires, etc.)?				
37.	Can the system interface to dispatch protocol software?				
38.	Does the system accommodate agency telephone lists, fire department rosters, etc.?				
39.	Does the system include a table of available non-agency resources, such as backhoes, cranes, specialized vehicles, etc.?				
40.	Can users assign towing companies from a rotating assignment table?				
41.	Does the system accommodate calls for service for which BC911 is not responsible but wants to be aware of, such as search and rescue calls or animal control calls, which do not require a full incident report?				
42.	Does the system allow a closed CAD call to be reopened, record who reopened the call, and stamp the time/date?				
43.	Can the user open one or more call types (law, fire, EMS) associated with the reopened call?				
*For Agency Use Only *					
Column Total:					
Total Table Score:					

4.3.2. CAD Mapping					
System Description		Y	N	M	Comments

4.3.2. CAD Mapping					
System Description		Y	N	M	Comments
1.	Does the system display maps created using ESRI® ArcGIS?				
2.	Is CAD mapping fully integrated with the dispatch system so call locations are automatically plotted onto the map?				
3.	Is mapping compliant with Phase II wireless requirements, displaying longitude and latitude points at the approximate location of the call?				
4.	Can users dispatch units to a call utilizing the keyboard or drag-and-drop functionality?				
5.	Can users enter a single command to locate a call on the map?				
6.	Can users center new calls on the map?				
7.	Can users navigate the map (zoom, pan, etc.) using the CAD command line?				
8.	Can users click on calls on the map and view detailed call information?				
9.	Can users configure the display of CAD icons by call type?				
10.	Does the system provide a toolbar for the following functions: – view full screen – view entire map – view map layers – view calls – zoom – pan				
11.	Can users change the color of map elements such as street lines and jurisdictional boundaries?				
12.	Can users customize the map by adding a variety of layers, such as streets, major buildings, landmarks, police districts, and fire/EMS zones?				
13.	Can BC911 customize map icons by selecting from a list of standard symbols or by uploading its own agency-defined symbols?				
14.	Can users click on features within the map to view details about a given feature (e.g., paved roads, hydrant information, parcel owners, etc.)?				
15.	Do maps support hyperlinks to local data files and the Internet?				
16.	Can users plot addresses on the map?				
17.	Can users measure distances on the map?				
18.	Can users export a map as an image (.tif, .bmp, .jpg) and print the map with a legend?				
*For Agency Use Only *					
Column Total:					
Total Table Score:					

4.3.3. Automatic Vehicle Location (AVL)					
System Description		Y	N	M	Comments
1.	Does the system use AVL to track the location of all fleet units in real time through Global Positioning System (GPS) receivers?				
2.	Does the system support GPS devices that comply with the Trimble ASCII Interface Protocol (TAIP) and the National Marine Electronics Association (NMEA) protocol?				
3.	Does the system accommodate GPS devices that are connected to MDCs?				
4.	Does the system accommodate trunk-mounted GPS devices without requiring MDCs?				
5.	Can the system automatically recommend a unit to be dispatched based upon that unit’s current proximity to the call?				
6.	Can the map automatically follow any unit by maintaining its location at the center of the screen?				
7.	Can BC911 configure the display of CAD icons by unit type?				
8.	Can CAD users click on units on the map and view detailed unit information?				
9.	Can MDC users select the category of units displayed, including: <ul style="list-style-type: none"> – my unit – my zone – my agency – other unit (up to 8 specified units) – other zone (up to 8 specified zones) – other agency (up to 8 specified agencies) – all units (through my dispatch center) 				
10.	Can MDC users hide unit icons using the mouse or keyboard?				
11.	Does the system provide customizable one-touch status buttons for MDC users?				
12.	Can MDC users view responding units with full contact information and color-coded statuses, such as “en route” or “arrived”?				
13.	Does the system provide a directions pane that allows agencies to note directions, the location of the Knox-Box®, shut-off valves, and other critical items?				
14.	Does the system provide a section for call comments so MDC users can note the latest updates from dispatch and other first responders?				
15.	Can MDC users access premises and hazardous materials records directly from the AVL map?				
16.	Can MDC users view current weather conditions				

4.3.3. Automatic Vehicle Location (AVL)					
System Description		Y	N	M	Comments
	including temperature, wind speed, and wind direction on the AVL map screen?				
17.	Can MDC users obtain GPS coordinates by right-clicking any location on the AVL map?				
18.	Can MDC users view any location on the AVL map using Google Maps™?				
19.	Does the system provide a toolbar for the following functions: – view full screen – view entire map – view map layers – view calls – zoom – pan – auto pan (keep the user’s unit in the center of the screen) – view available units				
20.	Does the system accommodate agency adjustments to the frequency of GPS updates?				
21.	Does the system log GPS data, and can the data be searched?				
22.	Can the GPS log be exported to Google maps?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.4. Pictometry					
System Description		Y	N	M	Comments
1.	Does the system integrate with Pictometry, allowing users to view a three-dimensional map image from five different aerial perspectives (north, south, east, west, and from above)?				
2.	Does the Pictometry interface capture imagery in high definition?				
3.	Can users access Pictometry from the full mapping solution (CAD mapping, pin mapping, and mobile mapping)?				
4.	Can users view a structure’s height, area, pitch, and distance from other objects?				
5.	Is the area that a user is viewing with Pictometry also highlighted on the vendor’s CAD, mobile, or pin map?				
6.	Can users print and export Pictometry images?				
7.	Can users navigate the Pictometry map using crosshairs, pan, and zoom?				

4.3.4. Pictometry					
System Description		Y	N	M	Comments
8.	Can users measure a distance using a variety of methods, including the distance between two points in an image, the cumulative distance along a series of straight-line segments, or the distance of a free-form line (perimeter)?				
9.	Can users measure the area of any shape, whether it has curved or straight sides, and then display that area in square feet or meters?				
10.	Does the Pictometry map provide latitude and longitude coordinates?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.5. Enhanced 911 Interface					
System Description		Y	N	M	Comments
1.	Does the system provide an integrated interface between the CAD system and an E-911 system?				
2.	Is the E-911 interface Phase II compliant, receiving and mapping latitude and longitude coordinates?				
3.	Does the system automatically populate CAD calls with ANI/ALI information, including contact name, phone number, address, and city?				
4.	Can address information be geo-verified and automatically plotted on a CAD map?				
5.	Can the E-911 interface store raw call information in the call record?				
6.	Can the E-911 interface log calls for troubleshooting?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.6. ProQA Interface					
System Description		Y	N	M	Comments
1.	Does the system provide a bi-directional interface with ProQA software?				
2.	Can BC911 set system parameters so that ProQA opens when a call is received?				
3.	Does the interface automatically populate law, fire, and medical ProQA data into the corresponding CAD				

4.3.6. ProQA Interface					
System Description		Y	N	M	Comments
	fields?				
4.	Can users track incidents between CAD and ProQA using the same call-for-service number?				
5.	Can users search ProQA cases directly from CAD?				
6.	Does the interface provide a responder script or case summary of the ProQA call in the comment field of CAD?				
7.	Can users place ProQA sessions in a pending status and also reopen any sessions that have been closed?				
8.	Can the system use the ProQA determinant code to automatically select the appropriate response?				
9.	Does the interface meet the Certified tier of integration with ProQA software?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.7. Response Plans					
System Description		Y	N	M	Comments
1.	Does the system provide pre-defined response plans, or run cards, for addresses, zones, scenarios, and/or call natures?				
2.	Can the system accommodate response plans for law, fire, and EMS?				
3.	Do response plans allow multiple levels of response or alarm levels for each incident?				
4.	Do response plans include a list of all resources, such as equipment or vehicles, available within an agency or a neighboring jurisdiction?				
5.	Can users create call-back plans to include personnel with specified skills?				
6.	Can response plans recommend a unit to perform multiple functions on a single call by verifying whether that unit is able to perform the additional tasks?				
7.	Can BC911 ensure responders are available by creating call-back plans based on officer, agency, division, station, and shift?				
8.	At the time of the call-back, does the system display the officers assigned to and available with the specified agency, division, station, or shift?				
9.	Can response plans display the information required to request mutual aid from other agencies?				

4.3.7. Response Plans					
System Description		Y	N	M	Comments
10.	Can users customize response plans for specific addresses?				
11.	Can users customize response plans by time of day and day of week?				
12.	Do response plans display water source information, including source status, distance, and available flow?				
13.	Do response plans allow one designated unit to cover other responding units, either by moving or by remaining in place?				
14.	Can covering units be designated based on the nature of the call?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.8. Premises Information					
System Description		Y	N	M	Comments
1.	Can users maintain and manage information on commercial, public, and private facilities, including the following: <ul style="list-style-type: none"> – facility name, type, and address – owner and contact names/phones – alarm types – plans file number (to indicate created paper files) – water supplies – location of gas and electricity shutoffs – responsible agencies – population type – maximum population – business hours – pertinent instructions – floor plans – building schematics 				
2.	Can users attach digital media to a premise record, such as images and floor plans?				
3.	Is premise information directly accessible from the CAD screen?				
4.	Does the system accommodate additional narrative entry?				
5.	Does the system track information on populations proximate to premises to assist in warnings and evacuations?				

4.3.8. Premises Information					
System Description		Y	N	M	Comments
6.	Does the system provide pre-formatted premise reports?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.9. Hazardous Materials					
System Description		Y	N	M	Comments
1.	Does the system track hazardous material data on residential, commercial, or public premises, including the following: – alarm type – address – physical premises description – responsible law, fire, and EMS agencies				
2.	For GIS-verified addresses, does the software indicate whether a premises record exists for the address?				
3.	Can users view NOAA CAMEO® Chemical data from the premise screen, such as description, properties, fire and health hazards, necessary protective clothing, and first-aid procedures?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.10. Alarm Tracking & Billing					
System Description		Y	N	M	Comments
1.	Can users track alarm information, such as address, type, contact name/phone, complainant, call priority, and alarm tracking agency?				
2.	Can a law record be created for every registered alarm?				
3.	Can dispatchers enter an alarm number to automatically populate data into the call-for-service record?				
4.	Does the system generate incident numbers for false alarms and unregistered alarms?				
5.	Can users generate citations, letters, summaries, and manage the collection of fines?				
6.	Does the system provide pre-formatted reports including, but not limited to, the following:				

4.3.10. Alarm Tracking & Billing					
System Description		Y	N	M	Comments
	<ul style="list-style-type: none"> – false alarm count – revenue generated by false alarm fines – unregistered alarms, and late fees – alarm activation totals – account summary by alarm tracking number – statistical reports 				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.11. HipLink Paging Interface					
System Description		Y	N	M	Comments
1.	Does the system integrate with HipLink® to allow dispatchers to wirelessly relay call information?				
2.	Does the HipLink interface allow dispatchers to send information to pagers, smart phones, faxes, printers, laptop computers, and landline phones?				
3.	Can BC911 use a Telocator Alphanumeric Protocol (TAP) modem to send pages in areas where wireless coverage is not available?				
4.	Are messages sent from CAD in real-time?				
5.	Can BC911 configure the system to send pages automatically based on the nature and status of the call?				
6.	Can pages be sent manually?				
7.	Can dispatchers send pages from a command line or with a single click of a mouse?				
8.	Can agencies opt for text-to-speech compatibility?				
9.	Does the system preserve call details and other page data in a log table?				
10.	Can users place priority flags on messages?				
11.	Can users create groups to optimize delivery?				
12.	Can users access reporting tools through a simple web connection?				
13.	Does the interface provide access permissions to increase security?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.3.12. Rip and Run (Optional)					
System Description		Y	N	M	Comments
1.	Does the system provide a Rip and Run feature allowing dispatchers to send information to a responding agency's printer?				
2.	Does the Rip and Run report include the address, nature of call, contact name and phone number, priority, and dispatchers comments?				
3.	Can the system provide a prompt to dispatchers to send a Rip and Run report?				
4.	Can the system be configured to automatically send a Rip and Run report?				
5.	Can Rip and Run reports be sent electronically to email addresses or other destinations, depending on BC911's software configurations?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.4. Mobile Data Computing (MDC)

4.4.1. Mobile Mapping (Optional)					
System Description		Y	N	M	Comments
1.	Does the system display maps created using ESRI® ArcGIS?				
2.	Can MDC users view CAD calls for service on a map of BC911’s jurisdiction?				
3.	Does the system integrate with AVL modems to display units on the map?				
4.	Can MDC users click on a map location to view latitude and longitude coordinates?				
5.	Can MDC users select the category of CAD calls displayed, including: <ul style="list-style-type: none"> – my zone – other zone – other agency – all calls 				
6.	Can BC911 customize CAD call icons, including the shape, color, and size?				
7.	Can BC911 customize the color and fill type of map layers?				
8.	Can BC911 adjust at which zoom level map layers appear?				
9.	Does the system provide a toolbar for the following functions: <ul style="list-style-type: none"> – view full screen – view entire map – view map layers – view calls – zoom – pan 				
10.	Does the mapping screen include a title bar that displays the categories of units and calls, and a time stamp of the most recent update?				
*For Agency Use Only *					
Column Total:					
Total Table Score:					

4.4.2. Mobile AVL Routing (Optional)					
System Description		Y	N	M	Comments
1.	Does the system calculate routes using ESRI® software algorithms (Network Analyst).				
2.	Can a dispatcher calculate and display a route using the CAD command line?				
3.	Can users calculate routes between any combination of addresses, units, and calls?				
4.	Does the system adjust for barriers, such as rivers, canyons, and limited-access highways?				
5.	Does the system provide driving directions, including travel time and distance?				
6.	Does the system recommend units based on the fastest route, not necessarily the shortest route?				
7.	If fastest routes are supported, does the system account for drive time delays based on apparatus/unit status? For example, a volunteer fire department may require additional time.				
8.	Does the system provide for multiple routing structures, based on the time, day, season, and events?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.4.3. Voiceless Dispatch (Optional)					
System Description		Y	N	M	Comments
1.	Does the system provide for voiceless dispatch?				
2.	Can MDC users update call status and view address and radio log history information with the touch of a button?				
3.	Can MDC users access the following information: – names – incidents – premises information – hazardous material				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.4.4. Smartphone and Tablet Interface					
System Description		Y	N	M	Comments
1.	Can users access system information, such as records and images, through a smartphone or tablet interface?				
2.	Can users view all active calls, the nature of the call, address, and any assigned units using a smartphone or tablet?				
3.	When an address is selected, does a map automatically open to display the current address, destination, traffic information, and turn-by-turn directions?				
4.	Are calls color-coded by status, allowing users to quickly see whether officers have arrived on the scene and if a unit's time has expired?				
5.	With a smartphone or tablet, can users search for name, vehicle, property, and incidents records and see related alerts and warnings?				
6.	Does the interface support wildcard searching, as well as secondary search rules?				
7.	Can users view call comments and enter call comments using a smartphone or tablet?				
8.	Can users send e-mails with links to a record?				
9.	Does the interface utilize the same user login information as the main system?				
10.	Does the interface follow agency-defined data partitioning security parameters?				
*For Agency Use Only *					
Column Total:					
Total Table Score:					

4.5. Additional Interface Requirements

4.5.1. GCIC/NCIC Query Tool					
System Description		Y	N	M	Comments
1.	Can users simultaneously perform real-time queries of disparate state systems as well as the National Law Enforcement Telecommunications System (NLETS)/National Crime Information Center (NCIC)?				
2.	Can users run the following queries from a name record without re-entering information: – criminal history / identification – state RAP sheet / NCIC III				
3.	Can users perform the following transactions for each record without re-entering information: – query – enter – modify – locate – clear – cancel				
4.	Does the interface have confirmation hit request?				
5.	Does the interface have confirmation hit reply?				
6.	Can the system voice or format agency-specified key words to enable quicker review of a query return?				
7.	Can the system receive and display photos returned from a query?				
8.	Can a query return be attached to a CAD call record?				
9.	Can users electronically forward query returns to other users?				
10.	Can users print a return?				
11.	Can dispatchers run the following queries from the CAD screen: – driver license – vehicle registration – warrant				
12.	Can officers perform the following state queries from their MDCs: – driver license – vehicle registration – stolen vehicle – wanted person boat registration – stolen boat – gun – stolen article				

4.5.1. GCIC/NCIC Query Tool					
System Description		Y	N	M	Comments
13.	Can users run the following queries from a name record without re-entering information: – driver history – driver license – wanted person				
14.	Can users run the following transactions from a name record without re-entering information: – clear missing person – enter missing person – locate missing person – modify missing person – query missing person – cancel missing person				
15.	Can users run the following transactions from a name record without re-entering information: – clear stolen gun – enter stolen gun – locate stolen gun – modify stolen gun – query stolen gun – cancel stolen gun				
16.	Can users run a registration query from a vehicle record without re-entering information?				
17.	Can users run the following transactions from a vehicle record without re-entering information: – clear stolen vehicle – enter stolen vehicle – locate stolen vehicle – modify stolen vehicle – query stolen vehicle – cancel stolen vehicle				
18.	Can users run the following transactions from a boat record without re-entering information: – clear stolen boat – enter stolen boat – locate stolen boat – modify stolen boat – query stolen boat – cancel stolen boat				
19.	Can users run the following transactions from a property record without re-entering information: – clear stolen article – enter stolen article – locate stolen article – modify stolen article – query stolen article – cancel stolen article				

4.5.1. GCIC/NCIC Query Tool					
System Description		Y	N	M	Comments
20.	Can users run the following transactions from a wanted person record without re-entering the information: – clear wanted person – enter wanted person – locate wanted person – modify wanted person – cancel wanted person				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

4.5.2. External Database Query Tool					
System Description		Y	N	M	Comments
1.	Can users search and retrieve information including records data, links between records, photos, and alerts simultaneously from multiple external agency databases?				
2.	Can users maintain a subscription for a record and track how many times that record has been viewed and by whom?				
3.	Can users define a single agency or group of agencies to query for a given search?				
4.	Does the system use 192-bit encryption methods to ensure data security?				
5.	Can other agencies with disparate systems query the local database using a web-based application?				
6.	Can users perform searches from a PC, laptop, or mobile unit?				
7.	Does the system automatically store recent searches in history screen where they can be reviewed, modified, and resubmitted at a later time for further investigation?				
8.	Can users set default search settings to query the same groups and/or agencies each time that user conducts a query.				
9.	Can users override their default search settings?				
*For Agency Use Only *		Column Total:			
		Total Table Score:			

5. Exceptions

If the vendor takes exception to any RFP defined terms and conditions, list the exception here along with a reference to the section and page number of the RFP.

6. Pricing Forms

Butts County 911 is liable for the **\$0.07** Sales Tax. Do not include this tax in the bid.

6.1. Pricing – Software

Required Modules

Provide pricing information for all required applications/modules included in the proposed solution.

Module	Price	# of user licenses included in price	Price per additional user license
CAD			
CAD Mapping			
GIS Address Verification			
Pro QA			
Alarm Tracking & Billing			
E-911 Interface			
Response Plans			
Premises Information			
Hazardous Materials			
HipLink Paging Interface			
GCIC/NCIC Query Tool			
External Database Query Tool			
Price Total for Required Modules		\$	

Optional Modules

Provide pricing information for all optional applications/modules included in the proposed solution, if any are necessary to meet the functionality specifications as defined.

Module	Price	# of user licenses included in price	Price per additional user license
CAD AVL			
Pictometry Interface			

6.4. Pricing – Warranty, Support, Maintenance

Support	Standard Business Hours	24/7 Support
First-year support (12 months)		
Second-year support (required modules)		
Second-year support (optional modules)		

6.5. Pricing – Summary

Price Summary excluding options	Price
Total Software (excluding options)	\$
Total Professional Services	\$
Total Hardware	\$
Total Support (first year, standard business hours)	\$
Grand Total	\$

Price Summary including options	Price
Total Software	\$
Total Software with Options	\$
Total Data Conversion Estimate	\$
Total Professional Services	\$
Total Hardware	\$
Total Support (first year, standard business hours)	\$
Grand Total	\$