



**Wake County, North Carolina**

**Computer Aided Dispatch and Associated  
Interfaces  
Request for Proposal #16-063**

**Wake County Government  
Wake County Justice Center, 2<sup>nd</sup> Floor, Room 2902  
301 S. McDowell Street  
Raleigh, NC 27601**

## TABLE OF CONTENTS

<b>Part 1 — Project Scope of Work</b> .....	<b>1</b>
<b>1. Scope of Work</b> .....	<b>1</b>
1.1. Introduction .....	1
1.2. Background .....	1
1.3. PSAP Environment.....	2
1.4. Public Safety Agencies and Operations in Wake County .....	4
1.5. Current CAD Network Diagram.....	5
1.6. RFP Response Timeline .....	7
1.7. Contract Award Timeframe .....	7
1.8. Specifications Requirements.....	7
1.9. Mandatory Proposal Requirements.....	9
1.10. Mandatory Technical Requirements .....	15
1.11. Pre-Proposal Meeting .....	16
1.12. Proposal Submission .....	17
1.13. Reservation of Rights .....	17
1.14. Release of Information .....	17
1.15. E-Verify.....	18
1.16. Iran Divestment Act .....	18
1.17. Rights to Submitted Material .....	18
1.18. Scope of Contract .....	19
1.19. Contract Governance.....	19
1.20. Project Manager .....	19
1.21. Project Personnel.....	20
<b>2. Proposal Information</b> .....	<b>21</b>
2.1. Proposal Format.....	21
2.2. Cost Proposal.....	22
2.3. Proposal Submission .....	23
2.4. Evaluation Process .....	25
2.5. Evaluation Criteria.....	26
2.6. Final Selection .....	32
<b>Part 2 — Technical Specifications</b> .....	<b>33</b>

<b>3.</b>	<b>Scope of Services.....</b>	<b>33</b>
3.1.	Project Expectations.....	33
3.2.	General System Characteristics.....	35
3.3.	Workstation Requirements.....	35
3.4.	Server Requirements.....	36
3.5.	System Component Requirements.....	37
3.6.	Expandable.....	38
3.7.	CAD Storage Requirements.....	38
3.8.	Data Communications/Networking.....	39
3.9.	Cybersecurity Requirements.....	39
3.10.	Disaster Recovery.....	39
3.11.	IT Infrastructure.....	40
3.12.	Integrated Mobile Data (Mandatory).....	41
3.13.	Integrated Automatic Vehicle Location (AVL) (Mandatory).....	42
3.14.	Integrated Mapping (Mandatory).....	43
3.15.	Multi-PSAP/Multi-agency (Mandatory).....	44
3.16.	Customer Premise Equipment (CPE) (Mandatory).....	44
3.17.	CAD-to-CAD (Mandatory).....	45
3.18.	Web CAD (Mandatory).....	46
3.19.	ProQA for Police, Fire, and EMS (Mandatory).....	46
3.20.	Move Up/Cover Application (Mandatory).....	47
3.21.	Virtualization (Mandatory).....	48
3.22.	Commercial Wireless (Mandatory).....	48
3.23.	Data Warehouse (Mandatory).....	48
3.24.	System Interfaces.....	49
3.25.	Ownership of Data.....	54
3.26.	System Uptime.....	55
3.27.	On-line Maintenance and Repair.....	55
3.28.	Training.....	55
3.29.	Report Development.....	57
3.30.	Required Documentation.....	58
3.31.	Implementation Plan.....	60
3.32.	Ancillary CAD data.....	60

3.33.	Go-live Performance .....	61
3.34.	Post Go-live 45-Day Reliability Test .....	61
3.35.	Acceptance .....	62
3.36.	Warranty .....	63
3.37.	Support/Maintenance .....	64
3.38.	Functional Requirements Spreadsheet .....	69
3.39.	Use Case Discussion .....	70
<i>Appendix A – Glossary .....</i>		<i>74</i>
<i>Appendix B – Agency Data .....</i>		<i>79</i>
<i>Attachment A – Functional Requirements .....</i>		<i>80</i>
<i>Attachment B – Cost Data Forms .....</i>		<i>166</i>
<i>Attachment C – 09 NCAC 06C .....</i>		<i>180</i>
<i>Attachment D – Use Case Forms .....</i>		<i>194</i>
<i>Attachment E – Additional RFP Comments Form .....</i>		<i>205</i>
<i>Attachment F – Additional Functional Specifications Comments Form .....</i>		<i>207</i>

## **PART 1 — PROJECT SCOPE OF WORK**

### **1. SCOPE OF WORK**

#### **1.1. INTRODUCTION**

Wake County, North Carolina (County), in partnership with the City of Raleigh, North Carolina, and the Wake Emergency Communications Organization Board (Communications Board), is seeking proposals from interested and qualified companies or professionals to provide, install, and maintain a turnkey solution for a multi-public safety answering point (PSAP), multi-agency, multi-jurisdiction, multi-discipline countywide computer aided dispatch (CAD) and mobile data system and associated interfaces (hereafter referred to as the System). This request for proposal (RFP) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with instructions provided herein. One successful candidate will be selected and invited to enter into a contractual relationship with the County for the services outlined in this RFP. Wake County Government will serve as the lead agency for the procurement and contracting actions for the participating agencies. Cost sharing is addressed and handled via other interlocal agreements. The expectation is that the negotiated price sheet will be extended to both current and future partner agencies through the term of the contract.

#### **1.2. BACKGROUND**

Wake County, North Carolina, with a 2015 population over 1 million residents, is the second most populous county in the state of North Carolina. The county consists of 12 municipalities, including the City of Raleigh, which is the second most populous city in North Carolina, serves as the county seat for Wake County, and is the capital of North Carolina.

Wake County is located in the northeastern section of the central region of North Carolina covering approximately 860 square miles. Wake County is one of the fastest growing areas of the nation, with a projected growth rate of 22.7 percent between 2010 and 2020, based on estimates by the North Carolina Office of Budget and Management. The Wake County Public School System is the 16<sup>th</sup> largest in the country with 171 schools. Wake County is home to numerous colleges and universities, including North Carolina State University, Meredith College, Campbell Law School, Peace University, Shaw University, St. Augustine University, North Carolina Wesleyan, and Wake Technical Community College.

Wake County is home to the Carolina Hurricanes of the National Hockey League; Raleigh/Durham International Airport (RDU); several large corporations including GlaxoSmithKline, Progress Energy, Cisco and SAS Institute, Inc., and is part of the Research Triangle Park. Wake County has three State parks, 152 City and County parks, and over 621 miles of greenways and trails.

### 1.3. PSAP ENVIRONMENT

The intent of this RFP is to solicit and engage a qualified computer system provider to serve as the single point of contact in the configuration, implementation, and continued maintenance of a CAD system that will support four PSAPs and a backup, including mobile data and automatic vehicle location (AVL). The successful candidate must be a demonstrated supplier of multi-PSAP, multi-agency, multi-jurisdictional, multi-discipline CAD solutions for the Public Safety/First Responder environment.

Currently, four PSAPs within Wake County share a centralized, consolidated CAD system in a host/remote configuration. The two primary PSAPs are Raleigh-Wake County Emergency Communications (RWECC) and Holly Springs Police Department Communications. Wake County Sheriff's Office Communications and the Town of Apex Communications are secondary PSAPs. RWECC has a full backup PSAP that is shared by many of the other PSAPs. The proposed system should provide a suitable backup solution for these entities.

RWECC's legacy system is a Motorola Premier CAD (PCAD) system installed in 2002. The CAD system is configured to be a multi-PSAP, multi-agency, multi-jurisdictional, multi-discipline system. Vendor end-of-life support for Motorola PCAD is scheduled for August 31, 2018.

In 2015, there were approximately 2,303,652 CAD incidents processed by approximately 150 full-time CAD and 1,800 mobile data users of the System.

#### 1.3.1. *Raleigh-Wake County Emergency Communications Center (RWECC)*

RWECC is a primary PSAP serving all of Raleigh and much of Wake County and is a department of the City of Raleigh. The center has 40 CAD positions that interface with the Intrado Voice over IP for Emergency Response (VIPER) version 4.1.4 customer premise equipment (CPE) and 106 CAD users. RWECC has 13 dedicated training CAD positions. RWECC provides dispatch services for Raleigh Police, Raleigh Fire, Wake County Emergency Medical Services (EMS), City-County Bureau of Identification, and all County Fire departments. In 2015 there were 910,470 9-1-1 and 10-digit calls, resulting in a total of 2,123,268 CAD incidents processed.

RWECC staff provides information technology (IT) operation and maintenance for the core CAD and mobile data functions. This facility hosts all primary CAD functions and systems for all PSAPs on the System.

RWECC is accredited with the Commission on Accreditation for Law Enforcement Agencies (CALEA), the International Academies of Emergency Dispatch (IAED) as an Accredited Center of Excellence (ACE), and the Association of Public-Safety Communications Officials-International (APCO) in Project 33 Training Certification.

### **1.3.2. Holly Springs Police Department Communications**

Holly Springs Communications is a primary PSAP and is part of the Holly Springs Police Department. The center has four CAD positions that interface with Vesta CPE version 4.3.2.611 and 14 CAD users. Holly Springs Communications provides dispatch services for Holly Springs Police and Animal Control. Fire and medical calls are transferred to RWECC for processing and dispatch services. In 2015, Holly Springs Communications answered 35,082 9-1-1 and 10-digit calls, resulting in a total of 42,811 CAD incidents processed. IT and support services are provided by the Town of Holly Springs IT Department.

### **1.3.3. Wake County Sheriff's Office Communications**

Wake County Sheriff's Office Communications is a secondary PSAP and is a division of the Wake County Sheriff's Office. The center has seven CAD positions that interface with RWECC's Intrado VIPER CPE and 20 CAD users. Wake County Sheriff's Office Communications provide dispatch services for the Sheriff's Office in the unincorporated areas of Wake County. In addition, they provide dispatch functions throughout the entire county for Wake County Animal Control, with the exception of municipalities that provide their own animal control function. Fire and medical calls are transferred to RWECC for processing and dispatch services. In 2015, Wake County Sheriff's Office Communications answered 165,153 9-1-1 transfers and 10-digit calls, resulting in a total of 99,517 CAD incidents processed. IT and support services for CAD positions are provided internally by the Wake County Sheriff's Office IT staff.

### **1.3.4. Town of Apex Communications**

Apex Communications is a secondary PSAP and is part of the Apex Police Department. The center has seven CAD positions and 14 CAD users. Apex Communications is in the process of procuring new CPE. Apex Communications provides dispatch services for Apex Police and Fire Departments, and transfer medical calls to RWECC for processing and dispatch services. In 2015, Apex Communications answered 40,240 9-1-1 transfers and 10-digit calls, resulting in a total of 38,056 CAD incidents processed. IT and support services are provided by Apex Communications and Town of Apex IT staff.

### **1.3.5. Hargett Street Back Up Facility**

The Hargett Street Back Up Facility has 25 CAD positions that function as call take, dispatch, and combination positions. This facility provides back up services for any of the other PSAPs, as needed, and operates as a hot standby facility. This facility hosts all disaster recovery and data replication systems.

## 1.4. PUBLIC SAFETY AGENCIES AND OPERATIONS IN WAKE COUNTY

### 1.4.1. *Law Enforcement*

Eleven law enforcement agencies and one crime scene and investigations unit serve Wake County:

- Apex Police
- Fuquay-Varina Police
- Garner Police
- Holly Springs Police
- Knightdale Police
- Morrisville Police
- Raleigh Police
- Rolesville Police
- Wendell Police
- Zebulon Police
- Wake County Sheriff's Office
- City-County Bureau of Identification

Personnel utilize the System for CAD, mobile, and AVL data. All law enforcement agencies have separate geographic areas of jurisdiction; however, all agencies will have instances where they respond to locations outside their jurisdictional geography, such as Sheriff's Office service of civil process throughout the county including all municipalities. In these cases, each agency requires a CAD system to maintain their own separate (but linked) incident record, tow rotation lists, etc., and ensure the incident is never lost from the owning or responsible PSAP. While animal control is a function of many law enforcement agencies, jurisdictional boundaries for animal control officer (ACO) response do not always coincide with law enforcement agency boundaries.

### 1.4.2. *Fire*

Fire protection in Wake County is provided by a combination of municipal and rural fire departments:

- Apex Fire
- Bayleaf Fire
- Durham Highway Fire
- Eastern Wake Fire
- Fairview Fire
- Fuquay-Varina Fire
- Garner Fire
- Holly Springs Fire
- Hopkins Fire
- Knightdale Fire
- Morrisville Fire
- Raleigh Fire
- Raleigh – Durham International Airport
- Rolesville Fire
- Stoney Hill Fire
- Swift Creek Fire
- Wake Forest Fire
- Wake New Hope Fire
- Wendell Fire
- Western Wake Fire
- Zebulon Fire
- Wake County Fire Services

Personnel from the 20 departments are users of the CAD system. These fire agencies provide both fire protection and first responder medical response throughout Wake County. Staff are volunteer and paid personnel who utilize a closest unit response methodology. Mobile data is in its infancy within the fire service and AVL is not utilized at this time. The agencies project to utilize more of these services as a part of this project.

#### **1.4.3. *Medical***

The Wake County Department of Emergency Medical Services is responsible for the provision of EMS throughout the county, and is supplemented by three additional contracted EMS provider agencies: Apex EMS, Cary Area EMS, and Eastern Wake EMS. These four agencies operate and behave as a singular agency within CAD and respond throughout the entire geography of the county. EMS operates 56 units out of 32 stations.

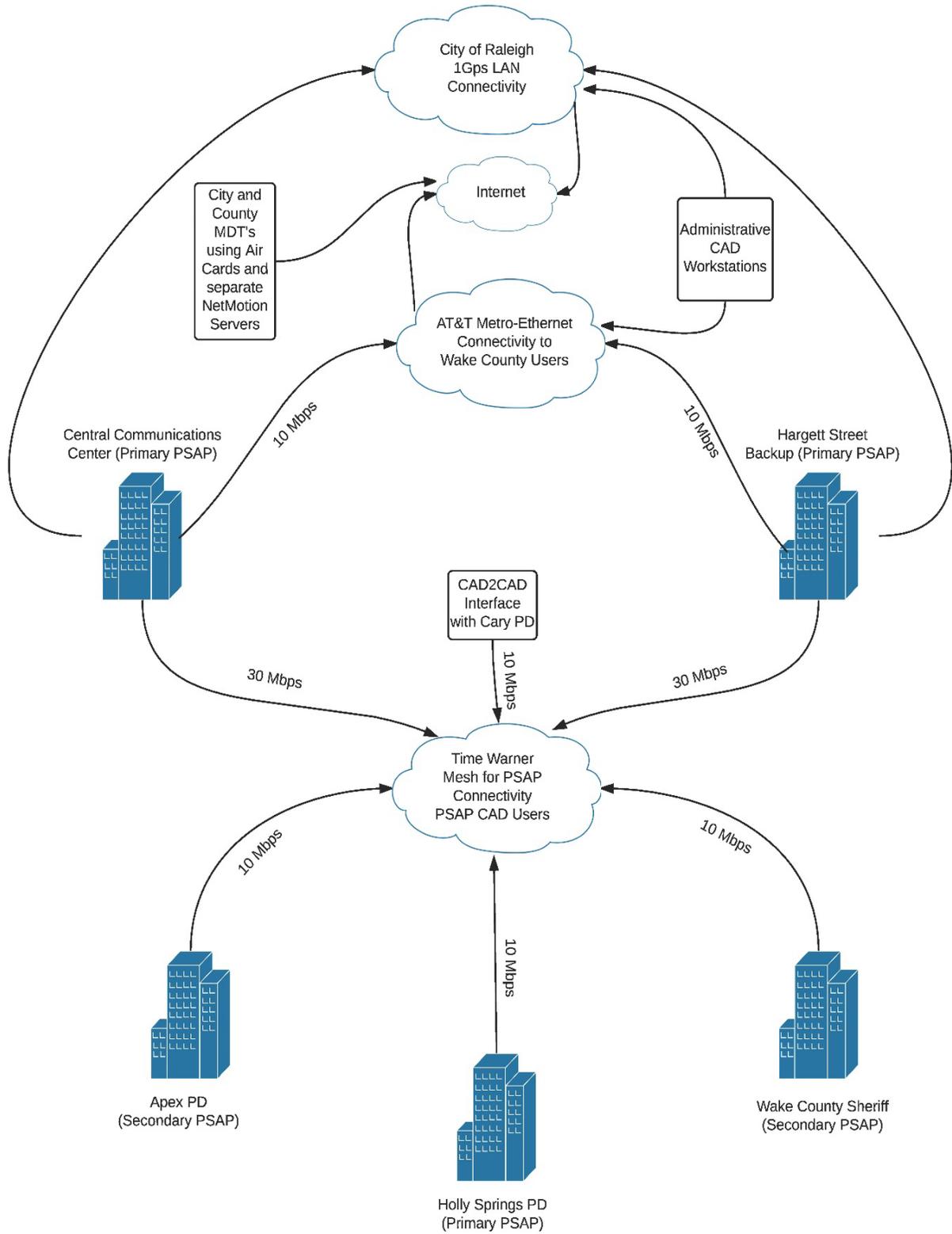
The combined EMS system utilizes closest unit dispatch based upon AVL data, and street corner posting to ensure maximum coverage with available resources. Additionally, EMS provides specialized teams and responses to include tactical medicine, HazMat, bike teams, and coverage for other special events.

#### **1.4.4. *Other***

Numerous non-public safety agencies also use the System, including many public works and public utility functions within the county.

### **1.5. CURRENT CAD NETWORK DIAGRAM**

A diagram of the current CAD system network is found on the following page.



Understood

**1.6. RFP RESPONSE TIMELINE**

The RFP process shall adhere to the schedule outlined below.

RFP Published	June 27, 2016
First Round Questions Due ( <i>RFP16-063@wakegov.com</i> )	July 8, 2016, before 3:00 p.m.
Notification to attend the Pre-proposal Meeting ( <i>RFP16-063@wakegov.com</i> )	July 21, 2016, before 3:00 p.m.
Mandatory Pre-proposal Meeting / First Addenda Published	July 26, 2016, at 1:00 p.m.
Second Round Question Period Opens	July 26, 2016, at 10:00 a.m.
Second Round Questions Due ( <i>RFP16-063@wakegov.com</i> )	August 8, 2016, before 3:00 p.m.
Second Round Answers / Final Addenda Published	August 22, 2016
<b>RFP Due Date</b>	<b>September 15, 2016, before 3:00 p.m.</b>
Invitations to Vendor Demonstrations Issued	November 21, 2016
Vendor Demonstration Period	December 12–15, 2016

Note: All times are local to Wake County, North Carolina, Eastern Time (ET).

Understood

**1.7. CONTRACT AWARD TIMEFRAME**

The County anticipates issuing the notification of contract award in November 2016. Contract negotiations will begin upon notification of contract award. The County anticipates the services to commence after successful contract approval.

Understood

**1.8. SPECIFICATIONS REQUIREMENTS**

To acknowledge an understanding of the requirements and demonstrate a full understanding of the project, Respondents shall provide a paragraph-by-paragraph response for each section, where indicated, in the RFP and associated attachments.

- Required features are indicated as Mandatory described with “shall” and “must.” If in compliance, Respondents may detail how they will meet the requirement. If non-compliant, Respondents must detail why they cannot comply and address whether any part of a

requirement can be met. If a Respondent cannot comply with a Mandatory requirement, they may be judged “non-responsive” and their proposal may be rejected in its entirety.

- Some features are listed as Important. In order to be evaluated as highly responsive, Respondents must provide some means to satisfy the requirement. The process to meet the requirement may not match precisely with how the requirement is written, but the expressed outcome or an equivalent is achieved.
- Desirable feature responses will be considered when evaluating proposals, but only after requirements are addressed. These features are not required and may be taken into consideration when determining whether to award a contract.

Responses are limited to:

**Understood.** The Respondent understands the statement.

**Comply.** The Respondent’s proposal complies with the requirement and the product/service is in current release, live at other sites, and available for shipment and installation.

**Alternative.** The Respondent’s proposed system either does not fully meet the described requirement or addresses the requirement through methodology other than that described in the statement. (Additional comments or supporting documentation are required.)

Within this category, Respondents may include features that are not currently available but specifically covered in a future planned release. The date for the deployment of the release must be included in the description.

**Does Not Comply.** The Respondent’s proposed system does not/cannot meet the requirement.

Below each requirement will be either one (Understood) check box [Example 1] or three (Comply, Alternative, and Does Not Comply) check boxes and a supporting details section [Example 2].

**Example 1:**

Understood

**Example 2:**

Comply       Alternative       Does Not Comply

Details to support the answer:

The response in a check box relates to the compliance of the statement or statements above the box, up to the previous check box.

Respondents are **not** to insert their response in this RFP. Responses are to be recorded and returned using the Electronic Response Forms that can be downloaded from the Wake County website located under RFP #16-063.

A response is required for each statement. Any statement or requirement without a response in the check box will be considered a “Does Not Comply.” The addition of a detail statement is encouraged for all items marked as Mandatory, or for items that a response of “Does Not Comply” or “Alternative” is given. Details must be concise, yet sufficient to properly convey the Respondent’s intentions. Marketing materials are not considered appropriate in-line responses, but will be accepted if attached as separate documents.

Respondents must not refer to other sections as a response. Even if the response is an exact duplicate, it must be provided in the section(s) associated with each relevant requirement.

Understood

When responding to this RFP, Respondents are requested to follow all instructions carefully. Respondents must submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration.

Understood

## **1.9. MANDATORY PROPOSAL REQUIREMENTS**

### **A. Respondent Characteristics (Mandatory for all subsections)**

1. Respondents to this RFP must possess the requisite qualifications as described in this RFP to perform successfully under the terms and conditions set forth for this proposed procurement. It is also required that Respondents provide qualified management, support, and technical staff with a proven track record of implementing the proposed solution to work on this project.

The County may make such reasonable investigations as deemed proper and necessary to determine the ability of Respondents to perform the work. Respondents shall furnish the County all such information and data for this purpose as may be requested. The County reserves the right to inspect Respondents' physical facilities, and require demonstrations at the Respondent's or County's facilities prior to award to satisfy

questions regarding Respondent capabilities. Costs for site visits and demonstrations shall be the sole expense of the Respondent.

Final contract negotiations and award (Notice to Proceed) will only be made with the responsible Respondent who possesses the ability to meet the requirements at a price and schedule considered to be acceptable to the County.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

2. The successful Respondent shall:

- Have a proven track record of successful implementations of similar regional multi-PSAP, multi-jurisdiction, multi-discipline CAD systems in similarly-sized agencies.
- Have a long-term commitment to development and support of software in the public safety market.
- Have a history of involvement in the public safety market, demonstrating proactive improvements to its product line.
- Have a proven track record for 24 hours a day, 7 days a week (24/7) customer support.
- Propose and provide skilled, knowledgeable staff throughout the proposal, implementation, and maintenance phase of this procurement.
- Have a method of logging, reporting, and escalating software trouble reports.
- Have a method of logging and reporting system enhancements.
- Provide documentation suitable to demonstrate financial stability to the County.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

3. Consideration will also be given to such matters as software quality, contractor integrity, record of past performance, Respondent financial resources, and the ability to deliver the proposed software and functionality in a timeframe not to exceed 18 months from contract signing.

Each Respondent submitting a response to this proposal must have proven experience and an established reputation (and document same within the proposal) at the state and/or national level for their ability to plan, supply, install, integrate, train (end users), support, and maintain their systems. Respondents shall provide information detailing

their credentials and provide a list of references of other public safety communications entities for which they have provided similar services.

Comply             Alternative             Does Not Comply

Details to support the answer:

4. Respondents must have a minimum of ten years' experience performing the work described in this RFP.

Comply             Alternative             Does Not Comply

Details to support the answer:

5. At the time of proposal submittal, Respondents must have a minimum of ten CAD systems installed and currently operational, with at least one CAD system that is currently operating on the same version and platform as the system proposed. Respondents must have a regional multi-PSAP, multi-jurisdictional, multi-discipline CAD project comparable in size, or larger, to the proposed system.

Comply             Alternative             Does Not Comply

Details to support the answer:

6. Respondents must have sufficient, competent, and skilled staff, with experience in performing the services described in this RFP, who are able to pass a mandatory criminal background check before they are allowed entry onto the premises. If the County determines in good faith that any such individual is not so qualified, the successful Respondent shall substitute such individual with a qualified replacement subject to the County's review and approval.

Comply             Alternative             Does Not Comply

Details to support the answer:

7. Respondents must have installed, active client sites configured in a virtual environment for system servers, databases, data storage, and interfaces. Respondents must provide a list of virtual environment client sites, with contact information and a description of the implementation.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

8. Respondents must have active client sites in a multi-PSAP (multiple primary and secondary PSAPs operating together), multi-agency, multi-jurisdictional (multiple political entities operating with a PSAP implementation with independent recommendation algorithms), and multi-discipline (law enforcement, fire, EMS) environment, with the ability to share information based on agency, role and discipline; and, with a distributed system administration capability across the agencies. Respondents must provide a list of client sites that meet the above criteria, with contact information and a description of the implementation.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B. Preferred Respondent Solution (Mandatory for all subsections)**

The selected single prime Respondent shall provide an integrated suite of products. However, consideration will be given to solutions that involve a partnership of Respondents with a tightly integrated and seamless solution that has been effectively implemented in agencies of similar size to that of the County's. Nevertheless, a single prime Respondent shall be responsible for the success of such a proposed solution, and the successful Respondent shall be responsible for the complete definition, delivery, integration, testing, implementation, support, and maintenance of the system.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C. Single Point of Contact (Mandatory for all subsections)**

1. The single prime Respondent shall be the single point of contact for all communications with the County regarding this project and shall be responsible for the success of the complete solution.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

2. The single prime Respondent shall be the single point of contact for warranty, support, and maintenance issues throughout the life cycle of the implementation project and the support for continued operations through the terms of the negotiated contract.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**D. Commercial Off-the-shelf (COTS) Software (Mandatory)**

The proposed CAD system must be software commercially available and does not require custom development to tailor the software for Wake County needs, only configuration changes are needed.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**E. Criminal Justice Information Services Division (CJIS) Requirements (Mandatory)**

The proposed CAD system must meet applicable CJIS requirements, described in *Criminal Justice Information Services (CJIS) Security Policy*, Version 5.4, dated 10/06/2015 (CJISD-ITS-DOC-08140-5.4) and updated versions approved by the U.S. Department of Justice.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**F. Health Insurance Portability and Accountability Act (HIPAA) Compliance (Mandatory)**

All components of the proposed CAD system must be compliant with HIPAA 1996 Privacy and Security Rules and any subsequent amendments, where applicable.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**G. Performance Bond (Mandatory)**

The successful Respondent must submit a performance/labor material bond in the amount of 100 percent (100%) of the amount of the contract at contract execution.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**H. Insurance Requirements (Mandatory)**

The Provider shall obtain, at its sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Office. If any required insurance policy expires during the term of any agreement, the Provider must provide a certificate of insurance to the Wake County Finance Office as evidence of policy renewal prior to such policy expiration.

Provider signature on an agreement indicates that Provider agrees to the terms of this insurance section and understands that failure to comply may result in cancellation of the agreement at Wake County's option.

Workers' Compensation Insurance, with limits for Coverage A Statutory – for State of North Carolina and Coverage B – Employers Liability \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability – with limits no less than \$1,000,000 per occurrence and \$2,000,000 aggregate, including contractual liability.

Commercial Automobile Liability – with limits no less than \$1,000,000 per occurrence for bodily injury and property damage for any vehicle used during performance of contract services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only necessary if vehicles are used in the provision of services under an Agreement.

Professional Liability Insurance, applicable to any professional services provided under a Contract with limits of no less than \$1,000,000 per claim and \$2,000,000 aggregate.

If any coverage is on a claims-made basis, the Provider agrees to maintain a retroactive date prior to or equal to the effective date of an Agreement and to purchase and maintain Supplemental Extended Reporting Period or 'tail coverage' with a minimum reporting period of not less than three (3) years if the policy expires or is cancelled or non-renewed. If coverage is replaced, the new policy must include full prior acts coverage or a retroactive

date to cover the effective dates of an Agreement. The Provider shall provide a Certificate of Insurance annually to Wake County indicating any claims made coverage and respective retroactive date. The duty to provide extended coverage as set forth herein survives the effective dates of an Agreement.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of the County's Finance Office. Proof of rating shall be provided to the County upon request.

Insurance with limits no less than those specified above shall be evidenced by a Certificate of Insurance issued by a duly authorized representative of the insurer and dated no more than thirty (30) days prior to the start date of an agreement. In the case of self-insurance, a letter of explanation must be provided to and approved by Wake County Risk Management.

The Provider shall be responsible for providing immediate notice of policy cancellation or non-renewal during the term of an Agreement to the Wake County Finance Office and for three years subsequent for any claims made coverage.

If the Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any requests for consideration of alternate coverage must be presented by the Provider prior to provision of any services associated with an Agreement.

In the event that the Provider uses subcontractors to perform any of the services under an Agreement, then and in that event, the Provider shall contractually require such subcontractor(s) to meet all of the requirements of this section.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

#### **1.10. MANDATORY TECHNICAL REQUIREMENTS**

The following is a list of sections describing mandatory system components. In the appropriate section of the RFP, Respondents shall describe how the proposed system complies with the descriptions provided.

- Section 3.12 A–F – Integrated Mobile Data
- Section 3.13 A–D – Integrated Automatic Vehicle Location (AVL)
- Section 3.14 – Integrated Mapping
- Section 3.15 – Multi-PSAP/Multi-agency
- Section 3.16 A–B – Customer Premises Equipment
- Section 3.17 – CAD-to-CAD

- Section 3.18 – Web CAD
- Section 3.19 A–C – ProQA for Police, Fire, and EMS
- Section 3.20 – Move Up/Cover Application
- Section 3.21 – Virtualization
- Section 3.22 – Commercial Wireless
- Section 3.23 A–C – Data Warehouse

Understood

### 1.11. PRE-PROPOSAL MEETING

A pre-proposal meeting will be conducted on July 26, 2016, beginning at 1:00 p.m. ET. Attendance or representation at the meeting is **MANDATORY ON-SITE** and only responses from those vendors represented at this meeting will be considered.

The address for the pre-proposal meeting is:

Wake County Justice Center  
Room 2800  
300 S. Salisbury Street  
Raleigh, NC 27601

Vendors shall notify Wake County of their intent to attend by July 21, 2016, before 3:00 p.m. ET to [RFP16-063@wakegov.com](mailto:RFP16-063@wakegov.com) indicating name, company, and number of attendees that will be present.

The intent is to provide an open forum to discuss the project and point out project specifics. Wake County will also make a good faith effort to provide other data or attachments, if the request will further clarify the project's scope. There will be two opportunities for questions regarding the RFP. The first opportunity will begin at the publication of the RFP, through 3:00 p.m., July 8, 2016. All communication should be sent to [RFP16-063@wakegov.com](mailto:RFP16-063@wakegov.com). A copy of all inquiries, answers, and further clarifications will be provided by Wake County at the pre-proposal meeting and will be posted on the Wake County website as an addendum located under the RFP being modified. The second round of questions will begin immediately after the pre-proposal meeting on July 26, 2016, and remain open through 3:00 p.m. on August 8, 2016. Final addenda will be issued on or before August 22, 2016. It is solely the responsibility of the Respondent to ensure they have all information released prior to submitting a response. Wake County will not be responsible for the failure to receive or indicate receipt of any/all information.

**It is the Respondent's responsibility to assure that all addenda have been reviewed and, if need be, signed and returned.**

Understood

### 1.12. PROPOSAL SUBMISSION

Proposals must follow the format as defined in Section 2.1, Proposal Format, and be submitted by the date and time indicated above. Late proposals, regardless of delivery means, will not be considered.

Submission of any proposal indicates a Respondent's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Understood

### 1.13. RESERVATION OF RIGHTS

Wake County is not bound to accept a proposal on the basis of lowest price, and further, Wake County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in Wake County's best interests to do so. Wake County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Respondents if it is deemed in Wake County's best interest. Moreover, Wake County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of Wake County.

By submitting a proposal, Respondents acknowledge that Wake County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. Wake County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Respondents at any time to gather additional information.

Understood

### 1.14. RELEASE OF INFORMATION

Proposals will be received by Wake County at the time noted on the cover page and other places listed in this document. At that point, Wake County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the Respondent(s). No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.

Wake County, solely at its option, may disclose the name(s) of any firms or companies being considered or evaluated during the process. Respondents are not to contact any County staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

Understood

#### **1.15. E-VERIFY**

**SPECIAL ATTENTION:** To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc., attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (N.C.G.S. 64-26(a)) relating to the E-Verify requirements.

Understood

#### **1.16. IRAN DIVESTMENT ACT**

By signing this agreement or acceptance of this contract/purchase order or by submission of any bid, proposal, etc., vendors/contractors certify that as of the date of execution of this agreement or date of receipt of the purchase order, contractor/vendor and/or subcontractors affirm they are not listed on the Final Divestment List created by the State Treasurer pursuant to N.C.G.S. 143-6A-4, Iran Divestment Act Certification. Contractor/vendor shall not utilize any subcontractor that is identified on the list.

Understood

#### **1.17. RIGHTS TO SUBMITTED MATERIAL**

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by Respondents (other than materials submitted as and qualifying as trade secrets under North Carolina law) shall become the property of the County when received and the entire proposal shall be subject to the public records laws of the State of North Carolina, except where a proper trade secrets' exception has been made by the Respondent in accordance with the procedures allowed by North Carolina law; see North Carolina General Statutes Chapter 2.

The County reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this RFP.

Understood

#### **1.18. SCOPE OF CONTRACT**

The County wishes to engage in a contractual relationship with the best-qualified Respondent selected through a competitive process that will work well with County personnel in the performance of the services in a manner that is cost-effective and practical, of which price is but one of the selection criteria.

Understood

#### **1.19. CONTRACT GOVERNANCE**

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

Understood

#### **1.20. PROJECT MANAGER**

Respondents shall assign a project manager who has long-term, successful experience on similar projects of a similar size. The project manager, and his or her qualifications, shall be identified in the submittal of the RFP documents. The project manager must be present for any presentation of the product demonstration and must remain assigned to Wake County throughout the contract period.

Respondents shall guarantee that the project manager included in the proposal shall be assigned to this project throughout the project term, unless they are no longer employed by the Respondent.

Replacement of the project manager, if necessary, will require written approval by Wake County and the replacement must have equal qualifications to those of the project manager originally identified.

The project manager can be replaced if requested by Wake County. The replacement must have equal qualifications and be approved by Wake County.

The successful Respondent's Project Manager and the County Project Manager shall be responsible for communications between the parties regarding the subject matter of the contract.

Understood

#### **1.21. PROJECT PERSONNEL**

Personnel associated with the vendor/contractor awarded the project are essential to the continuity and successful and timely completion of the project. All personnel assigned to the project by the successful Respondent must be available for meetings and testing during normal business hours of the County, regardless of their location.

While on the County's premises, the successful Respondent's personnel shall comply with all County-written site rules and regulations.

The County may also ask the successful Respondent to remove an individual performing services if, in the County's opinion, the person does not have the ability to perform the task assigned or conducts himself/herself in an unprofessional manner. The successful Respondent shall replace any person removed from the County's premises under this paragraph as soon as practicable with an individual acceptable to the County.

If required by the County in order to access protected health information to perform responsibilities under a contract, the successful Respondent shall execute a HIPAA-compliant Business Associate Agreement.

The successful Respondent shall not engage, on a full-time, part-time, or any other basis during the term of any agreement, any professional or technical personnel who are or have been at any time during the term of an agreement in the employ of the County.

Understood

## 2. PROPOSAL INFORMATION

### 2.1. PROPOSAL FORMAT

Responses must follow the format outlined herein and work in conjunction with the Evaluation Criteria. The County may reject as non-responsive, at its sole discretion, any proposal or any part thereof that is incomplete, inadequate in its response, or departs in any substantive way from the required format.

Proposal responses shall be organized and tabbed in the following manner:

1. Cover Letter/Letter of Intent
2. Corporate Background and Experience
3. Financial Information
4. Project Understanding, Approach, and Schedule
5. Team Organization, Experience, and Certifications/Qualifications
6. Responses to RFP statements and additional comments (printed version).
7. Responses to Functional Requirements and additional comments (printed version)

#### 1. **Cover Letter/Letter of Intent**

This section shall include an introduction letter with intent as it pertains to this RFP. The letter shall be submitted on letterhead stationery, signed by a duly authorized officer, employee, or agent of the organization/firm.

#### 2. **Corporate Background and Experience**

This section shall include background information on the organization and provide details of experience with similar projects to include five references with current contact information. A list of all similar contracts performed by the Respondent in the past three years shall be included. Additionally, any former clients who have terminated the relationship with the Respondent in the last five years must be identified in this section. Evaluators reserve the right to contact all references listed.

Failure to list all similar contracts in the specified period may result in the rejection of the Respondent's proposal. Evaluators may check all public sources to determine whether a Respondent has listed all contracts for similar work within the designated period. If evaluators determine that references for other similar contracts were not listed, evaluators may contact the public entities to inquire into the Respondent's performance of those contracts and the information obtained may be considered in evaluating the respective proposal.

#### 3. **Financial Information**

Wake County may require any Respondent to submit, during the evaluation and/or contracting process, evidence of financial stability to the extent that will satisfy any concerns relating to the

Respondent's financial ability to complete all tasks and services relating to the project. This may include audited financial statements.

4. **Project Understanding, Approach, and Schedule**

This section shall include, in narrative, outline, and/or graphic form, the Respondent's approach to accomplishing the tasks outlined in Section 3, Scope of Services, of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

Respondents shall include an electronic copy of the proposed schedule as a Microsoft Project file format with the electronic responses.

5. **Team Organization, Experience, and Certifications/Qualifications**

This section shall include the proposed staffing, deployment, and organization of personnel to be assigned to this project. Respondents shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

The project manager, and his or her qualifications, shall be identified in this section.

6. **Responses to RFP sections and additional comments to RFP sections (printed copy)**

This section shall include printed copies of the RFP responses, with comments and additional detail forms listed in section order.

7. **Responses to the Functional Specifications and additional comments (printed copy)**

This section shall include the printed copy of the Functional Specifications requirements spreadsheet and the additional comments forms.

Understood

## 2.2. COST PROPOSAL

The Cost Proposal shall be submitted on the Cost Data Form and contain cost and fees as described on the Cost Data Forms to include the following:

- Software Costs
- Interface Costs
- Training Costs
- Maintenance Costs
- Personnel Costs (including hourly rates and total hours)

- Travel and Subsistence Expenses
- Subcontractor Costs (if any)
- Other Costs (e.g., office expenses)
- TOTAL COST – A total not to exceed cost representing the maximum amount for all work to be performed must be clearly indicated under this heading.

**All pricing information shall be submitted in a separate, sealed envelope or container labeled “Cost Proposal.”** Price and cost information is submitted as part of the proposal package but separate from the technical proposal.

- A. Respondents shall provide all applicable itemized costs and any commissions included in the proposal for the services for each element in the scope of work (this includes a breakdown of the cost proposed for any subcontractor working on the project) on the Cost Data Form. Only costs included on the Cost Data Forms will be considered as part of the proposal. In the event of a discrepancy in total or extended pricing, the unit price will dictate.
- B. Respondents shall provide the itemized cost information on the Cost Data Form electronically in an open, unprotected format, not password protected, on a DVD or a USB drive in the same sealed envelope as the printed Cost Data Forms.
- C. Respondents shall explain any assumptions or constraints to performing the services in the price proposal.
- D. Respondents shall explain any additional charges or fees in the proposal.
- E. Respondents should be aware that all invoice items submitted by the successful Respondent must clearly reference the section and line number of the item on the Cost Data Form. As such, care should be taken when completing the cost form.

Understood

### 2.3. PROPOSAL SUBMISSION

- A. Respondents must submit one (1) signed printed proposal (clearly marked as original) and two (2) additional printed copies of the proposal, plus five (5) electronic versions of the printed “Computer Aided Dispatch and Associated Interfaces” proposal. All proposals must be executed by a person duly authorized to bind the submitter.
- B. The Microsoft Excel® versions of the Electronic Response Forms (Functional Requirements Spreadsheet, the RFP Response Spreadsheet, the Cost Data Forms, and the RFP and Specifications Additional comments forms) must be completed and returned without

additional form locks or password protection as Microsoft Excel® .xls or .xlsx file types on a USB drive and included in the submission package.

- C. The cost proposal shall be submitted with the technical proposal and is considered a component of the overall proposal package. However, the one (1) original printed cost proposal and the two (2) printed cost proposal copies must be in a separate sealed envelope labeled “Cost Proposal” submitted with the original proposal.
- D. The electronic versions of the printed proposal documents shall be submitted as a viewable and printable Adobe PDF on a USB drive.
- E. Proposals must be enclosed in a sealed package and clearly marked: **“Wake County Computer Aided Dispatch and Associated Interfaces RFP Response.”** The proposal package will consist of:
  - One (1) signed printed original proposal
  - Two (2) printed proposal copies
  - Five (5) USB or disks that include a copy of:
    - The complete proposal
    - Electronic RFP Response spreadsheet
    - Electronic Functional Specifications Response spreadsheet
    - Electronic Use Case Response forms
    - Electronic Additional RFP Comments Form
    - Electronic Additional Functional Specifications Comments Form
    - Electronic Cost Data Form
  - Sealed container with:
    - One (1) printed original cost form
    - Two (2) printed cost form copies
- F. Wake County must receive proposals BEFORE 3:00 PM ET on August 25, 2016. *The Respondent’s name, RFP number, and proposal closing time and date must be marked clearly on the proposal submission.* The time of receipt shall be determined by the time clock in the building/address/room listed for receipt of proposals. Wake County will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the Respondent’s responsibility to: (1) Ascertain that they have all required and necessary information, documents, and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. **Fax or email responses will not be accepted.**
- G. Proposals shall be sent to the following address:

Wake County Finance / Procurement  
Attn: Tom Wester  
Wake County Justice Center – 2<sup>nd</sup> Floor, Rm 2902  
301 S. McDowell Street  
Raleigh, NC 27601

- H. Proposals received after the RFP deadline will not be considered and will be held unopened.
- I. The County reserves the right to reject any or all proposals for any reason and to waive any informality it deems in its best interest.
- J. Any proposals received by the County that are incomplete in their responses may be immediately disqualified.

Understood

#### 2.4. EVALUATION PROCESS

- A. Initial Review – All proposals will be initially evaluated to determine if they meet the minimum requirements below.
  1. The proposal must be complete, in the required format, and be in compliance with all requirements of the RFP.
  2. Respondents must meet the Mandatory Proposal Requirements outlined in Section 1.9 of this RFP.
  3. Any Respondent determined to be technically unqualified, or whose proposal is deemed non-responsive, will not be considered further.

Understood

- B. Technical Review – Proposals meeting the above requirements will be evaluated on the basis of the criteria below.
  1. Each proposal will be reviewed by a special ad hoc committee comprised of representatives of Wake County, the City of Raleigh, and other user agencies. The committee may elect to schedule presentations and interviews with one or more Respondents.
  2. Respondents must meet the Mandatory Technical Requirements outlined in Section 1.10 of this RFP, which are detailed in their respective section. Respondents shall include a

detailed description of how the requirements are met in the appropriate section of the RFP.

3. Technically qualified and responsive proposals submitted in response to this RFP will be evaluated and ranked based on the factors listed in Section 2.5, Evaluation Criteria.

Understood

## 2.5. EVALUATION CRITERIA

This is not a bid. There will not be a public bid opening; the only information that will be released will be the name of the Respondent(s). Proposals will be evaluated based on, but not necessarily limited to, the criteria described in this section. The criteria are not necessarily listed in order of importance.

### A. Factor 1 - Firm Qualifications

Proposals will be evaluated on the qualifications and experience of both the primary contractor (Respondent) and all major subcontractors. Respondents should submit sufficient information to enable the County to understand and evaluate the experience of the Respondent on similar projects. At a minimum, the following shall be provided in the appropriate section of the proposal:

1. General Company Information
  - a. Company Profile
    - 1) Identify all company locations
    - 2) Identify the number of employees
      - (a) Employed by the company in total
      - (b) Dedicated to sales
      - (c) Dedicated to technical support
      - (d) Dedicated to research and development
  - b. Company Longevity
    - 1) Indicate the number of years in business
    - 2) Indicate the number of years in business selling the CAD system solution solicited herein (minimum of ten years' experience)
    - 3) Provide details on the company acquisitions in the last five years, including company name and dates; include companies acquired by the Respondent and the Respondent's company being acquired
    - 4) Subcontractors, if applicable, will be required to have a minimum of three years of experience in their respective discipline
  - c. Financial Stability
    - 1) Provide certification of current bonding capacity and current obligation

- 2) Wake County may require any Respondent to submit, during the evaluation and/or contracting process, evidence of financial stability to the extent that will satisfy any concerns relating to the Respondent's financial ability to complete all tasks and services relating to the project. This may include up to audited financial statements.
- 3) List any litigation initiated by or against the Respondent with a brief discussion of the issues involved and the outcome (including any settlement or awards paid)
- 4) Indicate if the Respondent has been in bankruptcy, reorganization, or receivership in the last five years and, if applicable, provide an explanation
- 5) Indicate if the Respondent, or any of its principals, has/have been disqualified by any public agency from participation in public contracting opportunities and, if applicable, provide an explanation

2. Capacity

- a. Time is of essence for this project; therefore, the successful Respondent must be able to perform the work in a timely manner. Present an outline of the Respondent's current workload, present capacity for additional work, and projected future workload, demonstrating ability to respond to County project requirements and complete by August 2018.

3. Research and Development

- a. Respondents must provide the percentage of overall revenue that is being allocated to research and development.

4. Respondent's Key Personnel

- a. Respondents must provide information demonstrating the technical knowledge (including all training and certifications) of all key personnel involved in the implementation in the scope of work. Respondents must confirm National Crime Information Center (NCIC) and CALEA standards will be met for secure access by its key personnel.
- b. Respondents must provide resumes of the Respondent's project manager and other key design and implementation personnel (identified on an organization chart) that will be assigned to this project that illustrates their qualifications, educational levels, experience, licenses and/or certificates, technical skills, and availability. For each key person, provide a list of relevant projects they have worked on within the past five years with the following information:
  - 1) Project title and location
  - 2) Role, responsibility, and decision authority
  - 3) Point of contact with the customer

5. Subcontractors' Key Personnel (if applicable)

- a. The County understands that Respondents may engage subcontractors to provide services and equipment requested in this RFP.
- b. Respondents must provide resumes of each subcontractors' team leads and other key design and implementation personnel that will be assigned to this project. For each key person, provide a list of relevant projects they have worked on within the past five years with the following information:
  - 1) Project title and location
  - 2) Role, responsibility, and decision authority
  - 3) Point of contact with the customer

Understood

**B. Factor 2 – Project References/Past Performance**

Consideration will be given to input from other clients of the Respondent's solutions and services, including the ability to manage a project of this size and scope, past performance, and the ability to provide the desired solution in the necessary timeframe. The County will also pursue independent means of contact, when available and appropriate.

**1. References**

- a. Respondents must provide a list of all installations that the Respondent has implemented during the past five years that are relevant to the scope of this project. Each project reference shall include:
  - 1) Project title and location
  - 2) Project start and finish dates
  - 3) Client point of contact (name and title)
  - 4) Current telephone number and email address of point of contact
  - 5) Description of the work/services provided
  - 6) Percentage of the overall project actually performed by the Respondent
  - 7) Initial bid price and final contract amount, including the quantity and dollar value of contract modifications
- b. Respondents shall include three client references with active virtual CAD system environments, providing the information above, if different from the projects referenced.
- c. Respondents shall provide three client references for the disaster recovery solution proposed, providing the information above, if different from the projects referenced.
- d. Respondents must provide a list of previous implementations utilizing a move up/cover application.
- e. The County may contact client references to validate the information provided by the Respondent and to determine the client's overall satisfaction with the solutions and services provided; therefore, it may prove beneficial to the Respondent to contact its referenced clients to ensure their contact information provided is up-to-

date and that the reference will be available during the period of time that the County will be validating references (approximately 120 days).

- f. Respondents may include letters of commendation from customers.

2. Past Performance

a. Respondent

- 1) Provide a list of any projects completed within the last five years that were more than two months behind schedule and an explanation of why
- 2) Provide a list of any projects that Respondent failed to complete and an explanation of why

b. Subcontractors

- 1) If applicable, identify all subcontractors to be used for this project and provide a list of their installations completed within the last five years that are relevant to the scope of this project. Each project description shall include:
  - (a) Project title and location
  - (b) Project start and finish dates
  - (c) Short description of subcontracted work
  - (d) Subcontract value

- c. The County reserves the right to contact the listed owners for confirmation or clarification of the information submitted.

Understood

**C. Factor 3 – RFP Elements, Approach, and Schedule**

1. Submitted Proposal

- a. Respondents will be evaluated on the quality and responsiveness of the proposed CAD system solution as presented in the response to the RFP.

2. Management Plan

- a. The proposal should provide sufficient information to evaluate the Respondent's approach to managing, designing, and implementing the project. At a minimum, Respondents must provide the information listed below.
  - 1) An organizational chart with information sufficient to understand and evaluate the Respondent's organizational structure. The organizational chart only needs to identify those persons who will be assigned to this project.
  - 2) Describe the portions of the work that will be undertaken directly by the Respondent and that which will be subcontracted (if applicable).
  - 3) Provide specifics regarding project management areas such as a communications plan, risk assessment and mitigation, issue tracking, punch list development, change control, and escalation process.

3. Project Schedule
  - a. Respondents must provide a proposed project schedule, in Microsoft Project format, beginning at the Notice to Proceed and ending at Go-Live (as defined herein). The timeline should be expressed in terms of calendar days or weeks from the issuance of the Notice to Proceed rather than actual dates and should include specific major events, milestones, and deliverables. Identify any assumptions used that support this timeline.
  
4. Training Plan
  - a. Respondents must provide details regarding the training plan for the CAD solution.
    - 1) Detailed listing of training classes for CAD and mobile data users, including Train-the-trainer classes
    - 2) Detailed listing of classes for system administration training for CAD, interfaces, geographic information system (GIS), mobile data for the startup, configuration, and continued administration of all components
    - 3) Listing of recommended outside training that would be useful for system administration
    - 4) Detailed schedules for training with consideration of maintaining dispatch center staffing requirements
      - (a) Number of classes
      - (b) Class size
      - (c) Class schedule
  
5. Client-required Resources
  - a. Respondents must provide a list of all Client-required resources (including staff and materials) required to support the implementation of the CAD solution.
  - b. Respondents must clearly identify tasks that are the responsibility of the Client resources and communicate required completion dates to fulfill the project schedule. A matrix of tasks versus responsibility (e.g., Respondent, County, other) is a preferred approach.
  - c. Respondents must provide a description of the training and skills needed for County resources in order to properly support the system (e.g., DBA level skills, SQL training, Microsoft Active Directory [AD] certification, etc.)
  
6. Maintenance and Operation
  - a. Proposals will be evaluated on the useful life expectancy of the CAD solution, particularly guarantees against early obsolescence. The County will not accept acquisition of a solution which the Respondent does not intend to support for the next 10–15 years.
    - 1) Provide details regarding the operation and maintenance of the CAD solution
    - 2) Provide details as to how the company deploys and charges for version upgrades, and the frequency of the updates

7. Proposed Solution

- a. Respondents will be evaluated on the quality of the proposed CAD solution, to include, but not limited to:
- 1) The degree to which the proposal addresses the stated goals
  - 2) Adherence to the solicitation requirements
  - 3) Extent to which the components of the CAD are integrated to provide a single-system appearance to the end users and an integrated solution
  - 4) Extent to which the CAD solution incorporates effective processing methods, state-of-the-art technology and programming languages, and well defined system interfaces
  - 5) General ease of use, future modification/expansion, and change
  - 6) Detailed security rights and ease of administration
  - 7) Comprehensiveness of the documentation (e.g., training materials and manuals)
  - 8) Product life expectancy (identify all versions of the CAD solution since inception and any on-going research and development efforts)
  - 9) Third-party selection
  - 10) Intuitiveness and aesthetic appeal of the software

Understood

**D. Factor 4 - Functional Specifications**

Proposals will be evaluated on the responses provided with the Microsoft Excel<sup>®</sup>-based Functional Specifications.

Understood

**E. Factor 5 - Cost**

Proposals will be evaluated on the responses provided with the Microsoft Excel<sup>®</sup>-based Cost Data Forms. Respondents are expected to align cost elements with the formatted Cost Data Forms. The only costs that will be considered are those included with the Cost Data Forms.

Understood

**F. Factor 6 – Product Evaluation**

The County evaluation process will include a validation of functionality of the highest ranking proposals. Products will be evaluated through on-site product demonstrations in Wake County consisting of question and answer periods and a demonstration of system operations using specific scenarios related to day-to-day communications center tasks. Scenarios will be provided in advance to Respondents. Demonstrations are scheduled to

occur the week of December 12, 2016. Selected Respondents are responsible for securing a suitable location within Wake County to host the demonstration.

The County reserves the right to visit client sites to observe and evaluate the product in live operation.

Understood

## 2.6. FINAL SELECTION

Proposals will be reviewed after opening and will be ranked by the evaluation team. The highest ranking Respondents will be invited to an on-site product demonstration of functionality. A recommendation will then be presented for approval to negotiate a contract with the first choice and if unsuccessful to then pursue negotiations with the second choice.

All Respondents will be notified of their standing immediately following the County's decision.

The price quoted must be held firm for 180 days after the RFP is due.

The County reserves the right to make an award without further discussion of the proposal submitted. The County shall not be bound or in any way obligated until both parties have executed a contract. The County also reserves the right to delay the award of a contract or to not award a contract. The RFP may be awarded by individual task or total proposal, whichever is most advantageous to the County.

The general conditions and specifications of the RFP and the selected proposal, as amended by agreement between the County and the successful Respondent, including email or written correspondence relative to the RFP, may become part of the contract documents. Failure of the successful Respondent to perform as represented may result in elimination of the Respondent from further competition or in contract cancellation or termination.

Respondents are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the CAD selection committee and approved by the Wake County Board of Commissioners.

Understood

## PART 2 — TECHNICAL SPECIFICATIONS

### 3. SCOPE OF SERVICES

#### 3.1. PROJECT EXPECTATIONS

**A.** Wake County and partner agencies expect to utilize a commercially available CAD, mapping, mobile data, and AVL system, which has been successfully deployed by other public safety communications agencies to perform the core mission-related functions required of an emergency communications center. The County does not wish to embrace any software or systems that have not been fully tested and deployed in major live operational environments of comparable size or larger.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** The County and partner agencies expect to take advantage of the most current functionality at the time of installation offered by a Respondent(s), which may encompass functional features that other similar agencies have requested and the Respondent has included as part of its current offering.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** The County and partner agencies intend to implement a virtual environment for all system servers, data storage, and interface servers. The County requires that Respondents have installed, active client sites configured in a virtual environment. Respondents shall include three client references with active virtual CAD system environments.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**D.** The County and partner agencies require that the source code for the software being offered is available on-site or in a mutually agreed upon escrow account to be paid by the successful Respondent.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- E.** Respondents shall provide a site license or equivalent licensing option that includes options for licensing up to an unlimited number of workstations, mobile devices, and web-based devices for all software applications deployed as part of this procurement. Respondents shall describe licensing options included with this procurement.

What is offered to Wake County shall be offered to other current and future partner agencies with the same options and at the same cost.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- F.** The proposed solution shall operate to applicable standards described in the most recent approved edition of National Fire Protection Association (NFPA®) 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- G.** Respondents shall include a Solutions Architect/Business Associate in the proposal to facilitate system configuration, table builds, interfaces, response planning through needs assessment, and workflow analysis of all PSAPs.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- H.** Respondents must meet the North Carolina 911 Board Standards as described in 09 NCAC 06C .0213, Computer Aided Dispatching (CAD) Systems, and other related rules, which can be found as Attachment C.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.2. GENERAL SYSTEM CHARACTERISTICS

The selected system shall have the general characteristics described below.

- A. Meet the specified functional requirements as outlined in this RFP document.
- B. Meet or exceed the performance requirements as stated in this RFP.
- C. Be a multi-PSAP, multi-agency, multi-jurisdictional, multi-discipline geographically-distributed multi-node CAD system.
- D. Be expandable and flexible enough to meet future functional requirements as projected in this RFP.
- E. Be highly configurable, allowing the County and partner agencies to meet current and future needs without extensive software customization.
- F. Meet applicable National Emergency Number Association (NENA) Next Generation 9-1-1 (NG9-1-1) capabilities of accepting and processing location protocol (Presence Information Data Format-Location Objects [PIDF-LO]) and various data (e.g., text, video, audio, X/Y coordinates) as presented to the CAD/9-1-1 network interface.
- G. Include an integrated mapping system.
- H. Meet applicable CJIS requirements, described in CJISD-ITS-DOC-08140-5.4 and updated versions approved by the U.S. Department of Justice and the State of North Carolina.
- I. Meet North Carolina 9-1-1 Board Rules as stated in Title 09, Chapter 06, Subchapter C (Refer to Section 0200 as Attachment C).
- J. Utilize Microsoft SQL Server.
- K. Utilize COTS components.
- L. Propose a hardware solution that is scalable.
- M. Provide a high-level of availability, security, and reliability.
- N. Allow secure access to both short-term and long-term stored data for the purposes of reporting and analysis.
- O. Provide an intuitive user interface for accessing stored data.
- P. Be installed and be operating successfully at sites of equivalent size and complexity.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.3. WORKSTATION REQUIREMENTS

- A. Respondents shall furnish detailed minimum and recommended specifications regarding all hardware and related components, including operating systems, video cards, and monitors, required for the installation of a complete, working system. The County and partner agencies will purchase hardware through established procurement methods. Respondents shall certify and fully support equipment purchased for this procurement by the County and partner agencies if purchased to the specifications provided by the Respondent.

Comply             Alternative             Does Not Comply

Details to support the answer:

**B.** The County and partner agencies desire to implement a virtualized environment for workstations. Respondents shall describe their experience with virtualized solutions, Citrix XenDesktop, Citrix XenApp, VMware Horizon View, or Microsoft App-V, and include three client references with contact information.

Comply             Alternative             Does Not Comply

Details to support the answer:

**C.** The proposed solution is fully compliant and certified on both Microsoft Windows 7 and Microsoft Windows 10 operating systems. Respondents shall provide the minimum required workstation operating system version in their proposal. In addition, Respondents shall provide the recommended operating system version for the solution to perform at its optimum. Respondents shall note the operating system versions that are supported by each component/module, if not the same throughout.

Respondents shall describe their policy for:

- Certifying operating system upgrades
- Discussing the procedure for testing the new operating system version with the standard offering
- Incorporating the new operating system version into the standard solution (i.e., timeframe)
- Notifying clients that an upgrade is recommended

Comply             Alternative             Does Not Comply

Details to support the answer:

### **3.4. SERVER REQUIREMENTS**

**A.** Respondents shall furnish detailed minimum and recommended specifications regarding all server hardware and related components, including operating systems, required for the installation of a complete, working system. The County and partner agencies will purchase hardware through established procurement methods. Respondents shall certify and fully

support equipment purchased for this procurement by the County and partner agencies if purchased to the specifications provided by the Respondent.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** Wake County and partner agencies desire to implement a virtualized environment for solution servers and data storage. Respondents shall describe their experience with virtualized solutions, VMWare and Microsoft Hyper-V, and include 3 client references and contact information.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** The minimum acceptable server operating system solution is Microsoft Server 2012. Respondents shall provide the minimum required server operating system version in their proposal. In addition, Respondents shall provide the recommended operating system version for the solution to perform at its optimum. Respondents shall note the operating system versions that are supported by each component/module, if not the same throughout.

Respondents shall describe their policy for:

- Certifying operating system upgrades
- Discussing the procedure for testing the new operating system version with the standard offering
- Incorporating the new operating system version into the standard solution (i.e., timeframe)
- Notifying clients that an upgrade is recommended

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.5. SYSTEM COMPONENT REQUIREMENTS

The proposed CAD system shall be the manufacturer's most recent version available for installation that meets the requirements of this RFP. In the interest of seeing how the solution is constructed, Respondents shall describe the software modules proposed and their associated hardware

components. Respondents shall include a diagram as a graphical representation of the system configuration to be provided.

Comply             Alternative             Does Not Comply

Details to support the answer:

**3.6. EXPANDABLE**

The proposed CAD system shall be configured to enable system expansion by adding, not replacing, hardware. Respondents shall describe how the proposed system is expandable in terms of servers, storage, and other system components. Respondents shall describe the ability to add hardware components without taking the system offline.

Comply             Alternative             Does Not Comply

Details to support the answer:

**3.7. CAD STORAGE REQUIREMENTS**

**A.** All CAD incident data and any ancillary information shall be retained. Incident data should be stored in its entirety; storage of summary incident data only is not acceptable. Storage capability must include the ability for legacy data, and subsequent data created with the implementation of the regional system, to be shared among participating agencies. Security constraints employed by the system solution must be in place at go-live.

Comply             Alternative             Does Not Comply

Details to support the answer:

**B.** Respondents shall estimate the data storage needs for the solution and over a ten-year period. Respondents should refer to the data in the tables of Appendix B as the basis for estimates. Respondents should list the assumptions used in the development of the estimates. Respondents shall break down storage estimates for three, five, seven, and ten years to allow Wake County and partner agencies to project their hardware needs over that period.

Comply             Alternative             Does Not Comply

Details to support the answer:

### 3.8. DATA COMMUNICATIONS/NETWORKING

Data communication is a fundamental component of a CAD system. The preference is that the proposed system utilize the existing network as shown in the diagram in section 1.5. The current network isolates the CAD system from the remainder of the network with firewall and network intrusion detection and protection, yet allows communications with remote PSAPs, workstations, and mobile devices. The networking solution is redundant and fault tolerant wherever possible

Respondents shall describe the network architecture required for the proposed solution, including how the CAD network should be protected from external threats, the minimum network speed from the PSAPs to field and mobile devices and connection requirements between PSAPs. The solution shall consider the existing network and provide recommendations for network upgrades.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.9. CYBERSECURITY REQUIREMENTS

The Department of Homeland Security reports cybersecurity risks to 9-1-1 system have “severe potential impacts.” Wake County considers the security of networks and infrastructure as a high priority in the design of a regional CAD system.

Respondents shall describe the measures designed into the proposed system to detect, protect, and mitigate intrusions.

Respondents shall describe their level of compliance with the following:

- NENA Next Generation 9-1-1 Security (NG\_SEC) NENA 75-001
- National Institute of Standards and Technology (NIST) Cybersecurity Framework Version 1.0
- Center for Internet Security Critical Controls Version 6.0

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.10. DISASTER RECOVERY

Respondents shall provide the necessary hardware specifications and software for an on-line (hot) disaster recovery system that will be located at a geographically separate site away from the PSAP or production

server location. Disaster recovery failover to a full function (including interfaces to external systems, e.g., mobile data, AVL) disaster recovery system shall be configurable to be both automatic and able to be initiated by manual operation. The failover process should be seamless and transparent to the operators. There will be a system message delivered to agency-selected workstations (e.g., supervisor, administrator) that primary operations have switched to the backup system.

Respondents shall describe the proposed disaster recovery solution, including data replication, server failover to the disaster recovery site, client failover, and fall back to the primary site.

Respondents shall describe the methods to prevent data loss as a result of “split-brain.”

Respondents shall provide three client references for the disaster recovery solution proposed.

Comply             Alternative             Does Not Comply

Details to support the answer:

### 3.11. IT INFRASTRUCTURE

**A.** The CAD system is expected to be maintained for an extended life cycle spanning many years. The solution should be based on standard IT components and managed using standard IT tools.

Comply             Alternative             Does Not Comply

Details to support the answer:

**B.** The County intends to implement a virtualized server and storage environment. Respondents’ proposed solutions should reflect that configuration.

Comply             Alternative             Does Not Comply

Details to support the answer:

**C.** The County intends to install anti-virus software where needed on workstations and servers. Respondents shall list anti-virus software **not** compatible with the proposed solution.

Comply             Alternative             Does Not Comply

Details to support the answer:

### 3.12. INTEGRATED MOBILE DATA (MANDATORY)

All subsections are mandatory.

- A.** The County and partner agencies intend to implement a mobile data system with this installation that operates throughout Wake County and interacts with all partner agencies. Presently, the County and partner agencies have 1,800 laptop mobile devices in place and operational.

Respondents shall include software in their proposal to implement a fully functioning mobile data application that will include the CAD mobile applications for law enforcement, fire, and EMS; in-vehicle mapping with AVL tracking; car-to-car and car-to-CAD messaging; secured law enforcement interface to NCIC, and the capability to interface to various law enforcement, fire, and EMS records management systems (RMS). Respondents shall include minimum and recommended hardware specifications to implement the proposed system.

Respondents must provide pricing information separately on the Cost Data Form and specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Cite reference where interface is currently in use
- Bandwidth required
- Equipment required
- Which party is expected to provide connectivity where required

Pricing must be structured so that all current and future partner agencies may procure the mobile components as needed by their agency.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- B.** The proposed mobile data solution must meet applicable CJIS and HIPAA security requirements.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

C. The mobile application can be operated without requiring local administrative rights on hardware.

Comply             Alternative             Does Not Comply

Details to support the answer:

D. Respondents shall describe the degree to which static Internet Protocol (IP) addresses are required in the proposed solution. If static IP addresses are not required, Respondents must describe the method through which mobile devices are identified.

Comply             Alternative             Does Not Comply

Details to support the answer:

E. Respondents shall describe the requirements and procedures for updating the mobile device application, system tables, and mapping. The preference is for updates to be performed wirelessly to avoid physically touching each device. The description must include the consequences if the wireless update is interrupted while in progress.

Comply             Alternative             Does Not Comply

Details to support the answer:

F. Respondents shall describe the anticipated bandwidth requirements for the mobile devices in the field by application (e.g., bandwidth requirements for CAD notification and status updates).

Comply             Alternative             Does Not Comply

Details to support the answer:

### 3.13. INTEGRATED AUTOMATIC VEHICLE LOCATION (AVL) (MANDATORY)

All subsections are mandatory.

A. Wake County and partner agencies intend to implement an AVL function as a component of this CAD system procurement. AVL data for each unit shall be available system-wide so that

each unit can view AVL data for any other unit on the system, as controlled by system administrators, to provide maximum situational awareness. In addition to being used with the CAD system, AVL data may be shared with other applications. Respondents shall provide details on this process.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** Respondents shall describe the components of the recommended AVL solution, as well as vehicle and installation requirements.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** Respondents shall describe the function of the AVL component, including the polling rate and adjustment of the polling rate by unit status.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**D.** Respondents shall describe parameters passed by the AVL components to the CAD and third-party systems (e.g., vehicle activity, location).

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### **3.14. INTEGRATED MAPPING (MANDATORY)**

Respondents shall provide a system with integrated mapping for both CAD and mobile. The mapping system should be Esri-compliant and allow for multiple layers of geographic information. The mapping application should be centrally located and provide for easy updates. The map for CAD and mobile must be configured and available for both systems without the need for multiple systems.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.15. MULTI-PSAP/MULTI-AGENCY (MANDATORY)

Respondents must have installed, active client sites that have the following capabilities:

- Multi-PSAP (multiple primary and secondary PSAPs operating together)
- Multi-agency (multiple responding agencies of the same discipline operating within a jurisdiction with independent recommendation algorithms)
- Multi-jurisdictional (multiple political entities operating with a PSAP implementation with independent recommendation algorithms)
- Multi-discipline (law enforcement, fire, EMS) environment
- Ability to share information based on agency, role, and discipline
- Capable of distributed system administration across agencies

As noted in Section 2.5 B, Respondents must provide a list of client sites that meet the above criteria, with contact information and a description of the implementation.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.16. CUSTOMER PREMISE EQUIPMENT (CPE) (MANDATORY)

All subsections are mandatory.

**A.** Wake County and partner agencies have the following CPE systems in place that require interfaces for the transfer of 9-1-1 call data:

- Intrado VIPER 4.1.4
- Vesta 4.3.2.611

Respondents shall provide verification of successful interfaces to each of these systems.

Respondents must provide pricing information separately on the Cost Data Form and specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Cite reference where interface is currently in use
- Bandwidth required
- Equipment required

- Which party is expected to provide connectivity where required

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** As NG9-1-1 standards solidify and are implemented, Wake County and partner agencies expect that the Respondent's CAD will evolve to incorporate those standards to utilize the additional location data and data types. Respondents shall describe the readiness of the proposed solution to incorporate NG9-1-1 standards.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.17. CAD-TO-CAD (MANDATORY)

Wake County and partner agencies require that the system provide a standard CAD-to-CAD interface. The interface shall allow for connectivity between non-native CAD systems and provide the capability to dispatch, share information, and give situational awareness. The CAD-to-CAD interface must be bi-directional and facilitate the assignment and tracking of closest resources to an event utilizing AVL data.

Respondents shall provide documentation for existing CAD system implementations that utilize a third-party CAD-to-CAD solution for data sharing.

Respondents that offer an internally developed CAD-to-CAD data sharing function should provide documentation for those implementations as well.

Respondents must provide pricing information separately on the Cost Data Form and specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Cite reference where interface is currently in use
- Bandwidth required
- Equipment required
- Which party is expected to provide connectivity where required

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.18. WEB CAD (MANDATORY)**

The County and partner agencies require a web-based read-only version of the CAD system for remote access and status monitoring. This system must be available via common browsers and accessible via the Internet and local area network (LAN). The system must be able to restrict access by log-in and role, only allowing users access to view data authorized to their role.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.19. PROQA FOR POLICE, FIRE, AND EMS (MANDATORY)**

All subsections are mandatory.

- A.** The County and partner agencies require integration with existing Priority Dispatch Paramount ProQA for Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD), and Emergency Medical Dispatch (EMD) applications. The CAD system shall trigger ProQA to present a written dialog to the call taker to assist with call management, data collection, and recording. The question and response dialog shall be copied into the event and be available for inquiry.

Respondents must provide pricing information separately on the Cost Data Form and specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Cite reference where interface is currently in use
- Bandwidth required
- Equipment required
- Which party is expected to provide connectivity where required

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- B.** The integration with ProQA shall include the ability of the system to differentiate response based on ProQA determinates and sub-determinates, by agency.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** Respondents shall describe the process and timeframe of providing CAD software updates that respond to and accommodate updates to ProQA as they occur.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### **3.20. MOVE UP/COVER APPLICATION (MANDATORY)**

Wake County and partner agencies intend to implement a component for detection, recommendation, and management of fire apparatus move up and cover situations. The County will evaluate both a Respondent's internal move up/cover module and the Respondent's ability to employ a third-party solution (e.g., Deccan LiveMUM).

The move up/cover solution must have the capability to integrate the entire County and partner agencies. The solution must have the capability to focus on the move up/cover situations of individual agencies as determined by an authorized user.

As noted in Section 2.5 B, Respondents must provide a list of previous implementations utilizing a move up/cover application.

Respondents must provide pricing information for each solution separately on the Cost Data Form and specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Cite reference where interface is currently in use
- Bandwidth required
- Equipment required
- Which party is expected to provide connectivity where required

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.21. VIRTUALIZATION (MANDATORY)**

The CAD system is expected to be maintained for an extended life cycle spanning many years. The solution should be based on standard IT components and managed using standard IT tools. Respondents shall describe the proposed system's utilization of Hypervisor Microsoft Hyper-V or VMWare at the current release version.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.22. COMMERCIAL WIRELESS (MANDATORY)**

Wake County and partner agencies utilize commercially available wireless devices to connect mobile devices to the internet. This system uses the latest technology available by the common carriers, which currently is long-term evolution (LTE). These services and locally hosted NetMotion provide mobile users access to CAD resources.

Respondents should verify their mobile applications work with these technologies and bandwidth.

Respondents shall describe how the proposed mobile data solution will operate with the NetMotion platform in place in Wake County.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.23. DATA WAREHOUSE (MANDATORY)**

All subsections are mandatory.

- A. Wake County and partner agencies intend to implement a data warehousing component of this system. Respondents shall describe data warehousing capabilities available in their system, including the scope of data that can be warehoused, accessibility of data, and security capabilities.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** At a minimum, the data warehouse system must be isolated from the CAD system network and be able to restrict access to data by agency, by role (e.g., non-County guest and County employee), and by data element (e.g., restrict access due to HIPAA and CJIS requirements).

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** The data warehouse component will serve as a central data repository for all CAD data to be accessed by all agencies and multiple applications simultaneously. Data element updates are to be performed in a transactional manner (near real-time) as the event updates occur rather than on event closure. Respondents must describe the process of how and when the data is sent from the live system to the data warehouse. All requirements for high availability and redundancy stated in other areas of this document apply to the data warehouse.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.24. SYSTEM INTERFACES

Respondents shall provide information on the interfaces listed below. For **each** interface, Respondents must provide pricing information separately on the Cost Data Form and specify the following:

- Information to be transferred to/from the other system
- Description of how the interface is to function from the user's point of view
- Communication protocol required
- Cite reference where interface is currently in use
- Bandwidth required
- Equipment required
- Which party is expected to provide connectivity where required

Respondents are encouraged to reference the Functional Specifications spreadsheet to determine related requirements to aid in preparing their response.

**A.** Automated Secure Alarm Protocol (ASAP to PSAP)

Respondents must describe how their proposed solution can integrate with this interface.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B. FATPOT CADfusion NG version 3.2.3**

Agencies in Wake County currently use FATPOT as a data sharing solution between CAD systems. The solution must retain those instances currently in use.

Respondents must provide documentation for existing CAD system implementations that utilize FATPOT for data sharing.

Comply             Alternative             Does Not Comply

Details to support the answer:

**C. External SQL Databases**

Respondents must describe how their proposed solution can auto-query external SQL databases based upon location, event type, or other CAD and mobile fields.

Comply             Alternative             Does Not Comply

Details to support the answer:

**D. Nice Systems Inform 7.1 with NRX Loggers**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**E. SunGard Public Sector ONESolution Jail Management System (JMS) version 16.0.0.2233**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**F. Spectracom NetClock 9483 (Master Clock)**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**G. MARVLIS 3.4.0.2**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**H. SunGard Public Sector ONESolution RMS for Law Enforcement version 16.0.0.223**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**I. ESO Healthcare Solutions ePCR HER version 5**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**J. Zetron 2200 Paging Terminal for Alphanumeric Text Paging**

Respondents must describe how their proposed solution can integrate with this interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**K. Quality Assurance/Quality Improvement (QA/QI)**

1. Respondents shall export data to Priority Dispatch AQUA 5.1.1.16 QA/QI module.

Comply             Alternative             Does Not Comply

Details to support the answer:

2. If available, Respondents must describe any internally developed QA/QI module and list the cost of the module on the Cost Data Form.

Comply             Alternative             Does Not Comply

Details to support the answer:

**L. Radio Interface**

The system must be capable of an interface to the MCC 7500 radio consoles of the ASTRO 25, model M3 version 7.15, radio system. Respondents must describe the capabilities of the interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**M. Motorola Direct Entry Keypad (DEK) Box Status Messaging Interface**

The system must be capable of an interface to a DEK box. Respondents must describe the capabilities of the interface.

Comply             Alternative             Does Not Comply

Details to support the answer:

**N. North Carolina Division of Criminal Information (DCI) and NCIC**

The system will interface to the North Carolina Department of Public Safety Division of Criminal Information system. Respondents must describe the how the system adheres to CJIS requirements for security protocols and audit requirements.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**O. Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY)**

Respondents must describe the ability to interface to a TDD/TTY device. The dialog from the textual conversation shall be attached to the CAD event record.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**P. Tone and Voice Paging**

The CAD system supports tone and voice paging through the MCC 7500 radio console for notification of responding stations/units. Respondents must describe the capabilities of the tone and voice paging interface.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**Q. Locution CAD Voice Server 5.11.0.80**

Respondents will interface with the current Locution CAD Voice Server version 5.11.0.80.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**R. Third-party Mobile Data Solutions**

Respondents shall describe interfaces to third-party mobile data solutions, including the following:

1. FireHouse Mobile Response with Navigation version 3.X

Comply             Alternative             Does Not Comply

Details to support the answer:

2. Adashi Command and Control version 3.X

Comply             Alternative             Does Not Comply

Details to support the answer:

3. SunGard Public Sector ONESolution Mobile Computing MCT Application version 15.x or newer

Comply             Alternative             Does Not Comply

Details to support the answer:

**3.25. OWNERSHIP OF DATA**

All data associated with the system, including data entered as static table entries, data records created as a result of information entry for a call for service and response, all messages, audit log records, maps, etc. are the property of Wake County and may be exported or used in any way only with written permission of the County.

Comply             Alternative             Does Not Comply

Details to support the answer:

### 3.26. SYSTEM UPTIME

Because of the critical nature of a CAD system, the proposed solution must be capable of a minimum 99.999 percent uptime. Uptime is defined as the availability of the application to the user. Respondents shall describe factors that result in downtime not included in the 99.999 percent uptime performance standard.

Respondents shall describe the availability architecture of the proposed solution, including database mirroring, replication and failover, network load balancing, exception handling, system logging, and system management. Additionally, Respondents shall describe the redundant and fault tolerant capabilities of the proposed system hardware including servers, storage, power, and networking equipment.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.27. ON-LINE MAINTENANCE AND REPAIR

The system shall have established maintenance and repair schedules and procedures that can be performed while keeping the processes in operation. Providing cost effective maintenance alternatives will maximize availability of the application. The system design must allow the user to maintain the system with commercially available management tools and without extensive training. Respondents shall provide the procedures and schedule for the established maintenance process to be applied to the proposed system.

The system design shall provide for the hot-swap replacement of components. The system design must take into account that the user must be able to remove and replace servers, drives, and network components while the application and system remain operational.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.28. TRAINING

- A. The successful Respondent shall provide customized training to each agency on the use and configuration of the CAD system and interfaces. Training shall include operations and functional training to all users from each agency; train-the-trainer sessions to trainers selected from each agency; administrative training to each agency's administrative staff, which covers all aspects of operating and managing the system; mobile users training; web-view users training; "super-user" training for users with responsibilities above the standard user and not to the administrator level; report writers / data extractors; and administrators of the system-wide solution. Mobile data training shall be exclusively train-the-trainer.

Respondents shall plan on training 160 dispatchers and 10 administrators.

Comply             Alternative             Does Not Comply

Details to support the answer:

**B.** All Respondent-provided end user training shall be completed in the two months immediately prior to system go-live and on the application version to be implemented. All call taker/dispatcher training must be completed in the three weeks immediately prior to system go-live and on the application version to be implemented.

Comply             Alternative             Does Not Comply

Details to support the answer:

**C.** Respondents shall provide a sample training program incorporating the training components described above. Respondents shall include class descriptions, length of the class, and maximum number of students per class. The training schedule must include user training on three shifts.

Comply             Alternative             Does Not Comply

Details to support the answer:

**D.** Respondents shall include on-line training as a component of the training program. The on-line training will serve as supplemental training and practice for operators.

Comply             Alternative             Does Not Comply

Details to support the answer:

**E.** The successful Respondent shall coordinate the training schedule with all partner agencies.

Comply             Alternative             Does Not Comply

Details to support the answer:

F. Respondents shall include refresher training in the training plan, to occur six months after a successful go-live. Respondents shall list the cost of the training on the Cost Data Form.

Comply             Alternative             Does Not Comply

Details to support the answer:

**3.29. REPORT DEVELOPMENT**

A. Respondents shall provide a sample of currently developed law enforcement, fire, and EMS reports that will be provided with the proposed CAD system.

Comply             Alternative             Does Not Comply

Details to support the answer:

B. The system shall provide for the use of COTS report development software (e.g., SAP Crystal, IBM SPSS) with CAD system data and with data warehouse data for the creation, storage, and editing of client-developed reports. The cost of licensing for report development software shall be included on the Cost Data Form as optional.

Comply             Alternative             Does Not Comply

Details to support the answer:

C. Respondents shall describe, if available, their in-house report-writing component that will meet the requirements of the RFP. The description will include training and costs (reported on the Cost Data Form).

Comply             Alternative             Does Not Comply

Details to support the answer:

D. The successful Respondent shall provide a complete Data Dictionary for all data tables prior to go-live.

Comply             Alternative             Does Not Comply

Details to support the answer:

**3.30. REQUIRED DOCUMENTATION**

**A.** Respondents shall provide a logical diagram of the proposed system in their proposal.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** Prior to final system acceptance, the successful Respondent shall provide an as-built diagram for the installed system components.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** The successful Respondent shall provide complete technical, operational, and maintenance instructions to support all systems prior to final system acceptance.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**D.** The successful Respondent shall provide a complete database schema and data description for all data elements for all components and data sets.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**E.** The successful Respondent shall provide a complete set of application user guides prior to the start of user training.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**F.** The successful Respondent shall provide a complete set of system administrative guides prior to the start of administrator training.

Comply             Alternative             Does Not Comply

Details to support the answer:

**G.** Final copies of the user and administrative guides shall be provided prior to system go-live

Comply             Alternative             Does Not Comply

Details to support the answer:

**H.** The successful Respondent shall provide a complete set of interface operation and administration guides prior to Final System Acceptance.

Comply             Alternative             Does Not Comply

Details to support the answer:

**I.** The successful Respondent shall provide all documentation and licenses that came with all equipment and software purchased for use in this system (e.g., third-party and operating system licenses).

Comply             Alternative             Does Not Comply

Details to support the answer:

**J.** All documentation and reference materials shall be updated with each version release.

Comply             Alternative             Does Not Comply

Details to support the answer:

**K.** All documentation created by the successful Respondent shall be provided in electronic and hard copy formats.

Comply             Alternative             Does Not Comply

Details to support the answer:

L. The successful Respondent shall provide a complete set of operation and administration guides related to backup and recovery processes prior to Final System Acceptance.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

M. The successful Respondent shall provide a complete set of release notes and resulting changes to documentation prior to each system version update.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.31. IMPLEMENTATION PLAN**

A. Respondents shall provide an implementation plan to include planning, configuration, implementation, go-live, testing, and final system acceptance.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

B. As a consideration for implementation, Respondents shall discuss implementation alternatives such as a complete system go-live or a phased implementation, including costs and timeline implications.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.32. ANCILLARY CAD DATA**

A. The County may elect to move SQL data to the data warehouse. Respondents shall describe the requirements for such a move. Respondents shall list the costs of moving SQL data on the Cost Data Form.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** During implementation, the County and partner agencies may elect to import some of the current CAD configuration tables (e.g., unit, unit types) and premises related data (alerts, history, hazards) to the selected system. Respondents shall describe the process for such a move.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.33. GO-LIVE PERFORMANCE**

On successful completion of the Acceptance Test, the system shall be certified for live operation by the successful Respondent in writing and agreed to by the County prior to system go-live.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.34. POST GO-LIVE 45-DAY RELIABILITY TEST**

**A.** The reliability test shall proceed after successful go-live to demonstrate the operational capability and reliability of the system.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** After go-live, the system shall undergo a 45-day reliability test. The purpose of this test is to demonstrate that the system and services, as delivered, perform under live operational conditions without the occurrence of critical priority software errors, as defined in Section 3.37 A.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** If, during the first 20 days of the Reliability Test, the system experiences a critical priority software error, once the problem has been corrected or a workaround provided, a new 45-day period will begin. If a critical software error is detected on or after day 21 of the initial 45-day test period, once corrected or a workaround has been provided, the test will start over from day 21 and go for the remainder of the test period.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.35. ACCEPTANCE

**A.** Final acceptance and final payment for the system shall not occur until the testing requirements, as agreed by the parties, are met.

- Passed Acceptance Test
- Go-live
- Passed 45-day Reliability Test
- All deliverables
- All trouble ticket items resolved to the satisfaction of both parties

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**B.** Respondents shall provide a sample acceptance test plan for the components being implemented with the solution in their proposal.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**C.** Respondents shall provide an acceptance test plan for the implemented components 30 days prior to the start of the scheduled implementation. The acceptance test plan must be approved by the County.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**3.36. WARRANTY**

The following requirements are applicable to all maintenance and repair services supplied by the Respondent or Respondents' subcontractors, both under and outside of warranty.

- A.** Respondents shall warrant that all components supplied by the Respondent and the integration thereof will be free from defects in material, design, and workmanship for the warranty and maintenance period purchased.

Comply             Alternative             Does Not Comply

Details to support the answer:

- B.** All components shall be new, fit for use, and supported under warranty provisions.

Comply             Alternative             Does Not Comply

Details to support the answer:

- C.** All proposed components include all updates and upgrades to fully function on the proposed system.

Comply             Alternative             Does Not Comply

Details to support the answer:

- D.** Respondents shall warrant that the system supplied under any contract shall be operational and available 99.999 percent of the time during the warranty and support periods. The warranty period or support period shall be extended on a day-for-day basis for each day the system performance falls below this level.

Comply             Alternative             Does Not Comply

Details to support the answer:

**E.** Respondents shall provide a detailed description of the offered warranty and any available extended warranty. This shall include a description of items, support services, and system upgrades to be provided. Names, addresses, telephone numbers, and a contact person for all service facilities shall be identified in the proposal.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**F.** During the warranty period, Respondents shall provide support services 24/7. This service must be available any hour of the day via a toll-free dial-up number. A web-based trouble reporting system should be available for non-critical issues. Respondents or their subcontractors must have the ability to access the system remotely using the RWECC's secure virtual private network (VPN) facility for troubleshooting and to perform system diagnostics with the approval of RWECC IT.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**G.** Respondents shall provide a detailed statement of warranty exclusions. The County reserves the right to reject any proposal based upon stated exclusion of warranties.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### **3.37. SUPPORT/MAINTENANCE**

**A.** Critical system failures are defined as:

- The inability of a telecommunicator to take calls or dispatch emergency responders to any reported event.
- The inability of field units to receive call information or transmit service/status notifications via mobile data.
- The failure of any single component essential to the determination of unit responses.

The severity of the system failure will be determined by Wake County and partner agencies and may be upgraded depending on the situation.

Respondents shall describe the error levels as defined in their support/maintenance procedures, the process for determining the error levels, and the response to resolve the issue.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- B.** Respondents must provide support services 24/7. This service shall be available any hour of the day via a toll-free telephone number. Wake County and partner agencies expect that a web-based trouble reporting system will be available for all issues as well. The web-based trouble reporting and tracking system will track all tickets and provide the ability to view all comments, updates, and generate reports.

Respondents shall describe their helpdesk process.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- C.** Respondents or their subcontractors must have the ability to access the CAD system network remotely using the RWECC secure VPN facility for troubleshooting and to perform system diagnostics. All remote tools must be identified by and provided by Respondents.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- D.** Items in the trouble reporting and tracking system will not be considered closed unless Wake County and partner agencies agree the issue has been resolved. Tickets will not be closed when a feature has been added to a release version, but only after the release is live and the County and partner agencies verify the issue is resolved.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- E.** For all critical system problems reported, the successful Respondent shall provide an immediate response to the incident and initiate corrective action no longer than 30 minutes

from time of notification. Equipment or components required on-site for emergency maintenance must be specified and provided. The activities associated with the resolution of the problem shall be entered and tracked in the ticket reporting and tracking system.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**F.** In all instances of a major system failure, whether hardware- or software-related, the successful Respondent, and/or provided network support partner, must effect corrective action within two hours of problem reporting or escalate the problem to their senior support staff for their immediate resolution at no added cost to the County and partner agencies.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**G.** Respondents shall provide documentation of their escalation policies for all events and procedures to be followed if either a hardware or software problem is not responded to or resolved within the timeframes referenced above. The advancement through the escalation levels will be based on the critical nature of the incident and timeframe. The escalation policy shall include the names and contact information of supervisors and/or managers of increasing levels of responsibility within the Respondent's organization; up to and including the chief executive officer (CEO).

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**H.** The cost of the support and maintenance periods shall be itemized on the Cost Data Form. The proposal shall include, at a minimum, first year warranty and pricing for an additional six years of support and maintenance that begins after Final System Acceptance. In addition, the proposal shall include pricing for three separate additional years of support, for which the County reserves the right to purchase annually.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

I. Respondents shall describe the system upgrade process, services included in standard maintenance, costs, and requirements to be on-site. Respondents must specify any costs not covered under the maintenance agreement.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

J. The maintenance plan shall cover all parts, labor, and travel related to all components supplied under this contract and shall provide financial rebates to the County if the terms of the maintenance agreement are not met.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

K. Any contract shall include the first year's maintenance and support as the required warranty period, six (6) years of subsequent maintenance, with an option to negotiate renewal for additional three (3) one-year periods. The maintenance periods will run from July 1 through June 30, with the same terms and conditions and satisfactory performance of all criteria and subject to the availability of funds for each renewal period. A pro-rated true up period may be considered to account for the Final System Acceptance not starting on July 1. The optional renewal periods shall be annual and commence upon mutual written consent of both parties.

Understood

L. Continuing maintenance payments are subject to appropriation of funds.

Understood

M. It is important to note that due to the County fiscal cycle and funding availability, funds may not be available for transfer to cover contract obligations until July 15 in any fiscal cycle. The County expects that annual support agreements will account for this situation.

Understood

N. Respondents shall provide a detailed description of the offered maintenance plan. This shall include a description of support services and upgrades to be provided. Names, addresses, telephone numbers, and a contact person for all service facilities shall be identified in the

proposal. Equipment or components required on-site for emergency maintenance must be specified.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**O.** The successful Respondent shall provide all labor, equipment, materials, and expenses necessary to ensure that the system is in good operating condition for any period covered under the maintenance agreement. All services provided shall be in conformance with manufacturer's specifications. Respondents shall provide software and other materials and expenses necessary to maintain the application software system in good operating condition, including upgrades, as part of the price for maintenance for those years which the County has purchased maintenance from the Respondent.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**P.** Operating software updates for corrections, enhancements, and refinements to purchased capabilities shall be provided by the successful Respondent as part of the price for maintenance for those years in which the County has purchased maintenance from the Respondent.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**Q.** There shall be no system downtime for routine maintenance or system back-ups. Respondents shall explain in detail any required (scheduled) system processes that may require downtime.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

**R.** The cost of the maintenance plan shall be itemized on the Cost Data Forms.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

- S. The County reserves the right to accept or reject any and all proposed services, vendors, and/or the use of any proposed service facilities, at the sole discretion of the County.

Understood

- T. The support and maintenance plan shall include procedures and costs for compliance to HIPAA Device and Media Control Standards regarding the disposal (HIPAA Security Rule 164.310(d)(2)(i)), final disposition and subsequent replacement of media storage devices associated with electronic protected health information.

Comply                       Alternative                       Does Not Comply

Details to support the answer:

### 3.38. FUNCTIONAL REQUIREMENTS SPREADSHEET

- A. The Functional Requirements spreadsheet, Attachment A, is a Microsoft Excel® document listing the detailed expectations for the proposed system.

Understood

- B. Respondents shall respond to each specification, in the manner described below, and return the completed spreadsheet as an item of the response package in printed form and in electronic format as a Microsoft Excel® document, unlocked with no additional password protection.

Understood

- C. The elements of the Functional Requirements Spreadsheet are described below:

**Spec ID:** The unique identifier associated with each requirement.

**Specification Description:** The functional requirement.

**Response:** Entry of responses to an individual specification is accomplished through the selection of an item from a drop down list. The responses can only be:

- **Comply** – The Respondent’s proposed system complies with the requirement and the product/service is currently developed and available for shipment and installation.
- **Alternative** – The Respondent’s proposed system either does not fully meet the described requirement or addresses the requirement through methodology other than that described in the statement. (Additional comments or supporting documentation are recommended.)

Within this category, Respondents may include features that not currently available but specifically covered in a future planned release. The date for the deployment of the release must be included in the description.

- **Does Not Comply** – The Respondent’s proposed system does not/cannot meet the requirement. (Additional comments are required.)

**Additional Comments:** Supportive information and explanations. Please be concise.

**Example:**

Spec ID	Specification Description	Priority	Response	Additional Comments
1	System data tables are maintained via GUI-based forms.	M		

Note: Additional information, additional explanations, illustrative materials, etc. can be provided in a separate document clearly referencing the related Spec ID. Respondents are encouraged to provide details to support responses and to specifically identify any limitations.

Wake County strongly recommends Respondents respond to each specification. An omitted response will be scored the same as a response code of Does Not Comply.

Understood

**3.39. USE CASE DISCUSSION**

Respondents shall respond to the following Use Case scenarios using the Use Case Forms found in Attachment D.

**Use Case A:**

The County and partner agencies will utilize remote workstations with the CAD solution. Wake County requires three remote workstation configurations, as follows:

1. A CAD workstation to be available at remote sites that allow the operator the full range of system capabilities and integrated mapping.
2. An internet browser-based CAD application that provides a more limited feature set than a full CAD workstation, but does offer the ability to create and modify CAD events. This system should utilize appropriate security to allow a range of functionality from read-only access to the described read-write capabilities. The response shall include the capabilities (e.g., mapping, AVL display) available to the web-based CAD application.
3. Wake County would like to establish an internet browser-based status monitor to display active and pending events, unit status, and AVL display, at a minimum. These status monitors should be configurable by the user agency and utilize appropriate security to provide or restrict access.

Respondents shall describe the solution for remote CAD access as described in the three scenarios above, including bandwidth requirements.

**Use Case B:**

Wake County and partner agencies are very interested in the latest trends in technology. Mobile applications and browser-based mobile functionality are important to the users.

Respondents should describe any browser-based or mobile-enabled apps that work on tablets, smartphones, or laptops. Specifics of the mobile operating system, memory, disk requirements should be provided. Respondents should describe in detail the functionality available in their HTML5 mobile client or any mobile apps. Respondents shall detail applicable measures, especially those that meet CJIS security requirements, such as data encryption, the ability to disconnect lost/stolen devices, and two-factor authentication. A functional comparison to the full mobile client is preferred.

Respondents shall describe the capabilities of the proposed system to handle these requirements.

**Use Case C:**

Wake County and the partner agencies have multiple remote locations throughout the county. Along with the ability to access CAD remotely, these sites require printing capability with CAD for event notification, scheduled report generation, inquiry results, and rip-and-run.

Respondents shall describe options available for remote printing, including network and web-based options.

The description of capabilities shall include the user's ability to add, change or remove printers.

**Use Case D:**

Wake County requires the ability to house CAD data in a highly robust Microsoft SQL-based data warehouse. This environment should be isolated from critical CAD servers while providing restricted access to simultaneous users and applications. Multiple user agencies will query and report against their specific data; this should be controlled with security measures to allow access based on role, agency, and permissions.

CAD data should be transferred to the data warehouse using a transactional near real-time process.

Respondents shall describe their data warehouse solution given the above considerations.

**Use Case E:**

Wake County agencies respond to emergencies associated with highways with no address plans, e.g., limited access highways, bike trails, greenways, large open public spaces, boat slips/marinas.

Respondents shall describe how the proposed system can resolve the issues associated with location validation and dispatch to locations with no designated address.

**Use Case F:**

Wake County agencies respond to emergencies associated with locations on overpasses or underpasses where non-connecting streets cross. Depending on the occurrence of the event, either on the overpass or underpass, the response may be for different jurisdictions.

Respondents shall describe how the system will differentiate between elevations, recommend the correct units and how the system will present this information to the operators in the dispatch center and mobile devices.

Respondents shall describe how the system will allow verification for locations where non-connecting streets (bridges, etc.) cross and how the system will present this information to the operators in the dispatch center and mobile devices.

Respondents shall include a description of how GIS data and topology will have to be created in order to accommodate these requirements.

**Use Case G:**

Wake County experiences periods of high call volume due to extreme weather events. During these periods, the system should have the ability to switch to an alternative response mode (e.g., Storm Mode).

At that time, the system should be capable of providing an alternate recommended response, from a multi-unit response to a response configurable by agency and type of event. Switching to the alternate response mode can be accomplished either automatically or by system command at the discretion of the agency.

The alternate response plan must be able to cover the entire geography of the system or for a limited geographic area (e.g., limited to the coverage of an agency).

During the execution of the alternate response plan, the incidents may be stacked to units and selectable by the unit from the mobile device.

Respondents shall describe the capabilities of the proposed system to accomplish these requirements.

**Use Case H:**

This RFP and the North Carolina 911 Board Minimum Standards include requirements for redundant servers and a disaster recovery site implemented as a hot standby site.

Respondents shall describe the failover process of the system to the redundant servers and to the disaster recovery site. Respondents shall include the process for manual and automatic failover.

**Use Case I:**

Respondents shall describe the CAD messaging process between workstations, users, and mobile devices. Respondents shall include the process for sending messages to individuals, groups of individuals or users not currently logged on.

Respondents shall describe the inquiry and report process for messages with emphasis on obtaining results for all messages between two or more parties by specifying one party's user ID, unit ID, or any other parameter stored with the message.

**Use Case J:**

Respondents shall describe how temporary capability assignments are used in the recommendation process and managed within the system.

Understood

**APPENDIX A – GLOSSARY**

<b>Term</b>	<b>Definition</b>
Active event	An event that has at least one unit dispatched to it.
Active workstation	A workstation with the appropriate CAD software installed and configured that has a valid user logged on.
Administrator/System Administrator	The security role (permission set) granted to users of the CAD system that allows them to perform privileged functions within the CAD system.
Agency/Agencies	Refers to Wake County and partner agencies participating in the CAD administration and operation.
Agency Trainer	The staff member designated by each agency to be trained on the system to then become trainers of the system themselves.
Application	Synonym for Software Component.
Authorized User(s)	A user who has been given specific permissions (rights/roles as defined by security level clearance) to perform a CAD function. An Authorized User may be assigned multiple roles. For this document, a user is synonymous with Authorized User.
Automated Secure Alarm Protocol (ASAP)	Provides a standard data exchange for electronically transmitting information between an alarm monitoring company and a PSAP. Refer to APCO standard APCO/CSAA ANS 2.101.2-2014.
Business Day	Monday through Friday.
Commercial-Off-The-Shelf (COTS)	A software package that is commercially available, leased, licensed, or sold to the general public, and which requires no special modification or maintenance.
Computer Aided Dispatch (CAD) System	Computer-based software that assists in the data entry, emergency event location, emergency responder assignment, event tracking, and recording keeping related to response to emergency situations and includes associated components such as mobile data, AVL, and mapping.
County	Wake County, North Carolina.
County Facilities	Buildings owned/operated by Wake County located in Wake County, North Carolina.
Criminal Justice Information Services (CJIS)	A division of the Federal Bureau of Investigation (FBI) providing state, local, and federal law enforcement and criminal justice agencies with access to critical personal information such as fingerprint records, criminal histories, and sex offender registrations.
Data Base Management System (DBMS)	A system of manual procedures and computer programs used to create, store, and update the data required to provide selective routing and/or automatic location identification (ALI)

<b>Term</b>	<b>Definition</b>
	for E9-1-1 systems.
Data Warehouse (DW)	A component of the CAD system used for storing integrated data for data exchange, reporting, and data analysis.
Defect	An imperfection, flaw, or deficiency in the CAD or Mobile Data system.
Duly Qualified Service Technician	A person who is trained and certified by the system provider to maintain the system.
Emergency Communications Center (ECC)	A set of call takers and dispatchers operating under common management that receives emergency calls for service and asynchronous event notifications and processes those calls and events according to a specified operational policy.
Geographic Information System (GIS)	A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map (i.e., latitude/longitude from a wireless 9-1-1 call).
Go-Live	The first day, after the County has approved the system for live operation, that the system is actually used in production by system users.
Health Insurance Portability and Accountability Act (HIPAA)	Federal regulation protecting patients from unauthorized disclosure of medical information.
Incident/Event	A real-world occurrence such as a heart attack, car crash, or building fire for which one or more calls for service may be received, a record is created and recorded in the CAD system, and one or more emergency responders may be dispatched.
Instant Messaging (IM)	A method of communication generally using text where more than a character at a time is sent between parties nearly instantaneously.
Local Area Network (LAN)	A transmission network encompassing a limited area, such as a single building or several buildings in close proximity.
Location Validation	Refers to the action of ensuring that a civic address, common place, and X/Y coordinates can be used to discern a specific location to a PSAP.
Maintenance	The ongoing processes of modifying the System, after a Warranty Period, to correct defects, improve performance, and continually adapt the System to changes in work environment.
Management Information System (MIS)	A program that collects, stores, and collates data into reports enabling interpretation and evaluation of performance, trends, traffic capacities, etc.

<b>Term</b>	<b>Definition</b>
Master Clock	An accurate timing device that generates synchronization signals to control other clocks or equipment. (Ref. NENA 04-002)
Master Street Address Guide (MSAG)	A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.
Mobile Data Device	A laptop computer or Internet-enabled portable device running a computer operating system, located in an Agency vehicle CAD/mobile data system.
Module	Synonym for Software Component.
National Crime Information Center (NCIC)	Automated database of criminal justice and justice-related records maintained by the FBI. The database includes the "hot files" of wanted and missing persons, stolen vehicles, and identifiable stolen property, including firearms.
National Emergency Number Association (NENA)	Not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning, and training. NENA strives to educate, set standards, and provide certification programs, legislative representation, and technical assistance for implementing and managing 9-1-1 systems.
National Information Exchange Model (NIEM)	National initiative supported by the federal government. NIEM provides a means of connecting communities of people who share a common need to exchange information. NIEM is designed to develop, disseminate, and support enterprise-wide information exchange standards and processes that will enable jurisdictions to automate information sharing.
Network Time Protocol (NTP)	A utility for synchronizing system clocks over a Transmission Control Protocol (TCP)/IP network.
Next Generation 9-1-1 (NG9-1-1)	IP-based system comprised of managed IP-based networks (Emergency Services IP network [ESInets]), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provide additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations.
North Carolina Division of Criminal Information (DCI)	North Carolina Department of Public Safety, State Bureau of Investigation, Division of Criminal Information.
Originating Agency Identifier (ORI)	Code assigned to designate the originating agency in a law enforcement system.
Primary Unit	Unit assigned to write an incident report

<b>Term</b>	<b>Definition</b>
Presence Information Data Format – Location Object (PIDF-LO)	Provides a common presence data format for presence protocols, and also defines a new media type. A presence protocol is a protocol for providing a presence service over the Internet or any IP network.
Primary Public Safety Answering Point (PSAP)	A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.
Service Level Agreement (SLA)	A contract between a service provider and the end user, which stipulates and commits the service provider to a required level of service.
Short Message Service (SMS)	A service typically provided by mobile carriers that sends short (160 characters or fewer) messages to an endpoint. SMS is often fast, but is not real time.
Simple Network Management Protocol (SNMP)	A protocol defined by the Internet Engineering Task Force (IETF) used for managing devices on an IP network.
Simple Network Time Protocol (SNTP)	A utility for synchronizing system clocks over a TCP/IP network. This protocol is similar to NTP and is used when the ultimate performance of the full NTP implementation is not needed.
Software Component	A subset of the overall CAD system.
Standard Operating Procedure (SOP)	A written directive that provides a guideline for carrying out an activity. The guideline may be made mandatory by including terms such as “shall” rather than “should” or “must” rather than “may.”
System	The CAD system.
System Provider	Refers to the CAD software developer or authorized software value-added reseller responding to the RFP.
Telecommunications Device for the Deaf (TDD)	A device capable of information interchange between compatible units using a dial-up or private-line telephone network connection as the transmission medium. ASCII or Baudot codes are used by these units.
Virtual Private Network (VPN)	A network that uses a public telecommunications infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization’s network.
Voice over Internet Protocol, Voice over IP (VoIP)	Provides distinct packetized voice information in digital format using IP. The IP address assigned to the user’s telephone number may be static or dynamic.
Warranty	The agreement from the System Provider to repair any and all defects in the CAD system for a period of not less than one year.
Wireless Service Provider (WSP)	Cellular, satellite, or other radio-based telephony or data transport commercial entity.

<b>Term</b>	<b>Definition</b>
eXtensible Markup Language (XML)	An internet specification for web documents that enables tags to be used that provide functionality beyond that in Hyper Text Markup Language (HTML). Its reference is its ability to allow information of indeterminate length to be transmitted to a PSAP call taker or dispatcher versus the current restriction that requires information to fit the parameters of predefined fields.

**APPENDIX B – AGENCY DATA**

	PSAPs				
	Raleigh Wake	RWECC Backup	WCSO PSAP	Apex PSAP	Holly Springs PSAP
Live seats current	40	25	7	7	4
Live seats future	60	25	10	9	8
Admin Display Only	10		2	2	6
Training/Testing	13		0	2	9
# SA Seats/Accounts	10		4	4	6
Web	5		1	1	1
# User Accounts	106		20	14	11
2015 CAD Incidents	2,123,268		99,517	38,056	42,811
# Units Dispatched	1,600		900	80	53
# Agencies Dispatched	44		2	2	2

## ATTACHMENT A – FUNCTIONAL REQUIREMENTS

The Functional Requirements can be found on the pages that follow.

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1	The system shall meet or exceed the all applicable standards as stated in the North Carolina 911 Board Administrative Rules 09 NCAC 06C Section .0210 Dispatching Systems and Section .0211 Computer Aided Dispatching (CAD) Systems	Not Answered	
<b>System Administration</b>			
2	System data tables are maintained via graphical user interface (GUI)-based forms.	Not Answered	
3	Access to data table administration screens is restricted by operator, role, and workstation.	Not Answered	
4	Standard Microsoft (MS) Windows edit features are available when using System Administration forms.	Not Answered	
5	Access to data system administration utilizes MS Active Directory (AD) network management tools.	Not Answered	
6	Maintenance for system tables allows the following actions:	Not Answered	
	• Cut		
	• Paste		
	• Copy		
	• Insert		
7	System data tables can be initially loaded via import of comma-separated values (CSV) or MS Excel files using agency-created data.	Not Answered	
8	Administration of system tables for all modules of the proposed system can be maintained from multiple authorized workstations.	Not Answered	
9	Administration of system tables for all modules of the proposed system can be maintained securely from remote workstations.	Not Answered	
10	Administration of system tables for all modules of the proposed system can be maintained securely from Web-based remote workstations.	Not Answered	
11	The system provides a network monitoring capability that will send messages to agency-defined devices or operator accounts when predefined network problems are detected.	Not Answered	
12	The system handles errors and error correction in a consistent manner throughout the application.	Not Answered	
13	The system displays descriptive messages for data entry issues and system-related problems.	Not Answered	
14	The system provides editing capabilities for error correction.	Not Answered	
15	When errors are encountered within a data entry form, the system automatically places the cursor on the field in error and displays a descriptive error message.	Not Answered	
<b>System Table Maintenance</b>			

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
16	System table data can be imported from the current Motorola Premier CAD to the Proposer's CAD system from a standard format (e.g., CSV, MS Excel).	Not Answered	
17	System tables can be updated without requiring a system restart.	Not Answered	
18	System tables can be updated without requiring workstation restart.	Not Answered	
19	System tables can be updated without requiring application log-off/log-in.	Not Answered	
20	System table data can be imported from standard format (e.g., MS Excel) files.	Not Answered	
21	System table data can be exported to standard format files (e.g., CSV, MS Excel) that can be used to create a printable listing.	Not Answered	
22	Performing system table maintenance does not degrade system performance.	Not Answered	
23	Table maintenance operations are logged.	Not Answered	
24	Table maintenance logs are searchable, retrievable, and reportable.	Not Answered	
25	The system utilizes a forms-based user interface for data table maintenance.	Not Answered	
26	The system allow system maintenance to be performed using a remote terminal, utilizing security features associated with login roles and workstation restrictions.	Not Answered	
27	The system creates and maintains support data files used in dispatch center operations, including:	Not Answered	
	• Street closures		
	• Special equipment file(s)		
	• Telephone numbers lists		
	• Notification lists		
	• Personnel files		
	• Special skills (e.g., foreign language, K-9)		
	• Public agency referral lists (e.g., Public Utilities)		
	• Special resource files		
• Files necessary for unit recommendation			
<b>Time Synchronization</b>			
28	The system accepts time standard from a Spectracom NetClock 9483 device	Not Answered	
29	The time standard synchronizes across all CAD databases, workstations, and servers.	Not Answered	
<b>Date and Time</b>			
30	System time can be displayed as a 24-hour format.	Not Answered	
31	System time will auto-adjust for Daylight Saving Time (DST) without impacting system operations.	Not Answered	
32	The date is displayed as YYYYMMDD.	Not Answered	
33	The time is displayed as HH:MM:SS.	Not Answered	

Spec ID	Specification Description	Response	Additional Comments
34	The date display is configurable by agency.	Not Answered	
35	The time display is configurable.	Not Answered	
36	All times are displayed as local time.	Not Answered	
	<b>Definable Function Keys</b>		
37	The system allows the execution of CAD functions using predefined keyboard function keys.	Not Answered	
38	The agency can define the function keys using a system-enabled process through the system administration functions.	Not Answered	
39	The system allows any CAD function to be defined with a function key.	Not Answered	
	<b>Operating Environment</b>		
40	The workstation operating environment is MS Windows 7 or later release.	Not Answered	
41	The system operating environment utilizes standard MS Windows 7 functionalities.	Not Answered	
42	The workstation operating environment is MS Windows 10 or later release.	Not Answered	
43	The system operating environment utilizes standard MS Windows 10 functionalities.	Not Answered	
44	MS Windows functionalities, at a minimum, include:	Not Answered	
	<ul style="list-style-type: none"> <li>• Cut</li> <li>• Copy</li> <li>• Paste</li> <li>• Cut/Copy/Paste between forms</li> <li>• Delete</li> <li>• Sort</li> <li>• Insert</li> <li>• Print screen</li> <li>• Tab through the form fields</li> <li>• Back-tab through the form fields</li> <li>• Move windows</li> <li>• Resize windows</li> <li>• Find</li> <li>• Replace</li> <li>• Ability to use the numeric keypad for number entry</li> <li>• Ability to use an external numeric keypad for number entry</li> <li>• Point and click</li> <li>• Drag and drop</li> <li>• Drop-down lists</li> <li>• Vertical scroll bar, when the vertical display is larger than the defined area</li> <li>• Word wrap, when the horizontal display is larger than the defined area</li> <li>• Word wrap configured with line breaks between words, not within words</li> <li>• Ability to engage spell check on narrative fields as selected by an operator</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
45	The server operating environment uses MS Server 2012, or later version.	Not Answered	
46	The proposed system supports virtualization for the server environment.	Not Answered	
47	The proposed system supports virtualization for the storage environment.	Not Answered	
48	The proposed system supports virtualization for the workstation environment.	Not Answered	
49	The database operating environment uses the MS Structured Query Language (SQL) for database management.	Not Answered	
50	As a multi-node regional CAD system, the system will interface to multiple email gateways for notifications.	Not Answered	
51	The proposed CAD system availability is 99.999 percent.	Not Answered	
52	The system has the capability to allow users to continue to create, view, and modify event data if the workstation connection to the CAD server is lost (offline) for any reason.	Not Answered	
53	Static table data can be migrated from the current Motorola Premier CAD to the Proposer's CAD system.	Not Answered	
54	The system network protocol is Transmission Control Protocol (TCP)/Internet Protocol (IP).	Not Answered	
55	The system provides a means to perform regular (e.g., daily, weekly) backups.	Not Answered	
56	Backups can be complete or incremental, as determined by the agency.	Not Answered	
57	Backups include:	Not Answered	
	• Static data files		
	• Working data files		
58	Performing the backup procedure does not degrade system performance.	Not Answered	
59	The system reports on the status of the backup process, if successful or not successful.	Not Answered	
60	The system includes a method to test the viability of the backup on a regular basis (e.g., monthly, quarterly).	Not Answered	
61	The system has the capability to roll-back to the date of the last backup.	Not Answered	
62	The system has the capability of point-in-time recovery.	Not Answered	
63	When a failure occurs, the system creates an error log that provides sufficient documentation for the agency to establish the cause of the failure.	Not Answered	
64	Once a failed server has been restored to operational capability, it automatically reconnects with the CAD network without operator intervention.	Not Answered	
65	Once a failed server has been restored to operational capability, the system will send notifications to designated devices and personnel.	Not Answered	
66	In the event that any disk or other synchronized storage device is out of sync, the system automatically synchronizes the deficient storage device without operator intervention and without degrading the system performance.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
67	System administrators or supervisors must be notified of failures by alerts or automated messages.	Not Answered	
68	After installation, the vendor notifies the agency as CAD application and module updates are developed and certified to work with MS Windows and server updates.	Not Answered	
69	The system can replicate data between a minimum of two databases for redundancy.	Not Answered	
70	The system can mirror data to remotely hosted (off-site) databases.	Not Answered	
71	The system supports redundant servers in hot standby mode to take over operation should primary servers fail.	Not Answered	
72	The system supports VMware failover.	Not Answered	
73	Redundant servers can be updated and maintained without degradation to primary system operation.	Not Answered	
74	If placed off-line, backup servers come on-line automatically and synchronize without degradation to primary system operation.	Not Answered	
75	The switch to the backup servers is seamless and transparent to workstation operators.	Not Answered	
76	The system delivers a system message to selected workstations (e.g., supervisor, administrator) that primary operations have been switched to the backup system.	Not Answered	
77	The switch from the backup servers to the primary servers is seamless and transparent to workstation operators.	Not Answered	
78	The system operates on backup servers without degradation to services or response time.	Not Answered	
79	The system can be switched between the primary and backup servers on a regular basis and operate on either system indefinitely.	Not Answered	
	<b>Network Printers</b>		
80	CAD workstations will be assigned a default printer.	Not Answered	
81	CAD system printers will be networked and available to all workstations on the network.	Not Answered	
82	When generating a print job, an operator does not have to select a printer; the default printer will be automatically selected.	Not Answered	
83	An operator may select a printer when needed (e.g., plotter to print maps, color printer when printing reports).	Not Answered	
	<b>Printing</b>		
84	Event data can be printed at any time during an event.	Not Answered	
85	Closed events can be printed.	Not Answered	
86	Event data may be printed to any CAD-configured printer.	Not Answered	
87	Print of event data may be restricted to printing at a designated, secure printer at the discretion of the agency.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
88	Print of event data may be restricted based on user, role and workstation security.	Not Answered	
89	The system is capable of generating an event print option that does not contain non-public information (e.g., name of caller, caller telephone number, social security number [SSN]).	Not Answered	
90	When an item is submitted for printing, a confirmation message is returned to the workstation initiating the print request when completed.	Not Answered	
91	Print transactions (including print screen) are recorded in the transaction/audit log and include the operator identification (ID) and workstation ID initiating the print function.	Not Answered	
<b>Remote Printers/Rip-and-Run</b>			
92	The system supports printing to printers that are not on the internal CAD network.	Not Answered	
93	Remote printers do not require direct connection.	Not Answered	
94	The system can automatically print to remote printers through the CAD system (e.g., as rip-and-run printers for fire department incident notification).	Not Answered	
95	The rip-and-run print job will initiate no later than 30 seconds after the unit dispatch command is executed.	Not Answered	
<b>Security</b>			
96	System access can be controlled by an authorized user/system administrator.	Not Answered	
97	System access policies are implemented using MS AD.	Not Answered	
98	System access can be controlled by workstation.	Not Answered	
99	Agency system administrators are capable of adding and removing devices (e.g., workstations, printers) to/from the system.	Not Answered	
100	The proposed system meets applicable Criminal Justice Information Services Division (CJIS) requirements, described in the <i>Criminal Justice Information Services Security Policy</i> , version 5.4, dated 10/06/2015 (CJISD-ITS-DOC-08140-5.4) and updated versions approved by U.S. Department of Justice.	Not Answered	
101	The system provides the ability to protect Health Insurance Portability and Accountability Act (HIPAA) information from view or access on unauthorized monitors or in unsecured reports.	Not Answered	
102	The system utilizes MS AD for user login coordination.	Not Answered	
103	The system is capable of incorporating multiple MS ADs of the participating agencies for user log-in coordination and network management.	Not Answered	
104	The system supports multi-level security features.	Not Answered	
105	Access to proposed system functions can be granted/restricted by authorized users/system administrator.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
106	Access to proposed system functions can be granted/restricted per workstation.	Not Answered	
107	Access to proposed system functions can be granted/restricted per individual.	Not Answered	
108	The system logs each log-in attempt, whether successful or not successful.	Not Answered	
109	Security authorizations can be assigned by individuals and by groups.	Not Answered	
110	An operator can be associated with multiple security groups.	Not Answered	
111	All system and operator accounts are security-/password-protected.	Not Answered	
112	All operator accounts are required to have a unique ID.	Not Answered	
113	All passwords are stored in encrypted form.	Not Answered	
114	The system allows operators to change their own passwords.	Not Answered	
115	The system can require operators to change their passwords at regular intervals, which are determined by the agency.	Not Answered	
116	The system is configured with a single operator security table across all modules.	Not Answered	
117	Operator accounts and passwords are synchronized across all system modules.	Not Answered	
118	The system provides single sign on capability across all system vendor applications.	Not Answered	
119	Individual accounts and passwords for the system are controlled by the agency, where operator IDs, passwords, and security accounts can be created, modified, and deleted by an authorized agency operator.	Not Answered	
120	The system must provide a customer-configurable password management system. Passwords may be configured for expiration, minimum length, character types, and numbers.	Not Answered	
121	System data access rules allow each user agency to define agency-specific security parameters.	Not Answered	
122	The system provides the ability to log all database transactions and track by operator ID, workstation ID, date/time, and transaction description.	Not Answered	
123	There are no default accounts configured in the system.	Not Answered	
124	There are no hidden or "backdoor" accounts configured in the system.	Not Answered	
125	Each vendor access account must be disclosed to the agency.	Not Answered	
126	Security for each account has a lock-out provision that will lock-out access to an account after an agency-defined number of unsuccessful log-in attempts.	Not Answered	
127	An account that has been locked-out may be reset by an operator with the appropriate security setting.	Not Answered	
128	The system provides a configurable screen saver with password protection for desktop and wireless devices.	Not Answered	
129	The individual agency maintains all security aspects of the system, without reliance on the vendor to perform security functions.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
130	The system supports remote maintenance by the vendor.	Not Answered	
131	The system supports remote maintenance by the County.	Not Answered	
132	The application is compatible with anti-virus software for workstations and servers.	Not Answered	
133	The workstation software operates with anti-virus software without conflict or performance degradation.	Not Answered	
134	The operator is prevented from logging off when the operator has sole responsibility for events or units that will not be handled on log-off. A system message will be generated.	Not Answered	
135	An operator (#2) can log in to an active workstation without requiring the current operator (#1) to perform the log-off function; the system will automatically log-off the current operator (#1). The system does not require events or resources to be transferred to a different dispatcher during the log-in process (e.g., a change operator function).	Not Answered	
<b>Disaster Recovery (DR) Site</b>			
136	The system supports regular DR failover tests, switching operations from the primary to the DR site.	Not Answered	
137	The DR system can be set up at a location remote from the primary public safety answering point (PSAP).	Not Answered	
138	The DR system can be operated and maintained from a remote location.	Not Answered	
139	The DR system functions as a hot standby DR site.	Not Answered	
140	Switching operations to the DR facility can be performed by an authorized user.	Not Answered	
141	Switching operations from the DR facility to the primary facility can be performed by an authorized user.	Not Answered	
142	The system at the DR facility can be switched to run as the primary CAD system provider, with the workstations at the failover facility and primary facility operating as live CAD workstations.	Not Answered	
143	The workstations at the DR facility can be configured to operate on the primary system as additional workstations.	Not Answered	
144	The DR failover does not require system shutdown and restart.	Not Answered	
145	Events active prior to the DR failover are available as active events after the failover activation with no loss of data.	Not Answered	
146	Event numbering can continue in sequence after the failover.	Not Answered	
147	Event numbering can be manually set after the failover by an authorized user.	Not Answered	
148	Switching operations from the DR site to the primary site does not require a system shutdown and restart.	Not Answered	
149	The restoration process in moving operations from the DR to the primary site can be performed off-line.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
150	If connection is lost to the DR site, the system sends a notification message to agency-designated positions and send an email to agency-designated recipients.	Not Answered	
<b>Data Warehouse (DW) Capability</b>			
151	The system maintains a separate external database outside the CAD network; secure, but accessible to CAD users and authorized non-CAD external users.	Not Answered	
152	The system supports writing CAD record data to the DW automatically, real-time, as entered in the CAD system.	Not Answered	
153	The system provides a method to write the final version of the CAD record data to the DW on event closure.	Not Answered	
154	The DW stores all data associated with the event record (e.g., event, unit, remarks).	Not Answered	
155	The system supports DW security that allows view-only rights to the data.	Not Answered	
156	All external CAD data inquiries can be directed to the DW.	Not Answered	
157	The DW platform and storage utilize commercial off-the-shelf (COTS) applications.	Not Answered	
158	The DW platform and storage utilize Microsoft SQL Server as the database management system.	Not Answered	
159	The DW supports automatic requests for data from external, previously-approved applications.	Not Answered	
160	The DW supports record- and field-based security to restrict viewing of records and fields based on the assigned role, discipline, and jurisdiction at login (e.g., the DW security features allow data related to a Law Enforcement jurisdiction to be accessible only to operators that log in to the DW with that role and department clearly defined).	Not Answered	
<b>Public Access Portal</b>			
161	The system can export data to an external database used as a publicly accessible web-based portal.	Not Answered	
162	Data exported to the public access facility is at intervals determined by the agency.	Not Answered	
163	The data set exported to the public access facility is determined by the agency.	Not Answered	
<b>Remote Access Workstations</b>			
164	The system supports access to the CAD system from workstations that are not directly connected to the CAD network.	Not Answered	
165	The system supports a time-out feature for remote workstations that are inactive for an agency-defined time period.	Not Answered	
166	The system allows access from a remote workstation through the use of web-based protocols.	Not Answered	

**Attachment A - Wake County - Computer Aided Dispatch Specifications**

<b>Spec ID</b>	<b>Specification Description</b>	<b>Response</b>	<b>Additional Comments</b>
167	The system is capable of configuring remote status monitor-only workstations.	Not Answered	
168	Remote status monitor-only workstations may be excluded from the time-out feature.	Not Answered	
169	System access from a remote workstation does not require a dedicated circuit, unless required to comply with CJIS.	Not Answered	
170	Remote access is restricted to those authorized through the system security function and secured passwords (e.g., dual-factor authentication).	Not Answered	
171	System access from a remote workstation will support Advanced Encryption Standard (AES) without degrading system throughput.	Not Answered	
172	The vendor will list equipment required to establish secure remote workstations.	Not Answered	
173	Remote access capability includes the ability to perform system support functions.	Not Answered	
174	Remote workstation access to the CAD system complies with CJIS, State of North Carolina, and Wake County security requirements.	Not Answered	
175	Remote workstations can perform the following functions:	Not Answered	
	• Event inquiry		
	• Event status		
	• Unit status		
	• Update an active event		
	• Administrative updates (e.g., updating shift-based roll call information)		
	• Server administration		
	• Call entry and self-dispatch (e.g., walk-ins to the station desk clerk)		
	• Execute and print reports		
<b>Transaction Logging (Audit Log)</b>			
176	The system logs each transaction, and includes:	Not Answered	
	• Date and time (YYYYMMDD/HH:MM:SS)		
	• Operator ID		
	• Workstation ID		
	• Unit ID		
	• Transaction		
177	Each transaction is logged, whether it was successful or not successful.	Not Answered	
178	Retention time for the system transaction logs is defined by the agency.	Not Answered	
179	System transaction logs can be searched and retrieved by any parameter stored with the transaction.	Not Answered	
180	System transaction logs can be sorted by any parameter stored with the transaction.	Not Answered	
181	System transaction logs are not overwritten.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
182	The system maintains transaction logs for each transaction across all modules.	Not Answered	
183	Viewing of events is recorded in the audit log and includes the operator ID and workstation ID from which the event is viewed.	Not Answered	
184	Executing the historic playback feature is recorded in the audit log and includes the operator ID and workstation ID initiating the playback function.	Not Answered	
185	The system allows the agency to specify and toggle on/off the types of transactions that are recorded in the transaction log.	Not Answered	
<b>Alias Names for CAD Functions</b>			
186	The system supports the creation of alias names for CAD commands.	Not Answered	
187	The command alias names are maintained by the agency.	Not Answered	
188	When a CAD command is referenced in an inquiry or report, the search feature will select records that include the alias of the referenced CAD command as well.	Not Answered	
<b>Command Line</b>			
189	The system supports CAD function processing from a command line.	Not Answered	
190	Commands entered on the command line are stored and available for reuse.	Not Answered	
191	An operator may use the backspace, delete, or arrow key functions to edit commands from the command line.	Not Answered	
192	Command line processing supports positional command parameters.	Not Answered	
193	Command line processing supports parameter processing using field identifiers.	Not Answered	
194	The order of parameters on the command line is customizable by the agency.	Not Answered	
195	Command parameters can be entered in any order. For instance, a command to update the status of unit 1A11 could be entered in as 1A11 EN or EN 1A11.	Not Answered	
196	The command line has "word wrap" capability.	Not Answered	
197	The system provides a guided command line entry experience that prompts an operator for the next required parameter as command line typing progresses.	Not Answered	
198	The guided command line entry experience may be toggled on/off by an operator.	Not Answered	
199	The system allows unlimited characters when entering remarks from the command line.	Not Answered	
200	The system allows multiple command lines to be active simultaneously.	Not Answered	
<b>Form Field Event Data Entry</b>			
201	The system supports function processing from a predefined event entry form.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
202	The system supports event operations from multiple work areas on a single screen.	Not Answered	
203	The system supports event operations from multiple work areas on a single screen simultaneously.	Not Answered	
204	The functions processing in a work area do not impact function processing in other work areas.	Not Answered	
205	An operator can move from field to field using tab (to the right and down) and back-tab (to the left and up).	Not Answered	
206	The order of the form fields can be moved to align with an agency's standard operating procedure (SOP) for caller interviews.	Not Answered	
207	The system supports pre-fill fields in appropriate pre-formatted screens.	Not Answered	
208	The order of the tab function movement from field to field can be defined by the agency.	Not Answered	
209	The system allows the use of a function key to direct the focus of entry to the field determined by the function key (e.g., ALT L to direct the focus of entry to the Location field).	Not Answered	
210	Data entry form fields that are mandatory are clearly marked.	Not Answered	
211	The system has the ability to distinguish between system mandatory data entry fields and those fields required by agency SOP.	Not Answered	
212	The system allows the agency to select fields for mandatory entry.	Not Answered	
213	The form cannot be processed until all mandatory fields are entered.	Not Answered	
214	An operator can enter data into any field, in any field order.	Not Answered	
215	An operator may enter an unlimited amount of comments to each event.	Not Answered	
216	The comment field accepts free form text using word wrap to handle comments that do not fit on a single line.	Not Answered	
217	All comments added to an event record are date-/time-stamped and with the operator's ID and workstation.	Not Answered	
218	The event entry form can be configured by an authorized user.	Not Answered	
	<b>Messaging – General</b>		
219	All messages are logged and available for review and inquiry.	Not Answered	
220	Logged messages are searchable and retrievable by any field.	Not Answered	
221	The messaging component is an internal component of the CAD system.	Not Answered	
222	The messaging component supports:	Not Answered	
	• Creating free-form messages		
	• Displaying messages via a single command		
	• Audible and visual signaling of received messages		
	• Forward, reply to, and delete messages		
	• Read reply		
• Priority messages			

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
223	The messaging component allows messages to be routed to any system printer.	Not Answered	
224	The system can differentiate between CAD system messages and messages returned from the message switch/National Crime Information Center (NCIC).	Not Answered	
225	Messages can be added to an incident history.	Not Answered	
226	Messages can be generated from the command line.	Not Answered	
227	Attachments can be added to messages.	Not Answered	
228	Messages can be sent from a single workstation to all other workstations and mobile devices.	Not Answered	
229	The system can send automatic email event notifications using email lists based on agency, location, and event type.	Not Answered	
230	The system can send automatic text event notifications using lists based on agency, location, and event type.	Not Answered	
231	Messages can be sent and received by any addressable parameter (e.g., personnel name, user ID, unit ID).	Not Answered	
232	The system can send Short Message Service (SMS) and Multimedia Messaging Service (MMS) messages to 10-digit "non-carrier specific" phone numbers.	Not Answered	
233	The system sends a message to user-definable social networking websites. This message will simultaneously be logged in the event history. This function can be restricted by role, user ID, and workstation.	Not Answered	
234	The system allows the agency to send a message to a social networking website and restrict by user ID.	Not Answered	
235	The system supports the creation of groups for messaging and status changes.	Not Answered	
236	Messages can be sent to predefined groups (e.g., dispatchers, supervisors, CAD support, dispatcher workstations, mobile data devices, agency, hazmat group, fire chiefs), as determined by agency.	Not Answered	
237	An operator can select the message group used in sending email/text messages related to an event, unit, and notification activity.	Not Answered	
238	The system supports the creation of dynamic messaging groups (i.e., when users log in, the system determines what groups they are members of, based on rules that are managed by the system administrator).	Not Answered	
239	The system supports the ability to send recurring messages. Messages can be defined for sending a prescribed number of times per hour, day, week, or month.	Not Answered	
240	The system includes the following parameters with stored messages:	Not Answered	
	<ul style="list-style-type: none"> <li>• Sender identified by user ID, workstation ID, and unit ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Intended receiver identified by user ID, workstation ID, and unit ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Date/time sent</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>• Date/time viewed</li> </ul>		
241	Messages are displayed in a separate area dedicated to messaging.	Not Answered	
242	Messages, both sent and received, are displayed using the word wrap feature without word break.	Not Answered	
243	Receipt of messages does not interfere with CAD functions (e.g., call taking, dispatching).	Not Answered	
244	Pop-up messages do not cover the active work area.	Not Answered	
245	An operator is notified of the receipt of a message with an audible (optional through system configuration) and visual alert.	Not Answered	
246	Messages can be designated as urgent by the message sender.	Not Answered	
247	Messages can be designated as urgent by the system when the message contains a pre-established key word (e.g., gun, knife).	Not Answered	
248	Messages can be designated as urgent by the system when the message contains a pre-established phrase (e.g., threatened police).	Not Answered	
249	A message can be designated as urgent, which will enable that message to be placed at the top of a message queue for a particular workstation.	Not Answered	
250	The message notification alert can be defined by the agency.	Not Answered	
251	The system allows all unread messages associated with a workstation to be deleted using a single command. The deletion of a message does not remove the log entry.	Not Answered	
252	The system supports a central address book for storing contacts, businesses, and numbers to be used to address messages and look up information.	Not Answered	
253	The system allows for the creation of multiple address books.	Not Answered	
254	The system can restrict edit and access to the address book features based on security associated with an operator ID.	Not Answered	
255	The system supports the creation of custom fields for address book entries.	Not Answered	
256	The system supports searching address books from a form and command line.	Not Answered	
257	The system supports key word searching for address book entries.	Not Answered	
258	The system supports attaching documents and hyperlinks to address book entries.	Not Answered	
<b>Messaging - CAD</b>			
259	Messages can be sent and received between CAD workstations.	Not Answered	
260	Messages can be sent and received between a CAD workstation and remote workstations.	Not Answered	
261	Messages can be sent and received between a CAD workstation and web-based workstations.	Not Answered	
262	Messages can be sent between a CAD workstation and a group of workstations (e.g., call takers, dispatchers, Station B).	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
263	Messages can be sent and received between a CAD workstation and any system mobile device.	Not Answered	
264	Messages can be sent and received between a specific CAD workstation and a specific system mobile device.	Not Answered	
265	Messages can be sent and received between a CAD workstation and a group of mobile devices.	Not Answered	
<b>Messaging - System</b>			
266	System messages originate from the application as the result of a system function or notification of an error message.	Not Answered	
267	System messages are in plain English.	Not Answered	
268	System messages can be directed to a specific operator or workstation group (e.g., call takers, dispatchers, Station B).	Not Answered	
269	System messages can be classified by the agency as urgent or normal.	Not Answered	
270	System messages classified as normal system messages do not interrupt operator operations.	Not Answered	
271	System messages classified as normal system messages may require acknowledgement from an operator as defined by the agency.	Not Answered	
272	System messages classified as urgent may require acknowledgement from an operator before continuing operations (e.g., officer in need of assistance, as defined by the agency).	Not Answered	
273	System messages or notifications can be sent to system administrators using email and SMS, as determined by the agency.	Not Answered	
274	The system creates messages that may be delivered upon log-in.	Not Answered	
275	The system creates and maintains automatic reminders of scheduled activities.	Not Answered	
	<ul style="list-style-type: none"> <li>• Daily</li> </ul>		
	<ul style="list-style-type: none"> <li>• Weekly</li> </ul>		
	<ul style="list-style-type: none"> <li>• Monthly</li> </ul>		
	<ul style="list-style-type: none"> <li>• Annually</li> </ul>		
276	System reminders can be sent to individuals, groups, and all.	Not Answered	
<b>Personnel Data Record</b>			
277	The system stores and tracks user, operational, and field personnel associated with the CAD system.	Not Answered	
278	The system associates CAD system access and operational security rights with the personnel record.	Not Answered	
	At a minimum, the following data is associated with the personnel record:		
	<ul style="list-style-type: none"> <li>• Employee ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Unit ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Home address</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
279	• Telephone number	Not Answered	
	• Emergency contact information		
	• Standard assignment		
	• Current assignment		
	• Special skills		
	• CAD functional security information (e.g., password history, allowed functions, allowed module access).		
	• Medical condition (Y/N)		
	• Blood type (authorized-only viewing)		
280	Personnel data records are searchable from all CAD workstations (e.g., rolodex) based on the security of the user.	Not Answered	
281	The system has the ability to create a one-way interface with the County's Personnel Tracking and Payroll system for a pull of selected personnel data from the Personnel Tracking system to the CAD personnel table.	Not Answered	
<b>Premises - Display and Storage of Premises Hazards, Alerts, and Histories</b>			
282	Upon location validation, the system automatically checks for premises history, hazards, and alerts.	Not Answered	
283	The system will base the inquiry on:	Not Answered	
	• An exact match of the location		
	• Type of premises data		
	• Distance parameter established by the agency between the location of the event and the location of the premises data (e.g., 1000-foot search for police premise, 500-foot search for inoperable hydrants, 1500-foot search for street closures)		
	• Distance parameter established is adjustable by the agency		
284	When information is associated with a displayed location, the system will:	Not Answered	
	• Create an audible (optional using system configuration) and visual alert to the operator, as defined by the agency		
	• Create a link to the premises information		
285	Alerts can be designated as urgent.	Not Answered	
286	Alerts can be designated as urgent by the system when the premises information contains a pre-established key word (e.g., gun, knife).	Not Answered	
287	Alerts can be designated as urgent by the system when the premises information contains a pre-established phrase (e.g., threatened police).	Not Answered	
288	When an urgent message is associated with an event record, the message will display as the CAD event is viewed.	Not Answered	
289	The system visually differentiates the premises notification between "in the area of" match and an exact location match.	Not Answered	
290	An event does not have to be created to access premises information associated with a location.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
291	The premises information is available to the mobile device.	Not Answered	
292	The premises information displays in a new work area. The display of the premises information does not replace the area from which the display command was initiated.	Not Answered	
293	The premises information will display on the rip-and-run sheet.	Not Answered	
294	The agency can select what premises information displays on the rip-and-run sheet.	Not Answered	
	Premises information can be entered, stored, retrieved and displayed by:		
295	<ul style="list-style-type: none"> <li>• Civic address</li> </ul>	Not Answered	
296	<ul style="list-style-type: none"> <li>• Intersection</li> </ul>	Not Answered	
297	<ul style="list-style-type: none"> <li>• Apartment complex</li> </ul>	Not Answered	
297	<ul style="list-style-type: none"> <li>• Single block range</li> </ul>	Not Answered	
298	<ul style="list-style-type: none"> <li>• Multiple block range</li> </ul>	Not Answered	
299	<ul style="list-style-type: none"> <li>• Common Place or Business name</li> </ul>	Not Answered	
300	<ul style="list-style-type: none"> <li>• Building number</li> </ul>	Not Answered	
301	<ul style="list-style-type: none"> <li>• Individual apartments</li> </ul>	Not Answered	
302	<ul style="list-style-type: none"> <li>• Agency-defined radius from the specified location</li> </ul>	Not Answered	
303	<ul style="list-style-type: none"> <li>• Map polygon</li> </ul>	Not Answered	
305	<ul style="list-style-type: none"> <li>• Street segment</li> </ul>	Not Answered	
306	<ul style="list-style-type: none"> <li>• Contact name</li> </ul>	Not Answered	
307	<ul style="list-style-type: none"> <li>• Contact telephone number</li> </ul>	Not Answered	
	Premises information displayed includes:		
308	<ul style="list-style-type: none"> <li>• For history associated with the location:                             <ul style="list-style-type: none"> <li>▪ Event number</li> <li>▪ Event type code</li> <li>▪ Date/time of event</li> <li>▪ Location (when displayed with radius)</li> <li>▪ Disposition</li> <li>▪ Hyperlink to the event record</li> </ul> </li> </ul>	Not Answered	
309	<ul style="list-style-type: none"> <li>• For Alerts and Hazards associated with the location:                             <ul style="list-style-type: none"> <li>▪ Date/time of entry</li> <li>▪ ID of person entering the alert entry</li> <li>▪ Message</li> <li>▪ Expiration date/time</li> <li>▪ File attachment</li> <li>▪ Automated external defibrillator (AED) location</li> <li>▪ Weapons on the property</li> <li>▪ Gate codes</li> <li>▪ Key holder/contact information</li> </ul> </li> </ul>	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
310	The system will record in the event record when an operator views the premise data.	Not Answered	
311	The agency can determine the timeframe of how far back the system will search for premises history, by device (a portable device time frame can be different than the timeframe of workstations).	Not Answered	
312	Premises history, hazards, and alerts are available for display for mobile users.	Not Answered	
313	The system associates files of pre-plan information (e.g., building plan, store numbers, contact information) to Common Place via hyperlink or other methods of association.	Not Answered	
314	The pre-plan files are available to the operator with a minimum number of mouse clicks.	Not Answered	
315	Premises hazards and alert information can be entered remotely by agency.	Not Answered	
316	Premises hazards and alert information can be maintained by agency.	Not Answered	
317	Premises hazards and alert information can be restricted to display by:	Not Answered	
	• Agency		
	• For all agencies		
	• User groups		
	• User ID		
	• Role		
	• Agency		
	• Discipline		
• Viewing device			
318	The creation of premises records is by authorized users only.	Not Answered	
319	The system captures and maintains premises information in user-defined categories or types.	Not Answered	
320	The system defines criteria for automatic premises information purges.	Not Answered	
321	The system activates or deactivates the automatic premises purge feature as determined by an agency.	Not Answered	
322	The system defines valid date ranges for time-limited premises information at a given location (e.g., information valid between <start date> and <end date>).	Not Answered	
323	The following maintenance functions can be utilized with stored hazards and alerts:	Not Answered	
	• Add		
	• Modify		
	• Delete		
	Information will include:		
	• Hazard, alert, history narrative		
	• Links to attached files (e.g., photographs, hazard substance lists)		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
324	<ul style="list-style-type: none"> <li>• Location</li> </ul>	Not Answered	
	<ul style="list-style-type: none"> <li>• ID of person authorizing the information</li> </ul>		
	<ul style="list-style-type: none"> <li>• ID of person entering the information</li> </ul>		
	<ul style="list-style-type: none"> <li>• Date and time when entered</li> </ul>		
	<ul style="list-style-type: none"> <li>• Expiration date and time</li> </ul>		
	<ul style="list-style-type: none"> <li>• Date and time range of a time limited premises information</li> </ul>		
325	The system is capable of sending a notification message to designated system accounts across all agencies when a hazard or alert is added and changed at the discretion of the agency.	Not Answered	
326	The system is capable of tracking when a hazard or alert is about to expire for inclusion in a report. The agency can define the timeframe for the notification message.	Not Answered	
327	Premises history is automatically created and associated with a location on event entry with a verified location.	Not Answered	
328	The premises history record is available for viewing by an operator on location verification.	Not Answered	
329	At a minimum, the following data is included with premises history:	Not Answered	
	<ul style="list-style-type: none"> <li>• Incident number</li> </ul>		
	<ul style="list-style-type: none"> <li>• Event type code</li> </ul>		
	<ul style="list-style-type: none"> <li>• Caller name and contact information</li> </ul>		
	<ul style="list-style-type: none"> <li>• Date and time</li> </ul>		
	<ul style="list-style-type: none"> <li>• Disposition</li> </ul>		
	<b>Roll Call/Roster</b>		
330	The system allows multiple active roll calls to be established in advance by an authorized operator.	Not Answered	
331	Each roll call can be independently maintained and approved.	Not Answered	
332	Each roll call can be uniquely identified for storage and retrieval.	Not Answered	
333	The roll call allows a single unit/officer item to be specified per roll call entry.	Not Answered	
334	The roll call allows multiple units (with associated officers) per roll call entry.	Not Answered	
335	The roll call allows an unlimited number of officers to be specified by unit.	Not Answered	
336	A roll call can be specific to a dispatching group (e.g., precinct) or County-wide (e.g., special task force).	Not Answered	
337	The system provides the capability to create shift schedules, including the following data:	Not Answered	
	<ul style="list-style-type: none"> <li>• Roll call designator</li> </ul>		
	<ul style="list-style-type: none"> <li>• Unit ID (alphanumeric) up to 10 characters</li> </ul>		
	<ul style="list-style-type: none"> <li>• Officer ID (one or more officers per unit, up to four per unit)</li> </ul>		
	<ul style="list-style-type: none"> <li>• Response area</li> </ul>		
	<ul style="list-style-type: none"> <li>• Vehicle ID</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>• Radio ID</li> <li>• Date and time scheduled for on-duty</li> <li>• Date and time scheduled for off-duty</li> <li>• Shift designator</li> <li>• Special equipment or response capabilities (e.g., shotgun, pro2, MAV, sponge gun, bean bag)</li> </ul>		
338	The system provides the capability to schedule shift/roster information up to 12 months in advance.	Not Answered	
339	The system provides the capability to upload shift/roster information to CAD based on scheduled shift start time.	Not Answered	
340	The system provides the capability to modify shift/roster information up to scheduled shift start time.	Not Answered	
341	The system provides the capability to automatically (without operator intervention) notify responsible operator of a new shift ready to be logged on.	Not Answered	
342	The system provides the capability to pre-program and override shift change information (e.g., hours of shift).	Not Answered	
343	The roll call specific to a dispatching group can be put in service by an operator responsible for that dispatching group or a supervisor.	Not Answered	
344	The units associated with a roll call specific to a dispatching group can be placed out of service by an operator responsible for that dispatching group or a supervisor.	Not Answered	
345	An authorized operator may change the standing version of the roll call.	Not Answered	
346	The standing version of the roll call will remain in effect until changed by an authorized user.	Not Answered	
347	The roll call may be temporarily updated as required for each shift prior to submission.	Not Answered	
348	The temporary update of the roll call changes the assignments for only that submission.	Not Answered	
349	During the shift, changes can be made to the roll call/roster without affecting the master record.	Not Answered	
350	Roll call updates can be submitted by an authorized user from a remote workstation.	Not Answered	
	<b>CAD Clients</b>		
351	All CAD functions can be performed from a single workstations/device (e.g., mapping does not require a separate workstation/device).	Not Answered	
352	The functions of the CAD Clients (e.g., event processing, mapping) can be controlled with a single set of keyboard and mouse.	Not Answered	
353	The system supports the ability for each CAD client to be configured with multiple digital display monitors, up to five.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
354	The system supports the monitors being positioned in either landscape or portrait orientation.	Not Answered	
355	The system supports high-resolution display.	Not Answered	
356	The CAD mapping component runs on the same client as the CAD application client software.	Not Answered	
357	An operator can move between the displays via keystrokes or utilizing the mouse.	Not Answered	
358	An operator can view more incidents or vehicles than will fit on a single window using a scroll bar.	Not Answered	
359	The functions can be separated as follows:	Not Answered	
	<ul style="list-style-type: none"> <li>• Map display</li> </ul>		
	<ul style="list-style-type: none"> <li>• Status windows (e.g., pending events, active events, unit status)</li> <li>• Interactive event information display and data entry</li> </ul>		
360	The functionality of the CAD client (e.g., dispatching, administrative, training) is configurable by the agency system administrator, as needed.	Not Answered	
361	Changing the default CAD client configuration is restricted to the agency system administrator.	Not Answered	
362	Cosmetic changes can be made to the workstation look and feel (e.g., font, window location, colors) by the user.	Not Answered	
363	Configurations are saved by user profile to enable the stored look and feel to be presented to the user upon login.	Not Answered	
364	Clients can be rebooted without affecting the system or other clients.	Not Answered	
365	A client can be configured as a single function client (e.g., call taker).	Not Answered	
366	A client can be configured for multiple functions (e.g., call taker and dispatcher).	Not Answered	
367	While working as a combined function client, an operator is not required to change client function when alternating between call taker and dispatcher operations (e.g., call taker and dispatcher entry forms, status windows, functions).	Not Answered	
368	A client can be configured with a limited span of control (e.g., control events and units for a single precinct, agency).	Not Answered	
369	A client can be configured with a span of control that encompasses multiple agencies, but not necessarily all agencies.	Not Answered	
370	A client can be configured without a limitation (e.g., County-wide responsibility).	Not Answered	
371	Clients can be configured with overlapping event responsibility.	Not Answered	
372	Clients can be configured with overlapping unit responsibility.	Not Answered	
373	The system allows a client configuration to be associated with an operator profile and saved. When an operator successfully logs in to a client, the saved configuration will be implemented, as appropriate.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments			
374	Status monitors associated with a client display events and units within the established client span of control.	Not Answered				
375	Status monitors may be configured independently from a CAD client.	Not Answered				
376	Status monitors may be configured to display events and units related to a specific station.	Not Answered				
377	A client's span of control can be changed without an application restart or disruption to other operators.	Not Answered				
378	At least one client must be logged in to the application as long as the application is active.	Not Answered				
<b>CAD Client Groups</b>						
379	The system can define groups of clients to enable effective communications (e.g., messages may be sent to all dispatchers using a single command).	Not Answered				
380	CAD Client groups can be predefined or created as needed.	Not Answered				
381	CAD Client groups can be comprised of the following types:	Not Answered				
	<ul style="list-style-type: none"> <li>• CAD PSAP client: <ul style="list-style-type: none"> <li>▪ Call taker</li> <li>▪ Dispatcher</li> <li>▪ Supervisor</li> <li>▪ NCIC inquiry (information station)</li> <li>▪ Administrative</li> </ul> </li> <li>• Mobile Data devices (e.g., laptops, tablets, smartphones)</li> <li>• Remote workstations</li> <li>• Mixture of types</li> </ul>					
	<b>Event Creation</b>					
	382			The system automatically transfers call and caller information, when available, from the customer premise equipment (CPE).	Not Answered	
	383			The system displays automatic number identification (ANI)/automatic location identification (ALI) information on the same screen as the incident information.	Not Answered	
	384			The interface from CAD to the CPE is compliant with the most recently approved National Emergency Number Association (NENA) i3 standards document (e.g., NENA Technical Standards Document STA-010, <i>Detailed Functional and Interface Standards for the NENA i3 Solution</i> ).	Not Answered	
	385			The system accepts, processes, and saves alternative media data (e.g., video, text, audio) as data with which to process an event.	Not Answered	
	386			The system transfers Wireless Phase I and Phase II data to the CAD entry form.	Not Answered	
387	The system can initiate event creation from a click on the map, using the location selected with the map click as the location of the event.	Not Answered				
388	The system can initiate event creation from the command line.	Not Answered				

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
389	The system can initiate event creation using a form provided with the system.	Not Answered	
390	The system can initiate event creation as a result of issuing a move up/cover.	Not Answered	
391	The system can initiate event creation from the mobile device.	Not Answered	
392	When an event is created with no units assigned, the event is placed in the pending queue. It's position in the queue is determined by agency configurable parameters (e.g., priority, date/time).	Not Answered	
393	When an event is created with a unit or units assigned, for example from the field as a result of a traffic stop, the event is placed in the active incident. It's position in the queue is determined by agency configurable parameters.	Not Answered	
394	The ability to create an event from the field is controlled by agency system administration.	Not Answered	
395	Rebids of wireless caller location can be initiated by an operator without creating a new CAD event.	Not Answered	
396	The system provides a visual and audible (optional using system configuration) notification when a 9-1-1 call arrives at a workstation for call entry.	Not Answered	
397	The visual and audible alert of an incoming 9-1-1 call at the workstation will occur when an operator is performing call entry activities with another caller.	Not Answered	
398	Location changes as a result of rebids update the CAD map display to the new location, the event location is not automatically updated.	Not Answered	
399	When location changes occur as a result of a wireless caller rebid, the changes are captured by the CAD system in the event history. The location of the event is not changed. The system prompts the operator to whether or not to update the event location.	Not Answered	
400	Location verification can be performed on the return of the rebid at the discretion of the operator.	Not Answered	
401	The system transfers location data to the CAD map.	Not Answered	
402	The system auto-fills appropriate event entry form fields from the CPE/9-1-1 data.	Not Answered	
403	The system automatically detects and assigns the appropriate source of the entered event and includes the following instances:	Not Answered	
	<ul style="list-style-type: none"> <li>● 9-1-1 call</li> </ul>		
	<ul style="list-style-type: none"> <li>● Wireless phase (1 or 2)</li> </ul>		
	<ul style="list-style-type: none"> <li>● VoIP</li> </ul>		
	<ul style="list-style-type: none"> <li>● Field-initiated incident</li> </ul>		
	<ul style="list-style-type: none"> <li>● Mobile device-initiated incident</li> </ul>		
	<ul style="list-style-type: none"> <li>● Via CAD-to-CAD interface</li> </ul>		
	<ul style="list-style-type: none"> <li>● Alarm interface</li> </ul>		
	<ul style="list-style-type: none"> <li>● Event initiated from the map</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>• Move up/cover</li> <li>• Default value; if none of the above are detected</li> </ul>		
404	The system supports the creation and assignment of user-defined call sources.	Not Answered	
405	The system can maintain a list of alarm companies for use as a drop-down list for selection during event entry and inclusion in the event record.	Not Answered	
406	Labels on the event entry form are customizable by the agency.	Not Answered	
407	Field order of entry is customizable.	Not Answered	
408	Required fields on all data entry forms are clearly identified by color and symbol (e.g., a mandatory field will have a red field outline with an asterisk beside the field).	Not Answered	
409	The data entry form is customizable, such that fields not used by the agency may be removed from the data entry form.	Not Answered	
410	Multiple operators can add data to the same event at the same time.	Not Answered	
411	When multiple operators are adding data to the same event, the system appends the data from the multiple operators instead of overwriting the data.	Not Answered	
412	Events may be created that require the response of more than one discipline.	Not Answered	
413	Events may be created that require the response of more than one jurisdiction.	Not Answered	
414	Events may be created from mobile data devices.	Not Answered	
415	An operator can associate events together through operator function.	Not Answered	
416	Events may be associated automatically by the system, based on incident type or location.	Not Answered	
417	Events may be associated manually using a CAD command.	Not Answered	
418	Associated events can be accessed (e.g., hyperlink, other methods) from the event display whether active, closed or cancelled.	Not Answered	
419	Associated events are clearly denoted to indicate that there are other agencies responding (e.g., when a Fire incident is displayed, if there is an associated Law Enforcement or EMS incident, the corresponding incident number is displayed).	Not Answered	
420	Associated events may be disassociated by an operator with the use of a command.	Not Answered	
421	The system will notify associated incidents when updates are made to any other associated incident.	Not Answered	
422	An event may be selected to be displayed or updated by entering the fewest number of significant digits of the event number that allow a unique reference to the event (e.g., 3 or 4 rightmost digits of an event number).	Not Answered	
423	An event may selected to be displayed or updated by referencing the unit ID of any unit assigned to the event.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
424	An event may be selected for display or update from the command line or form.	Not Answered	
425	The system supports the ability to attach files to an event from the CAD workstation.	Not Answered	
426	The system supports the ability to attach files to an event from the mobile client.	Not Answered	
427	The ability to attach files to an event from the mobile client is controlled by the agency system administrator.	Not Answered	
428	Attachments to events can be viewed from the event display form.	Not Answered	
429	The system provides an indicator in the event form if the event record includes attached files.	Not Answered	
430	When vehicle information is added to an event, the system automatically initiates an inquiry to the State of North Carolina and NCIC databases. The inquiry return will route to the initiating device for display.	Not Answered	
431	When driver information is added to an event, the system automatically initiates an inquiry to the State of North Carolina and NCIC databases. The inquiry return will route to the initiating device for display.	Not Answered	
432	An operator can designate an event as a "high priority" call.	Not Answered	
433	When an event is designated as "high priority", the system will:	Not Answered	
	<ul style="list-style-type: none"> <li>• Notify all dispatcher workstations                             <ul style="list-style-type: none"> <li>▪ Notification includes a non-obtrusive pop-up window</li> </ul> </li> </ul>		
	<ul style="list-style-type: none"> <li>• Based on agency preference, the system may or may not require all dispatch workstations receiving the "high priority" call to acknowledge the receipt of the call (e.g., press a function key)</li> </ul>		
	<ul style="list-style-type: none"> <li>• If an acknowledgement is required, the system will record each acknowledgement in the event record with the operator ID and workstation ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Create a "Be on the lookout (BOLO)-like" notification sent to all dispatch workstations for radio broadcast, which is stamped with the operator ID and workstation ID when broadcast</li> </ul>		
434	All high priority events entered into the system generate an agency-defined notification to designated workstations/persons/groups as assigned by the system administrator or supervisor (e.g., on a homicide, the Chief of Police, and Public Information Officer [PIO] are notified).	Not Answered	
435	An unlimited number of high priority notifications are allowed for any event type as determined by the system administrator.	Not Answered	
436	High priority notifications can be triggered by event type, location, specific addresses, etc.	Not Answered	
437	Individuals/groups notified of a high priority event receive an alert at their mobile device or workstation if they are logged on to CAD.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
438	The system sends high priority event notifications to any wireless communication device (e.g., Simple Mail Transfer Protocol [SMTP], Messaging Application Program Interface [MAPI], SMS).	Not Answered	
439	Personnel receiving high priority event notifications via CAD messaging that acknowledge the message will have the acknowledgment captured with the event history.	Not Answered	
440	The agency can designate who has the capability to send high priority notifications.	Not Answered	
441	An event can be forwarded from the call taker to the dispatcher requiring only location (either valid location or manually-entered precinct) and the event type of the call.	Not Answered	
442	An operator may continue to enter or update information of the event after the event has been transferred to the dispatcher.	Not Answered	
443	An operator does not have to take action to receive updated information for the event (dynamic updates).	Not Answered	
444	When an event in the pending queue is updated, the responsible dispatcher receives an audible (optional through system configuration) and visual notification.	Not Answered	
	<b>Event Data Elements</b>		
	Event data record will be comprised of the following minimum data fields:		
445	• Unique event number	Not Answered	
446	• Event location and all location changes	Not Answered	
447	• X/Y coordinates	Not Answered	
448	• Latitude/Longitude	Not Answered	
449	• United States National Grid (USNG)	Not Answered	
450	• Proximity indicator (e.g., in front of, in area of)	Not Answered	
451	• Response area information (e.g., reporting area, zone)	Not Answered	
452	• Event type code (initial, all changes, final)	Not Answered	
453	• Event sub-type code (initial, all changes, final)	Not Answered	
454	• Priority (initial, all changes, final)	Not Answered	
455	• Caller name	Not Answered	
456	• Caller location	Not Answered	
457	• Caller telephone number (from ANI spill if available)	Not Answered	
458	• Alarm company	Not Answered	
459	• No callback checkbox	Not Answered	
460	• Fire/Ambulance notified checkbox	Not Answered	
461	• Call source	Not Answered	
462	• Alternate call back number	Not Answered	
463	• Vehicle information	Not Answered	
464	• Driver information	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
465	<ul style="list-style-type: none"> <li>Event status times</li> </ul>	Not Answered	
466	<ul style="list-style-type: none"> <li>Call received at PSAP from call spill data</li> </ul>	Not Answered	
467	<ul style="list-style-type: none"> <li>Call received at call taker workstation</li> </ul>	Not Answered	
468	<ul style="list-style-type: none"> <li>Event received at the dispatch workstation</li> </ul>	Not Answered	
469	<ul style="list-style-type: none"> <li>First unit dispatched</li> </ul>	Not Answered	
470	<ul style="list-style-type: none"> <li>First unit arrived by discipline</li> </ul>	Not Answered	
471	<ul style="list-style-type: none"> <li>First unit arrived (regardless of discipline)</li> </ul>	Not Answered	
472	<ul style="list-style-type: none"> <li>Last unit cleared by discipline</li> </ul>	Not Answered	
473	<ul style="list-style-type: none"> <li>Last unit cleared (regardless of discipline)</li> </ul>	Not Answered	
474	<ul style="list-style-type: none"> <li>Event Closed</li> </ul>	Not Answered	
475	<ul style="list-style-type: none"> <li>Initial predefined unit recommendation</li> </ul>	Not Answered	
476	<ul style="list-style-type: none"> <li>Initial automatic vehicle location (AVL) unit recommendation</li> </ul>	Not Answered	
477	<ul style="list-style-type: none"> <li>Actual unit recommendation</li> </ul>	Not Answered	
478	<ul style="list-style-type: none"> <li>Primary unit</li> </ul>	Not Answered	
479	<ul style="list-style-type: none"> <li>Remarks</li> </ul>	Not Answered	
480	<ul style="list-style-type: none"> <li>Disposition codes</li> </ul>	Not Answered	
481	<ul style="list-style-type: none"> <li>Links to premises history, alerts, and hazards</li> </ul>	Not Answered	
482	<ul style="list-style-type: none"> <li>Links to operator-attached files</li> </ul>	Not Answered	
483	<ul style="list-style-type: none"> <li>Associated event number(s)</li> </ul>	Not Answered	
484	<ul style="list-style-type: none"> <li>Link to associated event(s)</li> </ul>	Not Answered	
485	<ul style="list-style-type: none"> <li>Operator IDs (initial, all updates and changes, close)</li> </ul>	Not Answered	
486	<ul style="list-style-type: none"> <li>Workstation ID (initial, all updates and changes, close)</li> </ul>	Not Answered	
487	<ul style="list-style-type: none"> <li>Agency-defined fields</li> </ul>	Not Answered	
488	The system can format field entries to create standardized entries (e.g., telephone entry fields can format as xxx-xxx-xxxx or as xxxxxxxxxx), as determined by the agency.	Not Answered	
<b>Event Cloning</b>			
489	The system provides the ability to clone incidents. Incident cloning allows for the creation of cloned (or linked) incidents after a parent incident has been created.	Not Answered	
490	Event cloning may be initiated from the command line or from a form.	Not Answered	
491	The system allows an operator to clone events with a pending, new, active, or closed status.	Not Answered	
492	Cloned incidents maintain the current date and time as well as the date and time of the original incident, for the purposes of reporting incident response time data.	Not Answered	
493	The system allows an operator to route the cloned event to any designated agency.	Not Answered	
494	Each cloned incident has its own incident number.	Not Answered	

Spec ID	Specification Description	Response	Additional Comments					
495	Events may be created that require the response of more than one discipline.	Not Answered						
	<b>Event Record Numbering</b>							
	The system automatically generates sequential record identifiers for the following:							
496	<ul style="list-style-type: none"> <li>• Event numbers                             <ul style="list-style-type: none"> <li>▪ The system automatically assigns a unique master event number for each created event. No duplicates are allowed.</li> <li>▪ The system automatically assigns a unique event number per discipline for each created event. No duplicates are allowed.</li> <li>▪ The system automatically assigns a unique event number per jurisdiction for each created event. No duplicates are allowed.</li> <li>▪ An event number is assigned to each event entered into the system.</li> <li>▪ Event numbers are at least 10 alphanumeric characters.</li> <li>▪ Event numbers can have leading alpha characters, with digits following.</li> <li>▪ Event numbers can support Julian Date in the format.</li> <li>▪ Event numbers are system-generated.</li> <li>▪ Event numbers can include an agency identifier.</li> </ul> </li> </ul>	Not Answered						
	<ul style="list-style-type: none"> <li>• Case numbers                             <ul style="list-style-type: none"> <li>▪ The system can assign a unique case number per agency per discipline for each event at the discretion of the operator or when determined by policy established by the agency. No duplicates are allowed.</li> <li>▪ The system allows multiple case numbers to be assigned to a single incident per agency.</li> <li>▪ Case numbers are referenced back to the incident event number.</li> <li>▪ Case numbers are system-generated.</li> <li>▪ Case numbers can be generated from the mobile device.</li> <li>▪ Case numbers can include an agency identifier.</li> </ul> </li> </ul>			Not Answered				
	498					Event and case number format can be defined by the agency.	Not Answered	
	499					Event numbers automatically reset annually.	Not Answered	
	500					Each agency may define the fiscal reset date for the event numbers.	Not Answered	
	501					The system allows the agency to determine if agency event numbers are automatically reset daily, monthly, or yearly.	Not Answered	
	502			An authorized user of an agency can adjust event numbers manually.	Not Answered			
				<b>Priority</b>				
	503			The system supports predefined priorities associated with event type codes.	Not Answered			
504	The system provides a minimum of ten priority levels (numbered 0 through 9) for the purpose of assigning priority levels to incident types.	Not Answered						
505	The priority of an event is automatically assigned by the system according to the event type and location of the event from a predefined list of priorities.	Not Answered						

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
506	After the priority is assigned, it can be manually overridden by an operator.	Not Answered	
507	The system will track and capture, as a component of the event record, if the priority was overridden by an operator.	Not Answered	
508	The priority of an event, when listed on a status monitor, is distinguished by color and priority level.	Not Answered	
509	The priority of an event is established and maintained by an agency.	Not Answered	
510	The color representing each priority can be determined and maintained by the agency.	Not Answered	
511	The priority of an event, when listed on a status monitor, can be distinguished by symbol and priority level.	Not Answered	
512	The symbol representing each priority can be determined and maintained by the agency.	Not Answered	
513	The priority of an event may be changed at any time during an active event.	Not Answered	
514	When an event type is updated, the priority will be updated as well, if needed.	Not Answered	
<b>Suspension of Event Entry</b>			
515	The system permits the suspension of data entry into a form to initiate a new event entry form.	Not Answered	
516	The system permits the suspension of data entry of a form to perform other system functions (e.g., dispatching, unit status update).	Not Answered	
517	When suspended, the data already entered in the form is saved for future processing.	Not Answered	
518	The system can return to the partially entered form for completion.	Not Answered	
519	Entry of data into a form may be canceled and the data discarded at the discretion of an operator.	Not Answered	
520	The system will notify the operator when a form has been opened beyond an agency-determined length of time.	Not Answered	
<b>Scheduled Event</b>			
521	The system allows an event to be scheduled for a later time:	Not Answered	
	<ul style="list-style-type: none"> <li>• Scheduled by date/time</li> <li>• Scheduled by unit ID</li> </ul>		
522	The system allows a unit to be automatically assigned to a scheduled event.	Not Answered	
523	The system allows for a unit to be manually assigned to a scheduled event.	Not Answered	
524	If a unit is automatically assigned to a scheduled event, the system requires an acknowledgement from the unit to acknowledge the new status.	Not Answered	
525	The system allows scheduled events to occur on a recurring basis.	Not Answered	
<b>Event Closure</b>			
526	An event can be closed by an operator.	Not Answered	
527	All units must be clear of an event before an event can be closed.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
528	All units can be cleared from an event and the event closed with a single command.	Not Answered	
529	When the final unit is cleared from the event, the event is closed.	Not Answered	
530	An event can be closed before having a unit assigned. The event record will require an appropriate disposition code.	Not Answered	
531	The system allows an "incident close" command. The incident close command closes out the incident with a single disposition, regardless of how many units were on the assignment.	Not Answered	
532	Remarks can be added to a closed event.	Not Answered	
533	Remarks can be restricted from being added to a closed event by a system administrator.	Not Answered	
<b>Event Reopen</b>			
534	A closed event can be reopened.	Not Answered	
535	Any changes made to the event while reopened will appear in the event record.	Not Answered	
536	When an event is reopened, the existing data record is not affected (e.g., time codes remain intact).	Not Answered	
537	The reopened event is returned to the pending list and has an indicator showing it is a reopened event.	Not Answered	
538	Prior to closing a reopened event, the system requires an operator to validate or provide a disposition if necessary.	Not Answered	
539	The system allows an operator to enter comments into the canceled event once reopened.	Not Answered	
540	If an event was closed by cancellation without a unit being assigned to the event and is reopened with a unit being assigned, the transaction will become part of the unit and event history.	Not Answered	
<b>Canceled Events</b>			
541	The system allows an event to be canceled without the assignment of units.	Not Answered	
542	The system allows an operator to assign a disposition to a canceled event.	Not Answered	
543	The system allows an operator to add remarks to a canceled event.	Not Answered	
544	The system allows a canceled event to be reopened.	Not Answered	
545	Any events canceled have to be approved by an authorized operator before completing the cancellation, configurable by agency.	Not Answered	
546	When an event is canceled without a disposition, the system will send notification to a designated device or person, configurable by agency.	Not Answered	
<b>Advise-only Event Entry</b>			
547	The system permits the entry of an event without forwarding to a dispatch pending queue.	Not Answered	
548	An event can be assigned an event number without resources assigned.	Not Answered	
549	The advise-only event will be recorded as advise-only.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<b>Catch-up Mode</b>		
550	The system provides a method for the agency to enter event data into CAD that was manually recorded while the CAD system was not operational (catch-up mode).	Not Answered	
551	The system indicates in the event record when event data is entered in catch-up mode.	Not Answered	
552	Unit status and times may be recorded with an event that is being entered in catch-up mode.	Not Answered	
553	The system allows the agency to reserve a block of event numbers for use with entering event records in catch-up mode.	Not Answered	
554	The system allows the agency to reserve a block of case numbers for use with entering event records in catch-up mode.	Not Answered	
555	The event record number is automatically assigned to the catch-up event from a pool of unassigned numbers set aside for this purpose.	Not Answered	
556	Records entered in catch-up mode are flagged as such.	Not Answered	
	<b>Location Validation</b>		
557	Location Validation functionality apply to all CAD users (e.g., PSAP based, mobile).	Not Answered	
557	The system utilizes the progressive filtering of the possible street names on entry of the characters in the street name field beginning with the first character entered.	Not Answered	
559	The system can verify a location by a street address using an abbreviated process (e.g., entering "100 S" would display all streets that have a 100 block and that start with "S").	Not Answered	
560	The system can verify a location by a Common Place using an abbreviated process (e.g., entering "L" would display all Common Places that start with "L").	Not Answered	
561	The system can verify a location by an intersection using an abbreviated process (e.g., entering "L/S" would display all streets that start with "L" that intersect with a street that starts with "S").	Not Answered	
562	The system has the ability to accept a valid street name and, as a result, present a list of cross streets and associated address ranges.	Not Answered	
563	Addition of the address number adds to the filter for location validation, further focusing the search.	Not Answered	
564	The results of the progressive filtering process are displayed as a drop down list.	Not Answered	
565	The system provides a list of possible matches to a misspelled location.	Not Answered	
566	The system generates a list of possibilities from which to pick if an exact match is not found during location validation.	Not Answered	
567	An operator can pick a possibility from the list to continue the location validation process or continue entry of the location manually.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
568	The system previews possible location matches by displaying cross streets, responder information, and displaying the location points on the integrated map.	Not Answered	
569	The system accurately processes complex street names (e.g., East North Broadway Street).	Not Answered	
570	The system accurately processes street numbers with fractions (e.g., 32 ½ E North Broadway St).	Not Answered	
571	The system accurately processes a location with an apartment number.	Not Answered	
572	The system accurately processes a location from a point-and-click on the integrated map.	Not Answered	
573	The system validates a location without creating an event.	Not Answered	
	<ul style="list-style-type: none"> <li>• The system can use a hot key to display an entry form.</li> <li>• In this case, the system will process the location and return the recommendations without creating an event.</li> </ul>		
574	If an event location is changed, the system automatically initiates the location validation process.	Not Answered	
575	It is possible to bypass or override the automatic location validation process.	Not Answered	
576	When an event is processed with an overridden location, the system presents a challenge question to an operator to ensure the correct override is selected.	Not Answered	
577	When an event is processed with an overridden location, the event is flagged for later reporting.	Not Answered	
578	When an event is processed with an overridden location, the system will provide a notification message to a designated user account.	Not Answered	
579	The system can process an event without a validated location, which will then use a designated response area entered by an operator to route the event to the appropriate dispatch workstation.	Not Answered	
580	The system processes location verification using an algorithm starting with address point and continuing in a prioritized, systematic manner.	Not Answered	
581	When processing for location verification, the system can reference map layers in a hierarchical method to obtain location information.	Not Answered	
582	The system can perform address validation when CAD is down.	Not Answered	
583	A Soundex function is available when entering a location for validation.	Not Answered	
584	Upon location validation, the system displays location on the map.	Not Answered	
585	Upon location validation, the system displays the valid address with Common Place name, when applicable.	Not Answered	
	The system displays the following information regarding a valid location:	Not Answered	
	<ul style="list-style-type: none"> <li>• High and low cross streets</li> </ul>		
	<ul style="list-style-type: none"> <li>• City</li> </ul>		
	<ul style="list-style-type: none"> <li>• Jurisdiction/Agency</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
586	• Customized point in a polygon	Not Answered	
	• Neighborhood		
	• Common Place or business name		
	• Response area		
	• Map page		
	• Mobile Park lot number		
	• Premises warnings or hazards by exact address		
	• Premises warnings or hazards within a configurable radius		
587	• Prior incidents at exact address within a configurable period of time	Not Answered	
	The following are valid verifiable locations:		
	• Civic address		
	• Longitude and latitude coordinates		
	▪ From 9-1-1 data		
	▪ From map click		
	▪ Direct entry		
	▪ In the following formats:		
	◦ Degrees, minutes, seconds		
	◦ Degrees, decimal minutes		
	◦ Decimal degrees		
	• Military grid reference system (MGRS)		
	• United States National Grid (USNG)		
	• Intersection		
	• Cell towers		
	• Block		
	• Common name		
	• Apartment complex		
• Apartment building name or number			
• Mile markers			
• Point from the integrated map			
• Current location of an officer using coordinates			
• Emergency call boxes on trails and highways			
• Interstate (limited access roadway)			
• Interstate exits			
	The following are valid elements of a location eligible for location validation:		
588	• Directional prefix	Not Answered	
589	• Numeric address, including fraction	Not Answered	
590	• Hundred block	Not Answered	
591	• Customized numeric range	Not Answered	
592	• Street name	Not Answered	
593	• Alias street name	Not Answered	
594	• Street type	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
595	• Directional suffix	Not Answered	
596	• Apartment number (separate field)	Not Answered	
597	▪ Including 1/2 apartment numbers (e.g., 32 1/2)	Not Answered	
598	▪ Alphanumeric (e.g., 2D)	Not Answered	
599	• Building ID (separate field)	Not Answered	
600	• Mobile Park lot number	Not Answered	
601	• Floor number (separate field)	Not Answered	
602	• Subdivision (separate field)	Not Answered	
603	• Neighborhood	Not Answered	
604	• Municipality	Not Answered	
605	• Mile marker	Not Answered	
606	• Exit number	Not Answered	
607	The system validates the location associated with a self-initiated event (e.g., traffic stop).	Not Answered	
608	The system performs location validation on a location entered on the mobile device.	Not Answered	
609	The system can generate a report of location overrides including all data, operator ID, date, time, and workstation ID.	Not Answered	
610	More than one operator at a time can update event data on the same event record.	Not Answered	
611	The system records location changes resulting from wireless caller location and rebid results.	Not Answered	
612	The system can accept and process location information in Presence Information Data Format - Location Object (PIDF-LO) format.	Not Answered	
613	The system can accept and process location information in United States Civic Location Data Exchange Format, NENA-STA-004.	Not Answered	
614	The system meets applicable NENA Next Generation 9-1-1 (NG9-1-1) capabilities of accepting and processing location protocol (PIDF-LO) and various data (e.g., text, video, audio, X/Y coordinates) as presented to the CAD/9-1-1 network interface.	Not Answered	
<b>Street Name Alias</b>			
615	The system can associate an alias name for a street name (e.g., EP for Elvis Presley Blvd, Dr. Martin Luther King Drive for Linden).	Not Answered	
616	An alias name can associate with an Interstate (e.g., 385 for Bill Morris Parkway).	Not Answered	
617	The system can associate multiple alias names for a street name.	Not Answered	
618	The system can associate the same alias name for multiple streets.	Not Answered	
619	The system can associate an alias with a block range of a street.	Not Answered	
620	The system can associate multiple aliases with a block range of a street.	Not Answered	

Spec ID	Specification Description	Response	Additional Comments
621	When validated with an alias street name, the system displays the civic address and the alias name.	Not Answered	
<b>Common Place</b>			
622	The system can associate multiple Common Place names with a single address (e.g., shops at a shopping mall, structure known by several names).	Not Answered	
623	The Common Place name field must capture at least 50 characters.	Not Answered	
624	An event may be created using a validated Common Place name and event type.	Not Answered	
625	The system can associate multiple locations with a single Common Place name (e.g., multiple locations for a fast food chain within the county).	Not Answered	
626	When validated using a Common Place name, the actual civic address is displayed, along with the Common Place name.	Not Answered	
627	Common Place entries may be added, edited, and deleted by a system administrator.	Not Answered	
628	The system associates aliases for Common Place entries.	Not Answered	
<b>Intersections</b>			
629	The system can process traffic intersection locations requiring an intersection to have only a single entry in the location table, if a location table (geofile) is used.	Not Answered	
630	The system accurately processes an intersection location without regard to the order of the streets stored in the data file or order presented for validation.	Not Answered	
631	The system can automatically process intersection locations from geographic information system (GIS) data files.	Not Answered	
632	When streets intersect more than once, the system provides the operator with a list of intersections from which to choose the appropriate location. The list will include the city code/jurisdiction for each intersection listed.	Not Answered	
633	The system can process and can correctly recommend resources for an intersection location at which multiple political or precinct boundaries meet.	Not Answered	
634	The system can process and recommend resources for streets that pass over or under another street and may not intersect.	Not Answered	
<b>Duplicate Event Detection</b>			
635	The system automatically checks an entered event for possible match of existing events (active and closed) as duplicate events.	Not Answered	
	<ul style="list-style-type: none"> <li>Based on an exact match of the location.</li> <li>Based on the street segment and nearby street segments of the location.</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on the distance parameter established by the agency between the location of the original event and the event being evaluated as a duplicate event.</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on the event type of the events.</li> </ul>		

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>Based on the time of the events.</li> <li>Closed events based on a time parameter established by the agency (e.g., within 10 minutes of the closing of an event).</li> </ul>		
636	The system displays a list of possible duplicate events, in a separate work area, when detected.	Not Answered	
637	The system can add the remarks from duplicated events into the main event, at the discretion of the operator.	Not Answered	
638	The operator can select and view the full details of a possible duplicate event from the list.	Not Answered	
639	The operator can reject the supposition that events are duplicates and continue to enter the event as a unique event.	Not Answered	
640	When events are identified as duplicate events by an operator, the operator can:	Not Answered	
	<ul style="list-style-type: none"> <li>Associate the event being entered with the already established event.                             <ul style="list-style-type: none"> <li>If the established event is still active, allow the operator to update the information in the established event.                                     <ul style="list-style-type: none"> <li>The system notifies the dispatcher that additional information was added to the established event. The event being entered is closed.</li> <li>If the established event is closed, cross-reference the current event with the established event. The event being entered is closed.</li> </ul> </li> </ul> </li> <li>Cancel the event being entered.                             <ul style="list-style-type: none"> <li>If the event to be canceled has been assigned an event number, the canceled event is marked as a duplicate and cross-referenced to the active event that will be handled.</li> </ul> </li> </ul>		
	<b>Event Type Code</b>		
641	The event type code of an incident can be keyed in by an operator.	Not Answered	
642	The event type code must allow a minimum of 15 characters in length.	Not Answered	
643	The system allows for an unlimited number of event types.	Not Answered	
644	The event type may be selected from a drop down list.	Not Answered	
	<ul style="list-style-type: none"> <li>The event type codes on the list are selected from the characters entered by an operator.</li> <li>The drop down list of the event type codes becomes more focused as more characters are added.</li> </ul>		
	<ul style="list-style-type: none"> <li>The drop down list of the event type codes are specific to the logged-on agency.</li> </ul>		
	<ul style="list-style-type: none"> <li>The drop down list of the event type codes are specific to the logged-on discipline.</li> </ul>		
645	Update of the event type code data table does not require the system to be restarted.	Not Answered	
646	An event type code description is associated with the event type code.	Not Answered	
647	The event type code description is displayed as part of the event entry and dispatch entry forms.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
648	The system may associate multiple alias codes for an event type code.	Not Answered	
649	The system may configure event type codes with secondary event type codes that supplement, or further describe, the main event type codes.	Not Answered	
650	The system can distinguish between active ("person with a gun") and past ("seeing a person with a gun yesterday") and allows differing response priority.	Not Answered	
651	The alias event type codes function as the parent event type code.	Not Answered	
652	The system permits the event type of an incident to be updated at any time during the event.	Not Answered	
	<ul style="list-style-type: none"> <li>• The system tracks the changes in event type, records the operator ID that changed the event type, and stores the change in the event record.</li> <li>• The change in event type triggers unit recommendation.</li> <li>• The system displays the updated unit recommendation.</li> </ul>		
	<ul style="list-style-type: none"> <li>• The system does not automatically alter the unit recommendation currently in effect.</li> <li>• The operator may change the current unit recommendation that is in effect.</li> <li>• The system notifies the operator with an audible and visual alert when the event type is changed for an event. Notification is configurable by agency.</li> </ul>		
653	The system automatically sends a message (SMS and/or email) to selected personnel depending on event type.	Not Answered	
654	The system allows for the capability of adding optional remarks associated with the event type parameter.	Not Answered	
	<b>Remarks</b>		
655	Remarks functionality applies to all CAD users (e.g., in the PSAP, mobile).	Not Answered	
655	Remarks are entered as narrative text.	Not Answered	
657	The system allows unlimited text to be entered in a remark line.	Not Answered	
658	Pressing the return key indicates end of remark line and the remark is then entered as an element of the event record.	Not Answered	
659	On the completion of a remark entry, the remark is stamped with date, time, operator ID, and workstation ID.	Not Answered	
660	All remarks entered during event entry may be changed at any time prior to transmitting the event.	Not Answered	
661	Remarks for an event are displayed in a remarks area, allowing an operator to navigate all remarks in the remarks area using arrow keys or the scroll wheel of the mouse.	Not Answered	
662	Remarks are associated with an event.	Not Answered	
663	Remarks are viewed in chronological order of entry.	Not Answered	
664	Remarks can be viewed in ascending or descending order, at the user's discretion.	Not Answered	
665	Remarks can auto-display in a separate window, to be configured by agency.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
666	Multiple remark lines can be entered with each event.	Not Answered	
667	The remarks area utilizes the word wrap feature for entry and display.	Not Answered	
668	The system allows an unlimited number of remarks added to an event.	Not Answered	
669	Any authorized operator can add remarks to any active or pending event.	Not Answered	
670	The system allows remarks to be added to closed events without reopening the event.	Not Answered	
	<ul style="list-style-type: none"> <li>Remarks added to closed events are notated in the event record.</li> </ul>		
671	Multiple operators may enter remarks to the same event at the same time.	Not Answered	
672	The system alerts the operator responsible for an event when additional information is added to an event.	Not Answered	
	<ul style="list-style-type: none"> <li>This notification does not require operator action.</li> </ul>		
	<ul style="list-style-type: none"> <li>The system clears the alert automatically after reviewing the update.</li> </ul>		
673	Throughout the remarks narrative, the system provides the ability to automatically highlight keywords (e.g., gun, knife).	Not Answered	
674	The operator (communications center or mobile) is notified when remarks with highlighted keywords are added to the narrative of an event for which the operator is responsible.	Not Answered	
675	The keyword list is created and maintained by the agency.	Not Answered	
676	Throughout the remarks narrative, the system provides the ability to activate a "spell check" feature, at the discretion of the operator.	Not Answered	
677	The dispatcher is notified when remarks are added to an event for which the dispatcher is responsible.	Not Answered	
678	Additional remarks added to an event automatically insert in the remarks area and display in a different color until viewed or acknowledged.	Not Answered	
679	The system is capable of performing automatic redaction of remarks items prior to printing when activated by the operator. The redaction algorithm is established by agency.	Not Answered	
<b>Resource Assignment and Control (Dispatcher)</b>			
680	Dispatching workstations can be differentiated by:	Not Answered	
	<ul style="list-style-type: none"> <li>Geographic area of responsibility (e.g., police precinct, countywide)</li> </ul>		
	<ul style="list-style-type: none"> <li>Function (e.g., NCIC inquiry, dispatcher, supervisor)</li> </ul>		
	<ul style="list-style-type: none"> <li>Special assignment (e.g., task force)</li> </ul>		
	<ul style="list-style-type: none"> <li>Hosting PSAP</li> </ul>		
<b>Routing of the Event to the Dispatching Workstation</b>			
681	The system automatically routes an entered event to the dispatching workstation(s) based on the geographic location of the event.	Not Answered	
682	The system automatically routes an entered event to the dispatching workstation(s) based on the discipline to be assigned to the event.	Not Answered	
683	The routing assignment for the event can be manually assigned or overridden by an operator.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
684	The system allows multiple workstations to monitor and have responsibility for an event simultaneously.	Not Answered	
685	Active remote workstations, when authorized, can be included in event call routing (e.g., workstations in the command vehicle, at the EOC).	Not Answered	
686	Events may be transferred from one dispatching area of responsibility to another.	Not Answered	
687	Events may be transferred from one dispatching group to another.	Not Answered	
688	Events may be transferred from one participating communications center to another via CAD-to-CAD interface.	Not Answered	
<b>Workstation Sections for Dispatching</b>			
<b>Event Display and Data Entry Area</b>			
689	Event details are displayed when the event is selected from either the pending or active event lists by an operator.	Not Answered	
690	The location of the event becomes the focus of the map.	Not Answered	
691	The event display record indicates priority using color code and symbol.	Not Answered	
692	The event display record colors and symbols are defined and maintained by the agency.	Not Answered	
693	The event display record can include responding units.	Not Answered	
<b>Pending Event Display Area</b>			
694	The displayed pending event list can be limited to the scope of the dispatcher workstation (e.g., the dispatch workstation for Airport Station will show only that precinct's events).	Not Answered	
695	The pending event list can be sorted by any available field.	Not Answered	
696	The pending event list can be filtered by any available field.	Not Answered	
697	All columns, except for event number, may be hidden at the discretion of an operator.	Not Answered	
698	A visual and audible (option using configuration setting) indication is provided when a new event is added to a pending event list.	Not Answered	
699	A visual and audible (option using a configuration setting) indication is provided when a pending event is updated.	Not Answered	
700	Notification is provided to the operator when the event has exceeded the agency-defined amount of time in the pending list; defined by priority and event type code.	Not Answered	
701	The pending event list is sorted by priority. The higher the priority, the higher the ranking.	Not Answered	
702	When there are multiple events on the pending event list of the same priority, the events of the same priority are sorted by length of time spent in the pending events list. The event with the longer duration in the pending queue is higher ranked.	Not Answered	
703	The pending list automatically updates as pending events are:	Not Answered	
	<ul style="list-style-type: none"> <li>• Added to the list</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
703	<ul style="list-style-type: none"> <li>Modified</li> </ul>	Not Answered	
	<ul style="list-style-type: none"> <li>Removed from the list; either canceled or selected to be dispatched</li> </ul>		
704	Events on the pending list can be canceled by any authorized operator or supervisor.	Not Answered	
705	Other operators (e.g., call takers, supervisors), can place a "request to cancel" for an event on the pending list to the operator responsible for the event.	Not Answered	
706	The pending list includes the following fields:	Not Answered	
	<ul style="list-style-type: none"> <li>Event number</li> </ul>		
	<ul style="list-style-type: none"> <li>Event type code</li> </ul>		
	<ul style="list-style-type: none"> <li>Priority</li> </ul>		
	<ul style="list-style-type: none"> <li>Sub-priority</li> </ul>		
	<ul style="list-style-type: none"> <li>Civic address</li> </ul>		
	<ul style="list-style-type: none"> <li>Common Place name</li> </ul>		
	<ul style="list-style-type: none"> <li>Building and apartment number</li> </ul>		
	<ul style="list-style-type: none"> <li>Beat</li> </ul>		
<b>Active Event Display Area</b>			
707	The active event display can be sorted by:	Not Answered	
	<ul style="list-style-type: none"> <li>Priority</li> </ul>		
	<ul style="list-style-type: none"> <li>Age of event/time received</li> </ul>		
	<ul style="list-style-type: none"> <li>Event number</li> </ul>		
	<ul style="list-style-type: none"> <li>Precinct</li> </ul>		
708	The active event list includes the following fields:	Not Answered	
	<ul style="list-style-type: none"> <li>Flags</li> </ul>		
	<ul style="list-style-type: none"> <li>Event start time</li> </ul>		
	<ul style="list-style-type: none"> <li>Agency</li> </ul>		
	<ul style="list-style-type: none"> <li>Event number</li> </ul>		
	<ul style="list-style-type: none"> <li>Event type code</li> </ul>		
	<ul style="list-style-type: none"> <li>Priority</li> </ul>		
	<ul style="list-style-type: none"> <li>Sub-priority</li> </ul>		
	<ul style="list-style-type: none"> <li>Civic address/Common Place name/Building and apartment number</li> </ul>		
	<ul style="list-style-type: none"> <li>Beat</li> </ul>		
709	All columns, except for event number, may be hidden at the discretion of an operator.	Not Answered	
710	The active event display may be sorted by any field available.	Not Answered	
711	The active event list can be filtered by any available field.	Not Answered	
712	The status of an event, when listed on a status monitor, is distinguished by color and by priority level.	Not Answered	

Spec ID	Specification Description	Response	Additional Comments
713	The color representing each event status can be determined and maintained by the agency.	Not Answered	
<b>Unit Display Area</b>			
714	Unit display can be sorted by:	Not Answered	
	<ul style="list-style-type: none"> <li>• Unit ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Assignment (e.g., patrol, task force, special duty)</li> </ul>		
	<ul style="list-style-type: none"> <li>• Assigned event number</li> </ul>		
	<ul style="list-style-type: none"> <li>• Civic address/Common Place name/Building and apartment number</li> </ul>		
	<ul style="list-style-type: none"> <li>• 1-person/2-person</li> </ul>		
	<ul style="list-style-type: none"> <li>• Status</li> </ul>		
	<ul style="list-style-type: none"> <li>• Time in status</li> </ul>		
715	All columns, except for unit ID, may be hidden at the discretion of an operator.	Not Answered	
716	The unit display may be sorted by any field available.	Not Answered	
717	The unit status display record is color-coded by status.	Not Answered	
718	The unit status record colors are defined and maintained by the respective agency.	Not Answered	
719	The unit status display can be separated by unassigned and assigned unit status.	Not Answered	
720	The system display area displays specific units separately from roaming units.	Not Answered	
<b>Dispatch-related Activities</b>			
721	An operator may use a hot key to select the highest ranked event on the pending event list for dispatch processing.	Not Answered	
722	An operator may select any event on the pending event list for dispatch processing.	Not Answered	
723	Resources from different jurisdictions/agencies can be assigned to the same event. The system is multi-jurisdictional (i.e., the system assigns resources based on individual jurisdiction policy for a nature code on the same event). For example, Jurisdiction A requires two (2) engines and one (1) truck to a structure fire, while Jurisdiction B requires one (1) engine and two (2) trucks.	Not Answered	
724	The system operates in an environment of multi-discipline resources on the same event (e.g., Emergency Medical Services [EMS], Fire, and Law Enforcement can be assigned and tracked by the same dispatcher without having to reference separate events).	Not Answered	
725	The system operates in an environment of multi-jurisdictional resources on the same event (e.g., City of Raleigh and Wake County resources on the same event).	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
726	The system operates multiple disciplines within a jurisdiction.	Not Answered	
727	The system does not limit the number of users that can review and update a single incident at the same time.	Not Answered	
728	When a pending event is selected by an operator for dispatch processing:	Not Answered	
	<ul style="list-style-type: none"> <li>• The event data is displayed in the dispatch event form.</li> </ul>		
	<ul style="list-style-type: none"> <li>• The selected event is displayed on the workstation map.</li> </ul>		
	<ul style="list-style-type: none"> <li>• The system presents recommended units for assignment from predetermined assignment records.</li> </ul>		
	<ul style="list-style-type: none"> <li>• The location of the event becomes the focus of the map.</li> </ul>		
729	An operator may select an event for viewing or updating through the following actions:	Not Answered	
	<ul style="list-style-type: none"> <li>• Function key selecting the highest priority, longest in queue.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Specifying the event number (partial number) on the command line or a form.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Specifying a unit assigned to the event from the command line or a form.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Pointing and clicking from the list of active events.</li> </ul>		
730	The display includes all activity associated with that event.	Not Answered	
731	The selected event is not removed from the pending list until processed (e.g., dispatch units assigned, canceled by the operator).	Not Answered	
732	The dispatcher may create an event (e.g., traffic stop).	Not Answered	
	<ul style="list-style-type: none"> <li>• For a traffic stop, the unit(s) assigned to the event have a status of "arrived."</li> </ul>		
733	On selecting a pending event for dispatch processing, an operator may transfer the event to another workstation or workstation group.	Not Answered	
734	An operator may initiate a "storm mode" where calls can be assigned to a unit's stack. When in storm mode, units may self-dispatch from calls in the unit's stack.	Not Answered	
735	When storm mode is ended, the system returns to normal dispatch operations.	Not Answered	
736	An operator can select an event from the unit's event stack for assignment to a unit or assign a unit to an event from the operator's pending list.	Not Answered	
737	The transferred event is added to the receiver's pending event list, if no units have been specified for dispatching.	Not Answered	
738	The transferred event is added to the receiver's active event list, if units have been specified for dispatching.	Not Answered	
	<ul style="list-style-type: none"> <li>• The responsibility for those units is transferred as well.</li> </ul>		
	<ul style="list-style-type: none"> <li>• On closing the event, responsibility for transferred units returns to the home workstation.</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
739	An event may be reserved for dispatch to a specific unit, even if the unit is not logged on or is busy, by assigning it to the unit's event stack.	Not Answered	
740	An operator may accept the default resource assignment recommendations from the system and dispatch the event with a single command or function key (e.g., "Dispatch [event number]," "Dispatch" button on the dispatch event form).	Not Answered	
741	An operator may make any changes to the event, location, and assignment recommendations and dispatch the event.	Not Answered	
742	The system allows an unlimited number of updates to an event.	Not Answered	
743	The system responds to the initial execution of the dispatch command by automatically performing the following:	Not Answered	
	<ul style="list-style-type: none"> <li>Assigning the selected resources to the event</li> </ul>		
	<ul style="list-style-type: none"> <li>Removing the event from the dispatcher's pending queue</li> </ul>		
	<ul style="list-style-type: none"> <li>Updating the status of the dispatched units in all map windows</li> </ul>		
	<ul style="list-style-type: none"> <li>Starting the status timers for the dispatched resources</li> </ul>		
	<ul style="list-style-type: none"> <li>Logging the resources dispatched in the event history</li> </ul>		
	<ul style="list-style-type: none"> <li>Creating or updating the appropriate resource history record(s)</li> </ul>		
	<ul style="list-style-type: none"> <li>Time-stamping all key event actions</li> </ul>		
	<ul style="list-style-type: none"> <li>Sending event information to the mobile device, should the unit being dispatch have a mobile device</li> </ul>		
	<ul style="list-style-type: none"> <li>Generating required tones via the toning/paging interface, if appropriate</li> </ul>		
	<ul style="list-style-type: none"> <li>Generating and sending rip-and-run information to involved resources and/or stations, if appropriate</li> </ul>		
<ul style="list-style-type: none"> <li>Generating and sending alphanumeric text notifications, if appropriate</li> </ul>			
<ul style="list-style-type: none"> <li>Generating and sending email notifications to external relay systems, e.g., Active911</li> </ul>			
744	An unlimited number of event notifications are allowed for any event type, as determined by the system administrator.	Not Answered	
745	The content of automatic external event notifications should be agency-specific, based on user-definable available event information.	Not Answered	
746	The trigger for automatic external event notification should include any or all of the following:	Not Answered	
	<ul style="list-style-type: none"> <li>Unit dispatched</li> </ul>		
	<ul style="list-style-type: none"> <li>Event type with specified status (e.g., pending, dispatched)</li> </ul>		
	<ul style="list-style-type: none"> <li>Event benchmarks</li> </ul>		
<ul style="list-style-type: none"> <li>Event priority</li> </ul>			
747	The system allows manual initiation of event notification to a specified unit, unit type, or operator ID.	Not Answered	
748	The acknowledgment by an operator of a received notification is placed into the event history.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
749	The system has the ability to transmit specific agency-definable information from the event to specified MMS- and SMS-capable wireless devices and workstations.	Not Answered	
750	The system can initiate an emergency notification to a logged on field unit without having to dispatch the unit to the event.	Not Answered	
751	The system allows the event data to be updated after dispatch. The system reevaluates the event, making adjustments to unit recommendations, if necessary. Units already assigned to the call are not automatically removed.	Not Answered	
752	The system sends updated event information to the mobile device upon entry.	Not Answered	
753	Active events may be transferred to other workstations and include all units and related information.	Not Answered	
754	Active events may be transferred to other dispatch groups and include all units and related information.	Not Answered	
755	The system is capable of accepting and managing agency-provided PAIs internally, without the use of third-party products.	Not Answered	
756	The agency can create pre-arrival instructions based on agency SOPs.	Not Answered	
757	Agency-created PAIs are based on event type code.	Not Answered	
758	The system selects agency-created PAIs when the event type code is entered.	Not Answered	
759	Dialog and response associated with the PAI are stored with the event record and are accessible to mobile devices.	Not Answered	
	<b>Event Disposition Code</b>		
760	The system allows an event disposition code to be added to an event on event closing.	Not Answered	
761	The disposition code can be a required parameter depending on the event type.	Not Answered	
762	The disposition codes are created and maintained by the respective agency.	Not Answered	
763	Remarks can be added to the disposition entry by an operator.	Not Answered	
764	Disposition codes have to be related to the event type.	Not Answered	
765	The system can restrict the addition of a specific disposition code based on event type.	Not Answered	
766	On closing an event, the system can send a request to the unit or officer's mobile device to add the event disposition.	Not Answered	
767	Multiple disposition codes may be associated with an event (e.g., event, arrest).	Not Answered	
768	The system supports the ability to add unlimited dispositions per incident.	Not Answered	
769	The system allows the entry of an event disposition before closing the event.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
770	The last unit cleared from an event requires the declaration of an event disposition.	Not Answered	
771	A disposition can be required for an event based on nature code, by agency.	Not Answered	
772	The system can auto-generate a case number based on disposition as determined by an agency.	Not Answered	
773	An event disposition may be changed after the event is closed by an authorized user. The operator ID and workstation ID of the person adding the disposition to a closed event is recorded.	Not Answered	
<b>Time Stamps and Timers</b>			
774	Time stamps include the following:	Not Answered	
	<ul style="list-style-type: none"> <li>● Current date and time</li> </ul>		
	<ul style="list-style-type: none"> <li>● Operator ID</li> </ul>		
<ul style="list-style-type: none"> <li>● Workstation ID</li> </ul>			
775	The following time stamps are recorded and associated with an event, at a minimum:	Not Answered	
	<ul style="list-style-type: none"> <li>● Time call received at the tandem (ring time)</li> </ul>		
	<ul style="list-style-type: none"> <li>● Time call received at the PSAP</li> </ul>		
	<ul style="list-style-type: none"> <li>● Time call answered at the PSAP</li> </ul>		
	<ul style="list-style-type: none"> <li>● Start of event entry form</li> </ul>		
	<ul style="list-style-type: none"> <li>● Addition of an event to the pending list</li> </ul>		
	<ul style="list-style-type: none"> <li>● Transfer of the call</li> </ul>		
	<ul style="list-style-type: none"> <li>● First view of event by dispatcher</li> </ul>		
	<ul style="list-style-type: none"> <li>● Digital voice announcement start time</li> </ul>		
	<ul style="list-style-type: none"> <li>● Unit dispatch time</li> </ul>		
	<ul style="list-style-type: none"> <li>● Unit status changes</li> </ul>		
	<ul style="list-style-type: none"> <li>● Time of patient contact</li> </ul>		
	<ul style="list-style-type: none"> <li>● Advanced Life Support (ALS) on-scene (marks the transfer of patient care officially to an EMS crew)</li> </ul>		
	<ul style="list-style-type: none"> <li>● Water on the fire</li> </ul>		
	<ul style="list-style-type: none"> <li>● Fire under control</li> </ul>		
	<ul style="list-style-type: none"> <li>● Event under control</li> </ul>		
	<ul style="list-style-type: none"> <li>● Time event closed</li> </ul>		
	<ul style="list-style-type: none"> <li>● Each time a change is made to the event</li> </ul>		
	<ul style="list-style-type: none"> <li>● Time that call entered into Locution (automated dispatching program)</li> </ul>		
	<ul style="list-style-type: none"> <li>● Event dispatch time</li> </ul>		
	<ul style="list-style-type: none"> <li>● Event status changes</li> </ul>		
<ul style="list-style-type: none"> <li>● Each time a remark is added to the event</li> </ul>			
<ul style="list-style-type: none"> <li>● Each time a remark is added to the unit</li> </ul>			
<ul style="list-style-type: none"> <li>● Each time a timer is activated</li> </ul>			
<ul style="list-style-type: none"> <li>● Each time a timer is reset</li> </ul>			

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>Premises information viewed</li> </ul>		
776	The following timers are provided by the system:	Not Answered	
	<ul style="list-style-type: none"> <li>Elapsed time of an event in the pending list</li> </ul>		
	<ul style="list-style-type: none"> <li>Dispatcher initial event view to dispatch of first unit</li> </ul>		
	<ul style="list-style-type: none"> <li>Initial dispatch to first unit to arrive on-scene</li> </ul>		
	<ul style="list-style-type: none"> <li>Initial dispatch of a wrecker to arrive on-scene</li> </ul>		
	<ul style="list-style-type: none"> <li>Elapsed time of units on-scene (Personnel Accountability Report [PAR] check)</li> <li>Elapsed time a unit is on-scene without communication to dispatch (responder safety)</li> </ul>		
777	The system allows the creation of agency-defined time stamps.	Not Answered	
778	The system allows the creation of agency-defined timers using defined time stamps.	Not Answered	
779	A respective agency can determine the length of time that a timer will be active before notifying the operator.	Not Answered	
780	The system provides an audible (optional through system configuration) and visual notification to an operator when an event timer exceeds a predetermined time period in a status.	Not Answered	
781	The visual notification for the event timer is displayed on the event's map icon.	Not Answered	
782	The event status timer's time periods are established and maintained by the agency.	Not Answered	
783	Event status timer can vary by event type code.	Not Answered	
784	Event status timer can vary by event priority.	Not Answered	
785	The system allows an operator to reset the timer operation for any event- or unit-related timer, with the following conditions:	Not Answered	
	<ul style="list-style-type: none"> <li>The timer restarts at 0.</li> </ul>		
	<ul style="list-style-type: none"> <li>Notifications are reset.</li> </ul>		
	<ul style="list-style-type: none"> <li>An operator can select a default time period or specify a time period.</li> <li>Timer resets are recorded in the event history.</li> </ul>		
786	The system allows an operator to disregard the timer operation for any event- or unit-related timer, with the following conditions:	Not Answered	
	<ul style="list-style-type: none"> <li>The timer continues to run.</li> </ul>		
	<ul style="list-style-type: none"> <li>Future notifications can be turned off.</li> <li>Future notifications can be reset (snooze).</li> </ul>		
787	The system tracks time in status for each unit separately.	Not Answered	
788	The system allows each unit to be dynamically assigned different time-out values.	Not Answered	
	<b>Units</b>		
	<b>Unit Type</b>		
789	The system supports the association of a unit type to a unit ID.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
790	The agency can create and maintain unit types.	Not Answered	
	<b>Unit Login</b>		
791	A unit may be logged on and off as necessary.	Not Answered	
792	A unit may be logged on, but out of service.	Not Answered	
793	The system allows groups of units to be logged on and off with a single function.	Not Answered	
794	While logging a unit on, an operator may specify:	Not Answered	
	<ul style="list-style-type: none"> <li>• The officer ID(s) to be associated with the unit; this activity will override (but not replace) any previously entered roster entries for that tour of duty</li> </ul>		
	<ul style="list-style-type: none"> <li>• Special equipment (e.g., special weapons, driving under the influence [DUI] kits)</li> <li>• Mobile device ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• District/Beat (unit will auto transfer to correct dispatcher)</li> </ul>		
795	If a unit is logged on with a designated district/beat, the system automatically assigns the unit to the appropriate dispatcher.	Not Answered	
796	If a unit is logged on with a designated district/beat, the system automatically displays the unit on the appropriate dispatcher's workstation.	Not Answered	
797	The system allows unit staffing, weapons, and equipment to be updated by an operator while the unit is logged on.	Not Answered	
798	The system allows the unit data table information to be updated at any time by authorized personnel.	Not Answered	
	<b>Unit Recommendation</b>		
799	The number and types of units recommended are determined by:	Not Answered	
	<ul style="list-style-type: none"> <li>• Location</li> </ul>		
	<ul style="list-style-type: none"> <li>• Event type code</li> </ul>		
	<ul style="list-style-type: none"> <li>• Unit capability</li> </ul>		
	<ul style="list-style-type: none"> <li>• Event location/area</li> </ul>		
	<ul style="list-style-type: none"> <li>• Manpower available with unit</li> </ul>		
	<ul style="list-style-type: none"> <li>• Skills assigned to individual crew members</li> <li>• Agency</li> </ul>		
800	There is no limit to the number of units that may be selected for recommendation to an event.	Not Answered	
801	There is no limit to the number of units that may be dispatched to an incident. All units are tracked individually.	Not Answered	
802	If a unit under consideration for a recommendation is not available, the system automatically selects the next most reasonable unit from the predetermined run card as a substitute.	Not Answered	
803	If a unit under consideration for a recommendation is not available, the system automatically selects the next closest and reasonable unit from the available units list as a substitute.	Not Answered	
804	A substitute unit is selected using algorithms determined by the agency.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
805	When considering unit capabilities in developing a recommendations list, the system is capable of referencing an ordered list of unit capabilities and prioritizing the selection of a unit using the ordered list.	Not Answered	
806	The system will use the AVL location when developing a recommendations list.	Not Answered	
807	The system will use predetermined run cards when developing a recommendations list.	Not Answered	
808	The system will present both the AVL recommendation list and the run card recommendation list to the dispatcher.	Not Answered	
809	AVL may be used to develop recommendation lists for all disciplines.	Not Answered	
810	If AVL is employed, the system may recommend a substitute for a run card recommended unit if the substituted unit is the closer unit of the needed unit type, accounting for road conditions, obstacles, interstate access, and interstate lane direction.	Not Answered	
811	The system supports the following factors in unit recommendation:	Not Answered	
	• AVL location		
	• Agency-defined response zones/beats/boxes		
	• Agency-defined station order responses		
	• Agency-defined responses		
	• Agency-defined location or premises classifications		
	• Agency-defined equipment or apparatus types		
	• Special equipment		
	• Unit type		
	• AVL location and duty type		
	• Minimum staffing		
	• Split crew		
	• Cross-staffing		
	• Unit capabilities		
• Skills assigned to individual crew members			
812	The system provides the capability to designate apparatus in a shared crew/cross-staff configuration with any number of units.	Not Answered	
813	The system can implement temporary capability assignments for units.	Not Answered	
814	If AVL is employed, the system considers neighboring jurisdictions' box assignments (Fire) for mutual aid responses.	Not Answered	
815	The operator can accept the complete list of system-recommended units using a function key, key stroke, or mouse click.	Not Answered	
816	The operator can select any units from the recommended units list for dispatch.	Not Answered	
817	The system allows for recommendation of units by alarm level.	Not Answered	
818	The system supports multiple alternate dispatch recommendation modes to be used as determined by agency (e.g., severe weather, special events).	Not Answered	

**Attachment A - Wake County - Computer Aided Dispatch Specifications**

<b>Spec ID</b>	<b>Specification Description</b>	<b>Response</b>	<b>Additional Comments</b>
819	The system is capable of toggling between standard and alternate response modes.	Not Answered	
820	The system recommends units for dispatch using special equipment as a selection parameter.	Not Answered	
821	The system can recommend units that are assigned (enroute or on-scene) on lower priority incidents to incidents of a higher priority. The incidents available for pre-emption from a lower priority can be defined by the system administrator.	Not Answered	
822	The system allows the recommendation of supervisors to specific event types.	Not Answered	
823	An operator can manually enter any valid unit ID or multiple unit IDs for assignment on an event; including IDs not on the recommended units list.	Not Answered	
824	An operator can return the event to the pending list without making a unit assignment.	Not Answered	
825	The system allows for the addition of units to an event.	Not Answered	
826	The system can dispatch additional units to an incident from the command line, an incident dispatch form, or using drag and drop from the available units list functionality.	Not Answered	
827	The system allows the dispatcher to request additional units from the system based on capabilities assigned to a unit.	Not Answered	
828	As units are added to an event, the system recognizes when the assigned units reach an upgraded alarm level. The system adds a notation to the event, but will not change the existing alarm level.	Not Answered	
829	The system has the ability to configure and designate mutual aid responses.	Not Answered	
830	The system can formulate location-specific recommendations.	Not Answered	
831	The system can adjust the recommendation list and account for:	Not Answered	
	• Time of day		
	• Unit availability		
	• Special skills assigned to responders currently assigned to the unit		
	• Special equipment assigned to the unit		
	• Closest units to the event location		
	• Units already assigned to the event		
• Alternate recommendation modes (e.g., storm mode)			
832	The system can display extended unit recommendations in addition to the initial recommendation (e.g., next alarm level).	Not Answered	
833	The system logs the recommendations displayed for the user in the incident's history, whether dispatched or substituted.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
834	The system provides an alert to the dispatcher when a closer unit becomes available for dispatch in the time from recommendation list creation to dispatch until the unit arrives on-scene. The determination is based on time and distance.	Not Answered	
	<b>Unit Activity</b>		
835	The system allows units assigned to separate events to exchange assignments without creating a new event.	Not Answered	
836	The system updates all log files when units are exchanged.	Not Answered	
837	The assignment of a unit to an event can be restricted to the operator responsible for the unit.	Not Answered	
838	The system can allow the assignment of a unit by an operator not responsible for the unit, with authorization from the operator responsible for the unit.	Not Answered	
839	When a unit exchange function is executed, the system seeks any required authorization from the responsible operators prior to the exchange.	Not Answered	
840	The system allows units to be placed on-duty from a pre-formatted screen.	Not Answered	
841	The system allows units to be placed on-duty from a command line.	Not Answered	
842	The on-duty entry can include the unit crew assignment.	Not Answered	
843	The system supports a temporary unit feature (up to eight-character unit number), allowing units that are not predefined in the system or not on-duty to be placed on-duty and dispatched via a single function.	Not Answered	
844	Once created, the temporary unit has all the characteristics of a defined unit until removed.	Not Answered	
845	When the temporary unit logs off, the temporary unit is removed from the system.	Not Answered	
846	If an officer ID number being assigned to a unit already has an assignment, the system prompts the operator to either change the officer ID number to the new assignment or maintain the old assignment.	Not Answered	
847	When an assignment is closed, the system maintains the officer ID number(s) associated with the assignment for audit purposes.	Not Answered	
848	The system allows the name of a ride-along to be entered at unit sign-on. Multiple rider names can be added to a unit.	Not Answered	
849	The system can assign vehicles to individual officers and maintains that vehicle assignment through shift changes.	Not Answered	
850	The system provides notifications to the operators responsible for the individual units involved in the exchange on completion of the exchange.	Not Answered	
851	The system allows an assigned unit and an unassigned unit to be exchanged without creating a new event.	Not Answered	
852	A single unit or multiple units can be assigned to an event:	Not Answered	
	<ul style="list-style-type: none"> <li>• By selection as part of a recommended unit list</li> </ul>		
	<ul style="list-style-type: none"> <li>• As a parameter of a function entered on a command line</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>By drag and drop from a list of available units</li> </ul>		
853	A unit may be unassigned and unavailable for assignment.	Not Answered	
854	A unit may be assigned to backup or assist another unit.	Not Answered	
855	A unit may be placed out-of-service and not available for assignment.	Not Answered	
856	A unit may be "pre-assigned" to an event.	Not Answered	
857	When a unit clears its assignment, it can be automatically dispatched to the next "pre-assigned" incident.	Not Answered	
858	The responsibility area for a unit may be transferred from one area of responsibility (e.g., precinct, countywide) to another.	Not Answered	
859	Units may be assigned to multiple areas of responsibility (e.g., multiple beats, countywide).	Not Answered	
860	The system is capable of establishing a geofence related to an event location. All active units within the geofence will receive an advisory notification by the system that the unit is within the geofence.	Not Answered	
861	The system allows one unit to cover the assigned area of another unit.	Not Answered	
862	The system allows remarks to be added to the unit (specifically) by an operator.	Not Answered	
863	The system provides the capability to capture an odometer reading, when:	Not Answered	
	<ul style="list-style-type: none"> <li>A unit comes on-duty</li> </ul>		
	<ul style="list-style-type: none"> <li>A unit goes off-duty</li> </ul>		
	<ul style="list-style-type: none"> <li>Unit status changes</li> </ul>		
	<ul style="list-style-type: none"> <li>Upon initiation of unit transport</li> </ul>		
	<ul style="list-style-type: none"> <li>Upon arrival of unit transport</li> </ul>		
<b>Unit Record Data Elements</b>			
864	The system supports a central unit table for the creation of unit IDs.	Not Answered	
865	The system unit record contains the following elements:	Not Answered	
	<ul style="list-style-type: none"> <li>Unit ID (between 4 and 10 characters)</li> </ul>		
	<ul style="list-style-type: none"> <li>Unit type(s), i.e., a unit may be characterized as more than one type</li> </ul>		
	<ul style="list-style-type: none"> <li>Capabilities</li> </ul>		
	<ul style="list-style-type: none"> <li>Number of personnel assigned to the unit</li> </ul>		
	<ul style="list-style-type: none"> <li>Personnel assigned</li> </ul>		
	<ul style="list-style-type: none"> <li>Push-to-talk ID</li> </ul>		
	<ul style="list-style-type: none"> <li>Vehicle ID</li> </ul>		
	<ul style="list-style-type: none"> <li>Mobile device ID</li> </ul>		
	<ul style="list-style-type: none"> <li>Radio talkgroup</li> </ul>		
	<ul style="list-style-type: none"> <li>Special equipment</li> </ul>		
	<ul style="list-style-type: none"> <li>Area designation</li> </ul>		
	<ul style="list-style-type: none"> <li>Zone designation</li> </ul>		
	<ul style="list-style-type: none"> <li>Home assignment</li> </ul>		
<ul style="list-style-type: none"> <li>Controlled/Uncontrolled</li> </ul>			
<ul style="list-style-type: none"> <li>Notes</li> </ul>			

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
866	The system supports the ability to assign an unlimited number of capabilities to a unit.	Not Answered	
	<b>Unit Status</b>		
867	Unit status may be updated using a function executed on the command line.	Not Answered	
868	Unit status may be updated using a form.	Not Answered	
869	Unit status may be updated using a mouse.	Not Answered	
870	Unit status may be updated from the integrated map.	Not Answered	
871	Unit status may be updated from the mobile device.	Not Answered	
872	The system allows comment information to be entered during unit status updates.	Not Answered	
	<ul style="list-style-type: none"> <li>• Unit status comment information is logged in the unit history.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Unit status comment information is logged in the event record, if the unit is assigned to an incident.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Unit status comment information can be added from the mobile client.</li> </ul>		
873	Unit status record elements are as follows:	Not Answered	
	<ul style="list-style-type: none"> <li>• Unit ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Status code</li> </ul>		
	<ul style="list-style-type: none"> <li>• Date/time of status</li> </ul>		
	<ul style="list-style-type: none"> <li>• User ID of person entering the status</li> </ul>		
	<ul style="list-style-type: none"> <li>• X/Y coordinates of vehicle when unit status is recorded</li> </ul>		
874	The CAD system allows the definition of the following types of unit status parameters:	Not Answered	
	<ul style="list-style-type: none"> <li>• Special status colors</li> </ul>		
	<ul style="list-style-type: none"> <li>• Allowing a unit to be available for dispatch while in a status</li> </ul>		
	<ul style="list-style-type: none"> <li>• Allowing a unit to be available for recommendation while in a status</li> </ul>		
	<ul style="list-style-type: none"> <li>• Time allowed in a status</li> </ul>		
875	The status of multiple units assigned to an event may be updated with a single command.	Not Answered	
876	The system allows a respective agency to create and maintain unit status codes.	Not Answered	
877	Unit status is reflected on the unit ID display on the status display.	Not Answered	
878	The unit status indicator for the map and the status display can be the same color.	Not Answered	
	The following unit status codes may be assigned to a unit:	Not Answered	
	<ul style="list-style-type: none"> <li>• Available</li> </ul>		
	<ul style="list-style-type: none"> <li>• Dispatched – not enroute</li> </ul>		
	<ul style="list-style-type: none"> <li>• Enroute</li> </ul>		
	<ul style="list-style-type: none"> <li>• At station – available</li> </ul>		
	<ul style="list-style-type: none"> <li>• At station – not available</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
879	<ul style="list-style-type: none"> <li>● Staging – available</li> </ul>	Not Answered	
	<ul style="list-style-type: none"> <li>● Staging – not available</li> </ul>		
	<ul style="list-style-type: none"> <li>● On-scene, in area (area determined by the agency)</li> </ul>		
	<ul style="list-style-type: none"> <li>● On-scene/Arrived</li> </ul>		
	<ul style="list-style-type: none"> <li>● Patient contact</li> </ul>		
	<ul style="list-style-type: none"> <li>● Initial hospital contact</li> </ul>		
	<ul style="list-style-type: none"> <li>● Enroute to hospital</li> </ul>		
	<ul style="list-style-type: none"> <li>● Arrived at hospital</li> </ul>		
	<ul style="list-style-type: none"> <li>● Enroute to move-up</li> </ul>		
	<ul style="list-style-type: none"> <li>● Arrived at move-up</li> </ul>		
	<ul style="list-style-type: none"> <li>● Pre-empting</li> </ul>		
	<ul style="list-style-type: none"> <li>● Exchanged</li> </ul>		
	<ul style="list-style-type: none"> <li>● Transporting</li> </ul>		
	<ul style="list-style-type: none"> <li>● Transport complete</li> </ul>		
	<ul style="list-style-type: none"> <li>● Back in quarters</li> </ul>		
	<ul style="list-style-type: none"> <li>● Out-of-service</li> </ul>		
	<ul style="list-style-type: none"> <li>● Out-of-service – training</li> </ul>		
	<ul style="list-style-type: none"> <li>● Motor vehicle (out-of-service due to vehicle problem)</li> </ul>		
	<ul style="list-style-type: none"> <li>● Equipment (available, picking up equipment)</li> </ul>		
	<ul style="list-style-type: none"> <li>● Signal Q (radio traffic held)</li> </ul>		
	<ul style="list-style-type: none"> <li>● OK (OK for routine radio traffic)</li> </ul>		
<ul style="list-style-type: none"> <li>● Report</li> </ul>			
<ul style="list-style-type: none"> <li>● Cleared – available</li> </ul>			
<ul style="list-style-type: none"> <li>● Cleared – not available</li> </ul>			
<ul style="list-style-type: none"> <li>● On break – available</li> </ul>			
<ul style="list-style-type: none"> <li>● On break – not available</li> </ul>			
<ul style="list-style-type: none"> <li>● Off-duty</li> </ul>			
880	The system provides the capability to enter odometer reading when entering transport status code.	Not Answered	
881	The system provides the capability to enter odometer reading when entering transport complete status code.	Not Answered	
882	The system allows unit status codes to be defined by the agency.	Not Answered	
883	The system is capable of establishing an enroute geofence for a location (e.g., fire station).	Not Answered	
884	Unit enroute status can be automatically set when a vehicle moves a predetermined distance (geofence) from the location when dispatched (e.g., the fire vehicle moves 50 feet from the station after being dispatched).	Not Answered	
885	The system is capable of establishing an arrived geofence for a location (e.g., incident location, other locations).	Not Answered	
886	Unit arrived status times may be automatically set when the unit assigned to a call enters a proximity zone (geofence) of the location of the incident.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
887	Unit arrived status times may be automatically set when the unit assigned to a call enters a proximity zone (geofence) of a location (e.g., jail, hospital).	Not Answered	
888	The size of the proximity zone is determined by the agency.	Not Answered	
889	The system differentiates unit status using color.	Not Answered	
890	The colors associated with unit status can be assigned and maintained by the agency.	Not Answered	
891	Unit status is reflected on the display of the unit icon on the map.	Not Answered	
892	Unit status, when displayed on the map, is distinguished by color.	Not Answered	
893	The color representing each unit status on the map can be determined and maintained by the agency.	Not Answered	
894	The system provides the ability of distinguishing unit status visually with other than color (to accommodate color blindness).	Not Answered	
895	The system provides the ability for an operator to add comments/remarks to the unit status record.	Not Answered	
896	The system allows off-duty units to be tracked for off-duty employment.	Not Answered	
897	The system allows off-duty units to be recommended for assignment (e.g., the off-duty unit can be assigned to a high priority event at the discretion of the operator).	Not Answered	
898	Unit status records are exportable to an interfaced RMS module.	Not Answered	
899	Unit status records are exportable to a Comma Separated Variable format file.	Not Answered	
	<b>Unit Status Timer</b>		
900	The system provides an audible (optional using system configuration) and visual notification to an operator when a unit exceeds a predetermined time period in a status.	Not Answered	
901	The following unit status timers are enabled:	Not Answered	
	<ul style="list-style-type: none"> <li>• Dispatched – the length of time in the dispatched status to marking enroute or arrived/on-scene</li> </ul>		
	<ul style="list-style-type: none"> <li>• Enroute – from dispatch to arrived/on-scene</li> </ul>		
	<ul style="list-style-type: none"> <li>• Arrived – the length of time from on-scene to clear</li> </ul>		
	<ul style="list-style-type: none"> <li>• Unit safety/well-being timer – length of time established by the agency</li> </ul>		
	<ul style="list-style-type: none"> <li>• PAR check</li> <li>• Operator-enabled timers</li> </ul>		
902	Visual notification for the unit timer is displayed for the unit's map icon.	Not Answered	
903	Visual notification for unit timer triggering includes blinking of the unit ID or map icon.	Not Answered	
904	Unit status timer time periods are established and maintained by the agency.	Not Answered	
905	If a mobile device is associated with the unit and a wellness check unit timer trigger is activated for that unit, the system passes the notification to the mobile device of the associated unit.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
906	Unit status timer can vary by event type code.	Not Answered	
907	Unit status timer can vary by unit status code.	Not Answered	
908	An operator can reset the timer for any unit.	Not Answered	
	<ul style="list-style-type: none"> <li>• The timer restarts at 0.</li> <li>• Notifications are reset.</li> </ul>		
	An operator can disregard the timer for any unit.		
	<ul style="list-style-type: none"> <li>• The timer continues to run.</li> <li>• Future notifications can be turned off.</li> <li>• Future notifications can be reset (snooze).</li> </ul>		
<b>Unit Pre-emption</b>			
909	A unit can be pre-empted from an assigned event. The unit is then available for assignment.	Not Answered	
910	A unit can be pre-empted from an assigned event and reassigned to a different event with a single command.	Not Answered	
911	A unit that has been pre-empted from an assigned event and reassigned to a different event may be marked as arrived status without having to be "dispatched" to the reassigned event.	Not Answered	
912	A unit pre-empted from an event may have that event placed in the unit's event stack, as determined by the operator.	Not Answered	
913	If all units assigned to an event are pre-empted, the event is placed back on the pending events list. This event is flagged as one previously dispatched.	Not Answered	
914	Pre-empted units are tracked in the event record/audit trail.	Not Answered	
<b>Unit Move-up/Cover</b>			
915	The system supports cover assignments where one unit is recommended for the assignments of another unit.	Not Answered	
916	The system automatically recommends cover assignment under circumstances determined by the agency.	Not Answered	
917	The system allows cover assignments to be manually created with a CAD command.	Not Answered	
918	The system visually notates a unit in a cover assignment status on the unit status monitor lists.	Not Answered	
919	Units put into a covering status are recommended from the station for which they are covering.	Not Answered	
920	The system supports move-up assignments where one unit is moved to the station of another unit to fill gaps in coverage.	Not Answered	
921	The system automatically recommends move-up assignments under circumstances determined by the agency.	Not Answered	
922	The system allows move-up assignments to be manually created with a CAD command.	Not Answered	
923	The system creates a CAD event for a move up/cover.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
924	The system visually notates a unit in a move-up assignment status on the unit status monitor lists.	Not Answered	
925	Units put into a move-up status are recommended from the station to which they have been moved.	Not Answered	
926	Units that are moved-up can be automatically returned to their home station upon clearing of the event/call that required the move-up, or manually returned, at the discretion of the operator.	Not Answered	
927	The system provides for individual dispatcher discretion to allow override of cover and move-up recommendations.	Not Answered	
928	The system provides a visual alert that units involved in a move-up recommendation have returned to service.	Not Answered	
929	A command is available to return moved-up or cover units to original/primary station.	Not Answered	
<b>Primary Units</b>			
930	The system can automatically assign a unit as the primary unit for an event based on agency requirements.	Not Answered	
931	An operator can assign a unit to be the primary unit for an event.	Not Answered	
932	An operator can change the primary unit during an event with a single command.	Not Answered	
933	The system records the change of primary unit in the event record.	Not Answered	
934	The system supports a visual indication of the primary unit on the active event display.	Not Answered	
935	The system supports a visual indication of the primary unit on the unit display.	Not Answered	
936	The primary unit is responsible for the report, if a report is required.	Not Answered	
937	The primary unit requires a disposition when cleared, if a disposition is required.	Not Answered	
938	The primary unit designated for an event may be changed from a mobile device.	Not Answered	
<b>Cleared Units</b>			
939	A single unit can be cleared from an event.	Not Answered	
940	Cleared units are available for assignment.	Not Answered	
941	A unit may be cleared from an event and held as not available for assignment.	Not Answered	
942	A unit may be cleared no matter what status it is currently with a single command.	Not Answered	
943	Multiple units can be cleared from an event with a single command.	Not Answered	
944	All units may be cleared from an event with a single command.	Not Answered	
945	When all units are cleared from an event, the event automatically initiates the event close process.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
946	When units from multiple agencies clear an event, the agency follows their process for assigning disposition.	Not Answered	
947	Each event must include a disposition code on closure.	Not Answered	
	<b>Unit Disposition Code</b>		
948	Unit disposition codes are created and maintained by the agency.	Not Answered	
949	A unit disposition code is added to the unit record on clearance of a call by a unit.	Not Answered	
950	A unit disposition code can be required depending on the event type of the event, as determined by the agency.	Not Answered	
951	Each unit assigned to an event may record a disposition code.	Not Answered	
952	The system allows multiple disposition codes per unit.	Not Answered	
953	The system allows multiple report disposition codes per event.	Not Answered	
	<b>Wrecker Rotation</b>		
954	The system provides a method for creating and maintaining a list used for rotating external services (e.g., wrecker company rotation plans).	Not Answered	
955	The wrecker rotation cycle list can utilize wrecker capabilities as a parameter of selection (e.g., hazmat-qualified).	Not Answered	
956	Wrecker capabilities are stored and maintained in the wrecker rotation dataset.	Not Answered	
957	The agency can create and maintain a list of wrecker companies to include on the rotation plan.	Not Answered	
958	The system allows for the development of a separate wrecker company recommendation plan based on wrecker coverage polygons.	Not Answered	
959	Wrecker company rotation plans can be based on location.	Not Answered	
960	The system can automatically recommend a wrecker company from the wrecker company rotation list.	Not Answered	
961	Wrecker assignment can be made from a mobile device.	Not Answered	
962	The system can establish a "tow request" button on a mobile device event form to initiate the wrecker rotation recommendation function.	Not Answered	
963	The system will send a confirmation message to the requesting mobile device when a wrecker has been dispatched using a "tow request" button.	Not Answered	
964	The system can establish a "wrecker arrive" button on a mobile device event form to indicate wrecker arrival on-scene.	Not Answered	
965	The wrecker company selection is based on a wrecker company rotation cycle as determined by the jurisdiction of the requesting unit.	Not Answered	
966	The system can display the wrecker rotation list when requested by an operator.	Not Answered	
967	An operator may override the recommended wrecker company selection.	Not Answered	
968	The selection of a wrecker company may be based on the length of time since the unit was last assigned.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
969	The system allows an operator to remove/suspend a wrecker company from the wrecker rotation list for an agency-determined period of time.	Not Answered	
970	The system allows an operator to select if a wrecker stays at top of a wrecker rotation or select a wrecker company to go to the bottom of the wrecker rotation list, depending on circumstances.	Not Answered	
971	The system allows a wrecker to remain on the top of the list if the need for the wrecker is cancelled during the event.	Not Answered	
972	The system will assign unit status times to wrecker dispatches.	Not Answered	
973	The system is capable of tracking the time between a wrecker notification and arrival on-scene.	Not Answered	
974	The operator can assign a disposition to a wrecker assignment.	Not Answered	
975	The system creates an audit log entry for wrecker assignments.	Not Answered	
976	An operator can print the wrecker company assignment logs.	Not Answered	
977	An operator can electronically deliver (email) the wrecker company assignment logs.	Not Answered	
978	The system can establish a link to the wrecker company contact telephone number and dials the company if the telephone link is selected by an operator.	Not Answered	
979	The system allows an operator to manually assign/override wrecker company selection.	Not Answered	
<b>Contractor Rotation</b>			
980	The system supports a module for rotating contractor or support personnel.	Not Answered	
981	The system supports the temporary removal of a contractor from a rotation.	Not Answered	
982	The system supports the request for a contractor from a person or vehicle record.	Not Answered	
983	The system supports the ability to cancel a contractor request.	Not Answered	
984	The system supports storage of information about a contractor request within the incident record.	Not Answered	
<b>BOLO Messages</b>			
985	The entry of a BOLO can occur via a form or via command line.	Not Answered	
986	A BOLO can include information on persons or vehicles.	Not Answered	
987	Any CAD workstation can perform the following with regards to BOLO messages:	Not Answered	
	• Create		
	• Modify		
	• Display		
	• Delete		
	• Print		
• Save a version of a BOLO for electronic distribution (e.g., email).			
988	The system can restrict the ability to delete a BOLO.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
989	The system provides the ability to send a BOLO to groups of workstations or individual workstations.	Not Answered	
990	A BOLO can be specified as local to the jurisdiction of the event or countywide.	Not Answered	
991	A BOLO can be tied to an event.	Not Answered	
992	The workstation ID and operator ID initiating the BOLO are included with the message.	Not Answered	
993	The active BOLO list can be displayed.	Not Answered	
994	An operator can select an active BOLO from the list to view the details.	Not Answered	
995	The system supports the automatic query of active BOLO data whenever a person or vehicle is entered into the system.	Not Answered	
996	When searching active BOLO data, the system searches by:	Not Answered	
	<ul style="list-style-type: none"> <li>• Vehicle tag ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• Subject information</li> <li>• Vehicle identifier (e.g., make, model)</li> </ul>		
997	A BOLO can have an expiration date and time.	Not Answered	
998	The system can automatically expire BOLOs based on the expiration date.	Not Answered	
999	An operator can manually mark a BOLO expired.	Not Answered	
1000	A BOLO can be canceled by an authorized operator.	Not Answered	
1001	A BOLO can be terminated by an authorized operator from an authorized workstation.	Not Answered	
1002	A BOLO message includes:	Not Answered	
	<ul style="list-style-type: none"> <li>• Date and time</li> </ul>		
	<ul style="list-style-type: none"> <li>• Initiating operator ID and workstation ID</li> </ul>		
	<ul style="list-style-type: none"> <li>• BOLO message</li> </ul>		
	<ul style="list-style-type: none"> <li>• Expiration date</li> </ul>		
	<ul style="list-style-type: none"> <li>• Date and time terminated</li> <li>• Terminating operator ID and workstation ID</li> </ul>		
1003	The BOLO messages can be searched by any field of the message.	Not Answered	
1004	A BOLO message can be printed.	Not Answered	
1005	A summary list of BOLOs can be printed.	Not Answered	
	The BOLO summary list can be limited by:		
1006	<ul style="list-style-type: none"> <li>• Active</li> </ul>	Not Answered	
1007	<ul style="list-style-type: none"> <li>• Closed/expired</li> </ul>	Not Answered	
1008	<ul style="list-style-type: none"> <li>• Date range</li> </ul>	Not Answered	
1009	BOLO data is available for inquiry, retrieval, and reports.	Not Answered	
1010	If active, the BOLO will be retained on the BOLO list until closed or expired.	Not Answered	
1011	The BOLO list is available to mobile devices.	Not Answered	
1012	The system supports the distribution of BOLO messages.	Not Answered	
	The distribution of BOLO messages includes the following:		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1013	• All users	Not Answered	
	• A selection of users		
	• Mobile devices		
	• Units		
1014	A BOLO message can be scheduled for redistribution, if still active (e.g., an active BOLO message can be redistributed every four hours).	Not Answered	
<b>Integrated Mapping</b>			
1015	An operator can initiate an event, using a mouse click on the map, with the map pointer as the location.	Not Answered	
1016	The system supports a single map data structure for use across all components of the system.	Not Answered	
1017	The event created from the map can use the map location as the event location.	Not Answered	
1018	The event created from the map can use an address point as the event location.	Not Answered	
1019	The event created from the map can use a Common Place as the event location.	Not Answered	
1020	An event created from a map can default to the closest intersection.	Not Answered	
1021	The system supports the assignment of units to events by drag and drop of the units from the available unit list to the event displayed on the map.	Not Answered	
1022	The system supports map overlays developed by the user agencies.	Not Answered	
1023	The system supports the following overlays, at a minimum:	Not Answered	
	• Digital orthophotography		
	• Pictometry		
	• Parcel		
	• Parks		
	• Building footprints		
	• Agency-developed map layers		
	• Waterways		
	• Agency-developed polygons (e.g., police precincts, agency response areas)		
	• Political boundaries		
	• Insurance boundaries		
	• Neighborhoods		
	• Hydrants		
	• Railroad lines		
• Communication towers (e.g., cell phone, commercial broadcast)			
• Live CATV camera locations (e.g., traffic cameras, security cameras).			
1024	The system is capable of displaying map layers that are updated live from external sources, at a minimum:	Not Answered	
	• Weather (live updates)		
	• Flooding (live updates)		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
	<ul style="list-style-type: none"> <li>Out-of-service hydrants (live updates)</li> </ul>		
1025	The system provides the ability to toggle layers on/off at the operator's discretion.	Not Answered	
1026	The integrated CAD map can utilize the map for the entire county.	Not Answered	
1027	The system supports multiple maps to be displayed in separate windows simultaneously.	Not Answered	
1028	The system allows the operator to toggle between multiple maps.	Not Answered	
1029	The integrated map will displays status changes to the map automatically, not requiring a manual refresh of the map.	Not Answered	
1030	Authorized agency users can update the service status (in-service/out-of-service) of hydrants on the hydrant layer.	Not Answered	
1031	The CAD map system can integrate any maps loaded regardless of jurisdictional boundaries.	Not Answered	
1032	When clicking on a camera location icon on the CATV camera location map layer, the system is capable of displaying the live camera stream of that camera in a pop-up window.	Not Answered	
1033	The map system operates with the same keyboard and mouse function as CAD.	Not Answered	
1034	The map displays active events.	Not Answered	
1035	The map displays pending events.	Not Answered	
1036	The map symbols representing events and units are configurable by the agency.	Not Answered	
1037	The map system displays all units within the map view.	Not Answered	
1038	The map system displays the live location of all units within the map view.	Not Answered	
1039	The map symbols distinguish between function, events, and units by color and shape.	Not Answered	
1040	The map symbols representing units distinguish unit status (e.g., enroute, arrived, available).	Not Answered	
1041	Unit status representations (e.g., color, symbology) on the map match status representations used on the CAD status monitors.	Not Answered	
1042	An operator can display detail information about an event or unit by selecting the representative icon displayed on the map.	Not Answered	
1043	An operator can display the coordinates of a map location by a mouse click on the desired map position.	Not Answered	
1044	An operator can perform event-related functions (e.g., update event information, add remarks) from an event form by selecting the representative event icon displayed on the map.	Not Answered	
1045	The system support the ability to visually notate available premises information and link to appropriate documents via a single map click.	Not Answered	
1046	The system supports the ability to select unit(s) and have the map automatically size to display the requested units' icons within the map.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1047	With AVL enabled, the map automatically pans to follow a unit selected by an operator.	Not Answered	
1048	Map overlays may be toggled on and off by an operator.	Not Answered	
1049	The system accepts location information based on Federal Communications Commission (FCC) Wireless Phase I and Phase II standards.	Not Answered	
1050	The system displays the location of Wireless Phase I and Phase II callers.	Not Answered	
1051	An operator can perform a map location lookup based on the following:	Not Answered	
	<ul style="list-style-type: none"> <li>● Validated civic address</li> </ul>		
	<ul style="list-style-type: none"> <li>● Validated intersection</li> </ul>		
	<ul style="list-style-type: none"> <li>● Geographic coordinates (e.g., latitude/longitude)</li> </ul>		
	<ul style="list-style-type: none"> <li>● Mouse click on the map</li> </ul>		
<ul style="list-style-type: none"> <li>● Validated Common Place name</li> </ul>			
1052	When initiating an event from a mouse click on the map, the system will present the operator choices of the closest valid addresses to the map click location to choose as the address to validate, but the point on the map will remain at the point selected. Please describe the process used to interpolate addresses both along street segments and in open areas.	Not Answered	
1053	The system links files to map structures (e.g., photos, PDFs, audio).	Not Answered	
1054	The system creates links to the Web via points on the map.	Not Answered	
1055	The system creates, stores, and executes hyperlinks.	Not Answered	
1056	The system toggles feature annotation.	Not Answered	
1057	An operator can pan and zoom the map view.	Not Answered	
1058	An operator can zoom using the scroll button on the mouse.	Not Answered	
1059	The map zoom levels are defined by the agency.	Not Answered	
1060	The map zoom levels are able to be defined by the agency by municipality (e.g., Municipality A wants the map zoomed to 1,000 feet when recalling a dispatch, while Municipality B wants the map zoomed to 2,000 feet for the same function).	Not Answered	
1061	The map feature annotation (e.g., street names) font size automatically adjusts with map focus to maintain a consistent size.	Not Answered	
1062	The map icons' font size automatically adjusts with map focus to maintain a consistent size.	Not Answered	
1063	The map supports both English and metric measurements.	Not Answered	
1064	Map symbology can be defined and changed by the agency.	Not Answered	
1065	During event entry, dispatching, and inquiry, the integrated map centers the map focus on the location and zooms to an extent specified by the agency.	Not Answered	
1066	The system can print the map display.	Not Answered	
1067	The system can perform a screen capture and save a snapshot of the current map display.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1068	The system is capable of sharing the screen capture file via email.	Not Answered	
1069	Updates to the map only require the deltas to be uploaded and integrated with the map rather than the entire map file.	Not Answered	
1070	Authorized agency users can update the mapping system.	Not Answered	
1071	Updates to the mapping module do not affect CAD operations.	Not Answered	
	<b>GIS Interface</b>		
1072	The system is compatible with ESRI software.	Not Answered	
1073	The system supports ESRI file formats.	Not Answered	
1074	The system supports a direct interface to ESRI native file structures for import to CAD.	Not Answered	
1075	All GIS-related files can be maintained by the agency.	Not Answered	
1076	GIS files can be imported to CAD by the agency using built-in system utilities.	Not Answered	
1077	A GIS report writing module is included (e.g., Python for ArcGIS)	Not Answered	
	<b>Road Closures</b>		
1078	The system accepts and processes road closures.	Not Answered	
1079	A road closure is visually represented on the map.	Not Answered	
1080	Road closure updates are represented on all system workstations and devices in real-time.	Not Answered	
1081	An authorized user can enter a road closure using CAD functions.	Not Answered	
1082	An authorized user can schedule a road closure (e.g., parade route, special events).	Not Answered	
1083	An authorized user can discontinue the road closure using CAD functions.	Not Answered	
1084	Entry of road closures is automatically shared by the system with all workstations and mobile devices.	Not Answered	
1085	The system is capable of updating workstations and mobile devices with road closure data immediately after entry.	Not Answered	
1086	Road closures can be of any duration.	Not Answered	
1087	Unit recommendations are adjusted due to active road closures.	Not Answered	
1088	During a road closure, an operator can designate if a closure can be treated as "open" for public safety personnel.	Not Answered	
	<b>Unit Routing</b>		
1089	Unit routing uses the street network.	Not Answered	
1090	Unit routing assistance is adjusted due to active road closures.	Not Answered	
1091	Unit routing is adjusted (rerouted) due to real-time changes in global positioning system (GPS) position.	Not Answered	
1092	The system utilizes a unit's AVL location as the starting point for unit routing.	Not Answered	
1093	The system supports unit routing based on both shortest distance from a unit's location to the assigned event location.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1094	The system supports unit routing based on fastest drivable route from a unit's location to the assigned event location.	Not Answered	
1095	The system supports unit routing with operator-designated start and end point.	Not Answered	
1096	Unit routing accounts for road closures.	Not Answered	
1097	The system supports the creation and maintenance of traffic detours due to road construction or other events.	Not Answered	
1098	Unit routing accounts for detours.	Not Answered	
1099	Unit routing accounts for road attributes (e.g., speed limits, one-way streets).	Not Answered	
1100	The system is capable of incorporating turn restrictions from ESRI Network Analyst.	Not Answered	
1101	The system highlights the calculated route on the map.	Not Answered	
1102	The mobile system supports annunciated turn-by-turn directions between any two points on the map on mobile devices.	Not Answered	
1103	Annunciated turn-by-turn directions may be toggled on and off at an operator's discretion.	Not Answered	
1104	The routing module can reset the route based on the current unit location.	Not Answered	
1105	When a route is reset, the system annunciates based on the reset route.	Not Answered	
	<b>Interfaces</b>		
	<b>Alarm Company Interface</b>		
1106	The system has a bi-directional interface to external alarm monitoring companies.	Not Answered	
1107	The external alarm monitoring company interface utilizes the most recently developed Automated Secure Alarm Protocol (ASAP) specification.	Not Answered	
	<b>AVL Interface</b>		
1108	Data from the AVL module can be used to determine real-time unit location.	Not Answered	
1109	Data from the AVL module is integrated with the CAD system.	Not Answered	
1110	Data from the AVL module is available to all agencies, jurisdictions, and units on the system.	Not Answered	
1111	Data from the AVL module can be shared with third party applications, (e.g., MARVLIS, Third Party Mobile Data Solutions).	Not Answered	
1112	The system allows AVL data to be restricted from sharing based on agency, jurisdiction, user role, and unit by an authorized user.	Not Answered	
	The system allows the AVL component to be implemented by:		
1113	<ul style="list-style-type: none"> <li>• Unit</li> </ul>	Not Answered	
1114	<ul style="list-style-type: none"> <li>• Group</li> </ul>	Not Answered	
1115	<ul style="list-style-type: none"> <li>• Agency</li> </ul>	Not Answered	
1116	AVL can be toggled on/off by an authorized user at the agency's discretion.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1117	Unit AVL data is used in unit recommendations by agency/group, implemented by an authorized agency user.	Not Answered	
1118	The system will continuously re-poll for a closer resource meeting the resource needs and, if available, re-recommend a more appropriate unit until the arrival of a unit on-scene.	Not Answered	
1119	Unit AVL data is used in vehicle routing.	Not Answered	
1120	Unit AVL based positions are displayed on the integrated CAD workstation map.	Not Answered	
1121	Unit AVL based positions are displayed on the integrated CAD mobile workstation map.	Not Answered	
1122	Unit AVL based positions are updated on the map automatically.	Not Answered	
1123	The frequency of AVL updates can be adjusted by unit, status, speed, and time elapsed.	Not Answered	
1124	The system can interface with the AVL application independent of the mobile data infrastructure.	Not Answered	
1125	The AVL module can be toggled on and off without degradation of CAD system responsiveness.	Not Answered	
1126	The system supports AVL playback function for units on a map based on user, role, security.	Not Answered	
1127	The system interfaces with the AVL application to produce event and unit playback activity using the existing CAD mapping module.	Not Answered	
1128	The system interfaces with the AVL application to capture unit data regarding current unit conditions (e.g., status of emergency lights and sirens).	Not Answered	
1129	The system interfaces with the AVL application to capture unit data to enable the following reports:	Not Answered	
	<ul style="list-style-type: none"> <li>• Vehicle activity</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Speed</li> <li>▪ Location</li> </ul>		
1130	Supervisors are notified when agency driving protocols are violated (e.g., geofence, speed violation).	Not Answered	
<b>CAD-to-CAD Interface</b>			
1131	The system provides an interface to connect with non-native CAD systems for dispatching, information sharing, and situational awareness.	Not Answered	
1132	The CAD-to-CAD interface is bi-directional.	Not Answered	
1133	The CAD-to-CAD interface facilitates the transfer and receipt of incident data between the interfaced systems.	Not Answered	
1134	The CAD-to-CAD interface facilitates assignment and tracking of the closest available resource to an event, even though the resource is not within the official jurisdiction of the dispatching agency.	Not Answered	

Spec ID	Specification Description	Response	Additional Comments
1135	The CAD-to-CAD interface provides CAD incident data to all mobile units assigned to the incident, regardless of home agency.	Not Answered	
1136	The vendor will provide the ability for future CAD-to-CAD interfaces.	Not Answered	
1137	The CAD-to-CAD interface provides the ability for connected CAD systems to share, at a minimum:	Not Answered	
	<ul style="list-style-type: none"> <li>• Events</li> </ul>		
	<ul style="list-style-type: none"> <li>• Units</li> </ul>		
	<ul style="list-style-type: none"> <li>• AVL information</li> </ul>		
	<ul style="list-style-type: none"> <li>• Premises information</li> </ul>		
	<ul style="list-style-type: none"> <li>• Security profiles</li> </ul>		
	<ul style="list-style-type: none"> <li>• Audit log entries</li> </ul>		
1138	The CAD-to-CAD interface enables authorized users of the connected CAD systems to:	Not Answered	
	<ul style="list-style-type: none"> <li>• Dispatch units from connected agencies</li> </ul>		
	<ul style="list-style-type: none"> <li>• Combine units from connected agencies on a single event</li> </ul>		
	<ul style="list-style-type: none"> <li>• Perform closest unit dispatching using AVL/GPS location</li> </ul>		
1139	The system will notify the home agency when units are dispatched by other than the home agency.	Not Answered	
<b>FATPOT Interface</b>			
1140	The system provides an interface to connect with FATPOTCADfusion NG version 3.2.3 interoperability software to interface with CAD systems for dispatching, information sharing, and situational awareness.	Not Answered	
<b>CPE Interface</b>			
1141	The system supports an interface to the currently installed CPEs:	Not Answered	
	<ul style="list-style-type: none"> <li>• Intrado Viper version 4.1.4</li> <li>• Vesta version 4.3.2.611</li> </ul>		
1142	The CAD-to-CPE interface accepts NENA i3-compliant data transfer, when available.	Not Answered	
1143	The data transferred to CAD from the CPE is incorporated into the event record.	Not Answered	
1144	All data from text-to-911 can be transferred via the interface and logged as a searchable part of the CAD log and incident record.	Not Answered	
1145	The CAD system accepts and processes call location data in PIDF-LO format for address verification, when it becomes available.	Not Answered	
1146	The system accepts emergency call and location data originating with Session Initiation Protocol (SIP) with location conveyance.	Not Answered	
1147	Basic 9-1-1 call data is transferred appropriately to the CAD call entry form.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1148	Enhanced 9-1-1 call data is transferred appropriately to the CAD call entry form.	Not Answered	
1149	Wireless Phase I call data is transferred appropriately to the CAD call entry form.	Not Answered	
1150	Wireless Phase II call data is transferred appropriately to the CAD call entry form.	Not Answered	
1151	The system accepts X/Y coordinates for address verification (e.g., latitude/longitude) for conversion to the closest civic address, address point, or Common Place.	Not Answered	
1152	The system is FCC Wireless Phase II-compliant.	Not Answered	
1153	Location rebid can be initiated from CAD by an operator.	Not Answered	
1154	The system displays caller location on the CAD mapping system.	Not Answered	
1155	Location changes occur as a result of a wireless caller rebid do not automatically update the event location. The system prompts the operator to whether or not to update the event location.	Not Answered	
	<b>Digitized Voice Station Alerting System Interface</b>		
1156	The CAD system will interface with Locution CAD Voice Server 5.11.0.80 for fire and EMS incidents.	Not Answered	
1157	Through the CAD interface to the radio system, Locution will annunciate the event data over the air and to the appropriate stations.	Not Answered	
	<b>ePCR</b>		
1158	The system provides the capability to complete Patient Care Reports (PCRs) in the field.	Not Answered	
1159	The system can interface with ESO Healthcare Solutions ePCR HER version 5.	Not Answered	
1160	CAD event data is available for transfer to the ESO ePCR system to populate CAD-related fields in the PCR.	Not Answered	
	The system supports, at a minimum, the capture/transfer from CAD of the following data elements for each CAD event:		
1161	● Incident number or Report Number	Not Answered	
1162	● Report number	Not Answered	
1163	● Call location	Not Answered	
1164	● Call type - initial	Not Answered	
1165	● Time dispatched	Not Answered	
1166	● Time first unit arrived	Not Answered	
1167	● Time dispatched	Not Answered	
1168	● Time enroute	Not Answered	
1169	● Time arrived	Not Answered	
1170	● Time departed for transport	Not Answered	
1171	● Destination hospital	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1172	<ul style="list-style-type: none"> <li>• Time at hospital</li> </ul>	Not Answered	
1173	<ul style="list-style-type: none"> <li>• Time clear from hospital</li> </ul>	Not Answered	
1174	<ul style="list-style-type: none"> <li>• Time available</li> </ul>	Not Answered	
1175	<ul style="list-style-type: none"> <li>• Time cleared</li> </ul>	Not Answered	
1176	CAD event data is available for transfer to the ePCR system while the event is active or closed.	Not Answered	
<b>External Databases</b>			
1177	The system supports interfaces to external databases (i.e., databases not directly hosted within the CAD network).	Not Answered	
1178	The system supports the capability for client-created interfaces.	Not Answered	
<b>Law Enforcement Contact Tracking</b>			
1179	The system can track law enforcement contacts with citizens.	Not Answered	
1180	The following parameters can be captured as part of the tracking entry:	Not Answered	
	<ul style="list-style-type: none"> <li>• Name</li> </ul>		
	<ul style="list-style-type: none"> <li>• Race/Ethnicity</li> </ul>		
	<ul style="list-style-type: none"> <li>• Sex</li> </ul>		
	<ul style="list-style-type: none"> <li>• Age</li> </ul>		
	<ul style="list-style-type: none"> <li>• Probable cause</li> </ul>		
	<ul style="list-style-type: none"> <li>• Arrests</li> </ul>		
	<ul style="list-style-type: none"> <li>• Citation</li> </ul>		
	<ul style="list-style-type: none"> <li>• Searches</li> </ul>		
<ul style="list-style-type: none"> <li>• Vehicle(s) list</li> </ul>			
<ul style="list-style-type: none"> <li>• Findings/Comments</li> </ul>			
1181	Data may be entered by any authorized operator from a workstation or mobile device.	Not Answered	
1182	The system will export contact tracking data to RMS automatically.	Not Answered	
<b>Logging Recorder Interface</b>			
1183	The system can establish an interface with the agency logging system, Nice Systems Inform 7.1 with NRX Loggers.	Not Answered	
1184	The system provides a hyperlink from a CAD record to the incident record stored on the logging recorder.	Not Answered	
1185	The system stores screen shots of the CAD workstation with the incident record in the logging recorder.	Not Answered	
1186	The system provides CAD incident data to the logging recorder, in order to identify the recorded event by the CAD incident number.	Not Answered	
1187	The system can attach logging recorder records to the CAD incident record in CAD.	Not Answered	
<b>Master Clock Interface</b>			
1188	The system can establish a time synchronization interface connection to a PSAP Master Clock.	Not Answered	

Spec ID	Specification Description	Response	Additional Comments
1189	The system establishes time synchronization in compliance with NENA 04-002, <i>PSAP Master Clock Standard</i> .	Not Answered	
1190	The system can establish the time synchronization interface using an RS-232 serial ASCII communications connection.	Not Answered	
1191	The system can establish the time synchronization interface using an inter-range instrumentation group (IRIG) communications connection.	Not Answered	
1192	The system can establish the time synchronization interface using an Ethernet 10/100 Base-T network connection.	Not Answered	
1193	The system accepts time codes that utilize Network Time Protocol (NTP).	Not Answered	
1194	The system accepts time codes that utilize Simple Network Time Protocol (SNTP).	Not Answered	
1195	The system can accept broadcast time codes from the PSAP Master Clock via the interface connection.	Not Answered	
1196	The system can request time codes from the PSAP Master Clock via an interface connection.	Not Answered	
1197	The system automatically adjusts the time settings for all CAD servers using the time codes from the PSAP Master Clock.	Not Answered	
1198	The system automatically adjusts the time settings for all CAD workstations using the time codes from the PSAP Master Clock.	Not Answered	
1199	The Master Clock interface conforms to the specifications described in NENA 04-002, <i>PSAP Master Clock Standard</i> , latest version.	Not Answered	
<b>Mobile Area Routing and Vehicle Location System (MARVLIS)</b>			
1200	The CAD system will interface with MARVLIS software version 3.4.02 via mobile data devices.	Not Answered	
1201	AVL data from CAD is provided to MARVLIS.	Not Answered	
1202	The CAD system interface will provide CAD data to MARVLIS.	Not Answered	
<b>Paging Alphanumeric/Text</b>			
1203	The system supports alphanumeric/text paging:	Not Answered	
	<ul style="list-style-type: none"> <li>Based on event status</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on event type</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on priority</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on event location</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on pre-determined location</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on stations</li> </ul>		
	<ul style="list-style-type: none"> <li>Based on agency</li> </ul>		
<ul style="list-style-type: none"> <li>Based on paging style</li> </ul>			
	The data contained in the alphanumeric/text page of an event includes, at a minimum:	Not Answered	
	<ul style="list-style-type: none"> <li>Incident number</li> </ul>		
	<ul style="list-style-type: none"> <li>Incident type</li> </ul>		
	<ul style="list-style-type: none"> <li>Location</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1204	• Event date and time	Not Answered	
	• Common Place name, if any		
	• Community/Municipality		
	• Units dispatched		
	• Narrative		
	• Sender ID		
	• Sending device ID		
1205	The format of the alphanumeric/text page is agency-configurable.	Not Answered	
1206	The data elements are configurable based on the paging style used.	Not Answered	
1207	The alphanumeric/text paging system supports paging to groups.	Not Answered	
1208	The system supports sending updates based on event status (e.g., dispatch, unit recall, working fire).	Not Answered	
1209	The system supports sending/not sending alphanumeric pages/texts based on agency.	Not Answered	
1210	The system supports alphanumeric/text paging from the command line.	Not Answered	
1211	The system supports alphanumeric/text paging by employee ID.	Not Answered	
1212	The system supports alphanumeric/text paging by unit ID.	Not Answered	
1213	The system supports alphanumeric/text paging using pre-programmed text.	Not Answered	
1214	The system supports alphanumeric/text paging using free text.	Not Answered	
1215	The system supports alphanumeric/text paging to all units on an event.	Not Answered	
1216	The system supports creating alphanumeric/text page groups based on call type, by agency, duty, and discipline.	Not Answered	
1217	The system logs all paging activity with the associated event.	Not Answered	
1218	The system supports the delivery of alphanumeric/text paging in the form of an email message.	Not Answered	
1219	The system supports the delivery of alphanumeric/text paging in the form of a text message to a cell phone enabled for text messaging.	Not Answered	
1220	The system supports the Telelocator Alphanumeric Protocol (TAP).	Not Answered	
1221	The system supports SMS.	Not Answered	
1222	The system allows for a CAD-initiated page to require an acknowledgement.	Not Answered	
<b>Personnel/Staffing Interface</b>			
1223	The system can interface with third-party personnel scheduling software (e.g., Telestaff).	Not Answered	
1224	The system provides a vendor-developed personnel scheduling module.	Not Answered	
<b>Pictometry</b>			
1225	The system supports an interface with Pictometry data.	Not Answered	
1226	Pictometry data is included as an overlay with the integrated mapping module.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1227	The system supports the integration of CAD event data with Pictometry orthogonal views.	Not Answered	
1228	The system supports the integration of CAD event data with Pictometry oblique views.	Not Answered	
1229	The system supports the calculation and display of Pictometry measurement capabilities (e.g., height, distance, angles, location).	Not Answered	
1230	The system supports the use of Pictometry annotation tools.	Not Answered	
	<b>ProQA Interface</b>		
1231	The CAD system will interface with the Priority Dispatch ProQA Paramount system to enable standardized caller interrogation between the caller and call taker, and provide a set of pre-arrival instructions to assist with emergency call processing.	Not Answered	
1232	The system automatically initiates the ProQA dialog upon selection by the call taker of a nature code associated with the discipline.	Not Answered	
1233	The resulting dispatch determinant is automatically incorporated into the nature code of the active event.	Not Answered	
1234	The CAD system utilizes the determinant as the nature code for unit recommendation.	Not Answered	
1235	The determinant is recorded as part of the event record.	Not Answered	
1236	The CAD system interfaces with Priority Dispatch ProQA Paramount for Medical.	Not Answered	
1237	The CAD system interfaces with Priority Dispatch ProQA Paramount for Fire.	Not Answered	
1238	All event record data is available for export to Priority Dispatch AQUA 5.1.1.16 QA/QI module	Not Answered	
	<b>Quality Assurance/Quality Improvement</b>		
1239	The system is capable of accepting and managing agency-provided PAIs internally, without the use of third-party products.	Not Answered	
1240	The agency can create pre-arrival instructions based on agency SOPs.	Not Answered	
1241	Agency-created PAIs can be based on event type code, geography, jurisdiction, premise/hazard information.	Not Answered	
1242	The system selects agency-created PAIs when the event type code is entered.	Not Answered	
1243	Dialog and response associated with the PAI are stored with the event record and are accessible to mobile devices.	Not Answered	
1244	The system provides a vendor-supplied QA module.	Not Answered	
1245	If available, the system's QA/QI module must comply with the most recently approved Quality Assurance Program from the International Academies of Emergency Dispatch (IAED).	Not Answered	
	<b>Radio System Interface</b>		
1246	The CAD system can interface with the MCC7500 radio console.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1247	The CAD system can interface with an Association of Public-Safety Communications Officials (APCO) Project 25-compliant radio system.	Not Answered	
1248	The CAD system supports the ability to interface with GPS-enabled portable radios that include messaging capabilities.	Not Answered	
1249	The CAD system supports radio alias synchronization with the Motorola radio system to avoid duplicate maintenance of radio IDs.	Not Answered	
1250	The CAD system can send alerts and alarms over the radio.	Not Answered	
1251	The CAD system can display and search for radio assignment information.	Not Answered	
1252	The CAD system can perform radio assignments based on incident type and agency.	Not Answered	
1253	The interface between the CAD system and the radio system is capable of communicating the data required to annunciate Locution event information.	Not Answered	
1254	Through the radio system interface, the system can display unit radio call signs (Push-to-talk) on the CAD monitor screen when the field unit depresses the transmit key.	Not Answered	
1255	On activation of the field radio emergency button function, the radio system interface provides the field unit's radio call sign and last known location to all dispatch group workstations.	Not Answered	
	<b>Real-time Live Video (RTLTV)</b>		
1256	The mobile environment has an RTLTV interface.	Not Answered	
1257	The RTLTV module will interface with closed circuit television (CCTV) cameras.	Not Answered	
1258	The video feed is accessed via hyperlink from a camera icon on the integrated map.	Not Answered	
1259	The RTLTV component delivers video without buffering.	Not Answered	
1260	The RTLTV component adapts to situational bandwidth availability.	Not Answered	
1261	The RTLTV component allows video sharing among fixed resources.	Not Answered	
1262	The RTLTV component allows video sharing among mobile clients.	Not Answered	
1263	The RTLTV component adapts to hardware capabilities of the mobile client.	Not Answered	
1264	The RTLTV component supports private, third-party sources.	Not Answered	
	<b>Fire Records Management Systems (FRMS)</b>		
1265	The system can integrate with Firehouse FRMS.	Not Answered	
1266	All CAD data fields are available to the FRMS for inclusion in the FRMS record.	Not Answered	
1267	The integration includes automatic, seamless transfer of event information between CAD and the FRMS.	Not Answered	
1268	An operator has the ability to run inquiries on FRMS data through the CAD - FRMS interface.	Not Answered	
1269	CAD workstations have the ability to run inquiries on FRMS data.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1270	Results of the FRMS inquiry may be displayed on the terminal, printed on a selected network printer, or both.	Not Answered	
1271	All run data required for initiating and completing incident reports is available to an authorized user at any time. A unit will not have to wait until an event is closed before the data is available to complete the report.	Not Answered	
1272	<p>The system supports, at a minimum, the capture/transfer from CAD of the following data elements for each CAD event:</p> <ul style="list-style-type: none"> <li>● Incident number</li> <li>● Report number</li> <li>● Call location</li> <li>● Call type - initial</li> <li>● Call type - final</li> <li>● Alarm levels</li> <li>● Caller location</li> <li>● Fire district</li> <li>● Caller name</li> <li>● Alternate call back number</li> <li>● Call priority</li> <li>● Call back field (date and time)</li> <li>● Remarks</li> <li>● Disposition (unlimited)</li> <li>● Time call received</li> <li>● Time dispatched</li> <li>● Time first unit responded</li> <li>● Time first unit arrived</li> <li>● Time first unit cleared</li> <li>● Time last unit cleared</li> </ul>	Not Answered	
1273	<p>The system supports, at a minimum, the capture/transfer from CAD of the following data elements for each unit logged on during a shift:</p> <ul style="list-style-type: none"> <li>● Unit ID</li> <li>● Vehicle ID</li> <li>● Unit in-service times</li> <li>● Unit out-of-service times</li> <li>● Personnel assigned</li> </ul>	Not Answered	
	<p>The system supports, at a minimum, the capture/transfer from CAD of the following data elements for each event to which a unit was assigned:</p> <ul style="list-style-type: none"> <li>● Time dispatched</li> <li>● Time acknowledged</li> <li>● Time enroute</li> <li>● Time arrived</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1274	<ul style="list-style-type: none"> <li>Agency-defined milestones (e.g., staging, fire under control, fire knocked down, rescue complete, PAR)</li> </ul>	Not Answered	
	<ul style="list-style-type: none"> <li>Time departed for transport</li> </ul>		
	<ul style="list-style-type: none"> <li>Time arrived for transport</li> </ul>		
	<ul style="list-style-type: none"> <li>Destination hospital</li> </ul>		
	<ul style="list-style-type: none"> <li>Time at hospital</li> </ul>		
	<ul style="list-style-type: none"> <li>Time clear from hospital</li> </ul>		
	<ul style="list-style-type: none"> <li>Time available</li> </ul>		
	<ul style="list-style-type: none"> <li>Time cleared</li> </ul>		
<b>Law Enforcement Records Management System (LRMS)</b>			
1275	The system can integrate with SunGard Public Sector ONESolution RMS.	Not Answered	
1276	The system is capable of a data connection allowing inquiries to SunGard Public Sector Police-2-Police database.	Not Answered	
1277	The system can integrate with High Plains LRMS.	Not Answered	
1278	The system can integrate with Keystone LRMS.	Not Answered	
1279	The integration includes automatic, seamless transfer of event information between CAD and the LRMS.	Not Answered	
1280	CAD event data is transferred automatically to LRMS when entered in CAD.	Not Answered	
1281	The system transfers CAD incident information automatically when units are initially dispatched.	Not Answered	
1282	The system transfers CAD incident information automatically when an incident number is assigned.	Not Answered	
1283	The RMS Administrator can determine when the CAD incident information is transferred to RMS.	Not Answered	
1284	Name information transferred from the CAD system to the LRMS is associated into the master name index of the RMS.	Not Answered	
1285	Vehicle information transferred from the CAD system to the LRMS is associated into the master vehicle index of the RMS.	Not Answered	
1286	Location information transferred from the CAD system to the LRMS is associated into the master location index of the RMS.	Not Answered	
1287	The CAD system provides access to the LRMS database for lookup of vehicle information (e.g., registration, vehicle identification number [VIN], description) entered in the CAD event record.	Not Answered	
1288	The CAD system provides access to the LRMS database for lookup of person information (e.g., missing person, warrants, alerts) based on entries in the CAD event record (e.g., name, description, driver's license).	Not Answered	
1289	The CAD system provides access to the LRMS database for lookup of locations entered in the CAD event record.	Not Answered	
1290	The system enables inquiries to LRMS from mobile devices using all LRMS fields, including comments.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1291	Inquiries initiated from CAD into the LRMS are returned to the initiating workstation or mobile device.	Not Answered	
1292	Inquiries from CAD into the LRMS are returned to a separate window on the initiating workstation or mobile device.	Not Answered	
1293	The system has the capability to perform mobile accident reporting using the mobile device application.	Not Answered	
1294	An operator is notified of an inquiry return with a visual and audible alert.	Not Answered	
1295	An operator has the ability to run inquiries on LRMS data through the CAD - LRMS interface.	Not Answered	
1296	The results of the LRMS inquiry may be displayed on the terminal, printed on a selected network printer, or both.	Not Answered	
<b>State/NCIC interface</b>			
1297	The system supports the following transactions to the State of North Carolina (State) and NCIC data systems:	Not Answered	
	<ul style="list-style-type: none"> <li>• Vehicle registration</li> </ul>		
	<ul style="list-style-type: none"> <li>• Driver's license</li> </ul>		
	<ul style="list-style-type: none"> <li>• VIN</li> </ul>		
	<ul style="list-style-type: none"> <li>• SSN</li> </ul>		
	<ul style="list-style-type: none"> <li>• Wanted persons</li> </ul>		
1298	The system automatically executes the State/NCIC inquiry based on information entered during events, as determined by the law enforcement agency initiating the inquiry (e.g., when a license plate and/or name is entered into the proper fields of an incident, or from the command line, the CAD system is able to perform automatic NCIC queries on the information).	Not Answered	
1299	The system meets applicable CJIS requirements, described in the <i>Criminal Justice Information Services Security Policy</i> , version 5.4, dated 10/06/2015 (CJISD-ITS-DOC-08140-5.4) and updated versions approved by U.S. Department of Justice.	Not Answered	
1300	The function is capable of utilizing Advanced Authentication security protocols.	Not Answered	
1301	The system allows access to the State/NCIC inquiry function based on operator and terminal authentication.	Not Answered	
1302	The system provides Single Sign On (SSO), which is capable of coordinating login attributes between CAD login, NCIC login, and login to other external systems that require a separate login.	Not Answered	
1303	The State/NCIC interface meets all applicable security protocols for access, storage, retrieval and reporting.	Not Answered	
1304	The option of attaching the returns from the State/NCIC inquiry is up to an operator.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1305	The return from a State/NCIC inquiry routes to the initiating workstation/device.	Not Answered	
1306	The return from a State/NCIC inquiry only routes to a workstation/device pre-registered as a law enforcement device.	Not Answered	
1307	The system scans returned State/NCIC inquiries, highlighting certain key words (e.g., wanted person, stolen vehicle).	Not Answered	
1308	The list of words to be highlighted can be entered and maintained by the agency.	Not Answered	
1309	The system provides visual and audible alerts to an operator when a return from a State/NCIC inquiry contains key words.	Not Answered	
1310	An audit log is maintained for each successful and unsuccessful State/NCIC inquiry request.	Not Answered	
	<ul style="list-style-type: none"> <li>• The audit log meets State of North Carolina and NCIC (CJIS) requirements.</li> </ul>		
	<ul style="list-style-type: none"> <li>• The log is permanently stored.</li> </ul>		
	<ul style="list-style-type: none"> <li>• The log records are searchable and reportable.</li> </ul>		
<b>Telecommunications Device for the Deaf (TDD) Interface</b>			
1311	The system supports an interface to a TDD device.	Not Answered	
1312	The system attaches the TDD dialog to the event record.	Not Answered	
1313	The TDD interface window displays the caller and operator's conversation separately as it takes place (real-time).	Not Answered	
1314	The TDD interface window displays the caller and operator's conversation as different text colors.	Not Answered	
1315	The TDD interface window contains all the user pre-programmable messages grouped into related categories.	Not Answered	
<b>Tone and Voice Paging</b>			
1316	The system provides an interface with the existing radio system to perform tone alert paging, if the capability exists in the radio system.	Not Answered	
1317	With a shared CAD system, the system interfaces with the radio console of each PSAP to perform tone alert paging.	Not Answered	
1318	The system provides an interface with a dedicated programmable encoder to perform tone alert paging followed by a voice message, if the capability exists in the radio system.	Not Answered	
1319	The system is capable of using the Motorola Two-tone Quick Call II format.	Not Answered	
1320	The tone alert interface issues tone alert commands from CAD automatically:	Not Answered	
	<ul style="list-style-type: none"> <li>• Based on event type</li> </ul>		
	<ul style="list-style-type: none"> <li>• Based on units dispatched</li> </ul>		
	<ul style="list-style-type: none"> <li>• Based on station due</li> </ul>		
	<ul style="list-style-type: none"> <li>• Based on any combination of the above conditions</li> </ul>		
	When the system is interfaced with a toning/paging system, the following features are available:		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1321	<ul style="list-style-type: none"> <li>• Automatic and manual dispatch notification (toning)</li> </ul>	Not Answered	
	<ul style="list-style-type: none"> <li>• Visual indication of when Public Announcement (PA) systems are activated for broadcasts during toning sequences</li> </ul>		
	<ul style="list-style-type: none"> <li>• Automatic resetting of status lights on the control panels of the toning/paging systems</li> </ul>		
1322	The tone alerting interface can require some type of user interaction so the dispatcher can make the determination to send tones.	Not Answered	
1323	The tone alerting interface allows the tone encoding of a unit from the command line (e.g., encode ENG1).	Not Answered	
1324	The tone alerting interface recognizes recommended multiple units with identical tones (such as multiple units from a single station) and only sends a single set of tones for those units.	Not Answered	
1325	The tone alerting interface provides the capability for tone signaling to initiate and monitor the paging progress for call notification of responding personnel.	Not Answered	
1326	The system provides a method to allow the training module to simulate the function of the tone alerting interface, providing feedback but not actually performing activations.	Not Answered	
1327	The tone alerting interface can operate in live, test, and training modes simultaneously.	Not Answered	
<b>Mobile Data</b>			
1328	The system supports, at a minimum, the following mobile user equipment options:	Not Answered	
	<ul style="list-style-type: none"> <li>• Laptop computers</li> </ul>		
	<ul style="list-style-type: none"> <li>• Tablet computers</li> </ul>		
	<ul style="list-style-type: none"> <li>• Smart phones</li> </ul>		
1329	The mobile data interface provides incident data from CAD to the mobile device associated to the unit(s) dispatched to an incident.	Not Answered	
1330	The in-vehicle mobile data CAD application can restrict administrative rights to designated authorized users.	Not Answered	
1331	The mobile data application is a single, integrated application for the delivery and viewing of events, mapping, messaging, NCIC inquiries, hazards, and alerts.	Not Answered	
1332	The system supports real-time event, status, and map updates to the mobile device.	Not Answered	
1333	The event data displayed on the mobile device is forms-based.	Not Answered	
1334	The event form can be configured by an authorized user.	Not Answered	
	The event data displayed includes the following data fields, at a minimum:		
	<ul style="list-style-type: none"> <li>• Event number</li> </ul>		
	<ul style="list-style-type: none"> <li>• Event type</li> </ul>		

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1335	• Event type description	Not Answered	
	• Location		
	• Common Place name, if any		
	• Units responding		
	• Associated event numbers		
	• Comments/Narrative		
	• Links to premises-related data (e.g., hazards, history, alerts, pre-plans)		
	• Dispatch time		
1336	Associated event numbers are hyperlinked to the event data.	Not Answered	
1337	An operator can click on the hyperlink and display the associated event information.	Not Answered	
1338	Remarks are displayed on a stacked list with the newest on top.	Not Answered	
1339	Remarks added to an active event are displayed without requiring a screen refresh.	Not Answered	
1340	At the discretion of the operator, remarks may be presented by voice. The audible remarks capability may be toggled on/off at the operator's discretion.	Not Answered	
1341	Remarks designated as urgent provide visual and audible alerts. The audible alert may be toggled on/off at an operator's discretion.	Not Answered	
1342	The urgent alert is highlighted for ease of viewing.	Not Answered	
1343	Premises-related data is scanned for keywords. If a keyword is found, the data is marked as urgent and processed with appropriate alerts.	Not Answered	
1344	Remarks are scanned for keywords. If a keyword is found, the comment is treated as urgent and processed with appropriate alerts.	Not Answered	
1345	Keywords are established by an authorized user.	Not Answered	
1346	An operator with responsibility for a mobile data unit has the ability to log off the mobile data device.	Not Answered	
1347	The system provides a method of allowing unit personnel to be specified at mobile device log-in.	Not Answered	
1348	The system provides a method of allowing unit capabilities to be specified at mobile device log-in.	Not Answered	
1349	The system provides a method of changing the unit capabilities (e.g., unit type, station assignment, manpower updates) from the mobile device without logging off.	Not Answered	
1350	The system restricts specific capabilities based on the assignment of the mobile data device (e.g., firefighter, police officer, sergeant, supervisor, chief).	Not Answered	
1351	The system can update the CAD unit status via the mobile device.	Not Answered	
1352	The system can establish a "tow request" button on a mobile device event form to initiate the wrecker rotation recommendation function.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1353	The system will send a confirmation message to the requesting mobile device when a wrecker has been dispatched using a "tow request" button.	Not Answered	
1354	The system supports printing from the mobile device to any printer available on the network.	Not Answered	
1355	The system supports printing from the mobile device to a locally attached printer (e.g., in-vehicle).	Not Answered	
1356	Print jobs initiated from a mobile device are logged in the device audit log.	Not Answered	
1357	The mobile device print log is available for use in reports.	Not Answered	
1358	The mobile device print log can be printed.	Not Answered	
1359	The system allows an authorized user to send alerts and instant messages to any individual mobile device, group, or combination of groups of mobile devices registered in the system.	Not Answered	
1360	The system can send and receive messages between CAD workstations and mobile devices.	Not Answered	
1361	The system provides a method of messaging between mobile devices with the characteristics of instant messaging.	Not Answered	
1362	The system can message between mobile devices specified by unit ID.	Not Answered	
1363	The system can message between users by user ID.	Not Answered	
1364	The mobile application has text-to-voice translation.	Not Answered	
1365	The mobile application can restrict administrative abilities from field devices.	Not Answered	
1366	The mobile application provides for day and night time modes of illumination.	Not Answered	
1367	The system can perform bi-directional communications and inquiries between CAD and the mobile device.	Not Answered	
1368	The system is capable of utilizing location data (AVL) from the mobile device.	Not Answered	
1369	The system supports adjustable frequency of AVL/GPS data refresh based on unit status, defined by the agency (e.g., increased polling in pursuit).	Not Answered	
1370	The system supports the use of an emergency button on the mobile device to provide an emergency alert notification to CAD workstations of a situation requiring urgent attention.	Not Answered	
1371	The activation of the emergency button on the mobile device causes the CAD system to send an alert message to dispatching group CAD workstations associated with the device, as determined by the agency.	Not Answered	
1372	The emergency alert message displays the identity of the mobile device and current known location; current GPS location if available.	Not Answered	
1373	The emergency alert message requires acknowledgment of the CAD workstation operator, who will silence the alert.	Not Answered	
1374	The emergency alert message includes audible (optional using system configuration) and visual indicators.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1375	The system supports an integrated map on the mobile device.	Not Answered	
1376	The system supports mapping functionality on the mobile device identical to that of the CAD workstation.	Not Answered	
1377	The system provides an integrated mapping capability able to perform the following functions:	Not Answered	
	<ul style="list-style-type: none"> <li>• Display the active event with the map focus on the event location</li> </ul>		
	<ul style="list-style-type: none"> <li>• Display AVL of all units assigned to an event, for all disciplines and jurisdictions</li> </ul>		
	<ul style="list-style-type: none"> <li>• Display the location of units not assigned to the event, but within the map focus</li> </ul>		
	<ul style="list-style-type: none"> <li>• Display remarks added to the device's active event without requiring a screen refresh</li> </ul>		
	<ul style="list-style-type: none"> <li>• Display a weather layer overlay</li> </ul>		
	<ul style="list-style-type: none"> <li>• Ability to access iMaps on <a href="http://www.wakegov.com">www.wakegov.com</a></li> </ul>		
	<ul style="list-style-type: none"> <li>• Route from the present location to the event location with map orienting to current direction</li> </ul>		
	<ul style="list-style-type: none"> <li>• Route with audible turn-by-turn directions</li> </ul>		
	<ul style="list-style-type: none"> <li>• Agency-configurable icons</li> </ul>		
<ul style="list-style-type: none"> <li>• Icon sizes that adjust with the map focus</li> </ul>			
<ul style="list-style-type: none"> <li>• Track units that travel out of the county; statewide travel is possible. Vendors will describe the process.</li> </ul>			
1378	The audible component of turn-by-turn directions may be toggled on/off by the user.	Not Answered	
1379	For out-of-vehicle functionality, a button is provided for a mobile user to set out-of-vehicle mode.	Not Answered	
1380	For out-of-vehicle functionality, a notification is sent to dispatch when a unit sets to out-of-vehicle mode.	Not Answered	
1381	The mobile data interface complies with State, NCIC, and CJIS security requirements, including Advanced Authentication.	Not Answered	
1382	The system supports access to State/NCIC databases, enabling all required security.	Not Answered	
1383	Returns from State/NCIC inquiries (text and pictures) will be routed to the initiating device.	Not Answered	
1384	Mobile devices performing State/NCIC inquiries, per CJIS policy, will not store data on the device.	Not Answered	
1385	Mobile devices performing State/NCIC inquiries, per CJIS policy, require encryption.	Not Answered	
1386	The mobile data interface supports communications via wireless commercial carrier.	Not Answered	
1387	The mobile interface allows for various broadband connectivity using commercial carrier(s) and associated functional aspects of them in the field (e.g., aircard, hotspot, Wi-Fi).	Not Answered	
1388	All synchronization and connection to the server is seamless to the user.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1389	The mobile data interface supports roaming communications between mobile devices and CAD. The connection is maintained and does not require a mobile device user to re-login as the unit moves between communication coverage areas.	Not Answered	
1390	The system can display agency-/system-wide unit statuses and all current and pending dispatches, as is provided with the current system.	Not Answered	
1391	The system can auto-track and display units and status to supervisors.	Not Answered	
1392	The system can auto-track and display units and unit status to supervisors by zone and geographic area.	Not Answered	
1393	No user intervention is required to synchronize the mobile database to the server once connectivity is re-acquired.	Not Answered	
1394	Mobiles can seamlessly roam across available wireless networks.	Not Answered	
1395	The system supports CAD data inquiry from mobile devices, such as:	Not Answered	
	• Query active incidents		
	• Query pending incidents		
	• Query premises alerts		
	• Query closed incidents		
	• Inquiries to State/NCIC and CJIS databases		
	• Inquiries to State Department of Motor Vehicle (DMV) databases		
• Expansion of inquiries to other external systems			
1396	The system restricts the return of query results to data related to the agency of the requestor.	Not Answered	
1397	The mobile data module utilizes AES without degradation of system throughput.	Not Answered	
1398	The system utilizes, at a minimum, end-to-end 256-bit encryption.	Not Answered	
1399	Device functionality can be restricted by discipline (i.e., access to law enforcement functions must be restricted to devices under the control of a law enforcement agency).	Not Answered	
1400	The system allows the sharing of non-restricted information (e.g., events, unit history) between agencies and disciplines.	Not Answered	
1401	Logging into a mobile device requires, at a minimum, user name and password verification within the mobile systems server.	Not Answered	
1402	Logging into a law enforcement mobile device adheres to CJIS login requirements.	Not Answered	
1403	The system uses Advanced Authentication security measures.	Not Answered	
1404	Mobile data devices are configured per agency policy.	Not Answered	
1405	Security for the mobile data system access and function authorization capabilities are maintained by the agency.	Not Answered	
1406	Updates to the mobile client can be wirelessly pushed to the mobile device to avoid physically touching each unit.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1407	Updates to the mobile device software can be wirelessly pushed to mobile devices to avoid physically touching each unit.	Not Answered	
1408	Updates to the mobile device mapping component can be wirelessly pushed to mobile devices to avoid physically touching each unit.	Not Answered	
1409	The mobile application can access file downloads and software updates from Wi-Fi connections.	Not Answered	
1410	The mobile application can access file downloads and software updates from Ethernet connections.	Not Answered	
1411	The mobile application can access file downloads and software updates via commercially provided wireless mobile data networks (e.g., Verizon, AT&T, Sprint).	Not Answered	
1412	The data displayed on the mobile application automatically updates with the receipt of new data.	Not Answered	
1413	The mobile client application automatically logs off the device when there has been no user activity for a time interval determined by the agency.	Not Answered	
1414	The mobile interface with CAD logs inbound and outbound communications between mobile devices and CAD.	Not Answered	
	<b>Network</b>		
1415	The network provided through this procurement meets Wake County, CJIS and State of North Carolina security requirements.	Not Answered	
1416	The network provided through this procurement utilizes MS AD management tools.	Not Answered	
1417	The network provided through this procurement interfaces with local agency MS AD domain.	Not Answered	
1418	The network provided through this procurement is firewalled from external access.	Not Answered	
1419	The network provided through this procurement is IP-based.	Not Answered	
	<b>Web-based Interface</b>		
1420	The system supports a web-based interface to CAD.	Not Answered	
1421	The web-based CAD workstation can be a full function CAD workstation performing call taking and dispatching functions.	Not Answered	
1422	The web-based CAD solution supports full functionality on any mobile device (e.g., phone, tablet).	Not Answered	
1423	The web-based CAD workstation can perform inquiry and reporting functions.	Not Answered	
1424	Web-based access to CAD can be restricted to Inquiry only.	Not Answered	
1425	Web-based access to CAD can be restricted to View only.	Not Answered	
1426	Web-based access can be restricted to data warehouse access only.	Not Answered	
1427	Web-based access to CAD can be restricted to only view event and status monitors.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1428	The web-based interface utilizes user-associated security as network-based clients.	Not Answered	
	<b>Testing Software Updates and Patches</b>		
1429	The system can test all vendor-provided updates and patches prior to implementation on the live system.	Not Answered	
1430	The system used for testing is equivalent to the live system.	Not Answered	
1431	Testing updates and patches do not impact the live system. Testing can operate concurrently with the live system without system degradation.	Not Answered	
1432	The testing system can be physically separate from the live system.	Not Answered	
1433	The testing system can operate independently for each agency without affecting other agencies.	Not Answered	
1434	The selection of a workstation working with either the live or test system is performed at the workstation.	Not Answered	
1435	The testing system stays current with the versions of all components of the live system. The agency is able to synchronize the live and testing systems.	Not Answered	
1436	The testing system can be updated and restarted without impacting the live system.	Not Answered	
1437	The agency has full control of the maintenance of the testing system.	Not Answered	
1438	The testing system can be set up at a location remote from the primary PSAP.	Not Answered	
	<b>Training</b>		
1439	The system used for training is equivalent to the live system.	Not Answered	
1440	The training system is be available for use by all agencies on the system.	Not Answered	
1441	The vendor will provide system operation training to all agency system operators.	Not Answered	
1442	The vendor will provide system administration training to agency-defined system administrators.	Not Answered	
1443	The vendor will provide train-the-trainer training to agency-defined personnel designated as system trainers.	Not Answered	
1444	Operating the training system does not impact the live system.	Not Answered	
1445	The training system can operate concurrently with the live system without system response degradation.	Not Answered	
1446	The selection of a workstation working with either the live or training system is performed at the workstation.	Not Answered	
1447	The workstation can be switched between the training and live system without impacting the live system.	Not Answered	
1448	The training system can train on the full suite of CAD and mobile functions.	Not Answered	
1449	The training workstations can be physically separate from the live system.	Not Answered	
1450	The training system can be set up at any location that can access the CAD network.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1451	The training system can be operated and maintained from a remote location.	Not Answered	
1452	The vendor provides web-based system and component training.	Not Answered	
1453	The vendor provides video-based system and component training.	Not Answered	
1454	The training system stays current with the versions of all components of the live system to stay in sync. The agency is able to synchronize the live and training systems.	Not Answered	
1455	The agency can clear all incidents from training databases and reset the incident and case numbering sequences for the training system.	Not Answered	
1456	The training system can be updated and restarted without impacting the live system.	Not Answered	
1457	The training system can be used as a test system for upgrades and updates to CAD operations, mapping, and tables.	Not Answered	
1458	Training documentation will be provided by the vendor.	Not Answered	
1459	Training documentation will be provided in hard copy and electronic format.	Not Answered	
1460	The training documentation provided by the vendor can be edited/customized by the agency.	Not Answered	
1461	The vendor provides a simulation module to simulate receiving live 9-1-1 calls.	Not Answered	
1462	The system operates with a third-party simulation application to simulate receiving live 9-1-1 calls.	Not Answered	
1463	The training system accepts a live data dump from CAD to facilitate training with historic data.	Not Answered	
<b>Performance Metrics</b>			
1464	The system shall meet or exceed the performance standards as stated in the North Carolina 911 Board Administrative Rules 09 NCAC 06C Section .0211	Not Answered	
1465	Under all conditions, the CAD system response time shall not exceed 2 seconds, measured from the time a telecommunicator completes a keyboard entry to the time of full display of the system response at any position where a response is required. Display blank event entry form	Not Answered	
<b>Daily Activity Report</b>			
1466	The system allows an operator to create a summary report (daily activity report) (e.g., a notable public safety activity in the county).	Not Answered	
1467	The system will auto-generate a summary report, configurable by agency.	Not Answered	
1468	The system will generate and notify on a daily basis designated users by email of user-selected incidents by agency.	Not Answered	
1469	The system generates a unique number for each daily activity report.	Not Answered	
1470	There is no limit on the amount of alphanumeric and special characters used in the narrative section of a daily activity report.	Not Answered	

Attachment A - Wake County - Computer Aided Dispatch Specifications

Spec ID	Specification Description	Response	Additional Comments
1471	The system retains the form in which the narrative was written, including punctuation and spacing.	Not Answered	
1472	An operator can send the reports to designated workstations, mobile data devices, or printers either individually or as a group.	Not Answered	
1473	The reports have a formatted header, which includes the following: <ul style="list-style-type: none"> <li>• Date/Time</li> <li>• Event type</li> <li>• Event number</li> <li>• Response area</li> <li>• Officer handling the report</li> <li>• Author of the report</li> <li>• Designator of the unit handling the report</li> <li>• Event location</li> </ul>	Not Answered	
1474	An operator can search for the report by date/time.	Not Answered	
1475	An operator can search for the report by its report number.	Not Answered	
1476	An operator can search by location.	Not Answered	

## ATTACHMENT B – COST DATA FORMS

The Cost Data Forms can be found on the pages that follow.

Vendors' proposals must complete the comprehensive cost statement presented on the following pages.  
**All costs are to be contained in this statement. Insert/add rows if needed.**  
 This statement shall also include payment terms required for services rendered.

The prices included must represent the Vendor's actual costs that will be associated with implementing and delivering the proposed system.

Cost information must include all expected implementation and operating costs, both one-time and on-going.  
 Information about license sizes must be provided.  
 Vendors should describe and quote optional components -- including query tools, report writers, etc. -- as individual and separate items.  
 Any upgrade to the base system needed for optional components must include all applicable taxes. Add more lines to the table as necessary.

Notes:  
 Provide pricing for the application and operating system software required to support the application.  
 Any sections marked "Optional" designate components for which the County seeks pricing, but may or may not decide to include in the overall project.  
 The Vendor, however, is required to respond to that section.

**COST STATEMENT DESCRIPTION**

STATEMENT COLUMN	DESCRIPTION
<b>Cost Item</b>	This column presents the items for which cost information must be provided.
<b>Unit cost</b>	Indicate Vendor's discounted price for the item.
<b>Extended cost</b>	Indicate the total cost for the item (Units x Unit Cost)
<b>Recurring Cost</b>	Indicate all expected costs which the County would incur on an ongoing basis. Annualize this number and indicate in the comments when the County would begin incurring this cost (e.g., 1 year after acceptance, etc.).  Also describe what is provided with your annual maintenance fee, include application, and third party sub-component specifics).
<b>Comments</b>	In this column, please provide additional information about your costs.

**A. Computer Aided Dispatch (CAD)**

In the table below, provide the associated costs of the proposed Computer Aided Dispatch (CAD) solution. Insert/add rows if needed.  
 Include a line for each major software component/module. Document interface cost in Interface Section below.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
Vendor Software					
Seat-license pricing		\$ -	\$ -	\$ -	
Enterprise-license pricing		\$ -	\$ -	\$ -	
Tiered license pricing		\$ -	\$ -	\$ -	Indicate units threshold for each level
Remote workstation		\$ -	\$ -	\$ -	
Web client		\$ -	\$ -	\$ -	
Integrated Mapping component		\$ -	\$ -	\$ -	
Custom Development		\$ -	\$ -	\$ -	
3rd Party Components (list each)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
Discount		\$ -	\$ -	\$ -	
Warranty Period (min one year)		NC	NC	NC	Included with Initial licensing
Maintenance Year 2		\$ -	\$ -	\$ -	
Maintenance Year 3		\$ -	\$ -	\$ -	
Maintenance Year 4		\$ -	\$ -	\$ -	
Maintenance Year 5		\$ -	\$ -	\$ -	
Maintenance Year 6		\$ -	\$ -	\$ -	
<b>Maintenance Total (Years 1 - 6):</b>		\$ -	\$ -	\$ -	
Maintenance Year 7		\$ -	\$ -	\$ -	
Maintenance Year 8		\$ -	\$ -	\$ -	
Maintenance Year 9		\$ -	\$ -	\$ -	

**B. Mobile Data**

In the table below, provide the associated costs of the proposed Mobile Data Component. Insert/add rows if needed.  
 Include a line for each major software component/module. Document interface cost in Interface Section below.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
Vendor Software					
Per Seat license pricing		\$ -	\$ -	\$ -	
Enterprise license pricing		\$ -	\$ -	\$ -	
Tiered license pricing					
Tier 1		\$ -	\$ -	\$ -	Indicate units threshold for each level
Tier 2		\$ -	\$ -	\$ -	Indicate units threshold for each level
Additional tiers		\$ -	\$ -	\$ -	Indicate units threshold for each level
Integrated Mobile Mapping		\$ -	\$ -	\$ -	
Custom Development		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
3rd Party Components (list each)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
Discount		\$ -	\$ -	\$ -	
SW Warranty Period (min 1 year)		NC	NC	NC	Included with Initial licensing
Maintenance Year 2		\$ -	\$ -	\$ -	
Maintenance Year 3		\$ -	\$ -	\$ -	
Maintenance Year 4		\$ -	\$ -	\$ -	
Maintenance Year 5		\$ -	\$ -	\$ -	
Maintenance Year 6		\$ -	\$ -	\$ -	
<b>Maintenance Total (Years 1 - 6):</b>		\$ -	\$ -	\$ -	
Maintenance Year 7		\$ -	\$ -	\$ -	
Maintenance Year 8		\$ -	\$ -	\$ -	
Maintenance Year 9		\$ -	\$ -	\$ -	

**C. Automatic Vehicle Location (AVL)**

In the table below, provide the associated costs of the proposed AVL Component. Insert/add rows if needed.  
 Include a line for each major software component/module. Document interface cost in Interface Section below.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
Vendor Software					
Seat-license pricing		\$ -	\$ -	\$ -	
Enterprise-license pricing		\$ -	\$ -	\$ -	
Tiered license pricing		\$ -	\$ -	\$ -	Indicate units threshold for each level
Custom Development		\$ -	\$ -	\$ -	
3rd Party Components (list each)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
Other AVL costs (Describe)		\$ -	\$ -	\$ -	
Discount		\$ -	\$ -	\$ -	
Warranty Period (min one year)		NC	NC	NC	Included with Initial licensing
Maintenance Year 2		\$ -	\$ -	\$ -	
Maintenance Year 3		\$ -	\$ -	\$ -	
Maintenance Year 4		\$ -	\$ -	\$ -	
Maintenance Year 5		\$ -	\$ -	\$ -	
Maintenance Year 6		\$ -	\$ -	\$ -	
<b>Maintenance Total (Years 1 - 6):</b>		\$ -	\$ -	\$ -	
Maintenance Year 7		\$ -	\$ -	\$ -	
Maintenance Year 8		\$ -	\$ -	\$ -	
Maintenance Year 9		\$ -	\$ -	\$ -	

**D. GIS / Mapping**

In the table below, provide the associated costs of the proposed GIS / Mapping Component. Insert/add rows if needed.  
 Include a line for each major software component/module. Document interface cost in Interface Section below.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
Vendor Software					
Seat-license pricing		\$ -	\$ -	\$ -	
Enterprise-license pricing		\$ -	\$ -	\$ -	
Tiered license pricing		\$ -	\$ -	\$ -	Indicate units threshold for each level
Custom Development		\$ -	\$ -	\$ -	
3rd Party Components (list each)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
Discount		\$ -	\$ -	\$ -	
Warranty Period (min one year)		NC	NC	NC	Included with Initial licensing
Maintenance Year 2		\$ -	\$ -	\$ -	
Maintenance Year 3		\$ -	\$ -	\$ -	
Maintenance Year 4		\$ -	\$ -	\$ -	
Maintenance Year 5		\$ -	\$ -	\$ -	
Maintenance Year 6		\$ -	\$ -	\$ -	
<b>Maintenance Total (Years 1 - 6):</b>		\$ -	\$ -	\$ -	
Maintenance Year 7		\$ -	\$ -	\$ -	
Maintenance Year 8		\$ -	\$ -	\$ -	
Maintenance Year 9		\$ -	\$ -	\$ -	

**E. Interfaces**

In the table below, provide the associated costs of the proposed Interface software. List other interfaces if required. Insert/add rows if needed.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
CAD Interfaces					
Email		\$ -	\$ -	\$ -	
GIS / Mapping		\$ -	\$ -	\$ -	
CPE - ANI/ALI Controller		\$ -	\$ -	\$ -	
Intrado VIPER version 4.1.4					
Vesta version 4.3.2.611					
CAD-to-CAD		\$ -	\$ -	\$ -	
ProQA		\$ -	\$ -	\$ -	
Priority Dispatch AQUA					
Move up / cover		\$ -	\$ -	\$ -	
Data Warehouse		\$ -	\$ -	\$ -	
ASAP to PSAP		\$ -	\$ -	\$ -	
FATPOT		\$ -	\$ -	\$ -	
Auto-query External SQL database		\$ -	\$ -	\$ -	
NICE System interface		\$ -	\$ -	\$ -	
SunGard JMS interface		\$ -	\$ -	\$ -	
Spectracom NetClock		\$ -	\$ -	\$ -	
MARVLIS		\$ -	\$ -	\$ -	
ESO ePCR		\$ -	\$ -	\$ -	
Paging Alphanumeric Text		\$ -	\$ -	\$ -	
Radio system		\$ -	\$ -	\$ -	
Motorola DEK box		\$ -	\$ -	\$ -	
NC DCI / NCIC		\$ -	\$ -	\$ -	
TDD/TDY device		\$ -	\$ -	\$ -	
RF toning and paging		\$ -	\$ -	\$ -	
Locution CAD Voice Server		\$ -	\$ -	\$ -	
Third party mobile solutions					
FireHouse Mobile Response		\$ -	\$ -	\$ -	
Adashi Command and Control		\$ -	\$ -	\$ -	
SunGard Public Sector MCT		\$ -	\$ -	\$ -	
Firehouse RMS		\$ -	\$ -	\$ -	
High Plains Fire RMS		\$ -	\$ -	\$ -	
SunGard Public Sector RMS		\$ -	\$ -	\$ -	

Attachment B - Wake County - Computer Aided Dispatch Cost Forms

Other Interface (Describe)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
Discount		\$ -	\$ -	\$ -	
Warranty Period (min one year)		NC	NC	NC	Included with Initial licensing
Maintenance Year 2		\$ -	\$ -	\$ -	
Maintenance Year 3		\$ -	\$ -	\$ -	
Maintenance Year 4		\$ -	\$ -	\$ -	
Maintenance Year 5		\$ -	\$ -	\$ -	
Maintenance Year 6		\$ -	\$ -	\$ -	
<b>Maintenance Total (Years 1 - 6):</b>		\$ -	\$ -	\$ -	
Maintenance Year 7		\$ -	\$ -	\$ -	
Maintenance Year 8		\$ -	\$ -	\$ -	
Maintenance Year 9		\$ -	\$ -	\$ -	

**F. Operating System , Other Software**

In the table below, provide the associated costs of the proposed Other software. Insert/add rows if needed.  
 Item should include the name of the software manufacture. Include a line for each major software component/module.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
Vendor Software		\$ -	\$ -	\$ -	
Seat-license pricing		\$ -	\$ -	\$ -	
Enterprise-license pricing		\$ -	\$ -	\$ -	
Tiered license pricing		\$ -	\$ -	\$ -	Indicate units threshold for each level
Host / server software					
Host / server component (describe)		\$ -	\$ -	\$ -	
Host / server component (describe)		\$ -	\$ -	\$ -	
Host / server component (describe)		\$ -	\$ -	\$ -	
Host / server component (describe)		\$ -	\$ -	\$ -	
Vendor Supplied Components					
Internally developed QA / QC		\$ -	\$ -	\$ -	
Internally developed reporting writing		\$ -	\$ -	\$ -	
Move up / Cover application		\$ -	\$ -	\$ -	
Other (Describe)		\$ -	\$ -	\$ -	
3rd Party Components		\$ -	\$ -	\$ -	
Database management (e.g., SQL, Oracle)		\$ -	\$ -	\$ -	
COTS Report writing		\$ -	\$ -	\$ -	
Move up / cover application		\$ -	\$ -	\$ -	
Other (Describe)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
Disaster Recovery application		\$ -	\$ -	\$ -	
Data Warehouse (Describe)		\$ -	\$ -	\$ -	
Discount		\$ -	\$ -	\$ -	
Warranty Period (min one year)		NC	NC	NC	Included with Initial licensing
Maintenance Year 2		\$ -	\$ -	\$ -	
Maintenance Year 3		\$ -	\$ -	\$ -	
Maintenance Year 4		\$ -	\$ -	\$ -	
Maintenance Year 5		\$ -	\$ -	\$ -	

Attachment B - Wake County - Computer Aided Dispatch Cost Forms

Maintenance Year 6		\$ -	\$ -	\$ -	
<b>Maintenance Total (Years 1 - 6):</b>		\$ -	\$ -	\$ -	
Maintenance Year 7		\$ -	\$ -	\$ -	
Maintenance Year 8		\$ -	\$ -	\$ -	
Maintenance Year 9		\$ -	\$ -	\$ -	

**G. Training Costs**

In the table below, provide the associated training costs of the proposed system solution. List each class separately. Insert/add rows if needed.

Item – Detail	Units	Unit Cost	Extended Cost	Recurring Costs	Comment
CAD User Training		\$ -	\$ -	\$ -	
Train-the trainer CAD Training (Mobile)		\$ -	\$ -	\$ -	
Supervisor Training		\$ -	\$ -	\$ -	
System Administration Training		\$ -	\$ -	\$ -	
On-line Training		\$ -	\$ -	\$ -	
Refresher Training CAD		\$ -	\$ -	\$ -	
Other (Describe)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	

**H. Implementation/Project Management Costs**

In the table below, provide the associated integration/implementation/customization costs of the proposed system solution.  
 Costs should include all implementation costs. Insert/add rows if needed.  
 The implementation task should correspond to the project tasks provided in Project Management plan.

Implementation Task – Detail	Units	Unit cost	Extended Cost	Recurring Costs	Comment
Kick-Off / Project Initiation		\$ -	\$ -	\$ -	
System Acceptance Testing		\$ -	\$ -	\$ -	
Final Cut-Over / Go-Live		\$ -	\$ -	\$ -	
Other tasks (please describe)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
<b>Implementation Total:</b>		\$ -	\$ -	\$ -	



**J. Total Cost**

Total not to exceed cost representing the maximum amount for all work performed

Item - Detail	Units	Unit cost	Extended Cost	Recurring Costs	Comment
Total Not to Exceed Cost		\$ -	\$ -	\$ -	

**ATTACHMENT C – 09 NCAC 06C**

Legislation 09 NCAC 06C can be found on the pages that follow.

- (7) Written justification for limitation or waiver of competition, or emergency purchase, or waiver of any rule during the solicitation process;
- (8) Tabulation of offers received;
- (9) State CIO approval of award recommendation;
- (10) Purchase order or other payment verification;
- (11) Reason(s) for receiving only one offer in response to a solicitation;
- (12) Summary of vendor debriefing, if any;
- (13) Signed contracts or agency acceptance of offer(s); and
- (14) Protest documents.

(c) After award of contract, all material in the procurement file, except non-public information, shall be made available for inspection in accordance with the Public Records Law, G.S. 132-1 et seq.

*History Note: Authority G.S. 143B-1350(e);  
 Temporary Adoption Eff. January 1, 2000;  
 Eff. August 1, 2000;  
 Recodified from 09 NCAC 06B .1202 Eff. March 19, 2008;  
 Amended Eff. September 1, 2013;  
 Pursuant to G.S. 150B-21.3A, rule is necessary without  
 substantive public interest April 25, 2015;  
 Amended Eff. March 1, 2016.*

\*\*\*\*\*

**09 NCAC 06C .0101 FORMS**

- (a) The 911 Board shall prescribe forms by or for use by Public Safety Answering Points (PSAPs), service providers, and any other parties as may be needed to ensure uniformity in the operation of these Rules and policies adopted by the Board.
- (b) All forms referenced in this Subchapter are published on the Board's website at <https://www.nc911.nc.gov> and may be accessed free of charge.

*History Note: Authority G.S. 62A-42;  
 Eff. July 1, 2016.*

**09 NCAC 06C .0102 PHYSICAL ADDRESS OF 911 BOARD**

- (a) The physical and mailing address of the 911 Board is:  
 911 Board  
 c/o NC Department of Information Technology 3700 Wake  
 Forest Road  
 Raleigh, NC 27609
- (b) Contact information for staff is located on the Board's website at <https://www.nc911.nc.gov>.

*History Note: Authority: G.S. 62A-42;  
 Eff. July 1, 2016.*

**09 NCAC 06C .0103 DEFINITIONS**

In addition to the terms defined in G.S. 62A-40, the following terms have the following definition when used in this Subchapter:

- (1) "911 Line/Trunk" means a telephone line/trunk which is dedicated to providing a caller with

- (2) "Addressing" means the local government's assigning of a numerical address and street name (the street name may be numerical) to all locations within a local government's geographical service area for the purpose of providing Enhanced 911 service.
- (3) "Back-up PSAP" means a facility equipped with automatic number identification, automatic location identification displays, and all other features of a primary PSAP that it serves. A back-up PSAP shall receive 911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP. A back-up PSAP facility may be unattended when not in use, remote from the Public Safety Answering Point, and used to house equipment necessary for the functioning of an emergency communications system.
- (4) "Circuit" means the conductor or radio channel and associated equipment used to perform a specific function in connection with a 911 call system.
- (5) "CMRS" means a commercial mobile radio service.
- (6) "CMRS Non-recurring cost (NRC)" means one-time costs incurred by CMRS service providers for initial connection to selective routers and the wireless systems service provider (third party vendor non-recurring) cost.
- (7) "Communications System" means a combination of links or networks that serve a general function such as a system made up of command, tactical, logistical, and administrative networks supporting the operations of an individual PSAP.
- (8) "Comprehensive Emergency Management Plan (CEMP)" means a disaster recovery plan that conforms to guidelines established by the PSAP and is designed to address natural, technological, and man-made disasters.
- (9) "Computer-Aided Dispatch (CAD)" means a combination of hardware and software that provides data entry, makes resource recommendations, and notifies and tracks those resources before, during, and after 911 calls, and preserves records of those calls and status changes for later analysis by a PSAP or the Board.
- (10) "Computer-Aided Dispatch (CAD) Terminal" means an electronic device that combines a keyboard and a display screen to allow the exchange of information between a telecommunicator and one or more computers in the system or network.

**APPROVED RULES**

- (11) "Control Console" means a wall-mounted or desktop panel or cabinet containing controls to operate communications equipment.
- (12) "Designated Public Safety Answering Point (PSAP)" means a Primary PSAP determined pursuant to the FCC Order or a Board approved Back-up PSAP.
- (13) "Dispatch Circuit" means a circuit over which a signal is transmitted from the PSAP to an Emergency Response Facility (ERF) or Emergency Response Unit (ERU) to notify the Emergency Response Unit to respond to an emergency.
- (14) "Emergency 911 Call Processing/Dispatching" means a process by which a 911 call answered at the PSAP is transmitted to Emergency Response Facilities (ERFs) or to Emergency Response Units (ERUs) in the field.
- (15) "Emergency Response Facility (ERF)" means a structure or a portion of a structure that houses PSAP equipment and personnel for receiving and dispatching 911 calls.
- (16) "Emergency Response Unit (ERU)" means a first responder, such as a police vehicle, a fire truck, or an ambulance. It also includes personnel who respond to fire, medical, law enforcement, or other emergency situations for the preservation of life and safety.
- (17) "FCC Order" means the Order in FCC Docket 94-102 adopted by the Federal Communications Commission on December 1, 1997, and subsequent Orders, decisions, consent decrees, rules, and regulations including 47 C.F.R. 20.18 which are incorporated by reference in these rules. The FCC Order and regulations may be obtained free of charge from the FCC website: <http://transition.fcc.gov/pshs/services/911-services/>, <http://www.fcc.gov/encyclopedia/9-1-1-and-e9-1-1-services> and <http://www.fcc.gov/encyclopedia/rules-regulations-title-47>.
- (18) "Geographic Information Systems (GIS)" means computer programs linking features seen on maps, such as roads, town boundaries, water bodies, with related information including type of road surface, population, type of agriculture, type of vegetation, or water quality information.
- (19) "GIS Base Map" means a map comprising streets and centerlines used in a Geographic Information System.
- (20) "Logging Voice Recorder" means a device that records voice conversations and automatically logs the time and date of such conversations; normally, a multichannel device that keeps a semi-permanent record of operations.
- (21) "Notification" means the time at which a 911 call is received and acknowledged at a PSAP.
- (22) "Operations Room" means the room in the PSAP where 911 calls are received and processed and communications with emergency response personnel are conducted.
- (23) "Phase I Wireless Enhanced 911 Service" has the same meaning as provided in the FCC Order and FCC regulations. The FCC Order and regulations may be obtained free of charge from the FCC website: <http://transition.fcc.gov/pshs/services/911-services/>, <http://www.fcc.gov/encyclopedia/9-1-1-and-e9-1-1-services> and <http://www.fcc.gov/encyclopedia/rules-regulations-title-47>.
- (24) "Phase II Wireless Enhanced 911 Service" has the same meaning as provided in the FCC Order and FCC regulations, as defined in Item (16) of this Rule.
- (25) "Place of Primary Use" has the same meaning as provided in the Mobile Telecommunications Sourcing Act, 4 U.S.C. 124(8), if applicable; and otherwise sourcing shall be determined pursuant to G.S. 105-164.3 or G.S. 105-164.4B.
- (26) "PSAP Nonrecurring Costs" means non-repetitive charges incurred by a Primary PSAP to pay for equipment or services that do not occur on a fixed schedule. Examples include computer equipment that has become functionally outdated, software upgrades, or repair costs that are not covered by any maintenance agreement.
- (27) "PSAP Recurring Costs" means repetitive charges incurred by a primary PSAP, such as database management, lease of access lines, lease of equipment, network access fees, and applicable maintenance costs.
- (28) "Public Safety Agency" means an organization that provides law enforcement, emergency medical, fire, rescue, communications, or related support services.
- (29) "Public Safety Answering Point (PSAP)" means the public safety agency that receives incoming 911 calls.
- (30) "Selective Routing" or "Tandem Routing" means routing a 911 call to the designated PSAP based upon the caller's location.
- (31) "Service provider" means an entity that provides voice communications service, including resellers of such service.
- (32) "Standard" shall refer to and include such standards, policies, and procedures adopted by the Board pursuant to authority found in Article 3 of Chapter 62A of the N.C. General Statutes.
- (33) "Standard Operating Procedures (SOPs)" means written organizational directives that establish or prescribe specific operational or administrative methods that are to be followed for the performance of designated operations or actions.

- (34) "Stored Emergency Power Supply System (SEPSS)" means a system consisting of a Uninterruptible Power Supply, or a motor generator, powered by a stored electrical energy source, together with a transfer switch designed to monitor preferred and alternate load power source and provide desired switching of the load, and all necessary control equipment to make the system functional.
- (35) "Sworn Invoice" means an invoice prepared by a CMRS service provider's vendor that describes the goods or services and identifies the costs that the CMRS service provider submits for cost recovery pursuant to an approved cost recovery plan, and that is accompanied by an affidavit that complies with a form provided by the Board.
- (36) "Telecommunicator" means any person engaged in or employed as a full-time or part-time 911 communications center call taker, whether called by that or another term, such as emergency communications specialist or emergency dispatcher.
- (37) "Uninterruptible Power Supply (UPS)" means a system designed to provide power, without delay or transients, during any period when the primary power source is incapable of performing.
- (38) "Voice Communication Channel" means a single path for communication by spoken word that is distinct from other parallel paths.

*History Note: Authority G.S. 62A-42; 47 C.F.R. 20.18; Eff. July 1, 2016.*

**09 NCAC 06C .0104 FAILURE TO COMPLY WITH RULES**

If the Board determines that a PSAP or CMRS service provider is not adhering to an approved plan or is not using funds in the manner prescribed in these Rules or G.S. 62A, the Board may, after notice and hearing, take action authorized by G.S. 62A affecting distributions or reimbursements until satisfactory evidence of compliance is provided to the Board.

*History Note: Authority G.S. 62A-42; 62A-46; 62A-48; Eff. July 1, 2016.*

**09 NCAC 06C .0105 SERVICE PROVIDER FAILURE TO COMPLY WITH RULES**

- (a) If the Board determines that a service provider does not appear to have complied with G.S. Chapter 62A, these Rules, or the requirements of the FCC Order, a certified, return receipt letter shall be mailed to the company representative known to the Board. The letter shall request justification or an explanation from the service provider for the apparent non-compliance. The service provider shall have 15 calendar days to respond to the letter.
- (b) Board staff shall send a report to the Board. The Board shall review the staff's report. If it appears to the Board that the service

provider has failed to comply with applicable law, these Rules, or the FCC Order, the Board shall notify the service provider to that effect and to the consequences arising from such failure, and shall provide an opportunity for the service provider to appear before the Board.

(c) If the non-compliant service provider is a CMRS service provider eligible for reimbursement pursuant to G.S. 62A-45, all reimbursements shall be suspended until compliance with applicable law, these Rules, or the FCC Order has been completed.

(d) If after notice and hearing, the Board determines that the service provider's failure was caused by one or more primary PSAPs, Rule .0106 and procedures regarding PSAP compliance shall be followed.

*History Note: Authority G.S. 62A-42; 62A-48; Part 20 of Title 47 of the Code of Federal Regulations; Eff. July 1, 2016.*

**09 NCAC 06C .0106 PSAP FAILURE TO COMPLY WITH RULES**

(a) If the Board determines that a Primary PSAP does not appear to have complied with G.S. 62A, these Rules, or the requirements of FCC Order, a certified, return receipt letter shall be mailed to the PSAP representative known to the Board. The letter shall request justification or an explanation from the Primary PSAP for the apparent non-compliance. The Primary PSAP shall have 15 calendar days to respond to the letter.

(b) Board staff shall send a report to the Board. The Board shall review the staff's report. If it appears to the Board that the PSAP has failed to comply with applicable law, these Rules, or the FCC Order, the Board shall notify the PSAP to that effect and to the consequences arising from such failure, and shall provide an opportunity for the PSAP to appear before the Board.

(c) If after notice and hearing, the Board determines that the Primary PSAP is not at fault, the Board shall investigate to determine the cause of failure and take action to achieve a reasonable solution. A "reasonable solution" shall be defined as one that complies with applicable law, these Rules, or the FCC Order within 30 days or upon such other conditions as the Board may find reasonable.

*History Note: Authority G.S. 62A-46; 62A-48; Eff. July 1, 2016.*

**09 NCAC 06C .0107 REVIEW 911 FUNDS EXPENDITURES, DISBURSEMENTS AND REIMBURSEMENTS**

(a) PSAPs shall maintain books and records of 911 Funds received and use of such funds in accordance with the Local Government Budget and Fiscal Control Act G.S. 159-7 et seq. PSAPs shall maintain these books and records to support Fund distributions, reviews, or audits, in accordance with the funding formula adopted by the Board pursuant to G.S. 62A-46(a)(3). All books and records shall be available for review by the Board or its representatives, or audit by other governmental entities with such authority. If any review or audit indicates excess distributions to a PSAP, the Board shall adjust future or final distributions otherwise due. If no distributions are due and owed

to a PSAP, or if the excess distribution exceeds the amount otherwise due during that fiscal year, the PSAP shall refund all amounts due to the 911 Fund as requested by the Board.

(b) PSAPs shall provide copies of any audit reports to the Board if such audit reports include receipts or expenditures for 911 systems.

(c) CMRS service providers subject to G.S. 147-64.7 shall maintain records related to service charges remitted, and records necessary to support requested reimbursements in accordance with applicable law and generally accepted accounting principles. If any audit or review indicates excess distributions to a CMRS service provider, or subcontractor, the Board shall adjust future or final distributions otherwise due. If no distributions are due and owed to a CMRS service provider, or if the excess distribution exceeds the amount otherwise due during that fiscal year, the CMRS service provider shall refund all amounts that may be due to the 911 Fund.

*History Note: Authority G.S. 62A-42(a)(5); 62A-46(d); 62A-46(e); 62A-48; 62A-50; Eff. July 1, 2016.*

**09 NCAC 06C .0108 WAIVER OF RULES**

Upon receipt of a written request to waive a rule, the Board shall consider the request and may waive any rule in this Chapter. The factors the Board shall use in determining whether to grant a waiver are:

- (1) Whether the requested waiver is consistent with Article 3 of Chapter 62A or other North Carolina Statutes;
- (2) Whether any applicable Rule should be amended;
- (3) Costs to the 911 Fund if the waiver is granted;
- (4) Costs to the party requesting a waiver if the waiver is not granted;
- (5) Whether granting the waiver is consistent with the statewide 911 plan;
- (6) The benefit to the public;
- (7) Whether granting the waiver is consistent with the requirements and intent of the FCC Order;
- (8) Prior, concurrent, or similar waiver requests; and
- (9) Whether the waiver is supported or opposed by PSAPs or service providers.

*History Note: Authority G.S. 62A-42; 150B-19(6); Eff. July 1, 2016.*

**09 NCAC 06C .0109 HEARINGS**

(a) The following, if aggrieved pursuant to G.S. 62A in connection with any action by the Board, may request a hearing before the Board:

- (1) A PSAP; or
- (2) A service provider.

(b) A request for a hearing shall be made in writing to the Executive Director of the Board and shall be filed within 30 calendar days after the aggrieved party knows or should have known of the facts giving rise to the request. A request for hearing is considered filed when physically received by the Executive

Director. Requests filed after the 30 calendar day period shall not be considered. To expedite handling of requests, the envelope shall be labeled "911 Funds Request for Hearing." The written request shall include the following:

- (1) The name and address of the party;
- (2) The action of the Board;
- (3) A statement of reasons for the hearing; and
- (4) Supporting exhibits, evidence, or documents necessary to substantiate the party's complaint.

Requests for hearing shall be sent to the Executive Director at the address listed in .0102 of this Section.

(c) Following review of the information set forth in Paragraph (b) of this Rule, if the Board determines it needs additional information, it shall request the information from the aggrieved party. Any additional information requested by the Board shall be submitted at the address listed in Rule .0102 of this Section within the time periods established by this Paragraph in order to expedite consideration of the request. Failure of the aggrieved party to comply with a request for information by the Board within 60 days shall result in resolution of the request without consideration of that information.

(d) A decision on a request shall be made by the Board within 120 days after receiving all relevant requested information.

*History Note: Authority G.S. 62A-42; 62A-48; Eff. July 1, 2016.*

**09 NCAC 06C .0110 DECLARATORY RULINGS**

(a) Any request for a determination regarding the application of a rule, statute, or order established by the 911 Board to a specific factual situation shall be directed to the Board Chair or Executive Director at the address in Rule .0102 of this Section. The request for a ruling shall follow Rules .0109 through .0114 of this Section. A declaratory ruling proceeding may include written submissions, an oral hearing, or other procedure as may be appropriate in the circumstances of the particular request.

(b) Declaratory rulings pursuant to G.S. 150B-4 shall be issued by the Board only on the validity of a rule or on the applicability of a statute, rule, or order of the Board to stipulated facts. A declaratory ruling shall not be issued on a matter requiring an evidentiary proceeding.

(c) A person aggrieved must possess such an interest in the question to be ruled on that the petitioner's need to have such a ruling in order to comply with statutory requirements, rules, or standards shall be apparent from the petition and shall be explained therein.

*History Note: Authority G.S. 62A-42(a)(4); 62A-46(e)(5); 150B-4; Eff. July 1, 2016.*

**09 NCAC 06C .0201 PSAP ELIGIBILITY**

(a) Before receiving distributions from the 911 Fund, a primary PSAP shall meet the following criteria and confirm in writing to the Board:

- (1) The PSAP is separately identified in its governing agency's budget and in any audit conducted under the Local Government Budget and Fiscal Control Act.

- (2) The PSAP meets the definition of primary PSAP under G.S. 62A-40. Callers shall be able to reach the PSAP by placing a call using only the digits 911. The PSAP shall operate an Enhanced 911 system.

(b) The PSAP equipment vendor or a service provider operating in the PSAP's jurisdiction shall also certify that the PSAP is capable of receiving and dispatching Phase I wireless Enhanced 911 service. If neither an equipment vendor nor a service provider is available, a city or county may use certification from a technology specialist who demonstrates compliance with FCC regulation 47 C.F.R. 20.18.

(c) The PSAP shall provide copies of all documentation evidencing agreements with other PSAPs governing the manner in which 911 Funds are used in overlapping geographic service areas, as identified by zip code or other identifier such as telephone exchange or township.

*History Note: Authority G.S. 62A-46;  
Eff. July 1, 2016.*

**09 NCAC 06C .0202 PSAP ELIGIBLE EXPENSES**

(a) Expenses that are solely incurred to enable a PSAP to receive and utilize the voice and data elements necessary for wireline 911 and wireless Phase I or Phase II compliance may be fully paid from a PSAP's 911 Fund distributions if approved by the Board. A PSAP may submit a request for approval for an expense by identifying the expense item together with an explanation of the necessity of the expense item to the Executive Director.

- (1) Eligible costs for necessary computer hardware include Computer Aided Dispatch (CAD) workstation computers, servers, and ancillary equipment; GIS workstation computers, servers, and ancillary equipment; and voice logging recorder computers;
- (2) Eligible costs for necessary computer software include software used in conjunction with the computer hardware to provide callers with access to the PSAP by dialing 911;
- (3) Database provisioning includes creation of the automatic location identification (ALI) database and the GIS base map database;
- (4) GIS base map eligible expenses include mapped street centerlines, together with costs for creation and maintenance of the base map;
- (5) Nonrecurring costs of establishing a wireless Enhanced 911 system include emergency generator or uninterruptible power supplies, and telecommunicator furniture necessary for 911 system operation; and
- (6) Rates associated with local telephone companies' charges related to the operation of the 911 system include monthly charges for delivery of 911 calls, automatic number identification (ANI), ALI, and monthly charges for telephone interpreter services.

(b) Eligible lease, purchase, and maintenance expenses for emergency telephone equipment include 911 telephone equipment/system costs.

The 911 Board shall publish on its website <https://www.nc911.nc.gov/> and periodically revise a list of approved eligible expenditures.

(c) Ineligible costs include:

- (1) Basic termination charges incurred due to the disconnection of telephone equipment to be replaced with 911 equipment;
- (2) Capital outlay expenditures, such as buildings, remodeling, communication towers, and equipment not directly related to providing the user of a voice communications service connection access to a PSAP by dialing the digits 911;
- (3) Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;
- (4) Seven-digit transfer-to-lines;
- (5) Private line circuit costs;
- (6) Directory listings; and
- (7) Maintenance costs for radio equipment or other miscellaneous equipment not necessary, as determined by the Board and the affected PSAP, to provide the user of a voice communications service connection access to a PSAP by dialing the digits 911.

*History Note: Authority G.S. 62A-46(c);  
Eff. July 1, 2016.*

**09 NCAC 06C .0203 EFFECT OF 911 FUND DISTRIBUTION TERMINATIONS AND SUSPENSIONS**

(a) A primary PSAP operated by or for a local government that is not identified or included in its governing agency's budget or in any audit conducted pursuant to the Local Government Budget and Fiscal Control Act shall not be eligible for distributions from the 911 Fund.

(b) 911 Fund distributions that lapse due to termination of a primary PSAP shall be re-allocated by the Board.

(c) 911 Fund distributions that are suspended shall be maintained by the Board until such time as the PSAP entitled to such distributions complies with the requirements of applicable statutes, these Rules, and the Board's standards, policies, and procedures.

(d) Primary PSAPs that cease independent operation due to consolidation with other such PSAPs, or that are consolidated with newly formed PSAPs, shall give notice to the Board. 911 Fund distributions for such PSAPs that cease operations shall revert to the 911 Fund for distribution under G.S. 62A-46.

*History Note: Authority G.S. 62A-46; 62A-48;  
Eff. July 1, 2016.*

**09 NCAC 06C .0204 PSAP REPORTING**

(a) PSAPs shall submit the following to the Board by September 1 of each year:

- (1) A copy of the PSAP's governing agency's approved budget;

- (2) A report detailing the revenues and expenditures associated with the operation of its 911 system; and
- (3) Additional information if requested by the Board including installation schedules, installation expenses, anticipated 911 system changes, other system related costs, expenses and other information deemed necessary by the Board or by the PSAP to ensure funding in compliance with G.S. 62A-46(e).

(b) If a PSAP fails to report its revenues and expenditures, the Board shall inform the PSAP's governing agency. The notice shall also inform the governing agency that failure to provide the requested information within 15 days shall be cause for suspension of monthly PSAP fund distributions until the information is received. The notice shall further inform the governing agency that continuing failure to provide the information shall result in a report to the North Carolina Local Government Commission of the PSAP's failure.

(c) After 60 days from September 1 the Board shall inform the North Carolina Local Government Commission in writing of the PSAP's failure to respond to the requested information. A copy of the notice to the North Carolina Local Government Commission shall also be sent to the PSAP manager and the governing agency.

(d) Each county or municipality shall submit a list of PSAPs operating within its jurisdiction each year; or, if none are known, a statement to that effect.

*History Note: Authority G.S. 62A-4; 62A-46; 62A-49; Eff. July 1, 2016.*

**09 NCAC 06C .0206 BACK-UP PSAPS**

(a) Each Primary PSAP shall establish a back-up PSAP or have an arrangement for back-up provided by another PSAP. Agencies may also pool resources and create regional back-up centers. Alternate methods for receiving and processing 911 calls may include interlocal agreements among one or more PSAPs for sharing physical resources, entail a use of portable equipment that may be implemented wherever secure network connectivity is accessible, construction and maintenance of a back-up PSAP facility that would only be utilized when the Primary PSAP is inoperable, or other alternative solution.

(b) Back-up Plan. There shall be a local management approved, written, dated, and annually tested back-up PSAP plan.

(c) The Board shall disburse 911 Funds for back-up PSAPs to the extent eligible expenses are incurred for such PSAPs, and provided:

- (1) A back-up PSAP plan is submitted to the 911 Board. The plan shall include start-up costs, projected recurring expenses, and any local agreements which may exist, or which are anticipated, that provide for the back-up PSAP.
- (2) Any back-up PSAP plan revisions have been provided to the 911 Board staff.

(d) The back-up PSAP shall be capable, when staffed, of performing the emergency functions performed at the primary PSAP.

(e) The back-up PSAP shall be separated geographically from the primary PSAP at a distance that ensures the survivability of the alternate center.

(f) Each PSAP shall develop a formal written plan to maintain and operate the back-up PSAP or, if back-up is provided by another PSAP, a formal written plan that defines the duties and responsibilities of the alternate PSAP.

- (1) The plan shall include the ability to reroute incoming 911 call traffic to the back-up center and to process and dispatch 911 calls at that center.

- (2) The plan shall be included in the Comprehensive Emergency Management Plan (CEMP).

(g) The PSAP shall be capable of operation long enough to enable the transfer of operations to the back-up PSAP in the event of an emergency in the PSAP or in the building that houses the PSAP.

*History Note: Authority G.S. 62A-42(a); Eff. July 1, 2016.*

**09 NCAC 06C .0207 PSAP OPERATIONS AND MANAGEMENT**

(a) Personnel:

- (1) PSAP equipment and systems shall be under the oversight of an employee or employees of the PSAP.

- (2) The PSAP Emergency services dispatching entities shall have trained and qualified technical assistance available for trouble analysis and repair by in-house personnel or by authorized outside contract maintenance services. Where maintenance is provided by an organization or person other than an employee of the PSAP, written records of all installation, maintenance, test, and extension of the system shall be forwarded to the responsible employee of the PSAP. Maintenance performed by an organization or person other than an employee of the PSAP shall be by written contract that contains a guarantee of performance.

- (3) Maintenance personnel other than an employee of the PSAP shall be approved by the PSAP pursuant to its access controls as presenting no threat to the security of the facility or the employees and equipment within it.

- (4) All equipment shall be accessible to the PSAP for the purpose of maintenance.

- (5) When a device monitoring the 911 system for integrity indicates that trouble has occurred, the telecommunicator shall act as follows:

- (A) Take appropriate steps as provided in the PSAP manual or operating procedures to repair the fault.

- (B) If the telecommunicator determines repair is not possible, isolate the fault and notify the official responsible for maintenance.

(b) Time.

- (1) The clock for the main recordkeeping device in the PSAP shall be synchronized with all timekeeping devices in the 911 system.
  - (2) All timekeeping devices in the PSAP shall be maintained within ±5 seconds of the main recordkeeping device clock.
- (c) Recording.
- (1) PSAPs shall have a logging voice recorder with one channel for each of the following:
    - (A) Transmitted or received emergency radio channel or talk group;
    - (B) Voice dispatch call for service circuit; and
    - (C) Telecommunicator telephone that receives emergency 911 calls for service.
  - (2) Each Telecommunicator workstation shall have the ability to recall telephone and radio recordings from that workstation without delay.
  - (3) 911 calls that are transmitted over the required dispatch circuit(s) shall be automatically recorded, including the dates and times of transmission.
- (d) Quality Assurance/Improvement.
- (1) PSAPs shall establish a quality assurance/improvement process to ensure the consistency and effectiveness of 911 call taking.
  - (2) Statistical analysis of 911 call taking shall be completed monthly and compiled over a one year period and retained as operational records under Rule .0215 of this Section.

*History Note: Authority G.S. 62A-42(a)(4); 62A-46(e); 62A-46(a)(3); Eff. July 1, 2016.*

**09 NCAC 06C .0208 TELECOMMUNICATOR QUALIFICATIONS, TRAINING AND STAFFING**

- (a) There shall be sufficient telecommunicators available to complete the call taking process for 911 calls.
- (b) Where communications systems, computer systems, staff, or facilities are used for both emergency and non-emergency functions, the non-emergency use shall not delay use of those resources for 911 operations.
- (c) 911 calls for service and completing the call taking process shall have priority above nonemergency activities.
- (d) The PSAP shall provide standard operating procedures to its telecommunicators.
- (e) Telecommunicators shall not be assigned any duties prohibiting them from receiving 911 calls and completing the call taking process in accordance with Rule .0209(a) of this Section and the PSAP standard operating procedures.

*History Note: Authority G.S. 62A-42(a)(4); Eff. July 1, 2016.*

**09 NCAC 06C .0209 PSAP 911 CALL OPERATING PROCEDURES**

- (a) Ninety percent of 911 calls received on emergency lines shall be answered within 10 seconds, and 95 percent of 911 calls received on emergency lines shall be answered within 20 seconds. The PSAP and the Board shall evaluate call answering times monthly by using data from the previous month.
- (b) When 911 calls need to be transferred to another PSAP, the telecommunicator shall transfer the call without delay. The Telecommunicator shall advise the caller of the transfer. The telecommunicator shall maintain the call connection until it is certain that the transfer is complete and verified by the agency receiving the call transfer.
- (c) An indication of the status of all Emergency Response Units shall be available to Telecommunicators at all times.
- (d) The PSAP shall establish and maintain standard operating procedures including:
  - (1) The procedures shall specify that the telecommunicator is expected to perform without direct supervision;
  - (2) The procedures shall specify operations, facilities, and communications systems that receive 911 calls from the public;
  - (3) An implementation plan for testing and fail-over operation to a back-up PSAP pursuant to Rule .0206 of this Section;
  - (4) Procedures related to the CEMP required in Rule .0205 of this Section;
  - (5) Emergency response personnel emergencies;
  - (6) Activation of an emergency distress function;
  - (7) Assignment of incident radio communications plan;
  - (8) Time limit for acknowledgment by units that have been dispatched;
  - (9) Responding to and processing TDD /TTY calls or other calls from hearing impaired callers;
  - (10) Providing requirements for dispatching of appropriate emergency response personnel;
  - (11) A policy that limits access to the PSAP to authorized personnel;
  - (12) Procedures for answering open-line or "silent calls"; and
  - (13) Maintaining training records for each employee required by the PSAP.

*History Note: Authority G.S. 62A-42(a)(4); Eff. July 1, 2016.*

**09 NCAC 06C .0210 PUBLIC SAFETY ANSWERING POINT (PSAP) FACILITIES**

- (a) All 911 system equipment, software, and services used in the operation of the PSAP shall be implemented and maintained to ensure continuity of 911 call taking.
  - (1) Systems that are essential to the operation of the PSAP shall be designed to accommodate peak workloads.
  - (2) PSAPs shall be designed to accommodate the staffing level necessary to accommodate peak workloads.

APPROVED RULES

(b) Primary and secondary power sources shall be determined by the PSAP including the following provisions:

- (1) At least two independent and reliable power sources, one primary and one secondary, shall be provided. Each shall be of adequate capacity for operation of the PSAP.
- (2) Power sources shall be monitored for integrity, with annunciation provided in the operations room.
- (3) Primary Power Source. One of the following shall supply primary power:
  - (A) A feed from a commercial utility distribution system;
  - (B) An engine-driven generator installation or equivalent designed for continuous operation, with a person specifically trained in its operation on duty at all times; or
  - (C) An engine-driven generator installation or equivalent arranged for cogeneration with commercial light and power, with a person specifically trained in its operation on duty or available at all times.
- (4) Secondary Power Source.
  - (A) The secondary power source shall consist of one or more standby engine-driven generators. The PSAP shall ensure that a person specifically trained in its operation is on duty or available at all times.
  - (B) Upon failure of primary power, transfer to the standby source shall be automatic.
- (5) Engine-driven generators shall be sized to supply power for the operation of all functions of the PSAP.
  - (A) When installed indoors, engine-driven generators shall be located in a ventilated and secured area that is separated from the PSAP by fire barriers having a fire resistance rating of at least two hours.
  - (B) When installed outdoors, engine-driven generators shall be located in a secure enclosure.
  - (C) The area that houses an engine-driven generator shall not be used for storage other than spare parts or equipment related to the generator system.
  - (D) Fuel to operate the engine-driven generator for a minimum of 24 hours at full load shall be available on site.
  - (E) Equipment essential to the operation of the generator shall be supplied with standby power from the generator.
  - (F) Generators shall not use the public water supply for engine cooling.

- (6) A Stored Emergency Power Supply System (SEPSS) shall be provided for telecommunications equipment, two-way radio systems, computer systems, and other electronic equipment determined to be essential to the operation of the PSAP.
  - (A) The SEPSS shall be of a class that is able to maintain essential operations long enough to implement the formal Comprehensive Emergency Management Plan.
  - (B) The instrumentation required to monitor power shall be remotely annunciated in the operations room.
- (7) Power circuits shall include their associated motors, generators, rectifiers, transformers, fuses, and controlling devices.
- (8) The power circuit disconnecting means shall be installed so that it is accessible only to authorized personnel.
- (9) Surge Arresters otherwise known as Transient Voltage Surge Suppression (TVSS) shall be provided for protection of telecommunications equipment, two-way radio systems, computers, and other electronic equipment essential to the operation of the PSAP.
- (10) Isolated Grounding System. Telecommunications equipment, two-way radio systems, computers, and other electronic equipment essential to the operation of the PSAP shall be connected to an isolated grounding system.
- (11) Uninterruptible Power Supply (UPS) and Battery Systems. A UPS and battery system shall be installed in accordance with local, State, and the federal safety regulations and be sufficient to prevent power surges from damaging equipment in the PSAP as well as provide power for all essential 911 Emergency Center operations until the backup power source can be fully activated.
  - (A) Each UPS shall be provided with a bypass switch that maintains the power connection during switch over and that is capable of isolating all UPS components while allowing power to flow from the source to the load.
  - (B) The following UPS conditions shall be annunciated in the operations room:
    - (i) Source power failure, overvoltage, and undervoltage;
    - (ii) High and low battery voltage; and
    - (iii) UPS in bypass mode.
  - (C) The UPS and Battery Systems shall be capable of providing power for the PSAP when the Primary Power Source is not functioning but the duration of

the outage is not sufficient to activate the Secondary Power Source.

*History Note: Authority G.S. 62A-42;  
Eff. July 1, 2016.*

**09 NCAC 06C .0211 TELEPHONES**

(a) Equipment and Operations.

- (1) PSAPS shall be equipped with telephone lines and telephone devices as follows:
  - (A) A minimum of two 911 telephone lines and 911 telephone devices shall be assigned exclusively for receipt of 911 calls. These lines shall appear on at least two telephone devices within the PSAP.
  - (B) Additional 911 telephone lines and 911 telephone devices shall be provided as necessary for the volume of calls handled by the PSAP.
  - (C) Additional telephone lines shall be provided for the normal business (non-emergency) use as needed.
  - (D) At least one outgoing-only line and telephone device shall be provided.
- (2) 911 lines and 911 telephone devices shall be answered prior to non-emergency telephone lines and non-emergency telephone devices.
- (3) When all 911 telephone lines and 911 telephone devices are in use, 911 calls shall be routed to other predetermined telephone lines and telephone devices that shall be monitored for integrity, and that are approved by the PSAP.
- (4) Calls to the business number shall not hunt to the designated emergency lines.
- (5) When transferring a 911 call pursuant to Rule .0209(b) of this Section, the PSAP shall transfer the call data to the designated PSAP when possible. If the call transfer is not possible, call data shall be relayed by the telecommunicator.
- (6) All 911 calls shall be recorded.

(b) Circuits/Trunks.

- (1) PSAPS shall have at least two 911 call delivery paths with diverse routes arranged so that no single incident interrupts both routes.
- (2) Where multiple PSAPs that serve a jurisdiction are not located in a common facility, at least two circuits with diverse routes, arranged so that no singular incident interrupts both routes, shall be provided between PSAPs.
- (3) The PSAP shall have sufficient 911 trunk capacity to receive 99.9 percent of all calls during the busiest hour of the average week of the busiest month of the year.

*History Note: Authority G.S. 62A-42;  
Eff. July 1, 2016.*

**09 NCAC 06C .0212 DISPATCHING SYSTEMS**

- (a) A 911 call dispatching system shall be designed, installed, operated, and maintained to provide for the receipt and retransmission of calls.
- (b) Telecommunicators who receive 911 calls shall have redundant means within the PSAP premises to dispatch calls.
- (c) The failure of any system component or one dispatching means shall not affect the operation of another dispatching means.

*History Note: Authority G.S. 62A-42;  
Eff. July 1, 2016.*

**09 NCAC 06C .0213 COMPUTER AIDED DISPATCHING (CAD) SYSTEMS**

(a) PSAPs shall use computer-aided dispatching (CAD) systems. The CAD system shall contain all hardware and software components necessary for interface with the 911 system.

- (1) The CAD system shall include data entry; resource recommendations, notification, and tracking; store records relating to all 911 calls and all other calls for service and status changes; and track those resources before, during, and after emergency calls, preserving records of those 911 calls and status changes for later analysis by the PSAP.
- (2) The CAD system shall include a data backup system, utilizing either removable media or independent disk storage arrays dedicated to the backup task and additional equipment as needed, as determined by the PSAP.
- (3) The failure of any single component shall not disable the entire system.
  - (A) The CAD system shall provide automatic switchover in case of failure of the required system component(s).
  - (B) Manual intervention by telecommunicators or others shall not be required.
  - (C) Notwithstanding automatic switchover, the CAD system shall provide the capability to manually initiate switchover.
  - (D) CAD systems that utilize server and workstation configuration shall accomplish automatic switchover by having a duplicate server available with access to all the data necessary and required to restart at the point where the primary server stopped.
  - (E) CAD systems that utilize distributed processing, with workstations in the operations room also providing the call processing functions, shall be considered to meet the requirements of automatic switchover, as long as all such workstations are continuously sharing data and all data necessary to pick up at the point where the failed workstation stopped are available to

all other designated dispatch workstations.

- (4) The system shall continuously monitor the CAD interfaces for equipment failures, device exceptions, and time-outs. Upon detection of faults or failures, the system shall send an appropriate message consisting of visual and audible indications to personnel designated by the PSAP. A log of system messages and transactions shall be generated and maintained as determined by the PSAP.

(b) PSAPS shall maintain a secondary CAD for use in the event of a failure of the CAD system.

(c) Operation of the CAD system software shall be limited to authorized personnel by log-on/password control, workstation limitations, or other means as required by the PSAP.

(d) The PSAP shall provide network isolation necessary to preserve bandwidth for the efficient operation of the CAD system and processing of 911 calls.

(e) The CAD system shall have the capability to allow 911 call data exchange between the CAD system and other CAD systems, and between the CAD system and other systems.

(f) CAD configurations shall include:

- (1) Recommending units for assignment to calls.
  - (A) Ensuring that the optimum response units are selected.
  - (B) Allowing the telecommunicator to override the CAD recommendation for unit assignment.
  - (C) The CAD system shall have the ability to prioritize all system processes so that emergency operations take precedence.
- (2) Detecting and reporting errors, faults or failures.
- (3) The CAD system shall include automatic power-fail recovery capability.

*History Note: Authority G.S. 62A-42; Eff. July 1, 2016.*

**09 NCAC 06C .0214 TESTING**

(a) Tests and inspections of all systems necessary for receiving 911 calls and completing the call taking process shall be made at the intervals specified in a PSAP standard operating procedures conforming to Rules .0207, .0209, and .0210 of this Section.

(b) All equipment shall be restored to operating condition after each test or 911 call for which the equipment functioned.

(c) When tests detect failure or poor performance anywhere on the system, the PSAP shall take appropriate steps to repair or isolate the failure or poor performance and notify the person(s) responsible for repair or maintenance.

(d) All new equipment shall be tested in accordance with the manufacturers' specifications and accepted PSAP practices before being placed in service. PSAPs shall provide equipment operation manuals for operations and testing procedures to PSAP personnel.

*History Note: Authority G.S. 62A-42; Eff. July 1, 2016.*

**09 NCAC 06C .0215 RECORDS**

(a) PSAPs shall maintain records to ensure operational capability of all system functions for at least five years.

(b) After completion of acceptance tests, the PSAP shall retain:

- (1) A set of reproducible, as-built installation drawings;
- (2) Operation and maintenance manuals;
- (3) Written sequence of operation; and
- (4) Results of all operational tests and values at the time of installation.

(c) PSAPs shall have access to site-specific software for software-based systems.

(d) Operational Records.

- (1) Call and dispatch performance statistics shall be compiled and maintained by the PSAP.
- (2) Statistical analysis for call and dispatch performance measurement shall be done monthly and compiled over a one year period. A management information system (MIS) program shall track incoming 911 calls and dispatched 911 calls and provide real-time information and strategic management reports.
- (3) Records of the following, including the corresponding dates and times, shall be kept:
  - (A) Test, 911 call, and dispatch signals;
  - (B) Circuit interruptions and observations or reports of equipment failures; and
  - (C) Abnormal or defective circuit conditions indicated by test or inspection.

(e) Maintenance Records.

- (1) Records of maintenance, both routine and emergency, shall be kept for all 911 call receiving equipment and 911 call dispatching equipment.
- (2) All maintenance records shall include the date, time, nature of maintenance, and repairer's name and affiliation.

*History Note: Authority G.S. 62A-42; Eff. July 1, 2016.*

**09 NCAC 06C .0301 REGISTRATION OF CMRS SERVICE PROVIDERS**

(a) CMRS service providers or resellers of any CMRS that receive authority to serve any area within the State of North Carolina, shall register with the Board within 30 calendar days of the later of receiving authority to operate, or of beginning operations, in North Carolina.

(b) Such registration shall be filed with the Commission's Executive Secretary and shall include the following information:

- (1) The legal name of CMRS service provider;
- (2) All business names used by the CMRS service provider in North Carolina;
- (3) The name, title, mailing address, telephone number, fax number, and email address (if available) of the person to be contacted regarding 911 matters;

- (4) A listing of all areas in which the CMRS service provider is authorized to serve any portion of North Carolina; and
- (5) The FCC filer ID and FCC Registration Number of the CMRS service provider.

(c) Changes to any of the information required by Paragraph (b) of this Rule shall be filed with the Board's Executive Director within 30 calendar days of the effective date of such change(s). This filing requirement includes providing notice to the Board's Executive Director of any and all mergers, divestitures, acquisitions, or other similar actions affecting North Carolina service areas.

*History note: Authority: G.S. 62A-42(a)(9); 62A-45; 62A-49; Part 20, Title 47 Code of Federal Regulations; Eff. July 1, 2016.*

**09 NCAC 06C .0302 CMRS SERVICE PROVIDER REIMBURSEMENT**

(a) Sworn invoices shall be attested to by a person having authority to represent the CMRS service provider. Only costs that are commercially reasonable are eligible for cost recovery. The CMRS service provider may present costs as the actual incurred costs of the CMRS service provider, an estimate of the incurred costs, or the approved rate per subscriber multiplied by the actual subscriber count. If estimated costs are used, the CMRS service provider shall annually true up its costs to ensure that over-recovery does not occur. CMRS service providers shall maintain records consistent with Generally Accepted Accounting Principles as applied by the provider to demonstrate that costs were actually incurred as submitted for reimbursement. Internal costs (engineering time, facilities, proportionate share of software, etc.) shall be supported by documentation. All costs are subject to review by the Board.

(b) As used in this Rule, "commercially reasonable" shall mean the cost that takes into account the facts and circumstances at the time the cost is incurred. The Board shall determine whether costs are commercially reasonable pursuant to Chapter 25 of the General Statutes.

*History note: Authority G.S. 62A-45; Eff. July 1, 2016.*

**09 NCAC 06C .0305 REMITTANCE OF SERVICE CHARGES**

(a) Service providers shall remit service charges to the 911 Board at the address listed in Rule .0102 of this Subchapter.

(b) Service providers may remit funds by check payable to the Board, or by electronic funds transfer upon satisfaction of transaction processing requirements.

(c) Voice communications service providers that assess the service charge to resellers of their services shall remit such service charges to the Board.

(d) The Department of Information Technology Fiscal Services shall act as the receiving agent for the service providers' monthly reimbursements and as the administrator of the 911 Fund.

*History note: Authority G.S. 62A-43; 147-86.11; Eff. July 1, 2016.*

**09 NCAC 06C .0306 PREPAID WIRELESS SERVICE**

(a) A voice communications service provider of prepaid wireless service is not eligible for reimbursements to CMRS providers.

(b) Rules .0109 through .0114 of this Chapter governing hearings and declaratory rulings shall not apply to a voice communications service provider of prepaid wireless service for issues arising under the administration authority of the Department of Revenue.

(c) Contract or other information submitted to the Board by a voice communications service provider of prepaid wireless service may be proprietary under G.S. 62A-52. Service providers shall mark any proprietary or other non-public information as such before sending to the Board.

*History Note: Authority G.S. 62A-43; 62A-44; 62A-52; 62A-54; Eff. July 1, 2016.*

**09 NCAC 06C .0401 PSAP GRANTS**

(a) When there are funds available, the Board shall publish a notice on its website, as set forth in Rule .0102 of this Subchapter, of grant availability to primary PSAPs and governing entities operating primary PSAPs.

(b) Any primary PSAP or the governing entity operating a primary PSAP may apply for a grant.

(c) Each applicant applying for grant funds shall complete and submit an application that may be obtained from the Board office or from the Board website at the address as set forth in Rule .0102 of this Subchapter.

(d) The Board shall accept grant applications as stated in the Board's published notice of grant availability. Grant applications submitted that do not conform to the Board's published requirements may be considered at the discretion of the Board, provided that grant funds are not exhausted by conforming grant applications and the non-conforming grant applications satisfy G.S. 62A-47.

(e) Applications for grants for each item over twenty-five thousand dollars (\$25,000) shall be accompanied by at least three written competitive quotes. The Board shall compare the three quotes to any existing State contract in order to determine appropriate funding.

*History note: Authority G.S. 62A-47; Eff. July 1, 2016.*

**09 NCAC 06C .0402 GRANTS FOR CONSTRUCTION OR RENOVATION**

(a) The requirements in this Rule, Grants for Construction or Renovation, shall apply only to new construction and construction renovations of an existing structure or facility funded by the North Carolina 911 Board. PSAPs receiving grants for construction or renovation shall ensure compliance with the provisions of this Rule.

(b) HVAC.

- (1) HVAC systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturer of the equipment critical to the operation of the PSAP.

- (2) HVAC systems shall be independent systems that serve only the PSAP.
- (3) HVAC system intakes for fresh air shall be arranged to minimize smoke intake from a fire inside or outside the building and to resist intentional introduction of irritating, noxious, toxic, or poisonous substances into the HVAC system.
- (4) HVAC emergency controls shall be provided in the operations room to permit closing of outside air intakes.
- (5) Back-up HVAC systems shall be provided for the operations room and other spaces housing electronic equipment essential to the operation of the PSAP.
- (6) HVAC systems shall be designed so that the PSAP is capable of uninterrupted operation with the largest single HVAC unit or component out of service.

**(c) Fire Protection.**

- (1) The PSAP and spaces adjoining the PSAP shall be provided with an automatic fire detection, alarm, and notification system.
- (2) The alarm system shall be monitored in the operations room.
- (3) Operation of notification appliances shall not interfere with communications operations.
- (4) Electronic computer and data processing equipment shall be protected in accordance with the manufacturer's recommended specifications, and common business practices.

**(d) Security.**

- (1) The PSAP and other buildings that house essential operating equipment shall be protected against damage from vandalism, terrorism, and civil disturbances.
- (2) Entry to the PSAP shall be restricted to authorized persons.
- (3) Exterior entryways to the PSAP shall have a security vestibule. "Security Vestibule" means comprising a compartment with two or more doors to prevent unobstructed passage by allowing the release of only one door at a time.
- (4) Door openings shall be protected by listed, self-closing fire doors that have a fire resistance rating of not less than 1 hour.
- (5) Where a PSAP has windows, the following requirements shall apply:
  - (A) Windows shall be a minimum of 4 ft (1.2 m) above floor level.
  - (B) Windows shall be rated for bullet resistance to Level 4 as defined in UL 752, Standard for Safety Bullet-Resistant Equipment, which is hereby incorporated by reference, including subsequent amendments and editions. This may be accessed at no cost at <http://ulstandards.ul.com/standard?id=752>.

- (C) Windows that are not bullet resistant shall be permitted provided that they face an area that cannot be accessed or viewed by the general public.
  - (D) Windows that are required to be bullet resistant shall be configured so that they cannot be opened.
  - (E) Walls with bullet-resistant windows shall be required to provide the same level of protection as the window.
- (6) Means shall be provided to prevent unauthorized vehicles from approaching the building housing the PSAP to a distance of no less than 82 ft (25 m). Alternatively, unauthorized vehicles shall be permitted to approach closer than 82 ft (25 m) if the building has been designed to be blast resistant.

**(e) Lighting.**

- (1) Artificial lighting shall be provided to enable personnel to perform their assigned duties.
- (2) The PSAP shall be equipped with emergency lighting that shall illuminate automatically immediately upon failure of normal lighting power.
- (3) Illumination levels shall be sufficient to allow all essential operations.

**(f) Circuit Construction and Arrangement.**

- (1) As-built drawings shall be provided.
- (2) Circuits shall not pass over, under, through, or be attached to buildings or property that are not owned by, or under the control of, the PSAP or the entity that is responsible for maintaining the system.
- (3) 911 call instruments installed in buildings not under control of the PSAP shall be on separate dedicated circuits.
- (4) The combination of public emergency services communication and signaling (C&S) circuits in the same cable with other circuits shall comply with the following:
  - (A) Other municipally controlled C&S circuits shall be permitted; or
  - (B) Circuits of private signaling organizations shall be permitted only by permission of the PSAP.

**(g) Underground Cables.**

- (1) Underground communication and signal cables shall be brought above ground only at points where the PSAP has determined there is no potential for mechanical damage or damage from fires in adjacent buildings.
- (2) All cables that are installed in manholes, vaults, and other enclosures intended for personnel entry shall be racked and marked for identification.
- (3) Cable splices, taps, and terminal connections shall be located only where accessible for maintenance and inspection and where no

potential for damage to the cable due to falling structures or building operations exists.

- (4) Cable splices, taps, and terminal connections shall be made to provide and maintain levels of conductivity, insulation, and protection that are at least equivalent to those afforded by the cables that are joined.

(h) Aerial Cables and Wires. Protection shall be provided where cables and wires pass through trees, under bridges, and over railroads, and at other locations where damage or deterioration is possible.

(i) Wiring Inside Buildings.

- (1) Wiring at the PSAP shall extend to the operations room in conduits, ducts, shafts, raceways, or overhead racks and troughs of a construction type that protects against fire and mechanical damage.
- (2) Cables or wiring exposed to fire hazards shall be protected from the hazards.
- (3) At the PSAP, cable terminals and cross connecting facilities shall be located either in or adjacent to the operations room.
- (4) All wired dispatch circuit devices and instruments whose failure can adversely affect the operation of the system shall be mounted in accordance with the following:
  - (A) On noncombustible bases, pedestals, switchboards, panels, or cabinets; and
  - (B) With mounting designed and constructed so that all components are readily accessible to authorized personnel.

(j) Circuit Protection.

- (1) All protective devices shall be accessible for maintenance and inspection.
- (2) Wired surge arresters shall be designed and listed for the specific application.
- (3) Each conductor that enters a PSAP from a partial or entirely aerial line shall be protected by a surge arrester.

(k) Grounding.

- (1) Sensitive electronic equipment determined by the PSAP to be essential to the operation of telecommunications and dispatching systems shall be grounded.
- (2) Listed isolated ground receptacles shall be provided for all cord-and-plug-connected essential and sensitive electronic equipment.
- (3) Unused wire or cable pairs shall be grounded.
- (4) Ground connection for surge suppressors shall be made to the isolated grounding system.
- (5) All surge arresters shall be connected to earth ground.

(l) Access. All equipment shall be accessible to authorized personnel for the purpose of maintenance.

*History Note: Authority G.S. 62A-42; 62A-47; Eff. July 1, 2016.*

**09 NCAC 06C .0403 GRANT AGREEMENTS**

- (a) Grant agreements shall comply with G.S. 62A-47.
- (b) Unless otherwise determined by the Board based upon the grant application, grant agreements shall be for a term not to exceed one year.
- (c) Grant agreements shall include terms ensuring compliance with G.S. 159-26, G.S. 159-28, and G.S. 159-34.

*History Note: Authority G.S. 62A-42; 62A-47; 143C-6-22; 143C-6-23; Eff. July 1, 2016.*

**09 NCAC 06C .0404 GRANT FUNDS**

- (a) The grantee shall deposit grant funds in a bank account maintained by the grantee and the grantee shall assign each grant a unique accounting code designation for deposits, disbursements, and expenditures. All grant funds in the account shall be accounted for separately from other grantee funds. Grant funds may be used only between the beginning and ending dates of the grant, unless the grantee requests an extension and it is granted by the Board.
- (b) Grant funds are not transferable to any other entity. If equipment purchased using grant funds is sold or transferred within three years of the end of the grant period, the grantee shall return the grant funds to the Board on a pro-rata basis using depreciation schedules.

*History note: Authority G.S. 62A-47; Eff. July 1, 2016.*

**09 NCAC 06C .0405 GRANTEE REPORTS**

- (a) Grantees shall submit reports to the Board summarizing expenditures of the grant funds and the activities supported by the grant funds.
- (b) Unless otherwise stated in a grant agreement, the reports are due 15 days after September 30, December 31, March 31, and June 30.
- (c) A final report shall be submitted to the Board no more than 45 days after completion of the grant, detailing the activities, expenditures of the funds, and the ways in which the needs identified in the grant application were met. The final report shall be accompanied by supporting documentation for all expenditures of the grant funds.

*History Note: Authority G.S. 62A-47; 143C-6-22; 143C-6-23; Eff. July 1, 2016.*

**TITLE 15A – DEPARTMENT OF ENVIRONMENTAL QUALITY**

**15A NCAC 02L .0501 PURPOSE AND SCOPE**

- (a) The purpose of this Section is to establish procedures for risk-based assessment and corrective action sufficient to:
  - (1) protect human health and the environment;
  - (2) abate and control contamination of the waters of the State as deemed necessary to protect human health and the environment;

## ATTACHMENT D – USE CASE FORMS

Use Case forms can be found on the pages that follow.

## USE CASE A

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

The County and partner agencies will utilize remote workstations with the CAD solution. Wake County requires three remote workstation configurations, as follows:

1. A CAD workstation to be available at remote sites that allow the operator the full range of system capabilities and integrated mapping.
2. An internet browser-based CAD application that provides a more limited feature set than a full CAD workstation, but does offer the ability to create and modify CAD events. This system should utilize appropriate security to allow a range of functionality from read-only access to the described read-write capabilities. The response shall include the capabilities (e.g., mapping, AVL display) available to the web-based CAD application.
3. Wake County would like to establish an internet browser-based status monitor to display active and pending events, unit status, and AVL display, at a minimum. These status monitors should be configurable by the user agency and utilize appropriate security to provide or restrict access.

Respondents shall describe the solution for remote CAD access as described in the three scenarios above, including bandwidth requirements.

## USE CASE B

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

Wake County and partner agencies are very interested in the latest trends in technology. Mobile applications and browser-based mobile functionality are important to the users.

Respondents should describe any browser-based or mobile-enabled apps that work on tablets, smartphones, or laptops. Specifics of the mobile operating system, memory, disk requirements should be provided. Respondents should describe in detail the functionality available in their HTML5 mobile client or any mobile apps. Respondents shall detail applicable measures, especially those that meet CJIS security requirements, such as data encryption, the ability to disconnect lost/stolen devices, and two-factor authentication. A functional comparison to the full mobile client is preferred.

Respondents shall describe the capabilities of the proposed system to handle these requirements.

**USE CASE C**

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

**Wake County and the partner agencies have multiple remote locations throughout the county. Along with the ability to access CAD remotely, these sites require printing capability with CAD for event notification, scheduled report generation, inquiry results, and rip-and-run.**

**Respondents shall describe options available for remote printing, including network and web-based options.**

**The description of capabilities shall include the user's ability to add, change or remove printers.**

USE CASE D

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

**Wake County requires the ability to house CAD data in a highly robust Microsoft SQL-based data warehouse. This environment should be isolated from critical CAD servers while providing restricted access to simultaneous users and applications. Multiple user agencies will query and report against their specific data; this should be controlled with security measures to allow access based on role, agency, and permissions.**

**CAD data should be transferred to the data warehouse using a transactional near real-time process.**

**Respondents shall describe their data warehouse solution given the above considerations.**

USE CASE E

**RESPONDENT:** \_\_\_\_\_  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

Wake County agencies respond to emergencies associated with highways with no address plans, e.g., limited access highways, bike trails, greenways, large open public spaces, boat slips/marinas.

Respondents shall describe how the proposed system can resolve the issues associated with location validation and dispatch to locations with no designated address.

USE CASE F

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

Wake County agencies respond to emergencies associated with locations on overpasses or underpasses where non-connecting streets cross. Depending on the occurrence of the event, either on the overpass or underpass, the response may be for different jurisdictions.

Respondents shall describe how the system will differentiate between elevations, recommend the correct units and how the system will present this information to the operators in the dispatch center and mobile devices.

Respondents shall describe how the system will allow verification for locations where non-connecting streets (bridges, etc.) cross and how the system will present this information to the operators in the dispatch center and mobile devices.

Respondents shall include a description of how GIS data and topology will have to be created in order to accommodate these requirements.

## USE CASE G

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

Wake County experiences periods of high call volume due to extreme weather events. During these periods, the system should have the ability to switch to an alternative response mode (e.g., Storm Mode).

At that time, the system should be capable of providing an alternate recommended response, from a multi-unit response to a response configurable by agency and type of event. Switching to the alternate response mode can be accomplished either automatically or by system command at the discretion of the agency.

The alternate response plan must be able to cover the entire geography of the system or for a limited geographic area (e.g., limited to the coverage of an agency).

During the execution of the alternate response plan, the incidents may be stacked to units and selectable by the unit from the mobile device.

Respondents shall describe the capabilities of the proposed system to accomplish these requirements.

**USE CASE H**

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

**This RFP and the North Carolina 911 Board Minimum Standards include requirements for redundant servers and a disaster recovery site implemented as a hot standby site.**

**Respondents shall describe the failover process of the system to the redundant servers and to the disaster recovery site. Respondents shall include the process for manual and automatic failover.**

**USE CASE I**

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

**Respondents shall describe the CAD messaging process between workstations, users, and mobile devices. Respondents shall include the process for sending messages to individuals, groups of individuals or users not currently logged on.**

**Respondents shall describe the inquiry and report process for messages with emphasis on obtaining results for all messages between two or more parties by specifying one party's user ID, unit ID, or any other parameter stored with the message.**

**USE CASE J**

**RESPONDENT: \_\_\_\_\_**  
**WAKE COUNTY NC CAD PROCUREMENT, RFP# 16-063**

**Respondents shall describe how temporary capability assignments are used in the recommendation process and managed within the system.**

**ATTACHMENT E – ADDITIONAL RFP COMMENTS FORM**

The Additional RFP Comments Form can be found on the page that follows.



**ATTACHMENT F – ADDITIONAL FUNCTIONAL SPECIFICATIONS COMMENTS FORM**

The Additional Functional Specifications Comments Form can be found on the page that follows.

